



LOCATION: EXETER, DEVON
WHO BENEFITS: ADULTS AND CHILDREN WITH HEARING LOSS AND HEARING IMPAIRMENT

DATE OF INVESTMENT: AUGUST 2015
LOAN REPAID: AUGUST 2018

Based in Exeter, Chime CIC spun out of the NHS in 2011 as an independent social enterprise. Today the organisation runs dedicated hearing clinics for adults and children across 15 locations throughout Devon with 54,000 face to face attendances a year.

In 2015 SASC made a £170,000 loan from the Community Investment Fund. This paid for a leasehold property in Exeter city centre to be fitted out with five new treatment rooms.

This enabled Chime to see an additional 2,500 patients, many of whom were previously on waiting lists. The quality of care at Chime is high with consistently positive patient feedback. Chime recently opened a walk-in repair clinic at the centre to help more patients. It is also managing a government funded Veterans Hearing Fund, dedicated to supporting veterans who acquired hearing loss during military service. The fund is open to those facing needs that statutory services cannot meet. Chime has maintained the three new job posts created at the Hearing Centre and strengthened its relationship with hearing aid provider Phonak, giving the social enterprise the opportunity to set a new standard in high street hearing services.

Chime paid the loan off in August 2018 and would consider social investment again.



SASC IS REALLY SUPPORTIVE AND WE'VE HAD A VERY POSITIVE EXPERIENCE ACCESSING SOCIAL INVESTMENT.

Jonathan Parsons, Chime CEO

Previous Exits

INVESTEES	ACTIVITY	PURPOSE OF FUNDING	START/END DATES	AMOUNT	REPAYMENT
Plymouth Community Energy	Solar farm with surpluses funding community programmes	Repayment of construction loan which allowed community to take ownership of Ernesettle solar farm	Sept 16 / Feb 17	£610,000	From community share raise
Family Action	Wrap around support to vulnerable young people in care	Funding of Payments by Results programme in two West Midlands local authorities	Oct 16 / Jul 18	£700,000	From outcomes payments from local authorities
Harrogate Skills 4 Living Centre	Residential care for adults with learning disabilities	Acquisition of two residential care facilities in Harrogate	Aug 14 / Dec 17	£785,000	From refinancing through commercial lender