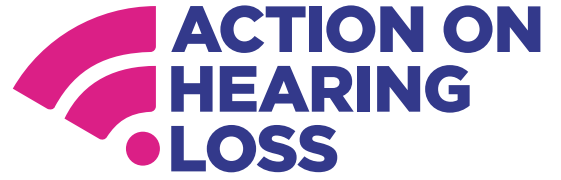


17
18



A national charity since 1911

Annual Report

and Financial Statements



Contents

Message from the Chairman and Chief Executive	3 - 4
Trustee Report	
Objectives and Activities	5
Achievements and Performance	8
Financial Review	27
Structure Governance and Management	34
Statement of Trustees Responsibilities	42
Independent Auditors Report	44
Financial Statements	49

Forewords

A message from our Chairman

This has been a year of achievement and change for our Charity. We are immensely proud to report that 167,000 people were helped by our services across the UK, possibly the largest number in our history. With as many as 99% of people helped by our services rating them as excellent or good, it is clear that the impact we have continues to grow.

This year also saw considerable progress in the area of biomedical research. We have taken steps to multiply the impact of our research investment by establishing partnerships to co-fund research into age-related hearing loss with the Dunhill Medical Trust and into the links between hearing loss and dementia with Alzheimer's Research UK. With exciting medical treatments now in clinical trials, we remain optimistic about the future for all those people who wish for a cure.

Brand awareness grew again, but this was a challenging year for our finances. We have agreed a robust financial plan which we are confident will enable us to build our reserves and produce a vibrant, sustainable organisation fit for the future. After the end of this period, we were delighted to appoint Mark Atkinson to help lead Action on Hearing Loss through this new phase of our development.

We could not make the impact we have without the skill and dedication of our thousands of staff and volunteers, and without the wonderful support of those thousands of individuals and organisations that made donations, funded our work, or remembered us in their wills. We are enormously grateful to them all.



John Morgan

A message from our Chief Executive

I'm delighted to be joining Action on Hearing Loss at such an important time. For more than 100 years, our Charity has been championing the rights of people living with deafness, hearing loss and tinnitus and, as this report shows, it has accomplished some extraordinary things. There is still a lot more to be done to ensure that the millions of people in the UK living with deafness, hearing loss and tinnitus enjoy the same opportunities and access as their hearing peers. But I have no doubt that, together, we can overcome the challenges we face and succeed. I'm really excited about the future for this Charity. I look forward to ensuring that Action on Hearing Loss is at the forefront of creating a more equal and just society.



Mark Atkinson

Trustees report

Objectives and Activities

Our Vision

Action on Hearing Loss exists to help people confronting deafness, tinnitus and hearing loss to live the life they choose. We enable them to take control of their lives and remove the barriers in their way.

Our vision is a world where hearing loss doesn't limit or label people, where tinnitus is silenced and where people value their hearing.

Our aims in pursuit of this vision are:

- To provide support and care to help people confronting deafness, tinnitus and hearing loss take control of their lives and live the life they choose.
- To fund research into technology and treatments to help people confronting deafness, tinnitus and hearing loss take control of their lives and live the life they choose.
- To campaign to remove barriers faced by people confronting deafness, tinnitus and hearing loss so they can live the life they choose.

In setting these aims and objectives, the Trustees have had regard to the guidance issued by the Charity Commission.

Our Strategy – Transforming Lives

Our five-year strategy, Transforming Lives, was launched in April 2018 and consists of five programmes of work which together will transform the lives of people with deafness, tinnitus and hearing loss. We will do this by changing attitudes towards hearing loss and deafness, making technology more widely available, supporting more people to live independent lives and supporting research into better treatments for all types of hearing loss and tinnitus. These

programmes are supported by a programme of work to build a stronger Charity that is efficient, effective and financially sustainable.

Changing attitudes

Ensure the lives of people with deafness, tinnitus and hearing loss are less limited by society

People's lives are limited by myriad individual actions taken by people, organisations and governments across UK. We will tackle this by changing the way many people think, feel and act in relation to deafness, tinnitus and hearing loss, and by intervening where we can do the most to improve people's quality of life

Better technology

Make technology more available and accessible to everyone

While the search for treatments continues, technology plays an essential role in enabling people with hearing loss to live better lives. We will work to speed up the development of new technology, and to make sure people with deafness, tinnitus and hearing loss can use it to improve their lives.

Independent lives

Ensure more people have the right information and support to live fulfilling, independent lives

We will continue to do more to help the more than 11 million people confronting deafness, tinnitus and hearing loss to live the life they choose – but we cannot support them alone. So we will engage more people digitally, and work with others to improve services, including policymakers and health and social care professionals.

Towards a cure

Find treatments for all types of hearing loss and tinnitus

For some people born deaf, their deafness is no barrier to how they live their lives, and we respect and value this. For all the people who do want a cure, we will work harder to find treatments for all types of hearing loss and tinnitus.

A stronger Charity

Ensure maximum impact and effectiveness in all our work

To achieve our ambitious goals we need to be as efficient and effective as possible, and to use our resources to maximum impact. We also need to find a range of ways to increase our income, ensuring our long-term sustainability.

Each of these programmes is championed by an Executive Director and carries out cross-functional projects to coordinate our work towards achieving our long-term goals. Programmes report on progress on a quarterly basis.

Our Values

People, Passion and Partnership reflect the identity and personality of our organisation.

People

We treat people as people – with warmth, dignity and respect. We see people as whole people, not just as an issue or problem to be solved. We show kindness, care and understanding and approach people how we would like to be approached.

Passion

We are passionate about our work and we want to make a difference in people's lives. If things can be improved, we won't just settle for how they are. We're prepared to challenge the status quo. We strive for high standards, to do our very best. We take positive risks and innovate, trying new things.

Partnership

We work alongside others to achieve the best results. We listen carefully and try hard to understand. We share insights, ideas, learning and resources. We respect and value differences and we enable others to participate. We act with integrity and build trust.

Achievements and Performance for 2017-18

2017-18 was the final year of our previous strategy, Taking Action, which had three programmes of work, namely Support and Care, Technology and Treatments and Equality, all supported by an Enabling programme. In each of these programmes, we helped people to take control of their lives so they can live the life they choose.

Support and Care

We spent £29.2m (2016/17: £28.2m) on supporting people confronting deafness, tinnitus and hearing loss. Key activity in 2017/18 can be summarised as follows:

Key Objectives	Performance
Achieve 98% compliance with regulators' requirements in Care and Support	100% compliance. All CQC compliance visits went well – overall rating 'Good'
Total number of community services contacts with people across the UK 160,000	167,000 contacts
Total number of hearing aid support interventions to exceed 47,000	50,252 interventions
Total number of Hear to Meet befriending interventions to exceed 5,000	4,631 interventions
Hear to Inform and Connect information outreach project to reach 12,441 people and 72 organisations	Reached 10,773 people in first year (includes set up) and 299 organisations Conducted 1,312 hearing screens
To conduct 622 hearing screens	
Total number of Joint Sensory Services Interventions target 5,870	6,728 interventions

Growing our Information Support and local services

Our hearing aid support services, **Hear to Help**, support people to make the most of their hearing aids and manage their hearing loss effectively by providing basic maintenance, replacement batteries and tubing, cleaning and information. We also provide troubleshooting, equipment demonstration, signposting and, in some services, otoscopy and aural impressions. In 2017, we won our first tendered hearing aid support service in Scotland – Ayrshire & Arran – and established our new Hearing Aid Support service and Tinnitus service across Northern Ireland following a successful tender response. 99% of our surveyed beneficiaries said that our service across the UK was excellent or good and had seen a big improvement in their daily lives.

Our social groups, **Hear to Meet**, give people who are deaf or have hearing loss the opportunity to meet up over tea and coffee, share experiences and information and make new friends. We also offer home visits. Overall, 99% rated our service as excellent and 94% of people attending our social groups or receiving home visits felt they had improved their daily life.

We have exceeded our planned number of assessments in our **joint sensory services** provided in England and Scotland this year. This has meant more people with hearing loss and sight loss than planned have had access to support with their information and advice on equipment and technology and other services that will enable them to live more independently.

We supported more people than planned to manage their **tinnitus**. We partnered with the British Tinnitus Association across various activities including creating an e-learning module for GPs. We delivered specialist courses in Northern Ireland and 75% of attendees felt that they could cope better with living with tinnitus. We conducted a survey of people who experience tinnitus in Scotland which will be used to help influence improvements to services in future.

In our **Employment Support Services** we exceeded our target to support more than 180 people into employment across the UK. We have helped people who are deaf or have tinnitus or hearing loss to find meaningful employment and training opportunities. For many people that we support, finding work is a significant milestone in living independently and reducing isolation. We have also delivered **Workable** – a service in Northern Ireland that supports people to stay in their jobs through specialist support and advice – whilst working with their employers to provide deaf awareness training, ensuring continued access to employment.

We completed the final year of a three-year project, **Online Today**, in partnership with the RNIB, Sense and Guide Dogs funded by the Big Lottery. The project supported people with sight loss and hearing loss to get online. Our evaluation of this work showed that beneficiaries saw a reduction in isolation, growth in confidence and positive impact on their physical and mental health.

The year saw a strong start to a new lottery funded initiative, **Hear to Inform and Connect**, which aims to provide information and hearing screening services to the over 50s. Our new **Hear to inform and Support** service in the South West was set up with extended volunteer involvement and saw more than 900 people supported in its first year.

In 2017 we completed our first year of our **Veterans Service** funded by the Royal British Legion in England, Wales and Northern Ireland and our Hearing Forces project in Scotland funded by Poppy Scotland. We have already supported more than 500 veterans, their carers and families across these areas; hundreds more than planned. The quality of the work delivered in all regions has been excellent, and the sheer number of community groups we have met, worked alongside and supported, has been overwhelming. This includes links with local Healthwatches Lancashire, Saafa, local Age UK and Blind Veterans' Services, as well as developing networks with Gurkha groups in South Wales, which has enabled us to produce project leaflets translated into Nepalese.

Our **Live Well** service in Wales, funded by the Welsh Government, saw more than 1,000 beneficiaries helped to live more independently and stay connected with others. 94% of those questioned said that the service had a positive impact on their daily lives. Our **Hospital Hearing Friends** project in Wales saw more than 600 people with hearing loss supported at their bedsides by around 40 volunteers. An unexpected outcome of this project was the interest shown in deaf awareness by hospital staff and managers, many of whom benefited from information for themselves or their family and friends.

Our **Welfare Rights service in Scotland** is going from strength to strength. In the last year, 95 people were supported to access benefits they were entitled to, such as Job Seekers Allowance (JSA), Employment and support allowance (ESA), Disability Living Allowance (DLA), Personal Independence Payments (PiP), Housing benefit and Universal Credit.

Care and support for the individual

We personalise our care and support services to every individual, so that people who are deaf, deafblind or have a hearing loss and additional needs can live everyday life the way they want. We have been supporting people since 1929 to achieve their aspirations, maintain independence and live as part of their community. We do this through residential and non-residential services.

Our residential services include any service where we provide accommodation as part of the package of support. Our non-residential services applies to all supported living services where the individual has their own tenancy directly with another organisation (and we have no involvement at all with that), along with our community outreach and day services.

At the end of 2017, we support a total of 561 people across all of our Care and Support services. Of these, 68 people use multiple services – for example, they may live in one of our care homes and use our Community or Day Services. Our staff provided a total of just under 1.9 million hours of support this year.

Of the people who we worked with, 149 people use hearing aids – an increase of seven from last year.

In addition, 14 people would identify themselves as having tinnitus (2017 figure: 15) and 15 people have a cochlear implant (2017 figure: 12).

Examples of how we are continually improving our service offer:

We secured new support packages across our care and outreach services in Kent, Wales, London, Bath, Wakefield and the North to extend our support. We opened two new bungalows for people at Fosse Bank House Blackburn. We ensured that all of our new services transferred to us in Kent achieved a ‘good’ rating, which is a significant improvement within this year. This is testament to the staff that moved to us and all of the supporting teams and managers.

We achieved the ‘Making it Real’ Kitemark for the whole of Care and Support and sustained high levels of regulatory compliance during the year in Northern Ireland, Wales and England. In England, it reflects for CQC-registered services compliance maintained well above average for organisations of our size and scope. In Wales, we successfully re-registered under the new laws on registration and inspection. We delivered deaf awareness training to 50 CQC inspectors. We now comply with the Accessible Information Standard from a service delivery perspective.

We have continued to represent Action on Hearing Loss on the national Mental Health and Deafness working group and have been actively involved in ensuring that the needs of Deaf people with additional needs are considered and responded to. We hosted a meeting with the Deaf Professionals Forum. We have delivered social worker training at Sheffield and Brighton universities and developed a training programme for accessible and supportive development support for our future apprentices.

Policy & influencing

As part of NHS England's Action Plan on Hearing Loss task and finish groups, we had three guides and a blog published on the NHS England website, submitted a 'What works' care home plan to NHS England and procured a commitment from them to publishing a toolkit jointly developed with sector partners.

A draft of the first-ever NICE guideline on hearing loss was published and, ultimately, finalised in June 2018. We led calls for its original development, responded strongly to the consultation and were successful in strengthening the wording around the link between hearing loss and dementia.

We successfully defended against cuts to hearing aid services with only one CCG (North Staffordshire) continuing with restrictions. We commenced a pilot project on the Isle of Wight to explore the most effective ways of improving GP awareness of hearing loss and increasing referrals to audiology.

We conducted Freedom of Information (FOI) request research on social care provision for people who are deaf or have hearing loss across the UK, in order to improve our understanding of variations in service quality, determine the level of cuts and shape our influencing plan for the new strategy.

Technology and Treatments:

In 2017/18 we spent £3.5m (2016/17: £3.7m) developing new technologies and treatments for hearing loss and tinnitus.

Key activity in 2017/18 can be summarised as follows:

Key Objectives

Performance

Fund £1.6m of biomedical research, supporting a total of 90 projects (excluding summer studentships and conference bursaries)

£1.3m invested in supporting 73 cutting-edge research projects with grants restricted due to financial constraints

Support the career development of hearing researchers to build future capacity

15 Conference Bursaries, nine Summer Studentships, three PhD Studentships and two Pauline Ashley Fellowships awarded

Support organisations developing treatments by providing market intelligence, links to experts and access to people with hearing loss and tinnitus

28 organisations supported

Raise awareness of research into hearing loss and tinnitus by securing media coverage. Total public circulation of biomedical research-related messages to exceed 28 million

Media circulation reached a combined total of 32 million views

Provide expert support through our Technology Initiative for Hearing Loss to develop assistive technology

17 organisations supported

Biomedical Research

There are currently no cures for hearing loss or tinnitus. Treatment for hearing loss is largely limited to technology such as hearing aids or cochlear implants. There are no treatments to silence tinnitus; only ways to cope with it. In the UK there are 11 million of people living with hearing loss and one in 10 with tinnitus. That's why we spent a total of £1.3m (2016/17: £1.7m) on research. A breakdown of these research grants is given in Note 10 to the accounts.

Supporting future research leaders

We are working to increase the number of researchers working on hearing loss and tinnitus who will go on to make discoveries that will lead to new treatments.

During the year we:

- Funded nine undergraduate summer placements and awarded 15 conference bursaries to junior researchers.
- Awarded three new PhD projects. We have a 65% retention rate for researchers remaining engaged with hearing loss research which is above our target of 60%.
- Identification of compounds that prevent hearing loss caused by certain antibiotics with five moving to next stage development.
- Discovery of genes that are associated with chronic middle ear inflammation, a common cause of childhood hearing loss.
- Development of a technique to grow inner ear tissue in 3D from human stem cells in the laboratory. This will assist researchers in developing treatments to protect and restore hearing.

Developing treatments

We accelerate the development of new therapeutics by funding translational research, creating partnerships and providing market insight.

During the year we:

- Attracted more than 150 international delegates to a successful Translational Research Summit to discuss ways of accelerating development of treatments.
- Received encouraging results from a project funded by our Translational Research Initiative for Hearing (TRIH), which demonstrated that a magnetic-based drug delivery system could deliver steroids to the inner ear to significantly reduce a type of hearing loss in mice.
- Provided expert support to 28 organisations with an interest in developing treatments for hearing loss and tinnitus, providing market

intelligence and links to experts and help to recruit people into clinical trials of new treatments.

Increasing investment in research

During the year, we continued our partnership work to influence other funders to increase investment in hearing research. We established a partnership with the Dunhill Medical Trust to co-fund research into age-related hearing loss and Alzheimer's Research UK to co-fund research into understanding the links between hearing loss and dementia.

In addition, £900,000 of follow-on funding has been secured by researchers to continue the development of a point of care test in NHS hospitals to identify babies at high risk of hearing loss caused by a specific class of antibiotic. The project was started with our seed funding.

Technology

Technology is vital for giving control to people confronting deafness, tinnitus and hearing loss and allowing them to participate in everyday life. It enables them to use services, communicate in the workplace and socialise with friends and family.

Providing technology solutions

We sell a range of assistive technology products. They have been tried and tested to help people confronting deafness, tinnitus and hearing loss, as well as their families and friends, to enjoy a better quality of life.

Supporting innovation

We are working to raise public awareness of new technology that could help people confronting deafness, hearing loss and tinnitus. We are also working with manufacturers and developers to help them understand how their technology could be used to help our beneficiary groups and to catalyse the innovation of new technology to meet their needs. In 2017/18 we:

- Published seven blogs, four tech-related articles in our members' magazine and a new information leaflet to raise awareness of new technology.
- Helped 17 organisations developing technology to benefit people with hearing loss. This included; alerting technology, automated sign

language and speech to text systems, smart glasses, technology to improve the quality of audio and the use of virtual reality systems.

- Published a report highlighting the need to improve technology to aid hearing in noisy places.
- Ran a Technology Challenge event with University of Sheffield students at the Advancement of Assistive technology in Europe (AAATE) conference to explore how technology could help people with hearing loss use public transport.
- Worked with the UK Cinema Association to develop a technology challenge competition to improve access to subtitles in the cinema. The competition is being run in 2018/19.

Equality:

We spent £6.2m (2016/17: £5.9m) influencing government and organisations, empowering people and changing attitudes.

Awareness and understanding of the impact of deafness, tinnitus and hearing loss can result in people taking action. We campaign for change so that we can have true equality and there are no longer barriers to face.

Key activity in 2017/18 can be summarised as follows:

Key Objectives

Performance

Research and publish report on deaf people and those with hearing loss accessing GP services to assess the enforcement of the NHS Accessible Information Standard

‘We published bespoke Good Practice?’ reports in England, Northern Ireland and Wales, which explored how well NHS accessibility guidance and quality standards have been implemented across the UK.

Distribute 10,000 ‘How Life Should Be’ resources

More than 16,000 people accessed our resources aiming to improve access to employment, health and social care and goods, services and entertainment.

Promote our Hearing Matters campaign issues to politicians and decision-makers

We held or attended 32 events aimed at politicians and decision-makers around the UK, including the main party conferences. In addition, our briefings, consultation responses, attendance at

parliamentary committees and cross party groups meant we engaged with more than 400 politicians.

Engage with government to increase the proportion of subtitled content	We took part in an Ofcom consultation, attended Digital TV accessibility Group meetings and met with the DCMS on this issue
Campaign for greater accessibility in cafes, pubs and restaurants for those who are deaf or have hearing loss	We began work with one garden centre and one restaurant chain to help demonstrate how businesses can make themselves more accessible.

Campaigning

Working for Change

The Working for Change campaign aims to transform the attitudes of employers to recruiting and supporting staff who are deaf and have hearing loss. To make progress, we needed to put hearing loss on the radar of employers and identify it as an issue they need to address. We published findings of a survey with more than 1,000 responses that showed people's reluctance to discuss their hearing loss with their manager, and their perception that doing so would harm their career prospects. Media coverage of our press release, issued in partnership with the Business Disability Forum, reached 33 million people, with mentions on BBC Breakfast, the Mail Online, the Mirror, HR magazine, Talk Radio, BBC 5 Live, BBC Radio 2, BBC Radio Ulster and BBC Wales, and dozens of regional BBC radio stations.

In early 2018, the Minister for Disabled People announced a significant increase to the Access to Work cap, which had prevented some Deaf people receiving the communication support they need at work. While falling short of the actual abolition of the cap we sought, it is a large increase, and represents a significant campaign win for Action on Hearing Loss and our partners across the sector.

Subtitle it!

After last year's success in changing the law on subtitles, we moved to a phase of implementation – responding to the consultation on the regulations and continued engagement with DCMS and Ofcom.

Access to health and social care

We published bespoke Good Practice? reports in England, Northern Ireland and Wales, which explored how well NHS accessibility guidance and quality standards have been implemented across the UK. The reports show that many people who are deaf or have hearing loss are still experiencing barriers to communication when they visit the GP. For example, nearly two-thirds (64%) of people who are deaf or have hearing loss living in England feel unclear about the information they've been given at GP appointments, at least some of the time.

In January, we published the 'Supporting older people with hearing loss in care settings' guide which includes top tips on spotting the early signs of hearing loss and looking after hearing aids. The guide was launched at three care homes in Rotherham, Salford and East Cheshire. Copies of the guide were also sent to the 19 largest care home providers in England (by number of beds) and shared with the Care Quality Commission (CQC).

Enabling:

Key activity in 2017/18 can be summarised as follows:

Key Objectives

Performance

Increase regular givers to over 21,000 and net fundraising contribution to £12m	Regular giving numbers declined to 19,250 and net contribution to £10.5m. Legacy income was significantly lower than last year, but income from other fundraising activities increased.
Maintain prompted brand awareness above 18%	Prompted brand awareness grew to 21%
Keep staff turnover below 20% (sector average of 21%)	Staff turnover in the year averaged 20.4%
Increase staff engagement score to 85% (sector average 82%)	Employee engagement score increased by 3% to 86%

Maintain free reserves within the £5-7m target agreed by trustees Free reserves fell below this level – see Financial Review for further comment

Our staff and volunteers are central to our success in delivering our strategy and positively impacting the lives of those we support and campaign for. For full details of our approach to managing our people, see the section on Management on p39 below.

Financial pressure increased in the year as income did not rise in line with budgeted expenditure. This resulted in reserves falling below the level required in the reserves policy. A recovery plan is now in place which involves restructuring, cost savings, better working capital management and asset sales. We are confident that this will rebuild reserves by producing a surplus in 2019/20 and subsequent years, to ensure a sustainable future.

Objectives for 2018-19

In 2018/19 we aim to:

Programme

Changing Attitudes

Key Objectives

- Lay the groundwork for a public attitudes campaign including consumer research and exploring funding.
- Identify the major societal barriers we need to tackle through our future campaigning work.
- Engage with more people living with deafness, hearing loss and tinnitus in order to create a community for change.
- Identify the drivers of wellbeing that will enable us to explore 'smart interventions' to improve the quality of life of those living with deafness, hearing loss and tinnitus.

Better Technology

- Speed up the development of new technology for people with deafness, tinnitus and hearing loss.
- Improve our networks and horizon-scanning capabilities so we can spot opportunities for new technology early, bring them to market faster and create a community of technology firms that meet the needs of our users.
- Explore the development of new models of funding, to bring more products for people with deafness, tinnitus and hearing loss to market more quickly.
- Make sure the needs of people with deafness, tinnitus and hearing loss are clearly understood by technology developers, so that they develop the best solutions possible.

Independent Lives

- Make it easier for people with deafness, tinnitus and hearing loss to benefit from technology by sharing information, developing skills and ensuring availability and affordability for as many people as possible.
- Support people to live fulfilling, independent lives through our local community services and by developing new digital services.
- Grow our high-quality, person-centred Care and Support services, offering choice and control to more people.
- Ensure people with deafness, tinnitus and hearing loss have the information they need to live the life they choose, and improve our reach among families and professionals.
- Increase awareness and understanding among health and social care professionals, to improve the experience of people with deafness, tinnitus and hearing loss.
- Ensure people have better access to high-quality health and social care services by influencing policy, reducing variation and challenging cuts.

Towards a Cure

- Make scientific discoveries that could lead to new treatments for hearing loss and tinnitus, or transform the experienced quality of hearing using medical devices.
- Support the development of promising treatments through our Translational Research Initiative for Hearing (TRIH) programme, providing funding, connections and market insight.
- Explore the potential of establishing a venture fund able to make significant investments in UK

Stronger Charity

companies to accelerate the development of new treatments for hearing.

- Invest in developing future research leaders through our PhD and Pauline Ashley Fellowship schemes.
- Work in partnership with other funders to maximise investment in hearing research.
- Continue to develop a major fundraising appeal and inspire people to support our research through events and engaging communications.
- Develop our fundraising approach with a view to increasing our income from the public and audiences of people with a connection to our cause.
- Develop a People strategy to ensure that our human resources will support future growth.
- Upgrade outdated finance systems to enable more efficient and cost-effective processing and reporting.
- Deliver a restructured Charity that is robust and financially sustainable.
- Review and strengthen governance structures and procedures to ensure better strategic and management decision-making.

These aims were agreed in early 2018 by Trustees. Decisions made after the year end regarding the financial recovery plan do not change the broad thrust of the above. The Stronger Charity programme and, in particular, the aim to deliver a robust and financially sustainable Charity is the number one priority for the trustee board and executive team. This is covered in more detail in the Financial Review section below.

Fundraising

Fundraising: Our achievements and practice

Our supporters, quite simply, make it possible for us to do as much as we do to transform the lives of people with deafness, tinnitus and hearing loss. We're enormously grateful to every one of our supporters – they fund the research, power the campaigns, and support the services to transform the lives of so many people across the UK.

This has been a year of great change in the fundraising world, as we prepared for the May 2018 launch of the new General Data Protection Regulations GDPR. We have taken the opportunity to review many of our processes, to make sure that all our work meets the new legal and regulatory requirements, so we can maintain the vital trust that supporters have in us. More information on how we raise funds, and on our control and regulation, is below.

Fundraising highlights

Our income from donations and legacies was £11.6m in 2017/18. Legacy income didn't reach the record heights of last year, but we were delighted that income from our other fundraising activities increased in what is a difficult fundraising climate.

This year, the income we received from trusts and foundations rose significantly. A major grant from the National Lottery enabled us to reach many more people in underserved communities with information on living with hearing loss and how to help others with the condition.

One of the highlights of our events calendar was our annual Christmas Carol concert in the enchanting surroundings of St Bartholomew the Great church. Readings from Mat Gilbert, Scarlett Douglas and Bill Oddie, who talked about the impact of his tinnitus, were highlights of the event which brings together music, hearing loss and BSL. We also celebrated the role of women in research holding our first women in science event at London's Royal Institution.

We were delighted to renew our three-year corporate partnership with Boots Hearingcare, to inspire more people to take action on their hearing loss, and to start a new partnership with EY, focused on improving understanding of hearing loss in the workplace.

We were able to raise £3.2m through Public Fundraising and, once again, we are extremely grateful to our generous donors for giving to our Charity. We have continued to promote our Tinnitus guide using TV advertising and sent out 13,000 information booklets. We are pleased to report that more than 1,000 people who requested information in 2017/18 have gone on to become regular donors.

To raise funds successfully, we also need more people to know our Charity and understand our cause. This year, measured PR coverage mentioning our Charity was seen an astonishing 503 million times, including in campaigns such as Working for Change, where we revealed shocking facts about the experience of people with hearing loss in the workplace and major stories on subtitling and dementia. At the same time, the number of followers in our social media channels increased by 16% to 51,492 and the number of people who took action and engaged with our content increased by 53% to 188,373.

This coverage helped the measured awareness of our brand to grow again.

Fundraising control and regulation

We are organisational members of the Institute of Fundraising and of the Fundraising Regulator and follow their standards and guidelines (including the Code of Fundraising Practice) as we strive to achieve best practice in all we do. We are also regulated, and are regularly audited, by the Gambling Commission.

We regularly review our processes and procedures to ensure we, and everyone we work, provide our supporters with the best possible experience and consistently uphold the highest ethical standards.

Use of agencies and third parties

We work with carefully-selected professional fundraising agencies for telephone and door-to-door fundraising. We do not use agencies for street fundraising. We also work with agencies to help us process responses to appeals and donations received, to print and mail on our behalf, maintain our supporter database and help us monitor the effectiveness of our fundraising activities. We work with any newly-appointed agencies to ensure that contracts are set up to comply with the current and known changes to regulation. We also regularly review existing contracts to ensure that they continue to meet our high standards. We have clear controls in place to monitor their, and our own, performance. This includes mystery shopping, random call

monitoring, and close monitoring of feedback to identify and resolve causes of any issues that people may experience and to make sure that everyone who works with us to raise funds complies with our high standards.

Managing communications

Most of our supporters want to know what their donations are going to support and how they will make a difference. So, in line with the GDPR requirements, we offer people the choice of whether they would like us to stay in touch, keeping them up to date with our work and telling them how they have helped.

We offer new supporters the opportunity to choose how we communicate with them and for what purpose – and we honour those wishes. We also offer everyone we contact simple ways to opt out of any further communication.

During the 2017/18 financial year we worked to ensure that our fundraising practices were in line with the GDPR regulations due to come into force in May 2018. This included gaining updated consent where required, informing supporters of their rights and how we use and look after their data, ensuring our contracts with third parties are compliant and that our internal processes are up-to-date. This gave us confidence that we would be able to comply with the regulations.

We also welcomed the launch of the Fundraising Preference Service (FPS) by the Fundraising Regulator. We have implemented processes to action requests received from the FPS across the organisation.

We do not sell or exchange lists of data with any other charities or companies for marketing or fundraising purposes.

People in vulnerable circumstances

We take our responsibility towards supporter care and, in particular, to vulnerable people very seriously. Members of our in-house supporter care team are all trained to respond sensitively and appropriately to any individual showing signs of distress, confusion or vulnerability.

We also have contracts and controls in place, as described previously, to ensure all agencies that may come into contact with vulnerable people treat them in line with our policies and values.

Complaints

We take every complaint we receive seriously and make sure that we investigate fully and respond promptly, where required. For the 12 months to 31 March 2018, we received 79 fundraising-related complaints. We received no official complaints via the Fundraising Regulator. In order to ensure that we provide the best level of service to the people who support our work, we regularly monitor the level and nature of feedback that we receive.

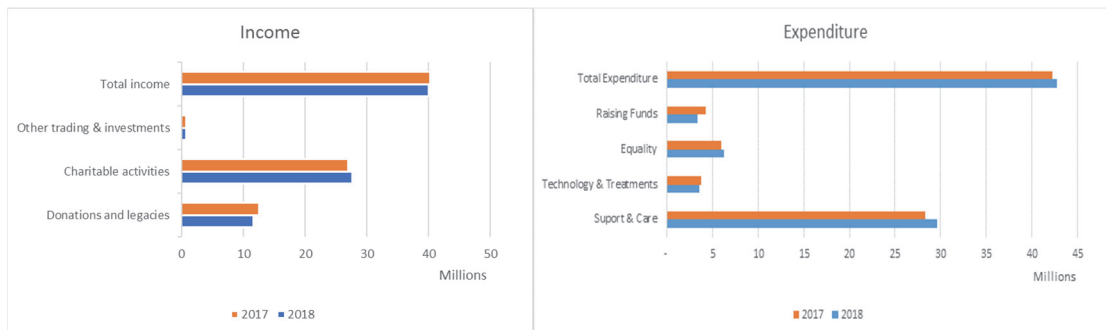
Our commitment

We will continue to monitor closely all of our fundraising activities to ensure they remain at the highest standards and reflect the wishes and preferences of all our generous supporters. We welcome any feedback or comments you may have. To get in touch by post or email, see the last page of this report for contact details.

Financial Review

Income and Expenditure in the year to 31 March 2018

In the year to 31 March 2018, Action on Hearing Loss received income of £40.1m (2016/17: £40.3m) and had total operating expenditure of £42.7m (2016/17: £42.2m).



Voluntary income fell £1.0m in the year to £11.6m. The primary cause of this decrease was that legacy income, particularly high in 2016/17 at £9.4m, fell to £8.3m. Income from support and care activities increased to £23.3m (2016/17 £22.0m) as we saw a full year's income from the ex John Townsend Trust (JTT) services in Kent which were acquired during the previous financial year. Income from trading activities showed a modest increase of £110k in the year.

Expenditure on raising funds fell by £0.9m to £3.4m as the major door to door donor acquisition programme of the previous few years was scaled back. This meant that net fundraising income was similar to the previous year. Technology and Treatments expenditure fell £0.2m to £3.5m as we reduced the number of research grants made due to falling income. Equality costs rose £0.3m as we helped more people in our local services. Support and Care costs rose £1.2m with the main reason being a full year of expenditure at the ex JTT services.

After a £37k gain on investments when the investment portfolio was liquidated, net expenditure was £2.6m (2016/17: £1.6m). Due to using the latest actuarial assumptions, the pension fund provision reduced and this saw a £1.9m gain (2016/17: £2.6m loss) which reduced the Charity's deficit to £0.7m (2016/17: £4.2m).

Future Trading

To maintain liquidity, Trustees agreed to sell the remaining investment portfolio which was completed in January 2018, and to agree a Revolving Credit Facility of up to £3m with Lloyds Bank in November 2017, which was renewed in December 2018. A restructuring plan was subsequently agreed which reduced planned expenditure by £600,000. Based on this, a budget was set in early March 2018 which planned a small surplus.

However, following changes to the Charity's governance and a review of trading performance, a revised forecast for 2018/19 showed that the Charity was likely to incur a further operating loss of over £2m. Over the summer of 2018, the Interim Chief Executive worked with Trustees on developing strategic options for the future and a robust recovery plan was agreed at the October 2018 Trustee meeting.

This plan involved a review of all aspects of the Charity's operations. We have reviewed our commissioned and trading income to ensure that, in future, we cover our central support costs and make best use of charitable funds. Central costs will be made more efficient by reducing temporary staff and moving some transactional activities out of London.

The £3m revolving credit facility from Lloyds Bank has been renewed through to 2020. The recovery plan includes a stronger focus on working capital management and cost reduction. In order to fund the change activity and general operations through to when we expect the Charity to be generating net cash again and to pay down bank loans, the Trustees have approved a programme of asset sales.

The new permanent Chief Executive started with the Charity in October 2018 and was fully involved in the strategic review and financial planning before he joined. Trustees are confident that the financial recovery plan, with its key elements of restructuring, cost reduction and asset sales, will produce a vibrant, sustainable organisation able to deliver our vital services and strategic priorities on behalf of people confronting deafness, tinnitus and hearing loss for the foreseeable future.

Risks and Uncertainties

The Trustees support a risk management process to assess business risks and implement risk management strategies through oversight by the Audit Committee. The Audit Committee at its meetings during the reporting period improved its understanding of the Charity's existing and emerging principal risks, in particular risks in relation to achieving a sustainable cost base, achieving a sustainable fundraising income level and improving business processes and their cumulative impact on the Charity's strategic plans.

The Charity remains committed to the delivery of services to its stakeholders and work to leverage its brand. In the short-term, financial risks require revised strategic options and the Charity will focus on prudent financial management, well leveraged use of resources and income growth to ensure financial sustainability. The delivery of commissioned local engagement projects which cover central support costs will be prioritised. Central costs will be reduced by reviewing logistical arrangements and minimising short-term placements and Technology services will be restructured and repositioned to maximise margins. Trustees have also agreed the sale of surplus land and buildings and the sale and leaseback of some freehold operating properties where commercially viable.

The Charity's new risk appetite is, therefore, appropriately cautious with regards to financial management and governance while being hungry towards biomedical research and open to exploring income generation and growth opportunities. The Charity continues to keep under review the potential impact of various Brexit outcomes.

A great deal of work has been and is being done to mitigate the principal risks as outlined in the table below. The residual ratings of these principal risks have been prudently assessed as ranging from medium to high.

Risks

Summary: Risk Mitigations taken and being taken

Financial:

Sustainability of cost base and fundraising income
Business processes
Stakeholder engagement
Pension fund management

- Optimisation of structure to ensure the success of new business and financial plans.
- Detailed financial modelling of the recovery plan to ensure that the Charity has sufficient working capital over the period to March 2021 – see going concern paragraph below.
- Sale of surplus land and buildings and the sale and leaseback of some freehold operating properties.
- Reduction in central costs by revising logistical arrangements and minimising short-term placements.
- Prioritization of debt management, and value for money.
- Diversification and innovation of fundraising to address restrictions in supporter contact arising from the new General Data Protection Regulations.
- Delivery of a new supporter management strategy, the impact of which is being monitored.
- Review, strengthening and leverage of the brand to underpin fundraising.
- Delivery of a pension fund recovery plan.

HR and IT:

Recruitment and retention of sufficient talent (staff and volunteer)

- Focus on improving employer brand.
- Prudent pragmatic recruitment, retention and succession planning.
- Focus on staff performance, accountability, capability and morale.

IT systems failure

- Improved IT system capability and capacity.

Going concern

The Trustees have reviewed the Charity's financial position, taking account the level of reserves, amounts receivable, the annual plan and the five-year financial plan, and its systems of financial and risk management.

Since the year end, the financial position of the Charity has continued to deteriorate and, as indicated in the Future Trading section above, a financial recovery plan to 2021 has been put in place.

This involves a significant restructuring of areas of the Charity which are making operating deficits, cutting charitable expenditure and central costs and the relocation of some operations out of London. In addition a programme of asset sales has been agreed.

In the preparation of the financial recovery plan, possible scenarios, such as a fluctuation in the level of fundraising income and the timing and size of receipts from asset disposals, have been considered. In addition, we have considered that the asset sales require consultation with the trustees of the defined benefit pension scheme. Due to the nature of the projected cashflows, there is material uncertainty as to the level of fundraising income and the timing and size of receipts from asset disposals to support the working capital requirements of the Charity.

There continues to be a day-to-day focus on working capital management and cashflow forecasts are reviewed on a regular basis. The £3m Revolving Credit Facility from Lloyds Bank has been renewed to support the working capital requirements of the Charity. In the event that fundraising income and asset sales are delayed or the size of cash receipts is lower than expected, there are additional discretionary elements of non-operational expenditure in the financial recovery plan which will not be incurred until sufficient funds are available.

Taking into consideration the financial recovery plan and the associated financial and cashflow forecasts, which has a level of significant doubt, the Trustees consider that it is appropriate for the financial statements to be prepared using a going concern basis. This will also enable the Charity to manage operational and financial risks successfully and to allow us to meet our strategic and operational goals over the next 12 months and the medium term.

Pensions

We operate a funded pension scheme that has both defined-benefit and defined-contribution sections. We closed the defined-benefit section to new entrants on 1 October 2001 and closed it to new accruals on 31 March 2010. The annually calculated notional surplus or deficit on the funding of the scheme is shown in the Financial Statements as the 'pension reserve' and is deducted from unrestricted funds in the balance sheet.

The last detailed actuarial triennial valuation was carried out on 31 March 2015. Following this, a revised funding plan was agreed with members and the pension scheme Trustees. Pension trustees are carrying out a valuation as at 31 March 2018 but this was not complete at the time of preparing these accounts.

As part of the Trustee Report and Accounts preparation process, an actuarial valuation was carried out on 31 March 2018 using methodology recommended by Financial Reporting Standard 102. This valuation showed market value of assets to be £69.0m (2017: £69.2m) and the current value of liabilities of £75.6m (2017: £78.5m). The net deficit of £6.6m, compared to a net deficit of £9.3m as at 31 March 2017. Note that the 2015 valuation prepared for the pension trustees on a technical provisions basis shows a larger deficit than this accounting estimate. The funding plan is a schedule of deficit-reducing payments designed to eliminate the deficit by 2031 and the contribution by the Charity this year was £1.0m. Further details are included in Note 22.

Reserves policy

Trustees aim to maintain reserves at a level that enables the Charity to manage financial risk and short-term income volatility. Free reserves available for use exclude restricted and designated funds and the tangible fixed assets held as unrestricted funds. Free reserves also exclude any long-term liabilities, including long-term loans and any deficit reported on the pension scheme.

As a matter of policy, each year, the Trustees review the value of the reserves required to be held in investments, cash and cash equivalents that are not restricted to any particular purpose.

We calculate the amount that is required to be held based on the assessment of the risks affecting the income and expenditure of the Charity. We consider the exposure

of the Charity to the risk of any significant loss of income or unforeseen increase in costs. A drop in income is the major risk that these risks are held to mitigate against.

The calculation of the reserves required to be held takes into account the risk-weighted income and expenditure. The Trustees recognise there is a voluntary income risk in relation to the current economic and political climate; a social enterprise income risk given current market conditions and continued pressures in public sector funding. It is also recognised that the volatility of the stock market and other factors can lead to declining legacy values and reduced donations.

The Trustees have agreed that the free reserves should be between £5.0m and £7.0m with a target of £6.0m. Free reserves as at 31 March 2018 were £1.3m (2017: £5.2m). Trustees are confident that despite reserves being temporarily lower than the policy range, the steps being taken to realise assets sales and deliver a surplus budget will return free reserves to target levels over the period to the end of March 2021.

Free reserves	2018 (£m)	2017 (£m)
Total unrestricted funds	17.0	20.7
Less: Unrestricted fixed assets	(15.7)	(15.5)
Total free reserves	1.3	5.2
Represented by:		
Investments	0.0	2.3
Current assets	7.4	8.0
Current liabilities	(6.1)	(5.1)
Total free reserves	1.3	5.2

Grant-making policy

We award biomedical research grants to fund world-class research projects that will accelerate the development of medical treatments to prevent hearing loss, restore hearing and alleviate tinnitus. We also make grants to increase the numbers of trained research staff, build future research capacity and support small-scale activities that will strengthen the hearing research community. Universities, non-

profit research institutes and technology-led small businesses from any country are eligible for funding, except where geographical and organisational-type restrictions are stated for specific funding schemes.

We widely publicise our calls for grant proposals. We advertise our grant schemes on our website and through emails sent out to the research community. The proposals we receive are subjected to an appropriate level of expert peer review, typically involving independent, external reviewers and a voluntary independent grant-review panel. Each panel is made up of experts who serve for a three to five-year term and the panel members are listed on our website. We make the final decision about each award on the basis of this expert advice, the relevance of the research to our biomedical research strategy, and our available budget. We usually make payments every six months and review progress regularly.

Everyone involved in the grant-application process is asked to abide by our Biomedical Research Programme's Code of Conduct and Conflict of Interest policy. We occasionally award a small number of grants for social and technical research to help provide the evidence basis for campaigning and policy development. We also award grants to develop our library collection, currently housed and managed by University College London. Other details of grants payable are shown in Note 10 to the Financial Statements.

Structure, Governance and Management

Structure

Action on Hearing Loss is the trading name of the charitable company limited by guarantee, the Royal National Institute for Deaf People (RNID), registered in England and Wales No. 454169. It is registered as a Charity (No. 207720 England and Wales and SC038926 Scotland). Action on Hearing Loss is governed by its Articles of Association, adopted on 14 May 1948, and last amended on 7 November 2008. The registered office address, which changed on 2 May 2017, is 1-3 Highbury Station Road, London N1 1SE.

Action on Hearing Loss's objects are to promote and encourage the prevention and mitigation of deafness and the better treatment, education, training, employment

and welfare of people who are deaf or have hearing loss and, generally, to promote, safeguard and protect the welfare of such people.

Action on Hearing Loss has a wholly owned subsidiary, RNID Activities Ltd, which carries out non-charitable trading activities to raise funds for Action on Hearing Loss. During the financial year, it made an operating profit of £277 (2016: £15,567).

Public benefit

The Trustees use Charity Commission guidance on public benefit (section four of the Charities Act 2006). With regard to the Charity Commission's guidance, the Trustees consider the Charity has a wide impact on society and provides public benefit by:

- Reducing social isolation and supporting people with deafness, tinnitus and hearing loss to gain employment.
- Providing information, advice, support and care to people with deafness, tinnitus and hearing loss, and their families.
- Campaigning for equality for those confronting deafness and hearing loss, and by providing deaf awareness to the general public and businesses.
- Funding biomedical research that aims to catalyse the development of treatments and cures of hearing loss and tinnitus, aiding future generations.
- Working with the NHS and other organisations to improve their services and by encouraging individuals to address their hearing loss early.

Governance

Board of Trustees

The Board of Trustees is responsible for the overall governance of Action on Hearing Loss. Trustees are either elected or co-opted. The total number of Trustees may not exceed 14. Eight Trustees are elected directly by members and, of these eight, three seats are reserved for Trustees elected respectively by members resident in Wales, Northern Ireland and Scotland. Six seats are allocated to co-opted Trustees who are not elected but appointed by the Board of Trustees. All Trustees are appointed for a term not exceeding three years, at the end of which they must retire but are then

eligible for reappointment (either by election or by being co-opted). Trustees are not normally eligible to serve for more than two terms in total.

Trustees are required to meet at least three times a year. In the year up to 31 March 2018, they met at four quarterly Board meetings at which they reviewed strategy and performance, agreed our operating plan and approved the annual budget.

New and retired Trustees

One trustee, Liz Tait, stood down during the year and since the year end the Treasurer, Eric Roux, and Louise Craddock have also resigned. The Board of Trustees wishes to acknowledge its thanks and appreciation for their valuable contributions to the work of the Charity.

Since the year end, two new Trustees were appointed - Claire Bailey took over as Treasurer and chairs the new Finance Committee and Lindsay Foster now chairs the Audit Committee. We are delighted to welcome them all to the Action on Hearing Loss Board.

Board induction and training

New Trustees receive an induction pack containing detailed information about us, how we are organised and our work. They are invited to spend time with the Chief Executive and the Executive Directors, and to familiarise themselves with our activities, to prepare themselves for effective and informed decision-making. Trustees are encouraged to attend training sessions to develop their knowledge and skills.

As part of an ongoing programme of governance work, the Board of Trustees and its Committees during the year self-evaluated their effectiveness, both individually and collectively through a series of questionnaires. The Board of Trustees continues to monitor its effectiveness, taking account of the self-evaluation feedback, and has planned a further detailed review in 2018/19.

List of Trustees and their membership of committees

Trustee	Committee membership		
	Audit	Finance	Nominations
John Morgan - Chair		✓	✓
Eric Roux - Treasurer resigned 17/072018		✓	
Maggie Hampton Professor Quentin Summerfield			✓
Carol Cole			✓
Richard Jones			✓
Jacqueline Press Liz Tait resigned 13/03/ 2018			
Caroline Ashley Professor Brian Moore	✓		
Ingrid Gallen	✓		
Dr Gerhard May Louise Craddock resigned 23/08/2018			
Dr Brian Caul Claire Bailey - Treasurer appointed 07/08 2018		✓	✓
Lindsay Foster appointed 23/08/2018	✓		

Committee Structure

The Board delegates certain powers in connection with the Charity's management and administration. Committees provide meeting minutes and report back regularly to the Board. They are:

Audit Committee

This consists of at least three Trustees and up to two independent members, all of whom are independent of management. The committee meets quarterly and is responsible for reviewing the Charity's risk assessment, risk management and internal controls and processes and for monitoring internal and external audit work. The Audit Committee has agreed to outsource the internal audit function to RSM, who were appointed in September 2018, and will report on the progress and outcomes of their audit programme to the committee at each meeting.

Finance Committee

Following the year end, the Trustees agreed to the formation of a dedicated Finance Committee and have re-issued the terms of reference of the Audit Committee. The Finance Committee consists of the Chairman, the Treasurer and at least one other Trustee. It is responsible for reviewing budgets and major projects as well as monitoring performance and forecasts. Its formation will enable Trustees to

scrutinise the financial planning and budgeting in greater detail. This role will be essential as we restructure the Charity towards a self-sustaining future. The Committee will meet at least four times per year.

Nominations Committee

The Nominations Committee comprises at least three Trustees and takes delegated responsibility on behalf of the Board of Trustees for identifying, proposing and encouraging new members of the Board and for ensuring they receive induction, support and development.

Trustee emoluments

The Trustees of the Charity, who comprise the Board, did not receive any remuneration during the period. Action on Hearing Loss purchases indemnity insurance to protect it and its Trustees and officers from losses arising from any wrongful act by its Trustees or officers; and to indemnify them against their legal liability arising from any claim against them. The premium for the policy was £6,418 (2017: £5,311).

Patron and Vice Presidents

Patron: HRH The Duke of York KG

Vice Presidents:

- The Right Hon. The Lord Bruce of Bennachie
- Keith Butler-Wheelhouse
- Gerald Corbett
- Professor Adrian Davis OBE
- Sir Ranulph Fiennes
- Sir Rocco Forte
- Dame Evelyn Glennie
- Baroness Howe of Idlicote
- Steven Norris
- Dame Esther Rantzen
- Dr Miriam Stoppard OBE
- James Strachan
- Stephen Hill OBE

Principal Professional Advisers

Solicitors	Wilsons, Alexandra House, St John's Street, Salisbury SP1 2SB
	Bates Wells Braithwaite, 10 Queens Street Place, London EC4R 1BE
Independent auditors	PricewaterhouseCoopers LLP, 1 Embankment Place, London WC2N 6RH
Bankers	Lloyds Bank Group, 4th Floor
Investment managers	Smith & Williamson, 25 Moorgate, London EC2R 6AY

Management

Employees and Volunteers

We strive to be an organisation where our employees are engaged, fulfilled and supported to achieve the best they can in their roles. We communicate with our staff regularly, updating on organisational issues and progress against our programmatic way of working. This year we have revamped our internal communication channels, developed our intranet functionality and increased the level of communication we produce in BSL so that it is fully accessible to our deaf staff.

We ensure that our staff views are represented. We have a Staff Council, made up of elected representatives from across the organisation, who meet four times a year and represent our employees on all matters relating to working life at Action on Hearing Loss. Whenever there are significant changes in the organisation, we ensure we consult with the Staff Council so they can share staff views and consider alternative solutions. We also run a Staff Satisfaction Survey and quarterly Pulse Surveys to find out how our staff feel about their employment and implement action plans to support areas of improvement.

We strongly support equal opportunities and hold the Disability Confident accreditation. We follow fair processes with regards recruitment and promotion on the basis of aptitude and ability. We actively encourage applications from people who are disabled and guarantee interviews where they meet the essential criteria for the roles.

We are committed to the training, career development and promotion of our staff. This year, we assessed staff performance through the appraisal process and regular 1-2-1s and we introduced a career conversation framework to encourage staff to openly discuss their career aspirations and development needs. We also continued to run our cross-sector mentoring scheme and increased our training offering around management development, mental health first aid and wellbeing to support staff in their roles. At the end of the financial year, 20.9% (2017: 20.2%) of our staff were disabled or had a hearing loss.

We could not have achieved all we did this year without the support and commitment of our volunteers. An amazing 1,400 people generously gave up their time, skills and energy for us this year. This assistance came in many different ways such as giving information talks, supporting hearing aid drop-ins, taking part in fundraising initiatives and supporting in administrative roles. We also have a Board of Trustees made up of volunteers. We hold an annual Volunteering Awards day at which we bring together our volunteers and celebrate their great work and achievements. We thank all our members, campaigners and donors for contributing their time and energy to supporting ongoing campaigns and fundraising activities.

Remuneration policy

Our skilled and dedicated members of staff are vital to providing our wide-ranging services; from our high-quality care homes, to campaigning for equality or providing assistive technology.

We are a complex organisation with more than 800 employees across the UK. It is important that we are able to attract and retain people with the right skills, talents and knowledge, so we can run the Charity as efficiently and effectively as possible.

In order to maintain fairness and transparency, we have a pay and reward strategy that defines the framework and policy for staff pay. The policy defines a pay structure in which job roles are placed within pay bands. We adhere to the requirements of the UK Government's National Living Wage.

Senior management

The Trustees delegate the implementation of policies and the day-to-day management of the Charity to the Chief Executive who is assisted by five Executive Directors (EDs). Executive Officers as at 31 March 2018 were as follows:

Chief Executive Officer	Paul Breckell
Interim ED Corporate Resources and Company Secretary	Martin Clemmey
ED Services	Louise Pritchard
ED Engagement	David Steadman
ED Technology and Enterprise	James Rowe
ED Biomedical Research	Ralph Holme

Paul Breckell resigned in June 2018 and a new Chief Executive, Mark Atkinson, joined us in October 2018.

The Chief Executive's salary is reviewed every year by the Board of Trustees. They take into account performance, inflationary factors where appropriate, and due consideration of the Charity's overall financial position. Executive Directors' pay is determined within a separate pay band, in accordance with the staff pay policy, with individual pay within the band set by the Chief Executive. Further details of employee remuneration are disclosed in Note 11 to the accounts.

Statement of Trustees' Responsibilities:

The Trustees (who are also directors of Action on Hearing Loss for the purposes of company law) are responsible for preparing the Trustees' Report and Accounts (including the 'Strategic Report') and the Financial Statements in accordance with applicable law and regulation.

Company law requires the Trustees to prepare Financial Statements for each financial year. Under that law, the Trustees have prepared the Financial Statements in accordance with United Kingdom Accounting Standards, comprising FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland", and applicable law (United Kingdom Generally Accepted Accounting Practice). Under company law, the Trustees must not approve the Financial Statements unless they are satisfied that they give a true and fair view of the state of the affairs of the charitable company and the Group and of the incoming resources and application of resources, including the income and expenditure, of the charitable Group for that period. In preparing these Financial Statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Statement of Recommended Practice: Accounting and Reporting by Charities (2015);
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards, comprising FRS 102, have been followed, subject to any material departures disclosed and explained in the Financial Statements; and
- Prepare the Financial Statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and

disclose with reasonable accuracy at any time the financial position of the charitable company and the Group, and enable them to ensure that the Financial Statements comply with the Companies Act 2006, Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). They are also responsible for safeguarding the assets of the charitable company and the Group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. In so far as the Trustees are aware:

- There is no relevant audit information of which the company's auditors are unaware.
- They have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

The Trustees are responsible for the maintenance and integrity of the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of Financial Statements may differ from legislation in other jurisdictions.

By order of the Board of Trustees, the Trustees' Report (incorporating the 'Strategic Report') has been approved by the Board of Trustees and signed on its behalf by:



John Morgan
Chairman
10 December 2018

Independent auditor's report to the members and trustees of The Royal National Institute for Deaf People

Report on the audit of the financial statements

Opinion

In our opinion, The Royal National Institute for Deaf People's group financial statements and parent charitable company financial statements ("the financial statements"):

- give a true and fair view of the state of the group's and of the parent charitable company's affairs as at 31 March 2018 and of the group's and parent charitable company's incoming resources and application of resources, including its income and expenditure, and of the group's cash flows, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards, comprising FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland", and applicable law); and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

We have audited the financial statements, included within the Trustees' Report and Accounts (the "Annual Report"), which comprise: the consolidated and Charity balance sheets as at 31 March 2018; the consolidated statement of financial activities (incorporating an income and expenditure account); the consolidated statement of cash flows for the year then ended; and the notes to the financial statements.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) ("ISAs (UK)") and applicable law. Our responsibilities under ISAs (UK) are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence

We remained independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, which includes the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements.

Material uncertainty relating to going concern

In forming our opinion on the financial statements, which is not modified, we have considered the adequacy of the disclosure made in note 3 to the financial statements concerning the group's and charitable company's ability to continue as a going concern. The charitable company has put in place a financial recovery plan to March 2021 which involves a significant restructuring of areas of the charitable company which are making trading deficits, cutting charitable expenditure and central costs and relocation of some operations out of London, together with a programme of asset sales. In addition, the trustees are required to consult with the trustees of the charitable company's defined benefit pension scheme in respect of asset sales and the use of the resulting sale proceeds. There is therefore a material uncertainty as to the level of fundraising income and in respect of the timing and size of receipts from asset disposals to support the working capital requirements of the charitable company and the group. These conditions, along with the other matters explained in note 3 to the financial statements, indicate the existence of a material uncertainty which may cast significant doubt about the group's and the charitable company's ability to continue as a going concern. The financial statements do not include the adjustments that would result if the group and charitable company were unable to continue as a going concern.

Reporting on other information

The other information comprises all of the information in the Annual Report other than the financial statements and our auditors' report thereon. The Trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, accordingly, we do not express an audit opinion or, except to the extent otherwise explicitly stated in this report, any form of assurance thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If we identify an apparent

material inconsistency or material misstatement, we are required to perform procedures to conclude whether there is a material misstatement of the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report based on these responsibilities.

With respect to the Strategic Report and Trustees' Annual Report, we also considered whether the disclosures required by the UK Companies Act 2006 have been included.

Based on the responsibilities described above and our work undertaken in the course of the audit, ISAs (UK) require us also to report certain opinions and matters as described below.

Strategic Report and Trustees' Annual Report

In our opinion, based on the work undertaken in the course of the audit, the information given in the Trustees' Annual Report, including the Strategic Report is consistent with the financial statements; and has been prepared in accordance with applicable legal requirements.

In light of the knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we are required to report if we did not identify any material misstatements in the Strategic Report and the Trustees' Annual Report.

Responsibilities of the trustees for the financial statements

As explained more fully in the Statement of Trustees' Responsibilities set out on pages 39-40, the trustees are responsible for the preparation of the financial statements in accordance with the applicable framework and for being satisfied that they give a true and fair view. The trustees are also responsible for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group's and parent charitable company's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate.

Auditors' responsibilities for the audit of the financial statements

We have been appointed as auditors under section 44(1) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at:

<http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditors' report.

Use of this report

This report, including the opinions, has been prepared for and only for the Charity's members and Trustees as a body in accordance with section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and the Companies Act 2006 and regulations made under those Acts (regulation 10 of the Charities Accounts (Scotland) Regulations 2006 (as amended) and Chapter 3 of Part 16 of the Companies Act 2006) and for no other purpose. We do not, in giving these opinions, accept or assume responsibility for any other purpose or to any other person to whom this report is shown or into whose hands it may come, save where expressly agreed by our prior consent in writing.

Other required reporting

Matters on which we are required to report by exception

Under the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) we are required to report to you if, in our opinion:

- we have not received all the information and explanations we require for our audit; or

- adequate and proper accounting records have not been kept by the parent charitable company or returns adequate for our audit have not been received from branches not visited by us; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns.

We have no exceptions to report arising from this responsibility.

Nigel Comello (Senior Statutory Auditor)

for and on behalf of PricewaterhouseCoopers LLP

Chartered Accountants and Statutory Auditors

London

10 December 2018

Consolidated statement of financial activities for the year ended 31 March 2018 (incorporating an income and expenditure account)

The Royal National Institute for Deaf People
Company number: 454169

	Note	Unrestricted Funds £'000	Restricted Funds £'000	Total Funds 2018 £'000	Total Funds 2017 £'000
Income from:					
Donations and legacies	5	11,276	362	11,638	12,589
Income from charitable activities:					
Support and Care	5	21,783	1,559	23,342	21,993
Technology and Treatments	5	850	354	1,204	1,526
Equality	5	2,807	353	3,160	3,497
Other trading activities	5	681	-	681	571
Investments	5	35	-	35	117
Total income		37,432	2,628	40,060	40,293
Expenditure on raising funds	7	3,369	-	3,369	4,263
Net income available for charitable application		34,063	2,628	36,691	36,030
Cost of charitable activities:					
Support and Care	7	28,150	1,461	29,611	28,350
Technology and Treatments	7	2,967	561	3,528	3,739
Equality	7	5,886	325	6,211	5,895
Total		37,003	2,347	39,350	37,984
Total expenditure		40,371	2,347	42,719	42,247

All amounts relate to continuing operations. All gains and losses recognised in the year are included in the Consolidated Statement of Financial Activities (SoFA).

Results for the year ended 31 March 2017 are shown in corresponding Notes to the Financial Statements.

Consolidated statement of financial activities for the year ended 31 March 2018 (continued)

The Royal National Institute for Deaf People
Company number: 454169

	Note	Unrestricted Funds £'000	Restricted Funds £'000	Total Funds 2018 £'000	Total Funds 2017 £'000
Total net investment gain/(loss)		37	-	37	382
Net (expenditure)		(2,902)	281	(2,622)	(1,572)
Net actuarial gain/(loss) on pensions	22	1,906	-	1,906	(2,604)
Net movement in funds		(996)	281	(716)	(4,176)
Reconciliation of funds:					
Funds brought forward at 1 April 2017		8,456	2,328	10,784	14,960
Funds carried forward at 31 March 2018		7,459	2,609	10,068	10,784
Reconciliation of funds:					
Funds brought forward at 1 April 2016		12,566	2,394	14,960	10,495
Funds carried forward at 31 March 2017		8,456	2,328	10,784	14,960

All amounts relate to continuing operations. All gains and losses recognised in the year are included in the Consolidated Statement of Financial Activities (SoFA).

Results for the year ended 31 March 2017 are shown in corresponding Notes to the Financial Statements.

Consolidated and Charity balance sheets (as at 31 March 2018)

The Royal National Institute for Deaf People
Company number: 454169

	Note	Group		Charity	
		2018 £'000	2017 £'000	2018 £'000	2017 £'000
Fixed assets					
Intangible fixed assets	14	1,076	1,150	1,076	1,150
Tangible fixed assets	15	16,124	15,936	16,124	15,936
Investments	16	4	2,380	4	2,380
		17,204	19,466	17,204	19,466
Current assets					
Stocks	17	303	403	303	403
Debtors	18	6,969	7,767	6,980	7,769
Short-term deposits		12	12	12	12
Cash at bank and in hand		1,298	572	1,275	555
		8,582	8,754	8,570	8,739
Current liabilities					
Creditors falling due within one year	19a	6,173	5,149	6,161	5,134
		2,409	3,605	2,409	3,605
Net current assets					
Liabilities					
Amounts falling due after more than one year	19b	2,937	3,018	2,937	3,018
Total assets less total liabilities (excluding pension liability)					
		16,676	20,053	16,676	20,053
Defined benefit pension scheme liability	22	6,608	9,269	6,608	9,269
Net assets including pension liability					
	21	10,068	10,784	10,068	10,784

Consolidated and Charity balance sheets (as at 31 March 2018)

The Royal National Institute for Deaf People
Company number: 454169

	Note	Group 2018 £'000	2017 £'000	Charity 2018 £'000	2017 £'000
The funds of the Charity					
Endowment funds	24	68	68	68	68
Restricted income funds	24	2,541	2,260	2,541	2,260
		2,609	2,328	2,609	2,328
Unrestricted income funds					
Unrestricted income funds excluding pension liability		17,002	20,410	17,002	20,410
Designated fund	24	-	2	-	2
Revaluation reserve		2	331	2	331
Pension reserve		(6,608)	(9,269)	(6,608)	(9,269)
Loan		(2,937)	(3,018)	(2,937)	(3,018)
		7,459	8,456	7,459	8,456
Total unrestricted income funds		7,459	8,456	7,459	8,456
Total Charity funds		10,068	10,784	10,068	10,784

The notes on pages 54-88 form part of these Financial Statements.

The Financial Statements were approved by the Board of Trustees and authorised for issue on 10 December 2018 and signed on their behalf by:

John Morgan

Chairman

Consolidated Statement of cash flows for the year ended 31 March 2018

The Royal National Institute for Deaf People
Company number: 454169

	Note	2018 (£'000)	2017 (£'000)
Cash flows from operating activities:			
Net cash used in operating activities	26	(748)	1,144
Cash flows for investing activities:			
Interest received		6	33
Dividends received		29	84
Proceeds from sale of tangible fixed assets		6	-
Purchase of intangibles		(138)	(194)
Purchase of intangible assets under construction		(20)	(151)
Purchase of property assets under construction		-	(1,037)
Purchase of property		(542)	(3,358)
Purchase of other tangible fixed assets		(128)	(145)
Purchase of other under construction tangible assets		-	(66)
Purchase of investments		(175)	(1,056)
Sale of investments		2,588	2,445
Net cash used in investing activities		1,626	(3,445)
Cash flows from financing activities:			
Interest paid		(152)	(98)
Net cash used in financing activities		(152)	(98)
Increase/(decrease) in cash and cash equivalents in the reporting year	26	726	(2,399)
Cash and cash equivalents at the beginning of the year		584	2,983
Increase/(decrease) in cash and cash equivalents in the year		726	(2,399)
Cash and cash equivalents at the end of the year		1,310	584
Cash and cash equivalents consists of:			
Cash at bank and in hand		1,298	572
Other deposits		12	12
Cash and cash equivalents	26	1,310	584

The notes on pages 54 to 88 form part of these Financial Statements.

Notes to the Financial Statements

Note 1. General Information

Action on Hearing Loss is the largest charity representing the 11 million people with hearing loss in the UK.

The Charity is a private company limited by guarantee without share capital and is incorporated and based in the UK, number 454169.

Action on Hearing Loss is a registered charity in England and Wales (207720), Scotland (SCO38926).

The address of its registered office is 1-3 Highbury Station Road, London, N1 1SE.

In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity.

Note 2. Statement of Compliance

The Financial Statements are prepared under the historical cost convention, modified to include the revaluation of investments to fair value, and in accordance with applicable accounting standards in the United Kingdom. These are the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities 2015' and Financial Reporting Standard (FRS) 102, together with the reporting requirements of the Companies Act 2006, the Charities Act 2011, the Charities and Trustee Investment (Scotland)

Act 2005, and the Charities Accounts (Scotland) Regulations 2006 (as amended).

The Charity has adapted the Companies Act formats to reflect the SORP 2015 and the special nature of the Charity's activities.

In preparing the Financial Statements, the Trustees have considered whether in applying the accounting policies required by FRS 102 and the SORP 2015 the following disclosures were required.

1. SORP 2015 states that legacy income should be recognised, when entitlement is confirmed, it is probable the benefit will flow to the Charity and the income can be reliably measured. Action on Hearing Loss has therefore decided to act in a prudent manner and only recognise legacy income on the earlier of the final legacy accounts being issued, or cash being received, to ensure the income can be reliably measured.
2. FRS 102 requires that net realised and unrealised investment gains and losses be presented in arriving at net income.

Note 3. Accounting policies

These consolidated and Charity Financial Statements are prepared on a going concern basis, under the historical cost convention, as modified by the recognition of certain financial assets and liabilities measured at fair value.

Going concern

Since the year end the financial position of the group and charity has continued to deteriorate and a financial recovery plan to March 2021 has been put in place. This involves a significant restructuring of areas of the charity which are making operating deficits, cutting charitable expenditure and central costs and the relocation of some operations out of London. In addition, a programme of asset sales has been agreed and consultation with the trustees of the charity's defined benefit pension scheme is underway.

In the preparation of the financial recovery plan, possible scenarios, such as a fluctuation in the level of fundraising income, the timing of cash flows and the size of receipts from asset disposals available to the charity, have been considered by the trustees. Due to the nature of and timing these projected cashflows to support the working capital requirements of the group and charity, there is material uncertainty which may cast significant doubt as to the group's and charity's ability to continue as a going concern.

However, there continues to be a day to day focus on working capital management and cashflow forecasts are reviewed on a regular basis by the trustees. The £3m Revolving Credit Facility from Lloyds Bank has been renewed to support the working capital requirements of the group and charity. In the event that fundraising income and asset sales

are delayed or the size of cash receipts is lower than expected, there are additional discretionary elements of non-operational expenditure in the financial recovery plan which will not be incurred until sufficient funds are available.

Taking into consideration the financial recovery plan and the associated financial and cashflow forecasts, which has a level of significant doubt, the trustees consider that it is appropriate for the financial statements to be prepared using a going concern basis.

Basis of consolidation

The Financial Statements consolidate the results of the Charity and its wholly owned subsidiary R.N.I.D. Activities Limited on a line by line basis. A separate Statement of Financial Activities (SoFA) and Income and Expenditure Account for the Charity itself is not presented as allowed by section 408 of the Companies Act 2006.

The Charity's deficit for the financial year of £2,622,000 (2017: deficit of £1,572,000) is the same as the Group result as the subsidiary's profits are remitted to the Charity under Gift Aid regulations.

Exemptions for qualifying entities under FRS 102

FRS 102 allows a qualifying entity certain disclosure exemptions, subject to certain conditions, which have been complied with.

The Charity has taken advantage of the following exemptions:

- from preparing a statement of cash flows, on the basis that it is a qualifying entity and the consolidated statement of cash flows, included in these Financial Statements, includes the Charity's cash flows; and
- from the financial instrument disclosures, required under FRS 102 paragraphs 11.39 to 11.48A and paragraphs 12.26 to 12.29, as the information is provided in the consolidated financial statement disclosures.

Income

Income is accrued and included in the SoFA when the Group is entitled to the income, receipt can be quantified and is probable. It is deferred when they relate to future accounting periods.

Donations

General donations, gifts, donations from fundraising events, trusts and corporate income and direct marketing income are accounted for on a received basis. Gift Aid receivable is included when claimable.

Legacies

Pecuniary legacies are recognised as receivable once probate has been granted and notification has been received.

For residuary legacies, the Charity only recognised legacy income on the earlier of the final legacy accounts being issued, or

cash being received, to ensure income can be reliably measured.

When the criteria for income recognition have not been met, then the legacy is treated as a contingent asset (see Note 20).

Contracts

Where contracts contain the right to receive periodic payments, these receipts are recognised when they fall due and on completion of the Charity's contractual obligations for the period. Income is accrued if the Charity is entitled to the income.

Grant income

Income from grants is credited to the SoFA. It is recognised when the Charity has entitlement to the funds, any performance conditions have been met, it is probable the income will be received and the amount can be measured reliably. If the grant relates to a specific future time period it will be deferred.

Trading activity

Income from trading activities is credited to the SoFA when received or receivable, whichever is earlier, unless it relates to a specific future period, in which case it is deferred. Income from lotteries is recognised when the draw is made. Income received in advance for future lotteries is deferred until the draw takes place. Trading income from the gift catalogue is recognised when received, depending on the customer. All other income is accounted for on an accruals basis.

Government grants

Action on Hearing Loss received government grants that were performance-related grants. Performance-related grants are recognised in income under "charitable activities".

Income from performance-related government grants is recognised when the Charity has entitlement to the funds, any performance conditions have been met, it is probable the income will be received and the amount can be measured reliably and is not deferred.

The nature of these grants is disclosed in Note 24. There were no unfulfilled conditions or special criteria.

Other forms of government assistance from which the Charity has directly benefited are Access to Work payments, local authority payments for local service agreements, and Care and Support contracts.

Donated services and facilities

On receipt, donated professional services and donated facilities are recognised on their commercial value when this can be quantified.

Donated services and gifts in kind over £20,000 are included as both income and expenditure in the relevant category.

A valuation of volunteer time given to the Charity is not recorded in the Financial Statements.

Expenditure and irrecoverable VAT

Expenditure is accounted for on an accruals basis in the period in which they are incurred. Expenditure on raising funds includes the costs incurred in raising donation income, legacy income, grant income and income from trading activities, including apportioned support costs.

Expenditure on charitable activities comprises the costs incurred on charitable activities, including the apportioned support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Allocation of expenditure

Expenditure is allocated to the particular activity to which the cost relates. When expenditure relates to more than one area of activity, the costs are allocated to each of the activities based on estimated staff time.

Governance costs

Governance costs are the costs associated with constitutional and statutory requirements and with the strategic management of the Charity's activities.

Grant commitments

Grants are generally made to organisations to facilitate research into hearing loss and tinnitus. Grants payable are payments made to third parties in the furtherance of the charitable objectives of the Charity. The grants are accounted for where either the

Trustees have agreed to pay the grant without condition or up to the point at which the conditions have been fulfilled. The key condition is a regular review by the Charity, and this can be on a six-month or 12-month basis, as specified in the grant award letter.

Taxation

The activities of the Charity and its charitable subsidiary are exempt from corporation taxation under section 505 of the Income and Corporation Taxes Act 1988 to the extent that they are applied to the organisation's charitable primary objectives, if these profits are applied solely for charitable purposes. The trading subsidiary does not generally pay UK corporation tax because its policy is to pay taxable profits as Gift Aid to the Charity.

Intangible assets

Intangible assets are stated at cost, less accumulated amortisation. The Group only capitalises items costing more than £5,000, unless the asset cost is below this value but is part of a larger project where the value would be more than £5,000 in total, then it is capitalised.

Amortisation is calculated, using the straight-line method, to allocate the depreciable amount of the assets to their residual values over their estimated useful life as follows:

Intangible asset	Duration
Software (Costs associated with maintaining computer software are recognised as an expense as incurred.)	5 years

Intangible assets are subject to review for impairment when there is an indication of a reduction in their carrying value.

Tangible assets

Tangible assets are stated at cost, less accumulated depreciation. The Group only capitalises items costing more than £5,000, unless the asset cost is below this value but part of a larger project where the value would be more than £5,000 in total, then it is capitalised.

Depreciation is provided so as to write-off the cost of fixed assets on a straight-line basis over their expected useful lives, as follows:

Tangible asset	Duration
Freehold land and buildings	Not depreciated (land) or 50 years (buildings)
Improvements to freehold and long leasehold properties	25 years
Leasehold properties	50 years or lease period if shorter
Fixtures, fittings, furniture and other equipment	5 years
Computer equipment	5 years

Assets under construction are not depreciated and comprise expenditure on the purchase or creation of intangible and tangible assets not brought into use at the balance sheet date. Transfers are made from

assets under construction to the relevant category of tangible and intangible asset when the asset is brought into use.

Tangible assets are subject to review for impairment when there is an indication of a reduction in their carrying value.

Leased assets

Payments under operating leases are charged to the SoFA on a straight-line basis over the period of the lease.

Investments

Listed investments are held at fair value which is their bid price basis. Gains and losses are recognised in the SoFA. Realised gains and losses are calculated as the difference between disposal proceeds and the opening market value of the investment, or cost if purchased during the year.

Unrealised gains and losses represent the movement in market value during the year.

Investments in subsidiaries are recorded at cost in the Charity's balance sheet.

Stocks

Stock is valued at the lower of cost and fair value less costs to sell using an average cost calculation.

Cash and cash equivalents

Cash and cash equivalents includes cash in hand, and deposits held with banks.

Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of

the Charity. Designated funds are unrestricted funds of the Charity that the Trustees decided at their discretion to set aside for the new head office building that was purchased. Restricted funds are funds that the donor has specified to be solely used for particular areas of the Charity's work.

The endowment funds are permanently endowed and their purpose is to relieve the charitable needs of people who are deaf or have hearing loss, who may suffer from any other illness or permanent conditions, with a preference for older people.

Pension costs

The Charity operates three funded pension schemes in the UK (the "Scheme"). One scheme has both defined benefit and defined contribution sections and the others just have defined contribution sections.

The current service cost of the Charity's defined benefit pension scheme is charged to the SoFA.

The Charity operates a defined benefit plan for certain employees. A defined benefit plan defines the benefit that the employees will receive on retirement, usually dependent on certain factors including age, length of service and remuneration. A defined benefit plan is a pension plan that is not a defined contribution plan.

A full actuarial valuation of the Scheme was carried out at 31 March 2018 by a qualified independent actuary, based on membership

data as at 31 March 2015, but amended to take account of material movements during the year. Actuarial gains and losses are recognised on the face of the SoFA as net actuarial gain or loss on pensions.

The defined benefit obligation is calculated using the independent actuary's valuation model, which forms a representation of the future benefit payments of the Scheme, which are then discounted to the valuation date. Annually, the Charity engages independent actuaries to calculate the obligation.

The present value is determined by discounting the estimated future payments using market yields on the Merrill Lynch UK AA corporate bond yield curve at a duration of 18 years as at 31 March 2018 and a discount rate of 2.6% per annum.

The liability recognised in the balance sheet in respect of the defined benefit plan is the present value of the defined benefit obligation at the reporting date less the fair value of the plan assets at the reporting date.

Accrual of benefits under the defined benefit section of the Scheme ceased with effect from 31 March 2010.

The Group operates two defined contribution plans for its employees. A defined contribution plan is a pension plan under which the employees and the Group pay fixed contributions into a separate entity. Once the contributions have been paid, the Group has no further payment obligations.

The contributions are recognised as an expense on the SoFA when they are due. Amounts not paid are shown as outstanding in the balance sheet.

The assets of the plan are held separately from the Group in independently administered funds.

Short-term employee benefits

Short-term benefits, including holiday pay and other non-monetary benefits, are recognised as an expense in the period in which the service is received.

Foreign currency

Foreign currency transactions are recorded at the exchange rate at the time of the transaction. Foreign currency balances are translated into sterling at the exchange rate at the balance sheet date. Resulting gains or losses are included in the SoFA.

Contingencies

Contingent assets are disclosed in the Financial Statements when an inflow of economic benefit is probable. The only contingent asset of the Group relates to legacies (Note 20).

Financial instruments

The Group has financial assets and financial liabilities of a kind that qualify as basic. These are initially recognised at transaction value and subsequently measured at their settlement value.

The Group has chosen to adopt Section 11 of FRS 102 in respect of financial instruments.

Related party transactions

The Group discloses transactions between the Charity and related parties, including its subsidiary undertaking, R.N.I.D. Activities Limited. Where appropriate, transactions of a similar nature are aggregated unless, in the opinion of the Trustees, separate disclosure is necessary to understand the effect of the transactions on the Group Financial Statements (Note 27).

Critical accounting judgements and estimation uncertainty

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions

The Group makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of the assets and liabilities within the next financial year are addressed below.

1. Legacy income

The Charity has elected to continue recognising residual legacy income on

receipt of final estate accounts, or when cash has been received, when entitlement conditions have been met, due to the nature of underlying assets and liabilities and the time that may elapse between probate and closure, and other contingencies that can contest the estate.

2. Defined benefit pension scheme

The Charity has an obligation to pay pension benefits to certain employees. The cost of these benefits and the present value of the obligation depend on a number of factors, including: life expectancy, asset valuations and the discount rate on corporate bonds. Our pension actuaries estimate these factors in determining the net pension asset in the balance sheet. The assumptions reflect historical experience and current trends.

3. Short-term compensated absences

FRS 102 requires the cost of short-term compensated absences to be recognised when the employees render the service that increases their entitlement. At the end of the financial year, actual holiday to be carried into the following year was determined. This was reviewed together with salary costs per employee, to determine the value of any holiday pay accrual.

4. Provision for doubtful debts

Trade debtors and other receivables are recognised at their transaction value, less any provision for doubtful debt. The provision for doubtful debts is based on a review of aged items, by type of debt, which takes account

of credit control activities to collect the amounts outstanding, including any indications that debt will not be fully recovered.

5. Public benefit entity combinations

Where a combination involving public benefit entities is in substance a gift at nil or nominal consideration, any excess of the fair value of the assets received over the fair value of the liabilities assumed is recognised as a gain in the SoFA.

Note 4. Consolidated statement of financial activities for the year ended 31 March 2017 (incorporating an income and expenditure account)

	Unrestricted funds 2017 (£'000)	Restricted funds 2017 (£'000)	Total funds 2017 (£'000)
Income from:			
Donations and legacies	12,253	336	12,589
Income from charitable activities:			
Support and Care	20,959	1,034	21,993
Technology and Treatments	1,008	518	1,526
Equality	3,176	321	3,497
Other trading activities	571	-	571
Investments	117	-	117
Total income	38,084	2,209	40,293
Expenditure on raising funds	4,263	-	4,263
Net income available for charitable application	33,821	2,209	36,030
Cost of charitable activities:			
Support and Care	27,212	1,138	28,350
Technology and Treatments	2,968	771	3,739
Equality	5,529	366	5,895
Total	35,709	2,275	37,984
Total expenditure	39,972	2,275	42,247
Total net investment gain	382	-	382
Net expenditure	(1,506)	(66)	(1,572)
Net actuarial gain on pensions	(2,604)	-	(2,604)
Net movement in funds	(4,110)	(66)	(4,176)
Reconciliation of funds:			
Funds brought forward	12,566	2,394	14,960
Funds carried forward	8,456	2,328	10,784

Note 5. Income

	Unrestricted funds 2018 (£'000)	Restricted funds 2018 (£'000)	Total funds 2018 (£'000)	Unrestricted funds 2017 (£'000)	Restricted funds 2017 (£'000)	Total funds 2017 (£'000)
Donations and legacies						
Gifts	3,189	128	3,317	3,069	113	3,182
Legacies	8,087	234	8,321	9,184	223	9,407
	11,276	362	11,638	12,253	336	12,589

	Unrestricted funds 2018 (£'000)	Restricted funds 2018 (£'000)	Total funds 2018 (£'000)	Unrestricted funds 2017 (£'000)	Restricted funds 2017 (£'000)	Total funds 2017 (£'000)
Income from charitable activities						
Support and Care	21,783	1,559	23,342	20,959	1,034	21,993
Technology and treatments	850	354	1,204	1,008	518	1,526
Equality	2,807	353	3,160	3,176	321	3,497
	25,440	2,266	27,706	25,143	1,873	27,016

	Unrestricted funds 2018 (£'000)	Unrestricted funds 2017 (£'000)
Income from trading activities		
Weekly lottery	378	380
R.N.I.D. Activities Limited	15	10
Other income	288	181
	681	571

	Unrestricted funds 2018 (£'000)	Unrestricted funds 2017 (£'000)
Investment income		
Dividend income from listed investments - UK	29	84
Bank interest received on current account and money on deposit	2	8
Bank interest received from investment company	4	25
	35	117

Note 6. Related undertakings

The summary financial performance of the subsidiary alone is:

	2018 (£'000)	2017 (£'000)
RNID Activities Ltd		
Turnover	15	10
Cost of sales	-	(1)
Gross profit	15	9
Administrative expenses	(7)	(9)
Net profit	8	-
Amount Gift Aided to the Charity	(8)	-
Retained in subsidiary	-	-
The assets and liabilities of the subsidiary were:		
Current assets	23	18
Current liabilities	(23)	(18)
Total net assets	-	-
Aggregate share capital and reserves	-	-

The wholly-owned trading subsidiary, R.N.I.D. Activities Limited, is incorporated in the United Kingdom (company number 913439) and pays all of its profits by bank transfer to the Charity under the Gift Aid scheme through a deed of covenant.

Action on Hearing Loss owns 100% of the issued share capital of trading company R.N.I.D. Activities Limited. The Charity's investment in R.N.I.D. Activities Limited is £2.

The year end of R.N.I.D. Activities Limited is 31 March 2018. The only related party transactions between Action on Hearing Loss and R.N.I.D. Activities Limited is the management recharge of £2,503 (2017: £2,538).

Sound Advantage Ltd (02437205), Action on Hearing Loss Ltd (07566245) and The Hearing Research Trust Ltd (07146209) are wholly-owned, dormant subsidiaries, and have therefore not been consolidated.

Note 7. Expenditure

	Direct costs (£'000)		Support costs (£'000)		Total (£'000)	
	Staff	Other	Staff	Other	2018	2017
Expenditure on raising funds from trading activities						
Fundraising costs	1,721	1,262	178	194	3,355	4,235
R.N.I.D Activities Limited	-	7	-	-	7	10
Investment management fees	-	7	-	-	7	18
	1,721	1,276	178	194	3,369	4,263
Charitable activities						
Support and Care	16,552	6,233	3,266	3,560	29,611	28,350
Technology and Treatments	1,111	2,143	131	143	3,528	3,739
Equality	2,725	2,790	333	363	6,211	5,895
	20,388	11,166	3,730	4,066	39,350	37,984
Total expenditure	22,109	12,442	3,908	4,260	42,719	42,247

Expenditure on charitable activities was £39.4m (2017: £38.0m) of which £37.0m was from unrestricted funds (2017: £35.7m) and £2.4 was from restricted funds (2017: £2.3m).

Other costs consist mainly of travel and subsistence, rent, rates and legal fees.

Note 8. Support costs

	Corporate & Management (£'000)	Finance & Strategy directorate (£'000)	Information systems (£'000)	People, Learning & Development (£'000)	Risk & Legal (£'000)	Property (£'000)	Governance (£'000)	Total 2018 (£'000)
2018								
Fundraising	93	68	55	72	18	62	5	373
Support and Care	1,710	1,239	998	1,312	337	1,128	102	6,826
Technology and Treatments	69	50	40	53	14	45	4	275
Equality	174	126	102	134	34	115	10	695
Total	2,046	1,483	1,195	1,571	403	1,350	121	8,169

Support costs were apportioned to activities on the basis of staff numbers in each of the departments supporting the various activities. Governance costs included within support costs are apportioned on the same basis.

Note 8. Support costs (continued)

	Corporate & Management (£'000)	Finance & Strategy directorate (£'000)	Information systems (£'000)	People, Learning & Development (£'000)	Risk & Legal (£'000)	Property (£'000)	Governance (£'000)	Total 2017 (£'000)
2017								
Fundraising	44	59	48	77	18	94	5	345
Support and Care	760	1,081	883	1,394	319	1,640	98	6,175
Technology and Treatments	30	41	33	53	12	64	4	237
Equality	79	106	87	137	31	169	10	619
Total	913	1,287	1,051	1,661	380	1,967	117	7,376

Note 9. Net expenditure for the year

	2018 (£'000)	2017 (£'000)
This is stated after charging/(crediting):		
Interest payable:		
Bank interest, bank loans and overdrafts wholly repayable within five years	152	98
Depreciation/Amortisation charge for the year	702	534
Loss/(Profit) on disposal of fixed assets	6	20
Payments under operating leases:		
Land and buildings	673	978
Vehicles and equipment	299	286
Loss on foreign exchange	-	11
Auditors' remuneration:		
Statutory audit fee	98	88
Other non-audit fee - grant return audit	2	2
Tax advisory services	9	9

Note 10. Grants payable

The aggregate amount of grants made during the year ended 31 March 2018, analysed by recipient was:

Medical research into hearing loss

Institution	Number of grants 2018	2018 (£'000)	2017 (£'000)
University College London	18	402	498
King's College London	6	172	145
University of Strathclyde	2	122	12
University of Sheffield	4	106	83
MRC Institute of Hearing Research	3	100	122
University of Sussex	1	98	73
University of Nottingham	4	89	27
John Hopkins University Central Lockbox	1	79	21
Washington State University	2	77	70
University of Newcastle upon Tyne	2	51	101
University of Southampton	3	26	12
Purdue University	1	25	52
National Center of Biological Sciences (NCBS)	1	25	-
University of Manchester	2	14	62
Brunel University	1	13	-
Antwerp University	1	5	-
Cincinnati Children's Hospital and Medical Center	1	5	-
Tel Aviv University	1	5	-
Stanford University	1	5	-
University of Keele	2	5	2
Otago University	1	4	-
Oxford University	1	2	-
Imperial College of Science	1	2	-
University of Cambridge	1	2	-
Leicester University	1	1	-
Pragma Therapeutics	-	-	99
Imperial College London	-	-	60
Acies Bio	-	-	50
Otomagnetics	-	-	46
Radboud University Medical Center	-	-	27
Massachusetts Eye and Ear Infirmary	-	-	27
University of Indiana	-	-	24
The Bionics University of Australia	-	-	10
Cardiff University	-	-	5
University of Melbourne	-	-	5
University of Miami	-	-	5
State University of Iowa	-	-	5
Glasgow University	-	-	2
University of York	-	-	2
	62	1,435	1,647

Welfare, education and training for people who are deaf or have hearing loss

	Number of grants 2018	2018 (£'000)	2017 (£'000)
University College London	1	28	33
The Ear Foundation	-	-	7
	1	28	40

Medical research into hearing loss (individual grants)

	Number of grants 2018	2018 (£'000)	2017 (£'000)
Individual Grants			
University College London	4	3	-
University of Sheffield	1	1	-
Department of Neuroscience	1	1	-
Oxford Auditory Neuroscience	1	1	-
ARO Conference Bursary Award	1	-	8
University of Nottingham	-	-	-
Kings College London	-	-	-
University of Cambridge	-	-	-
	8	6	8
 Write backs of underused grants and other adjustments			
University College London	-	(9)	-
Medical Research Council	-	(27)	-
Amendments to accounts	-	(91)	-
	-	(127)	-
 Total grants	71	1,342	1,695

Of the total grant funding made during the year, £1.44m (2017: £1.65m) related to biomedical research projects.

In addition to the above, the Charity expects to fund future grants totalling £1.56m (2017: £2.55m), which have been awarded subject to satisfactory reviews during the course of the project being funded. These have not been provided for in Action on Hearing Loss's Financial Statements. The expenditure for grants sits mainly within the 'Technology and Treatments' line for charitable expenditure within the SoFA.

Note 11. Employees and Trustees

Employees

	2018 (£'000)	2017 (£'000)
Staff costs consist of:		
Wages and salaries	23,011	21,594
Social security costs	1,724	1,622
Pension costs	643	643
	25,378	23,859

Total redundancy costs of £99,785 were paid during the year (2017: £80,433). These amounts were paid through the payroll and charged to redundancy expenditure. There were £nil accrued costs at the year-end (2017: £10,000).

The average headcount of employees, analysed by function, was:	2018 (Number)	2017 (Number)
Support and Care	696	690
Technology and Treatments	28	26
Equality	71	68
Fundraising	38	38
Finance, Human Resources, Information Technology and Administration	70	71
	903	893

The average monthly number of employees on full-time equivalent basis during the year was:	800	788
---	------------	------------

The number of employees whose remuneration was over £60,000 (excluding employer pension contributions) fell within the following bands:	2018 (Number)	2017 (Number)
£60,001 to £70,000	2	3
£70,001 to £80,000	1	1
£90,001 to £100,000	3	3
£100,001 to £110,000	1	1
£110,001 to £120,000	-	1
£120,001 to £130,000	1	-

None of these employees (2017: nil) are in the defined benefit pension scheme, and all (2017: 9) are in the defined contribution pension scheme.

Contributions in the pension year to the defined contribution scheme were £47,509, in respect of all employees (2017: 9 with contributions of £51,837).

Note 11. Employees and Trustees (continued)

Remuneration and benefits for the Chief Executive Officer and other Key Management Personnel	Inc. pension contributions		Excl. pension contributions	
	2018 (£'000)	2017 (£'000)	2018 (£'000)	2017 (£'000)
Chief Executive Officer	130	129	120	119
Other Executive Officers	517	404	489	380
Key management personnel	647	533	609	499

Key Management Personnel is defined as members of the Executive Board. There were seven Executive Officers in post in the year (2017: 5).

Included within the totals above is a payment to Telos Consulting Ltd for the provision of Interim Executive Director of Corporate Resources and Company Secretary.

Trustees

None of the members of the Board of Trustees received any remuneration during this year (2017: £nil). During the year, eight Trustees (2017: 13) received reimbursements of non-private travel and subsistence expenditure amounting to £2,207 (2017: £5,238). The value of expenses waived was not material.

No Charity Trustee received payment for professional or other services supplied to the Charity (2017: £nil).

Total donations in the year from Trustees amounted to £50k (2017: £nil).

Note 12. Government grants

Income from government grants comprises performance related grants made by various government bodies to fund the Charity's three main objectives.

See Note 24 for more information and to the amount and source of these grants.

Note 13. Corporation taxation

The Charity is exempt from tax on income and gains falling within section 505 of the Income and Corporation Taxes Act 1988 or section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that these are applied to its charitable objects. No tax charges have arisen in the Charity.

Note 14. Intangible fixed assets - Group and Charity

	Computer software (£'000)	Assets under construction (£'000)	Total (£'000)
Cost			
At the beginning of the year	2,765	622	3,387
Additions	138	20	158
Disposals	(594)	(6)	(600)
Transfer	618	(618)	-
At the end of the year	2,927	18	2,945
Accumulated amortisation			
At the beginning of the year	2,237	-	2,237
Charge for year	220	-	220
Disposals	(588)	-	(588)
At the end of the year	1,869	-	1,869
Net book value at 31 March 2018	1,058	18	1,076
Net book value at 31 March 2017	528	622	1,150

Assets under construction are not amortised and comprise expenditure on the purchase or creation of intangible assets not brought into use at the balance sheet date. Transfers are made from assets under construction to the relevant category of intangible asset when the asset is brought into use.

Within intangible assets are computer software under construction with a cost of £0.02m (2017: £0.6m).

Note 15. Tangible fixed assets - Group and Charity

	(£'000)	Freehold	Long leasehold	Short leasehold	Assets under construction	Total property	Fixtures, fittings & furniture	Other equipment	Computer equipment	Motor vehicles	Assets under construction	Total other	Grand total
Cost													
At 1 April 2017	10,540	242	162	7,731	18,675	2,557	764	1,383	8	66	4,778	23,453	
Additions	531	-	-	11	542	42	-	86	-	-	128	670	
Disposals	-	-	(8)	-	(8)	(1,193)	(611)	(901)	-	-	(2,705)	(2,713)	
Transfer	7,712	-	-	(7,712)	-	3	-	81	-	(84)	-	-	
Reclassification of assets	-	-	-	(18)	(18)	-	-	-	-	18	18	-	
At 31 March 2018	18,783	242	154	12	19,191	1,409	153	649	8	-	2,219	21,410	
Accumulated Depreciation													
At 1 April 2017	2,931	70	99	-	3,100	2,466	764	1,186	1	-	4,417	7,517	
Charge for year	336	7	25	-	368	29	-	83	2	-	114	482	
Disposals	-	-	(8)	-	(8)	(1,193)	(611)	(901)	-	-	(2,705)	(2,713)	
At 31 March 2018	3,267	77	116	-	3,460	1,302	153	368	3	-	1,826	5,286	
Net book value													
At 31 March 2018	15,516	165	38	12	15,731	107	-	281	5	-	393	16,124	
At 31 March 2017	7,609	172	63	7,731	15,575	91	-	197	7	66	361	15,936	

Assets under construction are not depreciated and comprise expenditure on the purchase or creation of tangible assets not brought into use at the balance sheet date. Transfers are made from assets under construction to the relevant category of tangible asset when the asset is brought into use.

Within tangible assets are computer equipment under construction with a cost of £nil (2017: £66k) and property with a cost of £0.01m (2017: £7.73m).

The property under construction relates mainly to the acquisition of a new head office, which the Charity moved to on 2 May 2017.

The Charity has a £3.0m revolving credit facility that is secured over the new head office.

Other equipment includes home appliances such as washers and dryers, television stands, projectors, chairs and cookers.

Note 16. Investments – Group and Charity

	2018 (£'000)	2017 (£'000)
Fair value of investment portfolio at 1 April	2,380	3,387
Additions	175	1,056
Disposals	(2,588)	(2,445)
Realised gain on investments	20	28
Unrealised gain on investments	17	354
	4	2,380

Represented by:

Listed securities:

Direct UK equities	-	402
Direct overseas equities	-	499
UK corporate bonds	-	218
UK government bonds	-	144
UK equity funds	2	178
Overseas equity funds	-	420
UK property funds	2	126
Infrastructure	-	220
Multi asset funds	-	173

Total	4	2,380
--------------	----------	--------------

Cost at 31 March	2	2,049
-------------------------	----------	--------------

Included in the portfolio are the following individual investments which represent more than 5% by value of the total fund.

	2018 (£'000)	2017 (£'000)
Cash	-	67
BlackRock UK Property	-	68
CCLA Charities Investment Fund	4	-

Note 17. Stocks – Group and Charity

	2018 (£'000)	2017 (£'000)
Equipment and publications	303	403

Note 18. Debtors

	Group		Charity	
	2018 (£'000)	2017 (£'000)	2018 (£'000)	2017 (£'000)
Trade debtors	3,729	4,999	3,729	4,999
Amounts owed by subsidiary undertaking	-	-	11	-
Other debtors	40	157	40	159
Prepayments and accrued income	3,200	2,611	3,200	2,611
	6,969	7,767	6,980	7,769

Note 19. Creditors

(a) Amounts falling due within one year

	Group		Charity	
	2018 (£'000)	2017 (£'000)	2018 (£'000)	2017 (£'000)
Trade creditors	355	1,050	355	1,050
Accruals for grants payable	595	1,001	595	1,001
Taxation and social security	457	408	457	408
Loan	2,182	82	2,182	82
Other creditors	212	193	212	188
Accruals	1,861	2,103	1,849	2,093
Deferred income	511	312	511	312
	6,173	5,149	6,161	5,134
Deferred income at the beginning of the year	312	561	312	561
Amount released to income earned from charitable activities	(287)	(486)	(287)	(486)
Amount deferred in year	486	237	486	237
Deferred income at the end of the year	511	312	511	312

	Group		Charity	
	2018 (£'000)	2017 (£'000)	2018 (£'000)	2017 (£'000)
(b) Amounts falling due after one year				
Net obligations under bank loan is as follows:				
between one and two years	85	85	85	85
between two to five years	377	372	377	372
over five years	2,475	2,561	2,475	2,561
	2,937	3,018	2,937	3,018

At 31 March 2018, the Charity had drawn down £2.1m from its revolving credit facility of £3m. The amount owing from this facility is shown within the loan amounts falling due within one year.

Amounts falling due after one year relates to a mortgage of £3.2m payable over 25 years, commencing 4 May 2016, to purchase five properties and to enable the transfer of adult services in Westgate on Sea.

The mortgage is secured over the five properties and two other properties.

At 31 March 2018, the total amount owing on the loan is £3.0m (2017: £3.1m). Interest is charged at base rate plus 3%. The base rate was 0.25% (2017: 0.25%).

Note 20. Contingent assets – legacies

The Trustees have been notified that the Charity is a beneficiary of a number of estates for which the amounts to be paid to the Charity have not yet been confirmed. In view of the uncertainty over the amounts that may be received, the Trustees have concluded that the conditions for recognition of these legacies have not yet been met and accordingly these legacies are not reflected in these Financial Statements. Provisional estimates indicate a potential value of these legacies of £4.1m (2017: £4.7m).

Note 21. Analysis of Group net assets between funds

Fund balances at 31 March 2018 are represented by:	Unrestricted funds (£'000)	Restricted funds (£'000)	Endowment funds (£'000)	Total funds 2018 (£'000)
Intangible fixed assets	1,076	-	-	1,076
Tangible fixed assets	14,594	1,530	-	16,124
Investments	4	-	-	4
Current assets	7,446	1,068	68	8,582
Current liabilities	(6,118)	(55)	-	(6,173)
Long-term liabilities	(2,937)	-	-	(2,937)
Pension liability	(6,608)	-	-	(6,608)
Group net assets	7,457	2,543	68	10,068

Fund balances at 31 March 2017 are represented by:	Unrestricted funds (£'000)	Restricted funds (£'000)	Endowment funds (£'000)	Total funds 2017 (£'000)
Intangible fixed assets	1,150	-	-	1,150
Tangible fixed assets	14,370	1,566	-	15,936
Investments	2,312	-	68	2,380
Current assets	8,015	739	-	8,754
Current liabilities	(5,104)	(45)	-	(5,149)
Long-term liabilities	(3,018)	-	-	(3,018)
Pension liability	(9,269)	-	-	(9,269)
Group net assets	8,456	2,260	68	10,784

Note 22. Pensions

Group and Charity

Action on Hearing Loss operates a funded pension scheme in the UK (the "Scheme"). The Scheme has both defined benefit and defined contribution sections, although the defined contribution section is relatively small. Pension benefits in the defined benefit section are related to the members' final salary at retirement (or earlier if they leave the Scheme before retirement) and their length of service.

Accrual of benefits under the defined benefit section of the Scheme ceased with effect from 31 March 2010.

There is also another defined contribution scheme administered by Legal & General.

The amount recognised in SoFA is as follows:

Note	2018 (£'000)	2017 (£'000)
Defined benefit scheme		
Current service cost	-	-
Defined contribution schemes	643	643
Total charge in operating profit	643	643
Defined benefit scheme		
Net interest expense	238	249
Total charge	881	892

1. Defined benefit scheme

The pension cost that would have been charged to operating surplus under FRS 102 for the year amounts to £218,000 (2017 pension cost: £241,000). This charge is equal to the contributions of £218,000 (2017: £241,000) paid by Action on Hearing Loss in respect of the defined contribution section of the Scheme.

Note 22. Pension (continued)

Contributions to the Scheme for the year beginning 1 April 2018 are expected to be £1,022,000, plus contributions to the Defined Contributions scheme. Except where stated otherwise, the remainder of the FRS102 pensions note relates only to the Defined Benefit Section of the Scheme.

A full actuarial valuation of the Scheme was carried out at 31 March 2018 by a qualified independent actuary, based on membership data as at 31 March 2015, but amended to take account of material movements during the year.

The plan is administered by independent Trustees, who are responsible for ensuring that the plan is sufficiently funded to meet current and future obligations. The Charity has agreed with the Trustees to make additional contributions to reduce the funding deficit where necessary.

The funding plan is a schedule of 12-monthly deficit reduction payments that started in 2009 designed to eliminate the deficit by September 2030.

The annual pension deficit funding was £993,120 in the financial year to 31 March 2018. The next triennial valuation is on 31 March 2018. Judgement is required in a number of areas, including inflation, mortality rates and the selection of appropriate discount rates.

The major assumptions used by the actuary were (in nominal terms) as follows:

	2018	2017
Discount rate at 31 March	2.6%	2.7%
Inflation assumption	3.3%	3.4%
Future LPI pension increases	3.2%	3.4%
Revaluation in deferment	3.3%	3.4%

Assumed life expectations on retirements at age 65:

	2018	2017
Retiring today - males	21.6	21.8
Retiring today - females	23.9	24.0
Retiring in 20 years - males	23.0	23.2
Retiring in 20 years - females	25.4	25.5

Reconciliation of scheme assets and liabilities	Assets (£'000)	Liabilities (£'000)	Total (£'000)
As at 1 April 2017	69,202	(78,471)	(9,269)
Benefits paid	(2,093)	2,093	-
Employer contributions	993	-	993
Interest income/(expense)	1,853	(2,091)	(238)
Remeasurement gains	-	2,826	2,826
Return on plan assets	(920)	-	(920)
Total credit/charge	69,035	(75,643)	(6,608)

Total cost recognised as an expense

	2018 (£'000)	2017 (£'000)
Net interest expense	238	249
Total charge	238	249

No amounts (2017: nil) were included in the cost of assets.

The fair value of the Scheme's assets, which are not intended to be realised in the short-term and may be subject to significant change before they are realised, and the present value of the Scheme's liabilities, which are delivered for cash flow projections over long periods and thus inherently uncertain, were:

Reconciliation of scheme assets and liabilities	Value at 2018 (£'000)	Value at 2017 (£'000)
Equity	15,169	16,574
Fixed Interest	22,396	26,410
Index Linked Gifts	11,737	11,708
Liability Hedging	730	1,172
Currency Hedging	(34)	(28)
Insured Annuities	643	674
Property	1,593	2,041
Cash	6,966	2,578
Other	9,835	8,073
Fair value of scheme assets	69,035	69,202

The plan assets do not include any of the Charity's financial instruments, nor is any property occupied by any Group entity.

The net return on the plans assets was:	2018 (£'000)	2017 (£'000)
Interest income	1,853	2,059
Return on plan assets excluding interest income	920	10,459
Total return on plan assets	2,773	12,518

Amount recognised in Statement of Financial Activities (SoFA):	2018 (£'000)	2017 (£'000)
Actuarial (gains)/losses on the liabilities	(2,826)	13,063
Return on plan assets excluding interest income	920	(10,459)
Changes in the effect of the asset ceiling excluding interest income	-	-
Total actuarial (gain)/loss to be shown in SoFA	(1,906)	2,604

2. Defined contribution scheme

The Charity provides two defined contribution schemes for its employees, although one is now closed to new entrants.

The amount recognised as an expense for the defined contribution schemes was:	2018 (£'000)	2017 (£'000)
Current year contributions	643	643

Note 23. Financial instruments

The Group has the following financial instruments:

	2018 (£'000)	2017 (£'000)
Financial assets that are measured at fair value		
Investments	4	2,380
Investments in short-term deposits	12	12
	16	2,392
Financial assets that are debt instruments measured at amortised cost		
Trade debtors	3,729	4,999
Other debtors	40	157
	3,769	5,156

81

Financial liabilities measured at amortised cost

Trade creditors	355	1,050
Other creditors	212	193
Loan - current	2,100	-
Long-term loan - current	82	82
Long-term loan - non-current	2,937	3,018
	5,686	4,343

Note 24. Group/Charity statement of funds - restricted and endowment funds

1. Designated funds

	Balance 1 April 2017 (£'000)	Income (£'000)	Expenditure (£'000)	Balance 31 March 2018 (£'000)
Property purchase fund	2	-	(2)	-
Total designated - Group and Charity	2	-	(2)	-

Property purchase fund: The purpose of this fund is to purchase a new building as the head office of Action on Hearing Loss was sold on 24 March 2014.

A new head office property was purchased on 16 August 2015, building and fit-out works completed on 13 April 2017 and moved into on 2 May 2017.

2. Restricted funds

The purposes of these funds are explained on pages 83 to 86.

Restricted	Balance 1 April 2017 (£'000)	Income (£'000)	Expenditure (£'000)	Balance, 31 March 2018 (£'000)
The Bath Charity	1,566	-	(36)	1,530
Legacy restricted to Wolverhampton	67	-	-	67
Moving On/On the Move*	65	154	(133)	86
In Touch*	51	103	(97)	57
Royal British Legion Hear to Help England	50	-	(50)	-
Glasgow Integrated Sensory Services*	49	30	(62)	17
Legacy restricted to South Wales	48	-	-	48
Restricted to investigation into genetic causes of deafness	37	25	(26)	36
Harlow Trust Fund	33	-	-	33

82

Legacy restricted to the Isle of Wight	30	-	-	30
Manchester Hear to Help*	27	20	(23)	24
Managing hearing loss in Devon and Cornwall	24	89	(67)	46
Sensory services in Ayrshire*	23	38	(36)	25
Grants restricted to use in Scotland	22	14	-	36
Hear to Meet in Kirklees*	18	3	(21)	-
Employment programme for people who are deaf or have hearing loss in Glasgow	18	7	-	25
Fundraising restricted to Roper House	17	-	-	17
Tayside integrated sensory services*	16	12	(17)	11
Research into Improving the understanding and diagnosis of auditory processing disorder (APD)	13	26	(26)	13
Hear to Help Lewisham	13	12	(11)	14
Northumberland Volunteers*	11	35	(46)	-
Ageing Better	10	16	(26)	-
Hear to Care*	8	51	(59)	-
NI Employability Programme*	2	103	(96)	9
Isle of Wight Befriending service	1	59	(30)	30
Hear to Inform and Connect	-	354	(257)	97
Legacy restricted to the Cardiff area	-	33	-	33
Legacy restricted to research	-	32	-	32
Legacy restricted to the South West region	-	28	-	28
Legacy restricted to research	-	26	-	26
PoppyScotland Aged Veterans	-	82	(63)	19
Restricted to the North East	-	30	(15)	15
Welfare rights and Employment projects in Scotland	-	20	(5)	15
Volunteering in Wales*	-	34	(21)	13
Salford CCG Innovation Fund*	-	30	(17)	13
Restricted legacy (purpose under discussion)	-	12	-	12
Information line	-	10	-	10
Leicester Ageing Together*	-	54	(45)	9
Aged Veterans Healthy Living*	-	96	(89)	7
Hear to Inform and Support	-	5	-	5
Hear to Inform and Connect	-	5	-	5
Brighton H2H	-	5	-	5
Tinnitus Research	-	5	-	5
Work for Change	-	5	-	5
RNIB Online Today Project*	-	152	(148)	4
Other restricted funds	41	813	(825)	29

	Balance 1 April 2017 (£'000)	Income (£'000)	Expenditure (£'000)	Balance, 31 March 2018 (£'000)
Restricted Funds	2,260	2,628	(2,347)	2,541
Endowed				
The Wennington Charity	68	-	-	68
Endowed Funds	68	-	-	68
Total Restricted and Endowed Funds	2,328	2,628	(2,347)	2,609

Note 24. Group/Charity statement of funds - restricted and endowment funds (continued)

- The **Bath Charity** is restricted to providing relief for the charitable needs of people who are deaf or have hearing loss by the provision of services.
- A legacy restricted to the **Wolverhampton** area.
- **On the Move** provides funding for improving the health, wellbeing and life skills of, and increasing access to information and services, for people who are deaf or have hearing loss. The project works with other agencies to provide information and advice in provision of healthcare, social care, education, training, employment and leisure. It will also fund delivery of a programme of accredited training courses, develop a user forum, support work placements and encourage peer support within central Scotland.
- The **In Touch** project aims to help people who are deaf or have hearing loss across Northern Ireland and will specifically target those people living in the community and in residential accommodation.
- The **Royal British Legion** donation is towards our 24 Hear to Help services in England
- **Glasgow Integrated Sensory Services** support people with sensory impairment living in the Greater Glasgow and Clyde area by strengthening existing structures, introducing additional support services such as Hear to Help, and by raising awareness and profile of sensory impairment in the region.
- A legacy restricted to funding in **South Wales**.
- This fund is restricted to investigation into **genetic causes of deafness**.
 - **The Harlow Trust** provides funding for people who are deaf or have hearing loss to participate in financial qualification courses.
 - A legacy restricted to the **Isle of Wight**.
 - **Manchester Hear to Help** is a volunteer-led service that provides hearing aid support on a one-to-one basis and in drop-in settings in communities across Manchester.
 - **Funding for Devon and Cornwall** to help people with hearing loss improve their confidence and knowledge on how to better manage their hearing loss.

- **Ayrshire and Arran Integrated Sensory Services** is delivered in partnership with RNIB and support people with sensory impairment living in the Ayrshire and Arran area by strengthening existing structures, introducing additional support services such as Hear to Help and by raising awareness and profile of sensory impairment in the region.
- General donations restricted to use in **Scotland**.
- **Hear to Meet in Kirklees** is funded by Kirklees Council and is supporting older people with hearing loss and those at risk of isolation and experiencing loneliness, overcome the barriers of social exclusion. We are doing this through delivering befriending and information activities such as drop-in sessions to build confidence and aid accessibility to community services. We are working with other agencies and charities in order to extend our reach.
- To provide funding in **Glasgow** for improving the health, wellbeing and life skills of, and increasing access to information and services for, people who are deaf or have hearing loss. The project works with other agencies to provide information and advice in provision of healthcare, social care, education, training, employment and leisure. It will also fund delivery of a programme of accredited training courses, develop a user forum, support work placements and encourage peer support within central Scotland.
- General donations restricted to for **Roper House in Canterbury**.
- **Tayside integrated sensory services** support people with sensory impairment living in the Tayside area by strengthening existing structures, introducing support services such as Hear to Help, and by raising awareness and the profile of sensory impairment in the area.
- Funding to be used towards research into **Improving the understanding and diagnosis of auditory processing disorder (APD)**.
- **Hear to Help Lewisham** is a volunteer-led service which provides hearing aid support on a one-to-one basis and in drop-in settings in Leeds. It also provides information on hearing equipment and other services available for local people with hearing loss.
- **Northumberland Information Volunteering Project** is led by a Regional Volunteer Manager and team of volunteers. It provides information to help people

who are deaf or have hearing loss, their families and professionals working with them in the community.

- **Connect Hackney - Ageing Better** is a programme which aims to reduce and prevent the isolation of older people (aged 50+).
- **Hear to Care** aims to improve the long-term care and support for older people in care settings.
- **NI Employability Programme** supports people with hearing loss across Northern Ireland to enter employment.
- **Isle of Wight Befriending Service** supports those made isolated through hearing loss and other long-term conditions, using staff and volunteers, by providing practical support and advice, build mutually supportive relationship to build confidence and develop existing services.
- **Hear to Inform and Connect** is enabling us to proactively expand our face-to-face information provision for older people (aged 50+) with hearing loss, particularly those who we have found are harder to reach. This includes older people from black, Asian and minority ethnic communities, older people living in care homes and older people living in rural or remote areas.
- A legacy restricted to funding in **the Cardiff area**.
- A legacy restricted to **research**.
- A legacy restricted to funding in **the SouthWest region**.
- A legacy restricted to **research**.
- **PoppyScotland** will provide support for veterans aged 65 and over, their families and carers in Lothian. We'll be helping people by providing vital information and supporting to help them to cope with their hearing loss or tinnitus at regular drop-ins, information events or home visits.
- General funding restricted to the **North East**.
- Funding for **Welfare rights and Employment projects in Scotland**.
- **Volunteering in Wales** funding is for recruitment and development of volunteers in Wales.
- **Salford CCG Innovation fund** is a grant provided to recruit a project co-ordinator to deliver support on hearing loss, including hearing screening and training for

staff and volunteers across Sheltered Housing Schemes in Salford as response to our Hearing Matters report.

- **A restricted legacy** (purpose is under discussion).
- **The information line** funding is to support the information line team in providing information on hearing loss and tinnitus to the general public.
- **Leicester Ageing Together** is a peer-to-peer information and support project for older people who are deaf or have hearing loss in the Leicester area. Volunteers will support older people with information, advice, and the long-term management of their hearing aids and hearing loss, and provide opportunities for people to come together and share information and experiences.
- **Ageing Veterans Healthy Living** is a project to provide information to older veterans with hearing loss.
- A grant towards **supporting people with hearing loss Devon and Cornwall**.
- **Brighton Hear to Help** provides hearing aid support on a one-to-one basis and in drop-in settings in Brighton.
- A grant towards the funding of **tinnitus research**.
- **Work for change** is funding to develop a short animated video to demonstrate the need, the benefits and the solutions for supporting people with hearing loss in the workplace.
- The **Online Today** project enables people with sensory loss to gain the basic skills and confidence to use technology and get online.
- **Other restricted funds** comprises 13 restricted funds providing income in support of Action on Hearing Loss activities.

Note 25. Capital and other commitments

Group and Charity

	2018 (£'000)	2017 (£'000)
Contracts for future capital expenditure not provided in the Financial Statements - property, plant and equipment	12	543

As of 31 March 2018, Action on Hearing Loss had a total value of minimum future lease payments set out below:

Payments due	2018 (£'000)	2017 (£'000)
Within one year	784	1,025
Between one and five years	729	768
	1,513	1,793

Note 26. Notes to the cash flow statement

	2017 (£'000)	2016 (£'000)
Net expenditure for the reporting year (as per the statement of financial activities)	(2,622)	(1,572)
Adjustments for:		
Depreciation charge for the year on tangible assets	482	378
Amortisation charge for intangible assets	220	156
Gains on investments	(37)	(382)
Interest paid	152	98
Interest/dividend received	(35)	(117)
Loss/(Profit) on disposal of intangible/tangible assets	6	20
Decrease in stock	100	54
Increase/(decrease) in debtors	798	(945)
Increase in creditors	1,024	1,152
Decrease/Increase in non-current long-term loan	(81)	3,018
Pensions reserve funding deficit movements	(755)	(716)
Net cash used in/(generated from) operating activities	(748)	1,144

Analysis of cash and cash equivalents

	At 1 April 2017 (£'000)	Cash flows	At 31 March 2018 (£'000)
Cash at bank and in hand	572	726	1,298
Short-term deposits	12	-	12
Total cash and cash equivalents	584	726	1,310

Note 27. Related party transactions

Expenses reimbursed to Trustees and the remuneration of the Key Management Personnel of the Charity are disclosed in Note 11 and transactions by the Charity with its defined benefit pension scheme are set out in Note 22. There were no other transactions during the year that come within the definition of 'related party transactions' in FRS 102.

John Morgan is Chief Executive of Morgan Sindall Group PLC, and was appointed as Chairman of the Board of Trustees on 1 January 2017. The Charity engaged Morgan Lovell, a subsidiary of Morgan Sindall Group PLC, to complete the refurbishment of the new head office on 15 February 2016. This engagement was in place before John Morgan was involved with Action on Hearing Loss and he had no influence over the contract, which was on commercial terms. For full disclosure, £867,857 was paid to Morgan Lovell in the 2018 financial year (2017: £1,151,773).

Paul Breckell was Chief Executive of the Charity and is also a Trustee of Roffey Park Institute Limited and NCVO. The Charity used the services of the Roffey Park Institute Limited, totalling £5,543 (2017: £2,143) and invoiced NCVO for £183 (2017: £173).

Liz Tait was a Charity Trustee and is also a Trustee and Chair of the Institute of Fundraising. There was £11,977 paid to the IOF for agency fees, training and attendance at conferences (2017: £10,365).

The only related party transactions between Action on Hearing Loss and R.N.I.D. Activities Limited is the management recharge of £2,503 (2017: £2,538).

Note 28. Company

Other than the transactions disclosed above, the Company's other related party transactions were with the wholly-owned subsidiary and are disclosed in Note 6 and Note 27.

Note 29. Events after the reporting period

Bank covenants with Lloyds and Charity Bank were not met on 31st March and 30th June 2018. After working with Lloyds Bank on a detailed financial recovery plan their facility was renewed with revised covenants and the Charity bank loan was confirmed. Further information has been provided in the Trustees' Report and in Note 3 to the financial statements.

The Chief Executive in post at the year end, Paul Breckell, left the charity in July 2018 and an interim CEO, Michael O'Connor was in place until the new Chief Executive, Mark Atkinson joined the charity on 29 October 2018.

Acknowledgements

We are grateful to the following funders who have given generously the following grants, donations, sponsorship and gifts in wills during the financial year.

Big Lottery Fund

Royal Society for Blind - Leicester Ageing Together

Hear to Meet - Wales

In Touch Project - Northern Ireland

Moving On - Scotland

Reaching Communities 'North East Rural Volunteer Outreach Project' - Northumberland

Accelerating Ideas' Hear to Inform and Connect' - National

Awards for All 'Sensory Equipment' - England

Reaching Communities 'Hear to Inform and Support - Devon and Cornwall

Statutory

Welsh Government - Live Well With Hearing Loss

Local Government and Communities Directorate

Equality Human Rights and Third Sector Division - Hear for Welfare

South Ayrshire Council - Ayrshire & Arran Hear to Help

Perth and Kinross Council - Provision of sensory services

Middleborough Council - Deaf Centre

Wales Hear to Help - Powys Teaching Health Board

Belfast Health and Social Care Trust (BHSCT) - Hear to Help

Department for the Economy (DfE) - Specialist Employment Programme

Department of Health - Hear to Care

Department of Health, Northern Ireland - Core Grant

Disability Employment Services (DES) - Specialist Employment Programme

Dundee Community Regeneration Fund - Lochee - Tayside Hear to Help

Doncaster Deaf Trust - Employment Services Wales - Employment Services Scotland

Health and Social Care Board (HSCB) - Tinnitus Service

Kirklees Council - Kirklees Hear to Meet

Northern Health and Social Care Trust (NHSCT) - Hear to Help

Royal National Institute for the Blind (RNIB) - Online Today

South Eastern Health and Social Care Trust (SEHSCT) - Hear to Help Service

Southern Health and Social Care Trust (SHSCT) - Hear to Help

Glasgow Third Sector Transformation Fund - Glasgow Hear to Help

Western Health & Social Care Trust (WHSCT) - Sensory Support Services

Many other organisations, trusts and individuals have given generously during the year and we are very grateful to all our supporters. This funding enables us to continue our vital work for people who are deaf or have hearing loss or tinnitus.

European Fund

European Social Fund (ESF) - Specialist Employment Programme

Trusts

The Barbour Foundation - Hear to Help North of Tyne

The Charles Wolfson Charitable Trust - Biomedical Research

The Clapp Family Charitable Trust

Constance Travis Charitable Trust - Biomedical Research

The Edith Murphy Foundation - Biomedical Research

The Eveson Charitable Trust - Birmingham Hear to Help

The Frederick Arthur Alford Charitable Trust - Biomedical Research

Gerald Micklem Trust - Southampton Project

The Galanthus Trust - Biomedical Research

Haberdasher's Benevolent Charity - Hear to Help Bexley

Lord and Lady Lurgan Trust - NI Information and Advice Service

The Liz and Terry Bramall Foundation - Manchester Hear to Help

Masonic Charitable Foundation - Biomedical Research

Merchant Taylors' Consolidated Charities for the Infirm - Hear to Help Lewisham

The Nora and Olive Brewer Memorial Trust

The Norman Family Charitable Trust - Devon and Cornwall Project

Philip and Marjorie Robinson Charitable Trust - Biomedical Research

The Robertson Trust - Tayside Hear to Help

Royal British Legion - Hear to Help Projects in England

ShareGift

Esme Mitchell Trust - Information Service

Ardbarron Trust - Information Service

Corporate

Boots Hearingcare

Phonak

GN ReSound

Next Plc

Belfast International Airport

Northern Ireland Electricity

Ulster Bank

Bombardier

Santander

Major Gifts

John Morgan

Melanie and Stephen Edge

Dr Roger Allport

Mr and Mrs John Walton

Dr Susan Wilson

Dr Jones

Jeff Horne

CHK Charities Limited

We remember with deep gratitude the 428 donors who left gifts to us in their wills in 2017-18. Every legacy gift is truly appreciated.

Many other organisations, trusts and individuals have given generously during the year and we are very grateful to all our supporters.

This funding enable us to continue our vital work for people who are deaf or have hearing loss or tinnitus.



**ARIENNIR GAN Y
LOTERI GENEDLAETHOL
NATIONAL
LOTTERY FUNDED**

**NATIONAL
LOTTERY FUNDED**



Action on Hearing Loss (formerly RNID) is the largest UK charity helping people who are confronting deafness, tinnitus and hearing loss.

We give support and care, develop technology and treatments, and campaign for equality.

We rely on donations to continue our vital work.

To find out more, visit actiononhearingloss.org.uk

Contact our free, confidential Information Line:

Telephone 0808 808 0123

Textphone 0808 808 9000

SMS 0780 000 0360

standard text message rates apply

Email information@hearingloss.org.uk

Join us

 Action on Hearing Loss

 @ActionOnHearing