



You're at the heart of everything we do

Thank you for the part you play in transforming lives.

We hope this update has given you a sense of the connection, companionship and confidence you help create for the people we support every single day. Behind every statistic is a story, and at the heart of every story is someone whose life has been changed because of people like you.

If something here has inspired you, moved you, or simply made you curious, we'd be delighted to continue the conversation.



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You can find out more about our trustees by visiting our website at hearingdogs.org.uk/about/our-people/trustees

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Thank You

Your Impact 2024-2025

Helping deaf people to leave loneliness behind

hearingdogs.org.uk



Together, we're rebuilding connection, companionship and confidence

This year, thanks to the generosity of our supporters, volunteers, and partners, Hearing Dogs for Deaf People has helped thousands of people who are deaf or have hearing loss to reconnect with the world around them.

Whether through the life-changing partnership of a trained hearing dog or through our emotional and practical support services, your support continues to transform lives every single day.

We are deeply grateful to everyone who supports us through donating, fundraising, as volunteers or champions of our cause. If you're just getting to know us, we hope this inspires you with the difference people like you help to create.

Every hearing dog we train is carefully matched to a person who needs not only practical help, but emotional companionship. This year, 142 dogs joined new partners, while over 1,100 partnerships received ongoing support and training. Behind each statistic is a person who now feels safer, more confident, and less alone.

Our Hearing Link Services reached thousands of people, offering emotional and practical support to rebuild confidence and social connection. From community events and peer support groups to our helpdesk and webinar series, we helped people share experiences, reduce isolation and access information to improve daily life.



Thank You

None of this would be possible without our incredible supporters - individuals, companies and foundations who have supported us through generous gifts, events, sponsorships and legacies. Every donation, partnership and conversation helps us move closer to a world where deafness doesn't mean disconnection.

Together, you've helped raise an incredible £15.1 million to ensure more people can live well with hearing loss.

We are equally grateful to our volunteers, whose commitment brings our vision to life. From puppy trainers and peer support volunteers, to fundraisers and grounds teams, over 3,000 volunteers gave their time, skills and hearts to make our mission possible.



Shared Impact

Volunteering with Hearing Dogs changes lives in more ways than one.

Many of our volunteers tell us that being part of our community has boosted their confidence, reduced isolation and given them a renewed sense of purpose.

All while knowing they're changing lives for others too!

Our Impact

This year, we helped 3,197 people who are deaf or have hearing loss, through our specially trained hearing dogs and our practical and emotional support services, Hearing Link Services.

Each hearing dog takes some 18-24 months to train. This year, we placed 142 dogs into a core role supporting a person who is deaf or has hearing loss.

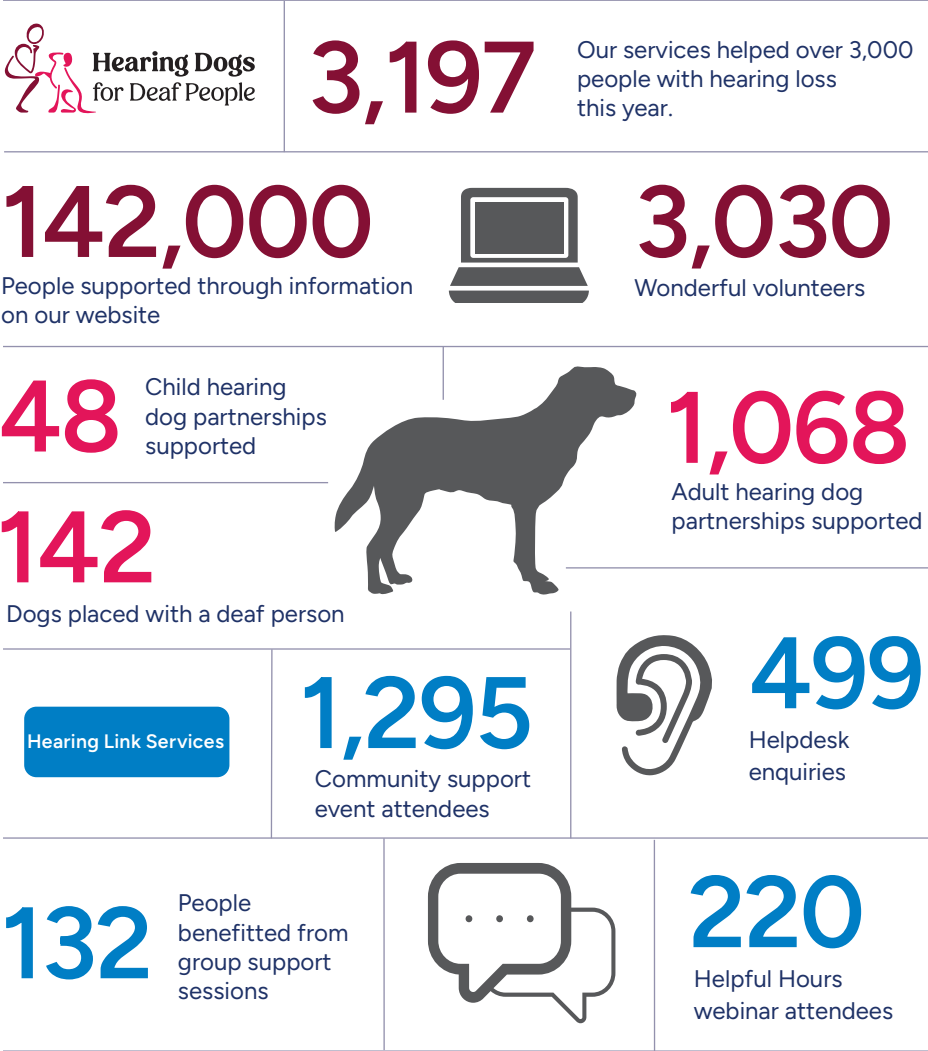
1,116 hearing dog partnerships, including 48 dogs for children, were supported throughout the UK, through in-person and digital one-to-one support from their dedicated Partnership Advisor, and access to supplementary online support resources designed specifically for those who are partnered with our dogs.



Thousands of people received emotional and practical support, information and guidance through our Hearing Link Services, including 1,295 people who attended our community days, outreach drop-ins, or dog walks for information, support and essential social interactions. 132 people were supported through our group support sessions held across the country, and 220 people accessed our Helpful Hours webinars.

We believe in working better, together, working closely with others who share our goal of helping deaf people and those with hearing loss. Through our involvement in the Deafness and Hearing Loss Alliance and Assistance Dogs UK, we share expertise and influence topics such as access rights, dog welfare and training, and communication around hearing loss. We also began a research collaboration with Manchester Metropolitan University to develop a Relational Training Model which aims to improve outcomes for hearing dogs and the people they support.

Our Year in Numbers



£15.1 million raised

Thank you for being part of this journey. Whether you've supported us this year or are considering joining us, your involvement helps transform lives, one partnership, one person (and one paw) at a time.

Real lives behind the numbers



Corinne and Penny's Story

'When I lost my hearing suddenly, I literally lost 'me' overnight. I went to bed feeling ok and woke up around 4am to a very loud high-pitched sound in my ears. Then, I realised I couldn't hear in my right ear. My hearing deteriorated even further, and I was diagnosed with Ménière's disease.

Losing my hearing really frightened me. That, combined with my balance issues, caused me to totally withdraw into myself and I wouldn't leave the house.

Night times were the worst. My youngest son, William, has type 1 diabetes. Just one night after I lost my hearing, Will's blood sugars dropped severely. His 'hypo' alarm went off six times during the night and I missed every single one of them. Luckily my husband, Andy,

woke up, but I just felt like a failure as a mum.

For three years after that, I hardly slept at all. It had a severe effect on my mental and physical health. Until then, I'd always been a confident, outgoing person. My confidence just left me, totally.

When I was told I'd been matched with hearing dog Penny, I just cried. She's given me my life back and I'm finding 'me' again. Even my sons said, "We've got our mum back!"

'William's hypo alarm sounded the second night Penny was with us. She jumped onto the bed to wake me up. From that moment, I knew it was safe to sleep. Now I sleep without fear all night, every night.

Penny loves doing her soundwork. After alerting me, her tail is wagging. Then she gets lots of praise and a treat. I'm a mum again in every way. Since having Penny, my mental health is getting stronger. Penny is my missing piece, my best friend, my beautiful girl, my everything. My life is no longer grey. The colours are now beautiful.'

Heather and Ginny's Story

I could hear perfectly until I was seventeen, but meningitis changed my life in ways I couldn't have imagined. It caused buzzing in my head and my hearing slipped away, and I shut down emotionally.

I didn't want to be different. I tried to cope alone - quietly, privately - until I became a shadow of the confident, vivacious girl I used to be. Everyday situations felt overwhelming: work meetings I couldn't follow, social events I avoided, and the constant fear that I might miss something important at home with my daughters.

Everything began to change the day I had my first appointment with Hearing Dogs' Hearing Link Services. It was the first time I felt truly seen. Nobody treated me as though I was strange or failing - they understood the fear, the isolation, the exhaustion of pretending I was coping.

A lovely lady from Hearing Link Services sat with me and talked through all the support available. Until then, we'd had almost no helpful technology at home or work. Hearing Link Services opened my

eyes to what was possible: vibrating alerts, communication tools, workplace adjustments, Access to Work funding. For the first time in years, I felt hope.

The confidence they gave me is what led me to apply for a hearing dog - and eventually to Ginny. When she arrived, it felt like the missing piece of my life had clicked into place. At home, she wakes me each morning, alerts me to alarms, doorbells and my children calling for me. Out and about, she keeps me safe and grounded. But none of this would have happened without Hearing Link Services giving me the courage to stop hiding.

They didn't just help me ask for support; they helped me feel proud of who I am. And with Ginny by my side, that pride grows every day.

