

# Annual Review 2006



**Hi Kent**

Challenging deafness together!

Reg. Charity No. 1052036



# The Chief Executive writes



**John Clayton**  
Chief Executive  
Hi Kent

I am pleased to report a year of steady improvement in Hi Kent's performance for the year ending March 2006.

We have coped with an ever-increasing demand for our help, across the whole range of services that we provide. The amount of equipment that we have supplied has never been higher, and we have opened twenty four new hearing aid maintenance clinics in communities around the county, to meet the needs of Kent's elderly and frail deaf and hard of hearing people.



Hi Kent has risen to meet the challenge of increasing demand from service users, with 2005/06 seeing a rise of 8.5 % in assessments carried out, with a 20% rise in the Fair Access element of these. Over 80% of requests for assessment services were met within 28 days, with the majority of the balance being seen within a further 7 days.

Performance in the field of equipment provision has shown improvement too. In the first quarter of the year 76% of the measured provision was achieved within 7 working days. This rose to 88% in the final quarter of the year.

We have had to face increased rents at our Head Office premises in Maidstone, and at our Canterbury centre, as well as our maintenance obligations under the leases. New window blinds have been designed in house and installed, which make our presence known more effectively. Hopefully our clients are also finding our centres more inviting to visit.

Thanks to our Chairman's intervention, a new boiler was obtained free of charge to replace the aging boiler at our Canterbury centre, saving us around £1,200.

Our fundraising efforts have continued, giving us an opportunity to raise awareness all over Kent. We have run successful quiz evenings in Rainham and



Coxheath, and held coin collections at supermarkets in Ashford, Canterbury, Maidstone & Tunbridge Wells.



Recognising that many of our clients and supporters have asked us to stock Hi Kent Christmas Cards & puddings, we have introduced these items and have been pleased with the additional funds they have raised.

During the year we introduced a new VPN (Virtual Private Network) linking our computer systems at Maidstone and Canterbury and facilitating communications, diary management and improving health and safety of staff. Further development will extend the success of this project.

We were founder partners at the Ashford Gateway Centre where we continue to hold two regular sessions every week. We also accepted an invitation to participate in the Guildhall North Community Advice Centre in Folkestone, located within a Neighbourhood Renewal Area.



To cope with all this increased activity we have had to recruit and train more volunteers, and as always we thank them for their selfless devotion to helping our clients.



Our Sign Language and Deaf Awareness Courses go from strength to strength, and we are looking forward to adapting our Level 1 BSL course to comply with the new three-part course structure, which will make it easier for people to study for the qualification in smaller increments, and to spread the cost.

The relationship that we have with Kent County Council and Medway Council Social Services continues to be greatly valued. The work that we carry out on behalf of those bodies is at the very core of our activity,

and we are now taking part in the KCC's Occupational Therapy and Sensory Disabilities Unit's Strategic Management meetings.

It is always sad to say goodbye to members of staff who have devoted many years' service to Hi Kent, and this was especially true on Victor Robinson's retirement in August.

Victor's contribution to our charity was enormous, and it is pleasing to report that he is still involved in the production of our leaflets and other publications, including this Annual Review.

Due to pressure on our budget, we have not been able to replace Victor, which has resulted in a number of staff taking on additional duties.



It is a tribute to their skills and professionalism that we have achieved so much this year.



I look forward to working with our team of staff, volunteers, professional advisers and colleagues in Kent and Medway Councils, as we strive to build on the stability we have achieved this year.

*John Clayton*

## Hi Kent Registered Charity No.1052036

*Patron:* **Rt.Hon. Ann Widdecombe MP**

*Hon. President:* **Heather Jackson**

*Chief Executive & Company Secretary:* **John Clayton**

*Trustees:*

**Clive Reddihough (Chair)**

**Derek Duckworth**

**Bob Livesey**

**Christopher East (Treasurer)**

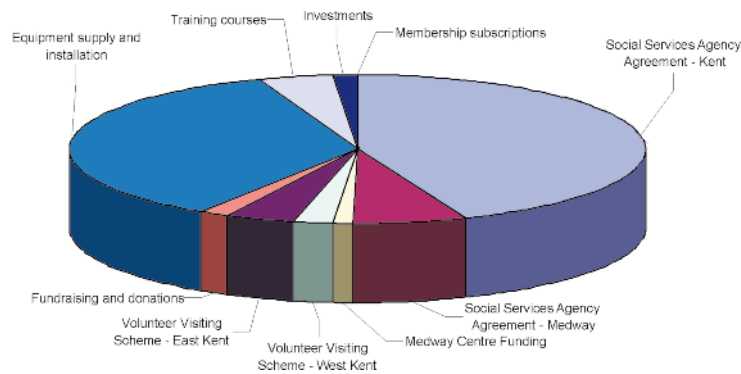
**Nicholas Fenton-Smith**

**Lindsay Rousseau**

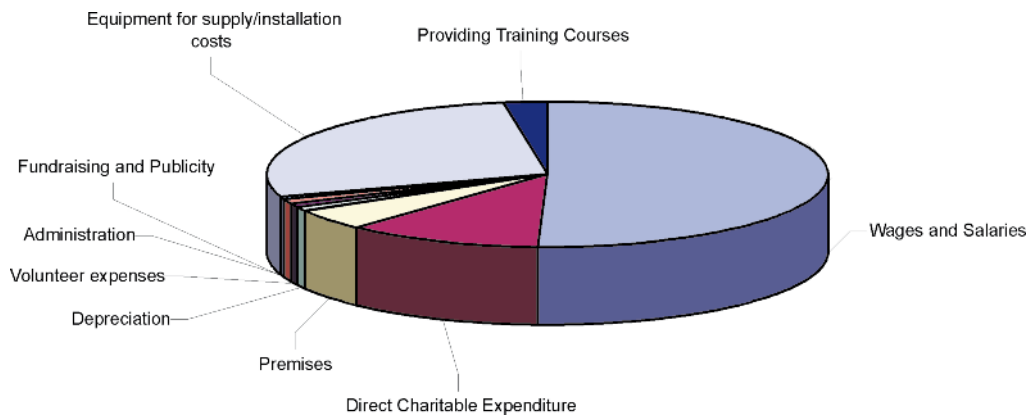
*Secretary to the Trustees:* **Laura Irvine**

# Finance Hi Kent Income and Expenditure 2005/2006

## Hi Kent - INCOME 2005/2006



## Hi Kent - EXPENDITURE 2005/2006



### Income

Social Services Agency Agreement - Kent	£261,784
Social Services Agency Agreement - Medway	£ 38,377
Medway Centre Funding	£ 6,856
Volunteer Visiting Scheme - West Kent	£ 14,004
Volunteer Visiting Scheme - East Kent	£ 23,000
Fundraising and donations	£ 9,583
Equipment Supply and installation	£211,866
Training Courses	£ 24,240
Investments	£ 7,884
Membership subscriptions	£ 535

**Total:**

**£598,129**

### Expenditure

Wages and Salaries	£299,114
Direct Charitable Expenditure	£ 67,275
Premises	£ 27,150
Depreciation	£ 4,871
Volunteer expenses	£ 6,106
Fundraising and Publicity	£ 5,504
Administration	£ 3,218
Equipment for supply/installation costs	£163,453
Providing Training Courses	£ 14,510

**Total:**

**£591,201**

# HiKent



### Head Office and West Kent Centre:

18 Brewer Street, Maidstone, Kent ME14 1RU.

Tel: 01622 691151 Voice & Minicom. Fax: 01622 672436

### East Kent Centre:

46 Northgate, Canterbury, Kent CT1 1BE.

Tel: 01227 760046 Voice & Minicom. Fax: 01227 760068

### Medway Centre:

Audiology Dept., Medway Maritime Hospital, Windmill Road, Gillingham, Kent ME7 5NY. Tel: 01634 825043 Voice & Minicom

### The Ashford Gateway Centre:

14 Park Mall, Ashford, Kent TN24 8RY.

Tel: 01233 208610 Fax: 01233 638012

**E-mail:**  
**enquiries@hikent.org.uk**

**Website:**  
**www.hikent.org.uk**