



Calibre audio

Impact Report **2019**



Calibre Audio is a national charity which exists to support anyone with a disability that makes reading print difficult. We do this by connecting our members to the books they love, through a free audiobook service.

Our service promotes inclusion, connection, stimulation and choice, our members say that we are a lifeline.

Registered charity no. 286614



Registered with
**FUNDRAISING
REGULATOR**

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As a child I loved reading but as my sight began to fail, I struggled increasingly with print.

Audiobooks were my salvation. I discovered Calibre back in the 1980s. Calibre were the first to offer truly portable full-length books on compact cassettes. I am now completely blind. Calibre audiobooks enable me to recreate, in vivid detail, places and times I have never seen.

As a trustee I am determined to play my part in connecting thousands of people, with a vast range of disabilities, to their love of books through Calibre audiobooks. We can all be liberated so easily from daily concerns just by sitting back and listening.

John Godber | Calibre Member since 1985
& Calibre Audio Trustee since July 2019

Why are we needed?

Everyone has the legal right to equal access to information, yet **only 7% of print books are converted to audio**, the format needed for print disabled people. For young people, this has serious implications for their ability to learn and develop, and for the elderly, socially isolated, or disadvantaged, coming to terms with the loss of their sight, health and mobility, losing a lifelong love of the written word can be devastating.

At Calibre Audio, we believe that everyone deserves to lose themselves in a good book and unleash the power of their imagination.

Once again can I thank you for all you did at Calibre, the pleasure you gave to dad is beyond words and he loved his 'books' arriving more than I can tell you. Dad couldn't get out and about and they were his one absolute joy. For a man with Parkinson's he virtually galloped down the hall when he heard the thump of the envelope hit the mat.

DAUGHTER OF CALIBRE MEMBER, POWYS, WALES - AUGUST 2018



My nine year old daughter, Faye, was diagnosed with dyslexia last year. She has always loved books and reading but it's a constant struggle as the words jump around the page, are easily misread and it becomes very tiring.

Calibre has been a huge support by providing audiobooks versions to complement her reading. We enjoy reading together, but then she will settle down with an audiobook, streaming from her iPad, until it's time to sleep. She still reads printed books but listening to audiobook versions as well allows her to consume so many more, helping her keep up with her friends as well as satisfy her voracious appetite for stories.

Kate | Parent of Young Calibre Member and
Calibre Audio Marketing Manager

How we help



We continually add new titles to ensure we provide an eclectic range of books that not only include best sellers and new releases but also classics and more unusual requests from our members making ours a truly unique collection of over **11,500 unabridged audiobooks**, ranging over **70** categories, both fiction and non-fiction to suit all ages.



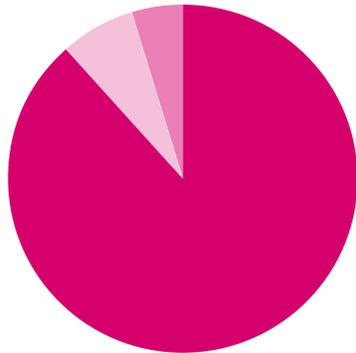
We have a **dedicated customer service team** who provide a personalised and much valued service to recommend books and respond to member requests.



We facilitate an inclusive community-outreach reading programme, by collaborating with local authorities, **600 libraries, schools and community groups nationwide**, improving support and learning, and reducing social isolation and loneliness.

Who we help

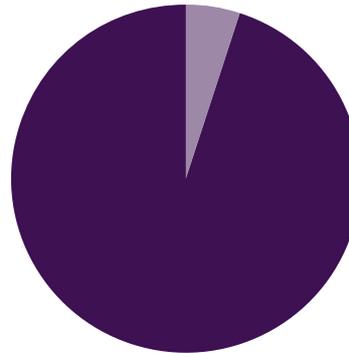
Our 14,000 members, aged from pre-schoolers to adults in their nineties, have a wide range of conditions including: a learning disability, such as dyslexia; a brain injury or cognitive impairment such as head trauma or stroke; a visual impairment; a physical dexterity problem such as multiple sclerosis; Motor Neurone Disease (MND), Parkinson's disease, arthritis, paralysis, terminal illness or early dementia. We also support over 600 libraries, schools and community groups nationwide by providing audiobooks and facilitating book groups to promote inclusion.



88% Visual impairment

7% Dyslexia

5% Other disabilities



95% Adult members

5% Younger members



The Calibre audiobook clubs provide an excellent monthly social opportunity for people to meet face to face in local libraries. Over a tea or coffee, the group members enjoy one another's company, whilst discussing the story lines in the latest audiobook. Calibre are the only national library service who can supply multiple copies of the same audiobooks, and there are new books being constantly added to the catalogue during the year.

Our impact in 2019

460,000
audiobooks



Sent out over 460,000 audiobooks, that is an increase in the number issued of 39,000, or 9%

1,700
books a day



Posted out, and checked back in, 1,700 books on USB and CD every day

771
new audiobooks



Added 771 new audiobooks to the library

Just a wee note to say “thank you” from myself and my daughter for giving her access to your library. Meg is 9 and very dyslexic. Audiobooks have been great for her and she loves the worlds of Enid Blyton and Roald Dahl amongst others. Who doesn’t?

14,000
members



Provided a friendly, exemplary service to our 14,000 members – ranging in age from 5 to 105

2,200
new members



Welcomed 2,200 new joiners to the service

75
book groups



We sent out over 5,000 audiobooks, to 75 book groups, libraries, schools and organisations across the UK ; reaching over 600 individuals

My 93 year old Mum, Dorothy, has always been a voracious eclectic reader and you are absolutely keeping her going intellectually and cheering her up living with minimal sight and other problems that go with extreme old age.



Being semi retired, I was looking for some voluntary work. My mother was a member of Calibre so I'd seen first hand how valuable the service is and how much it's appreciated. It's a pleasure to be able to contribute to Calibre Audio's excellent work.

Jill | Calibre Volunteer, Aylesbury

Our volunteers

Our team of over 140 volunteers make a vital contribution to the quality and swiftness of our service delivery, we simply couldn't do it without them.



62

process books in our library, downloading books to memory sticks, checking CDs and posting out newsletters.



82

narrators recorded **252** new books



23

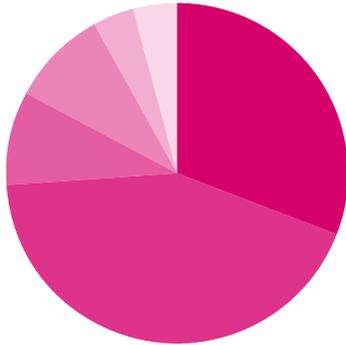
checkers ensured that all the recordings were of the highest quality for our listeners

You really get a sense that you are doing something worthwhile. The members' letters are very touching.

2019 financials

Calibre Audio receives no direct government funding and relies on donations from our supporters and trusts to fund our free audiobook service.

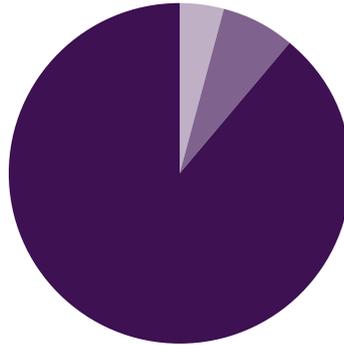
Income



Total: **£938,241**

- 31% Donations
- 43% Legacies
- 9% Trusts & Foundations
- 9% Merchandising
- 4% Investments
- 4% Other

Expenditure



Total: **£1,458,296**

- 89% Library service & digital developments
- 7% Fundraising costs
- 4% Other support teams and running costs



For every £1 donated **89p** goes directly to fund our audiobook service

The future – be a part of it

We expect demand to rise:



Sight loss is expected to rise from 2 to 4 million by 2050



Dementia expected to rise to over 1 million by 2025



It's estimated that 6 million people in the UK are dyslexic.



People with a physical impairment, such as ME, MS, Motor Neurone Disease, or those receiving palliative care, can also access our books.



Through technology, we also anticipate reaching a younger, more diverse, demographic.

In order to support this growth, 2020 will be a year of development and investment to enhance our digital offering, to streamline our processes and improve on our excellent customer service. We want to reach as wide an audience as possible, to expand the diversity and age range of our membership.



At Calibre Audio, we believe that everyone deserves to lose themselves in a good book and unleash the power of their imagination. But we can't do it alone. If you would like to find out how you can get involved, we'd love to hear from you. Our contact details are on the back cover overleaf.

Thank you for your
interest and support.



Calibre audio

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