

Application deadline: Midday – Friday 15 January 2021

## Voluntary Sector Provider Contribution Fund Scheme Application Form

### Details of your Organisation

<b>Name of organisation</b>	Hearing Help Essex
<b>Address:</b>	158 Moulsham Street CHELMSFORD
<b>Postcode:</b>	CM2 0LD
<b>Contact Person</b>	Todorina Hammond
<b>Position in Organisation</b>	Interim CEO
<b>Telephone Number:</b>	01245 496 347
<b>E-mail address:</b>	Todorina.Hammond@hearinghelpessex.org.uk
<b>Website address:</b>	www.hearinghelpessex.org.uk
<b>Charity Registration No:</b>	1113498

#### Declaration:

1. I am authorised to make the application on behalf of the above organisation.
2. I certify the information contained in this application is correct.
3. If the information in the application changes in any way I will inform Uttlesford District Council.

Signed: .....  ..... Date: 14.01.2021

Name: Todorina Hammond .....

Position: Interim CEO .....

## Details of Application

### Description of work undertaken by the organisation

Hearing Help Essex exists to alleviate the isolation and loneliness that hearing loss can bring by providing practical help (hearing aid maintenance, cleaning of the hearing aids and fault-finding techniques). Support and guidance to those living with hearing loss in Essex. Over a quarter of a million people in Essex have some degree of hearing loss, nationally that amounts to one in six of the population.

### How many paid employees does your organisation have?

1 full time  
7 part time

### How many volunteers does your organisation have?

48 volunteers  
6 trustees

### How many members does your organisation have (if applicable)

N/A

### Who/what does your organisation support and in what way?

HHE supports those living with hearing loss in Essex of any age. We provide practical help, advice and guidance not only to the individuals that we support but also to their families, friends and carers. So that they are more aware of the profound impact of the hearing loss. We are helping them, not only to better understand how to adapt their lifestyle and communication skills to make social situation less isolating and stressful for those with hearing loss, but to feel equipped with all further information and support.

Hearing is considered as a critical and intrinsic part of the overall health and our outreach staff and volunteers are further trained, in fact most of them are hearing aids users too, so that they can find the best possible solution for each individual case for hearing access and equipment, such as personal listening devices, hearing loops, television listeners, just to name a few.

Hearing loss can affect personal and work life, leading to social withdrawal, mainly due to difficulties communicating with others and emotional problems, caused by the low self-esteem and confidence.

**How much money is your organisation requesting?**

2021/22  
£3,500

**Please give full details of the use that will be made of any financial aid given by Uttlesford District Council. (Please continue on a separate sheet if necessary).**

This financial aid will contribute towards our NHS Hearing aid support service in Uttlesford, which involves hearing aid basic maintenance and cleaning, in our aim of supporting over 250 residents at drop-in sessions, home visits, care and residential homes across the district.

During the first national lockdown in England, we had to cease all drop-in sessions in Uttlesford, but we have continued to support all residents with hearing aid maintenance, offering doorstep visits in a COVID secure way and we are continuing with virtual support, email and phone advice. We also continue to deliver the service strictly by bookings at 5 different locations across Essex, which are suitable for social distancing service.

We are fully committed to offering a holistic approach to each individual client and explore any further advice, guidance and information that they need. For this part of the service, we receive additional support from Essex County Council, to complement the other services that we offer locally.

In line with the government guidance, we had to change the way we deliver our services. All our drop-in service is now strictly by appointment only, to ensure the safety of our volunteers and clients.

To ensure that all residents of Uttlesford continue to receive the service, we have increased the individual door-step appointments, which are contact free. The demand for the door-step visits has increased at an exponential way during the winter months. We have also increased the support we offer over the phone.

We continue to offer equipment advice in our resource centre, strictly by an appointment only. To ensure those at most of risk of social isolation are fully supported, we have assigned one of the staff members to deal with any distressed clients, that need longer conversations to share their individual issues in a friendly and protected environment.

We are planning to mobilise all drop-in sessions across Uttlesford once the COVID restrictions are lifted and to recruit and train additional volunteers to help the local residents.

**Name up to three things you aim to achieve in the funding period.**

1. Advertise, recruit and train new additional volunteers, in a COVID secure way, a minimum of two new volunteers (we have already successfully recruited new volunteers in the area, who are waiting for their technical training from the Audiology Department).
2. To provide additional training to current volunteers to expand their skill set, so that they can maintain Corda/Open Fit style aids and keep up with all new technology updates.
3. Working closely with other organisations to expand signposting options and help them better accommodate people with hearing loss. We aim to help people with hearing loss to

be more active and participate different groups, based on their individual needs. Loneliness has been described as an epidemic and a public health crisis before COVID-19, but we are aware that social distancing and lockdown rules have made things much worse for people with hearing loss.

**What is the demand for the service and how is this being established? How will your project/service find out what the views of its users are and about the services they (will) receive?**

During the first lockdown we had to cease all service temporarily, until full PPE was secured and was issued to all staff and volunteers. We have continued to deliver the services during the unsettling COVID-19 times, although some volunteers had to stop volunteering, due to age restrictions, health, or other specific issues, as stated in the government guidance. We are proud to say that we did not close at any point during lockdown. Our helpline capacity was increased during Lockdown 1, providing longer hours and more complex support. We worked in partnership with ECL Sensory Team and local hospital services to make sure we were supporting the most vulnerable members of our communities.

Currently, we are offering safe door-step visits for hearing aid maintenance service. 193 Uttlesford residents have been supported during the quarter, as reported in November, which compares to 151 supported during the same period last year. This brings the total number of individuals supported during this reporting period to 437, an increase of 20% in our service delivery.

We are committed to deliver a high-quality service, and to ensure that, we conduct regular surveys with our clients. To reduce the transmission of the virus we had to temporarily stop all client satisfaction surveys. However, we have received the following feedback regarding the Uttlesford service that we continue to provide. Please note that we have removed the client's names in line with the GDPR requirements:

Client at Saffron Walden: 'Excellent service from the outreach worker, who cleaned, retubed and checked my hearing aids. She has helped me with my personal listener, that I have bought from Action on Hearing Loss, and I was thinking to send it back, as I thought it was faulty, but she showed me how to use. Now I know how to use correctly. Very happy with the service.'

We have also received a phone call from a relative to one of the clients in Uttlesford, saying how grateful the entire family was with the service and the help that they have received.

We have received further very positive feedback from the on-line sessions that the charity delivers via Zoom sessions.

In January 2020, one of our outreach workers visited Dementia Café at Gt Dunmow Day Centre and delivered a talk about hearing loss and our services. The organiser was very pleased, and we received an email stating: 'It was lovely to meet you yesterday and thank you so much for coming to our Dementia Café and talking to and helping our members. It was a real help to some of them and if anything, they learnt a bit more about the help available to them'. The outreach worker was invited again in April/May.

We are positive that post COVID-19 we will be able to return and further develop the support and

expand the service to meet the needs of the Uttlesford residents accordingly.

**Does the Council encourage or support your organisation in any way other than financially? Please give details.**

Over the years we have established a very good relationship with the Uttlesford Council and all local venues where we deliver the drop-in sessions. We continue to work collaboratively with other local organisations to ensure the Uttlesford residents can fully benefit from different local services.

**A link to the Council's Corporate Plan is below. Please explain how your organisation or the proposed project would contribute to the Council's corporate plans objectives?**

<https://www.uttlesford.gov.uk/corporate-plan>

Hearing Help Essex services can contribute fully to point 8 of the Council's Corporate Plan:

Promote healthy lifestyles in diverse and inclusive communities

- a. Work with partners, including the voluntary sector, to improve the general quality of life for residents, including for residents that experience social isolation, poor mental health, obesity, addiction and dementia
- b. Continue to be an active partner of the Health and Wellbeing Partnership, to promote healthy lifestyles

We are fully committed to promote healthy lifestyles by:

- providing local accessible support to people of any age with hearing loss.
- providing voluntary opportunities locally and increase set skills.
- by delivering the service, we are reducing the feeling of social isolation, that people with hearing loss often feel and consequently reducing instances of poor mental health. This is due to the fact that hearing loss leads to lowering mental stimulation, isolation and cognitive decline. So far, hearing aids have been shown to be the only hearing instrument to protect against cognitive decline and keeping the brain actively engaged in everyday life.
- we work collaboratively with other local organisations and often receive referrals for support to their clients and service users.
- we also work with the NHS to support their patients will long term health conditions locally and reduce visits to the hospital settings.
- Lancet Commission report from 2020 shows that hearing loss is the largest modifiable risk factor against dementia between the ages of 45-65. [Dementia prevention, intervention, and care: 2020 report of the Lancet Commission - The Lancet](#)

**Are there any other organisations providing the same service as your organisation in Uttlesford? If yes, please give details.**

No, in Uttlesford, Hearing Help Essex is the only charity delivering hearing aid maintenance

service.

Individuals can book NHS appointments with the audiology department, however during the last year, appointments have been more difficult to be carried out at hospitals. Also, individuals with hearing loss, often find it difficult to book an appointment, due to hearing difficulties. And added longer waiting times for hospital appointments. A timely hearing aid repair can ensure less stress for the individuals. In addition, our trained outreach workers, and volunteers can offer further advice, guidance and information to fit the individual needs.

From the feedback of the clients is evidently that they enjoy the friendly peer-to-peer support.

**Do you work in isolation to these organisations or collaboratively in any way? Please provide details.**

We work collaboratively with the local audiology departments and all our staff and volunteers are trained to deliver the hearing aid maintenance by the local audiology department. They also provide the correct tubes and consumables. To ensure our accountability, we produce quarterly reports to the audiology departments.

## Your project costs

### Please give an estimate breakdown of your running costs

Uttlesford Residents comprise 10% of our clients, and we allocate 8% of our overhead costs to this project, adjusted for Uttlesford Specific costs.

<b>Revenue Costs</b>	<b>2021/22</b>
<b>Salaries, NI and Pension costs</b>	<b>1834</b>

<b>Rent</b>	<b>550</b>
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<b>General running expenses (phone, Post, room hire, insurance etc.)</b>	<b>383</b>
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<b>Producing information, education and Promotional materials</b>	<b>300</b>
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<b>Training and Governance</b>	<b>300</b>
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<b>Travel expenses a) Staff</b>	<b>200</b>
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<b>b) Volunteers</b>	<b>100</b>
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<b>Recruitment costs</b>	<b>120</b>
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### Other costs

Additional cost relating to Covid-19

Many of our volunteers are considered vulnerable and cannot help us during the current conditions. The proportion of staff/volunteers must therefore be raised significantly leading to additional costs.

**1000**

<b>Total revenue costs</b>	<b>4787</b>
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### Capital costs

<b>Volunteer Kit Boxes(x2)</b>	<b>160</b>
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<b>Total capital costs</b>	<b>160</b>
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<b>Total Organisational costs</b>	<b>4947</b>
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**Income - current year only for this project, pan-Essex**

**From grants**

Mid-Essex CCG – covering Braintree Chelmsford and Maldon service delivery	£16428
Chelmsford City	£7500
Thurrock Council	£2328
Current Grant – Uttlesford DC	£2000

**From other sources**

Donations	£13300
Fundraising activities	£2782

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<b>Total income</b>	<b>£44338</b>
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Is your organisation financed or supported by other organisations, if yes, give full details, if no, why not?

A wide range of Charities, Trusts and Groups donate to HHE each year. Over the past 3 years this support has totalled over £19000.  
We have received grants from Basildon DC, Maldon DC, Braintree DC to support our Hearing Aid Service in their areas

What fund raising activities has your organisation undertaken in the last 3 years and how much money have you raised? Please do not include grants from Uttlesford District Council or other funding bodies.

Friends of HHE	£8437
Collection Tins	£13236
Gift Aid on Donations	£4795
Charities, Trusts and Group donations	£19224
	£
	£
<b>Total:</b>	<b>£45692</b>

What percentage of your users are Uttlesford Residents?

10%

How many people benefit from your service(s) each year?



Approximately 6,500 across Essex

**What effect would a reduction in the amount you have applied for have on your forward plan/service? Please provide quantifiable information?**

We will be unable to offer the hearing aid maintenance service in Uttlesford without the requested support, as we do not receive any other income specific to the Uttlesford residents. The demand for the service has increased exponentially in the last quarter as the hospital audiology service has completely stopped, or they only offer emergency audiology appointments. For the first two weeks in December, our outreach worker has carried out 22 individual door-step appointments in Uttlesford.

We have experienced a reduction of our active volunteers, due to COVID-19 complications, and without the support we will be unable to recruit any more volunteers and train them.

**If you are currently in receipt of a grant from Uttlesford District Council, what effect would a reduction in funding have on your organisation? Please provide quantifiable information?**

We are very grateful for the funding we have received in recent years from UDC and this, with a contribution from client donations and other funds raised, has enabled us to maintain the service. Covid-19 has restricted the support we usually gain from some volunteers and increased the cost of delivery as paid staff are supplanting volunteers. We are very aware that there is unmet demand for our services, the increasing levels of loneliness and isolation seen from Covid-19 lockdowns and restrictions are worse for hard-of-hearing people and increase the need for our services.

If we had a reduction in funding, we simply would not be able to continue to support the Uttlesford residents.

To ensure we are fully prepared to meet our target, we have based our expectation on some of the highlights of the Charity Awareness Monitor Report Autumn 2020, published by nfpSynergy, which states that, in August, only 54% of the public reported having given to charity in the last 3 months. This represents the lowest level of giving since the organisation has started tracking this measure over a decade ago. Compared to 2010, less people say that they have bought a product which included a charity donation. There has also been a decline in the proportion of those giving the last three months, as a result of the pandemic.

Furthermore, in the same report the way deafness is talked about has an impact on perception. 56% believe that being hard of hearing has a strong or very strong impact on a personal's life. 66% believe that having hearing loss will have a strong or very strong impact on a person's life. And 77% believe being deaf will have a strong or very strong impact on a person's life.

## Check List

- **Most recent Audited financial accounts**



- **List of extra spending due to Covid-19**



- **Medium/Long term business plan**



- **Copy of the organisation constitution**



I confirm that:

- to the best of my knowledge the information given above is accurate;
- I am authorised to make this application on behalf of the organisation named overleaf;
- Neither I nor the organisation is seeking to obtain any personal or financial benefit from the project/initiative.