

Hi Kent Annual Review 2007



unsung heroes

The Queen's Award
for Voluntary Service

2007

for voluntary service by
groups in the community

groups in the community

The Chief Executive writes



John Clayton
Chief Executive - Hi Kent

I am pleased to report another successful year of excellent performance. 2007 marked a major honour for Hi Kent when we became the only Kent organisation to receive the Queen's Award For Voluntary Service this year.



The presentation of the award was made by Deputy Lieutenant of Kent, Brigadier (Retd) David Ralls CBE, at a ceremony at Eastwell Manor on 20 September. Over 100 people attended, among whom were many of Hi Kent's wonderful volunteers, whose efforts had earned the award.

The full costs of the ceremony were met by donations from local businesses, for which we are especially grateful.

In conjunction with the Award, we were honoured to receive four invitations to attend a Royal Garden Party at Buckingham Palace on 10 July.

Those who attended were John Clayton (Chief Executive), Maxine Harris (Finance Manager), Gwen Boyce (Volunteer Co-Ordinator) and Mr Bill Lamb (Chairman of Canterbury Hard of Hearing Club), who had nominated Hi Kent for the Award.

Once again we have faced increasing demand for our services, which we have managed to extend with the introduction of a new Mid-Kent Volunteer Visiting Service area. This has only been possible thanks to grants from the Allan Willett Foundation, the Drapers' Company and the Colyer-Fergusson Charitable Trust.

This has enabled us to open many new hearing aid aftercare clinics in villages and communities that have not been able to access Hi Kent's services until now.

To cope with this increased activity we have had to recruit and train more volunteers, many of whom are deaf themselves, and as always we thank them for their tireless dedication to helping our clients.

We have again improved the proportion of clients seen within 28 days of referral (Department of Health indicator PAF/ D55) and this figure now stands at 86.5% for the period September 2006 – August 2007.

Performance in the field of equipment provision has also been further improved, with 95.5 % of goods falling within the Department of Health indicator (PAF/ D54) being delivered within 7 working days of decision.

To cope with the rapidly rising number of people seeking our help, we have doubled the number of telephone lines at our Maidstone Centre.



Once again we have increased our fundraising efforts, with more coin collections at supermarkets all over the county and at many local businesses.

We have run successful quiz evenings in Rainham and Heme Bay, plus our popular annual quiz in Coxheath, and we held a very successful Elvis cabaret with curry dinner at the Raja of Kent restaurant in Biddenden.



To all those businesses and individuals who support our events, please accept our sincere thanks.

Having been founder partners at the Ashford Gateway Centre, we are involved with the exciting project to provide similar town centre information services in towns all over Kent, together with the mobile units that will reach more remote communities.

Thanks to a Member Community Grant from County Councillor Derek Smyth, we were able to run a full programme of events for deaf awareness week at Ashford Gateway, including taster sessions in British Sign Language, Lipreading and equipment demonstrations.

Our British Sign Language (BSL) and Deaf Awareness Courses go from strength to strength. We have adapted our BSL course structure, and have run our first courses in Ashford, where we intend to build a regular programme of courses.



Thanks to major grants from Awards For All and the Lloyds TSB Foundation, together with a number of smaller donations, we have set up and are now running twelve Lipreading Support Groups across the county. This has been a major addition to our range of services, as this time last year we offered no Lipreading provision at all. We are committed to providing these facilities at no charge to participants and wherever there is a need we will seek the required funding to enable us to run a Support Group.



The relationship that we have with the elected members and officers of Kent County Council and Medway Council is a great strength and is valued enormously.

The work that we carry out on behalf of those bodies is at the very core of our activity, and we welcome the involvement that is afforded to us in management meetings to determine service delivery.

Member Community Grants from individual Kent County Councillors have enabled us to present information on our services in a clearer, more easily accessible way to clients who attend our hearing aid aftercare clinics in twelve communities to date. We extend our sincere thanks to those County Councillors and intend to extend this enhancement to the information available at more of our clinics during the year ahead.



We have some great stories to tell, and we need to keep the people of Kent informed about what we are doing, and about our hopes and plans for the future.

We cannot do this without the support of Kent's media, and I would like to thank them for their coverage of our activities throughout the past 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.

It is with deep sadness that we have to report the death of our President, Heather Jackson, on 14th August 2007

John Clayton



Hi Kent Registered Charity No.1052036

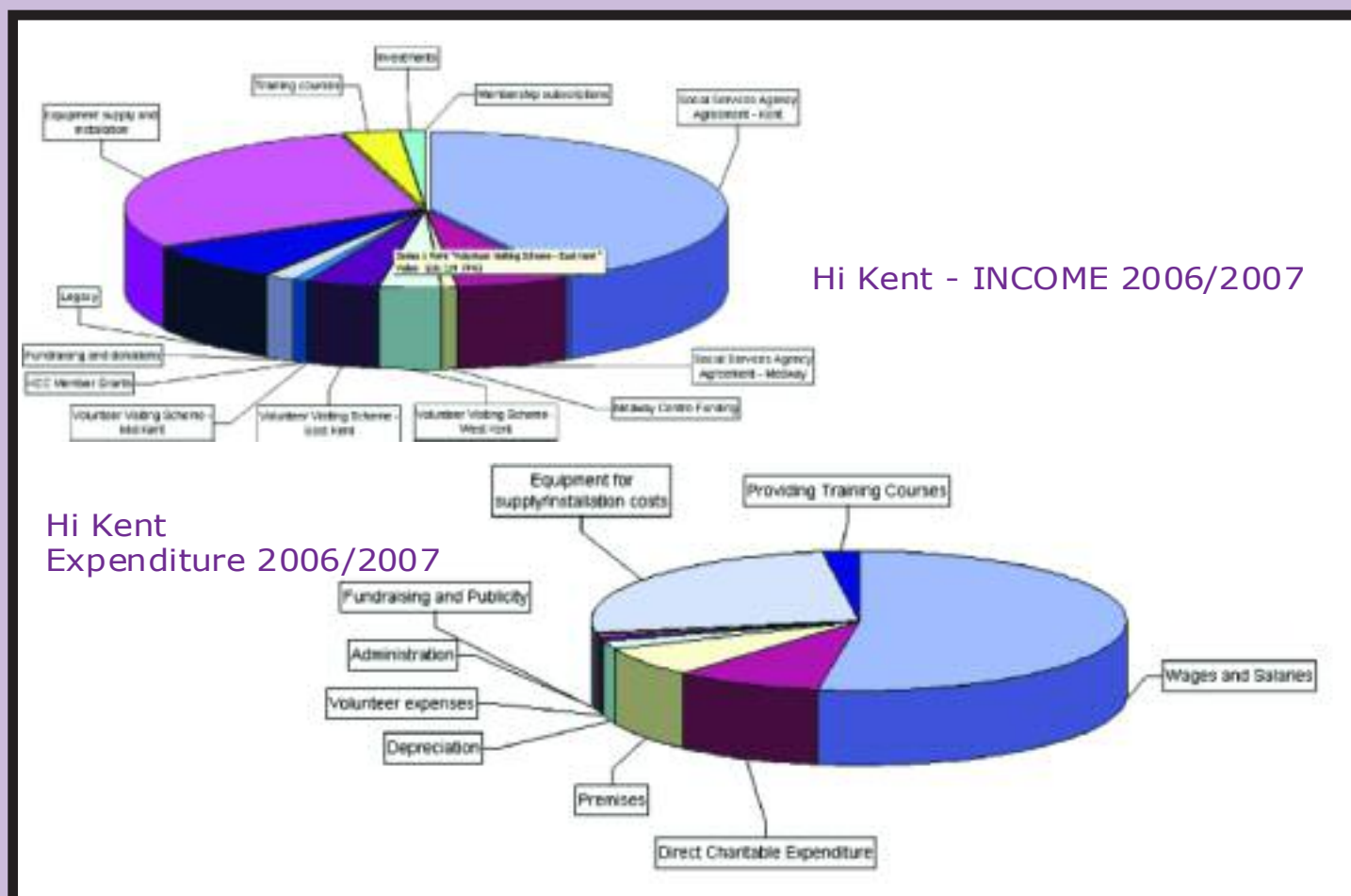
Patron: Rt.Hon. Ann Widdecombe MP
Chief Executive & Company Secretary: John Clayton

Trustees:

Clive Reddihough (Chair)	Christopher East (Treasurer)
Derek Duckworth	Nicholas Fenton-Smith
Bob Livesey	Lindsey Rousseau

Secretary to the Trustees: Kathryn Pope

Finance Hi Kent Income and Expenditure 2006/2007



Hi Kent Income - 2006/2007

Social Services Agency Agreement - Kent	£281,250
Social Services Agency Agreement - Medway	£ 39,145
Medway Centre Funding	£ 7,062
Volunteer Visiting Scheme - West Kent	£ 20,735
Volunteer Visiting Scheme - East Kent	£ 26,124
Volunteer Visiting Scheme - Mid Kent	£ 1,179
KCC Member Grants	£ 4,850
Fundraising and donations	£ 11,203
Legacy	£ 52,000
Equipment supply and installation	£192,371
Training courses	£ 20,536
Investments	£ 7,609
Membership subscriptions	£ 715

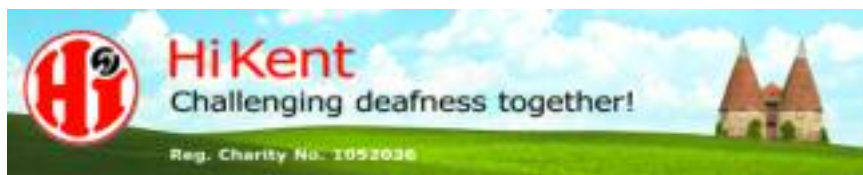
Total: £664,779

Hi Kent Expenditure - 2006/2007

Wages and Salaries	£318,044
Direct Charitable Expenditure	£ 53,266
Premises	£ 42,322
Depreciation	£ 10,808
Volunteer expenses	£ 6,464
Fundraising and Publicity	£ 3,536
Administration	£ 2,695
Equipment for supply/installation costs	£154,225
Providing Training Courses	£ 13,460

Total: £604,820

HiKent



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Medway Centre:

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

The Ashford Gateway Centre:

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