



Tony Innes

Message from the Chairman

Tony Innes

By the time you read this Newsletter the Christmas holiday season will have been and gone so I hope you had a lovely time and, on behalf of everyone at the NDA, I wish you a very Happy New Year.

It seems no time at all since we had our Annual Public Meeting to which we were pleased to invite Mr John Fry, the Chairman of the Norfolk and Norwich University Hospital. John spoke about the hospital, the challenges it faces and the way it is responding to those challenges. It was a very entertaining and informative meeting and Mr Fry's presentation was very well received.

At the risk of being accused of being biased, and despite the occasional negative comments made about the NHS we read in the papers or hear on the news, we are all very fortunate in Norfolk to have such a great hospital that can offer us some of the best and most up-to-date care in the country.

The burden faced by our Hospitals in terms of the numbers of patients and the volume of work to be done is enormous and is increasing day by day, week by week. An obvious example would be the pressure on the Accident and Emergency Department. The clue is in the name but the number of patients who turn up at the door who have not had an accident and do not require emergency treatment is not only quite staggering but seriously worrying when you consider that front-line staff may be diverted away from caring for the patients who really do need their expert care.

There are many other examples, of course. Just as there are many other organisations whose function is to not only take some of the load away from the hospital departments but also to offer comparable, high-class services at a location that is often much more accessible and convenient for the patient. By now you will have guessed where I am going with this!

This is precisely what the NDA does, and does very well, according to our own service-users whom we regularly ask for

their feedback. If you don't know much about what we do, and have access to a computer, please have a look at our website, www.norfolkdeaf.org.uk or simply carry on reading this Newsletter.

Like the NHS, the service we provide is free at the point of contact. So, if you visit our mobile clinic, the minibus, next time it visits your local supermarket (the timetable is at the back of this Newsletter), you visit one of our regular clinics, or if you have difficulty getting out and about and one of our highly trained volunteers visits you in your own home to help you with your hearing aid, it won't cost you a penny.

If you think about it a bit more, however, you will realise that the service we provide to an increasing number of service-users does come at a price. Our excellent volunteers give of their time willingly and at no cost but the resources we use need to be paid for. Our minibus had to be bought and adapted and, like your own car needs fuel, tax and insurance and, sadly, steadily depreciates in value.

Our premises need to be paid for as does the heating, lighting, insurance and so forth. We have an excellent professional and skilled office staff at Thorpe Road so we have a wage bill as well.

All in all the total cost for providing our services is not far short of a quarter of a million pounds every year. We work very hard to keep our costs down but, as we are asked to treat more people our overall costs inevitably creep up.

How is this all paid for? With some difficulty is the answer.

We are very grateful to receive a payment from the NHS. This comes from the three health care purchasers in the area that we cover and amounts to a total of £31,270. We also receive money from the subscriptions paid by the Friends of the NDA. In terms of regular and reliable income, for now at least, that's it.

We do, of course, receive very generous amounts from a number of charitable organisations but these monies need

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Contact the NDA

**120 Thorpe Road,
Norwich NR1 1RT.**

t 01603 404440

f 01603 404433

e nda@norfolkdeaf.org.uk

w www.norfolkdeaf.org.uk

to be applied for, the amount very carefully justified and accounted for, and normally for a very specific purpose. These grants are generally made for one, sometimes two and rarely three years. We are indebted to these funders who see the NDA as an organisation worthy of their support, but we can not and do not take their generosity for granted.

We are lucky enough to receive Corporate sponsorship from a number of companies and some members of our staff lecture to various organisations to raise Deaf Awareness. But our largest source of income, by some distance, over the past three years, has been from the Big Lottery Fund (BLF). Unfortunately this valuable funding has drawn to a close in December 2016. We are re-applying, of course, but it's getting tougher. The BLF is a very generous, but understandably stringent, donor.

Our team has been working extremely hard to make a sound case for a further grant and we know we have cleared the first hurdle but it will be some months before we know whether we have been successful. Fingers crossed. If we are lucky enough to get a grant we will be very relieved. If we are unsuccessful it won't be the end of the world but we will certainly need to re-think our fundraising strategy, but we have good people as part of our team and they like a challenge!

I know it isn't good to end on a potentially low note but if I don't mention it you may never consider the option of a legacy. In the past we have been very touched by the fact that the NDA has been very generously nominated in a Will. Often these have been a service user but this has not always been the case. Someone has seen the value of what we do, how we have changed the lives, for the better, of people affected by hearing loss and wish to do something to help us to carry on this work.

If you would like to know more about how you might be able to help the NDA, in your Will or with a donation, please look at our website, www.norfolkdeaf.org.uk call us on 01603 404440 or call in and see us. You will always find someone helpful to talk to.

With all good wishes,
Tony Innes, Chairman

A review from the Chief Executive

Aliona Derrett

"Dear Mr Innes, Would you kindly thank the team at Norfolk Deaf Association for their patience, help and advice concerning my poor hearing. Today, I am the wearer of two state of the art digital aids, thanks in large part to their recommendation that I should have my hearing re-assessed at the Norfolk and Norwich University Hospital. It means I can now hear clearly under most circumstances and have the confidence to join in conversations. To show my gratitude, I enclose a donation to NDA and would ask that I may become a member of the Friends of NDA. Your sincerely, Mr M"

This is one of a number of similar letters we have received in the last couple of months and everytime I read them I feel a knot in my throat at the same time as getting a smile on my face. Very confusing, I know...but receiving these messages reminds me and, I am sure my team, just how vital our work is. In my view hearing loss, and its impact, is a very hidden and poorly understood issue, by society at large as well as health professionals.

It is reassuring though that NHS England, in its recent published framework for Clinical Commissioning Groups "Commissioning Services for People with Hearing Loss" (July 2016) has identified that an investment is required in the area of hearing healthcare. The publication states very clearly that: "Hearing is central to our health and well-being. Approximately, one in six people experience hearing loss [that is over nine million people across England], which is a major cause of poor development of language and communication skills and also impacts on employment, mental health, independence and quality of life. It is responsible for an enormous personal, social and economic impact throughout life. The number of people affected is rising as the single biggest



cause is age-related loss and older adults are the largest population in need of hearing healthcare. It will become an even bigger challenge over the next decade due to the growing ageing population and increased exposure to workplace and social noise such as MP3 players."

There is a vast amount of research and practical evidence that demonstrates the case for action as well as 'the cost' if no action is taken. I have provided below a summary of key findings:

- Age-related hearing loss is the single biggest type of hearing loss - this is why hearing loss increases with age. It affects 42 percent of people over 50 years old and 71 percent of people over 70 years old;
- Hearing loss is now one of the most common long-term conditions in older people and is the sixth leading cause of 'years lived' with disability in England;
- Due to the ageing population, estimates suggest that by 2035 over 13 million people in England will have hearing loss - that's one in five of the population;
- It is estimated that between 10 percent and 15 percent of adults will have tinnitus, with 3 percent of adults likely to require a clinical intervention for their tinnitus;
- Reported prevalence of tinnitus varies from 12 percent to 36 percent and is more common in children with hearing loss compared to children with normal hearing. Like adults, most children self-manage, but a proportion require further support.
- Unaddressed acquired hearing loss (primarily age-related and noise-induced) in adults has major impacts, leading to communication difficulties, social isolation, depression, reduced quality of life and loss of independence and mobility;

- In babies and children, unmanaged and unsupported hearing loss has a serious impact on all areas of their development, including speech, language and communication, education and social development;
- Evidence now suggests that acquired hearing loss in adults may increase the risk of developing dementia - people with mild hearing loss are twice as likely to develop dementia as people without any hearing loss. The risk increases to three times for those with moderate hearing loss, and people with severe hearing loss are five times as likely to develop dementia. Recent research found that hearing loss not only increases the risk of the onset of dementia, but also accelerates the rate of cognitive decline;
- Older people with hearing loss are two and a half times more likely to develop depression than those without hearing loss and estimates suggest that children who are deaf

hearing loss and will need support to maximise their independence and wellbeing. People with unmanaged hearing loss and mental health problems are more likely to go straight to expensive care packages than would be the case if their hearing loss were effectively managed;

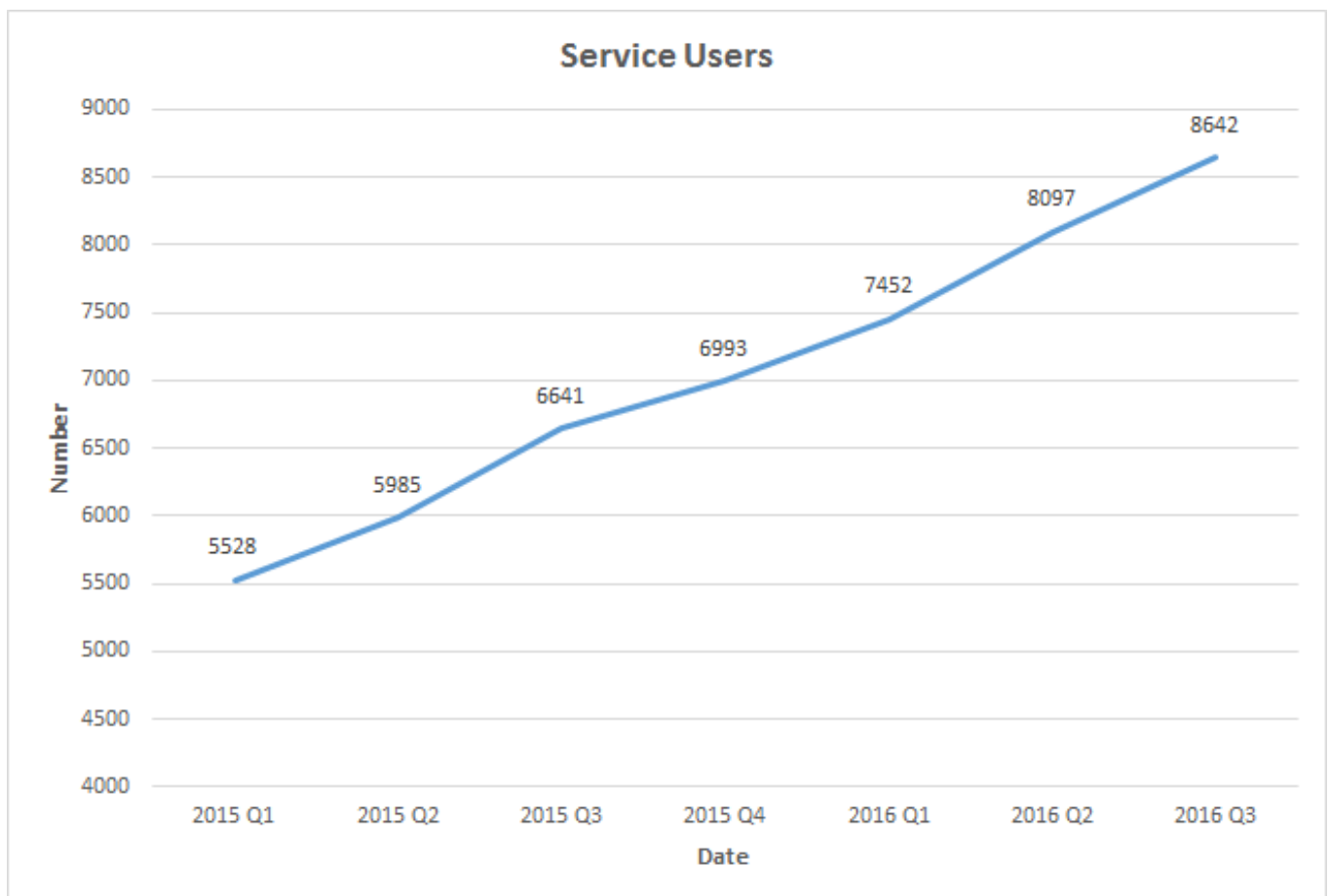
I might be wrong, but I think the statistics above demonstrate quite clearly why we need to keep working hard, and smart, at securing and maintaining the required funds, people resources, and work collaboratively with our local Clinical Commissioning Groups (CCG) and the providers of Audiology services in Norfolk to deliver our much needed services.

And so it is not surprising that Tony, in his foreword, focused on the issue of NDA's funds. We are very fortunate to have a strong team of professional and dedicated staff, volunteers and trustees. We have devoted our efforts at further developing our joint working with the NNUH, James Paget

Scrivens and the Outside Clinic. I am really pleased to say that we are now able to support any patient with hearing loss in Norfolk irrespective of who has dispensed their NHS hearing aid. Furthermore, the Norfolk CCG has agreed to invest additional funds to support patients who moved into Norfolk but wear hearing aids issued in other parts of the country.

We have written to all Medical Practices informing them of this addition to our provision and would be grateful if the readers of this article can share the news too. This support is available, of course, not only to people living in their own homes but also those who are moving into nursing or residential homes from outside Norfolk.

Yes, we have made a great progress in our ability to reach and support a vast number of people with hearing loss. The numbers are actually staggering. The graph below, which represents the number of



have a 40 percent prevalence rate of mental health problems compared to 25 percent in children who are hearing;

- It is estimated that 80 percent of older people living in care homes have

Hospital, West Suffolk Hospital and Queen Elizabeth Hospital Audiology colleagues and focused in the last year at establishing partnership working with the AQP Audiology providers, such as Specsavers,

service users accessing the Hearing Support Service only, illustrates the trend we have experienced since April 2015 (an increase of 57% in the number of service users), with the numbers still going up.

Inevitably, all this comes at a cost, not only financial but personnel too. We have a team of an average 50 volunteers helping us deliver our services but at such a rate we need to increase the pool of volunteers, and very quickly too. We have had to also review our staffing structure to ensure that we have appropriate professional resources to manage and deliver all services. To this end we have created the post of Services Administrator and I am pleased to share the news that Sophie Chapman-Smith has joined us at the start of the year to help us with the data monitoring and hands-on service delivery. We are also expanding the remit of our Assistive Technology Clinic and are looking for an additional member of staff to help us run the Mobile Clinic.

As Tony mentioned, we have not been standing still in terms of raising the money we need, far from it! Lots of hard work has gone into writing the stage 2 application to the Big Lottery Fund for continuation funding, and I am very grateful to Andrew Gladman, our Trusts and Foundations Fundraiser, who has worked very closely with me on the application. Andrew joined us in the autumn and he definitely has been put in the position of 'being dropped in at the deep end'. I am sure he will forgive me, especially if we have a successful outcome, we will wait with hope! And of course, we continued to apply for funding to a number of grant making trusts, encouraged people to join the Friends scheme and received generous donations from many individuals. This work never stops, and it is as important as the service delivery.

I would like to end with expressing my sincere gratitude to all my staff, volunteers and trustees for their hard work, resilience and unconditional dedication to supporting people with hearing loss. In the latest Outcomes Measuring Report the service users that responded to our questionnaires have praised our work from many different perspectives and whilst the report is too long for me to share it with you in its entirety, I would like to share below just a few of their messages.

Out of 577 completed questionnaires returned:

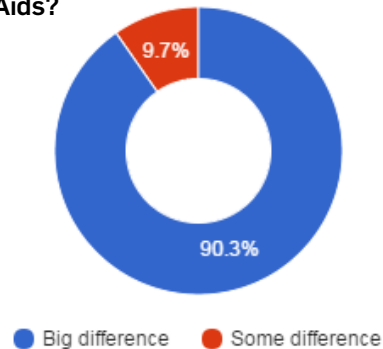
1) 100% of responses stated that the volunteers were able to do all that they expected.

Was the volunteer able to do all that you expected?



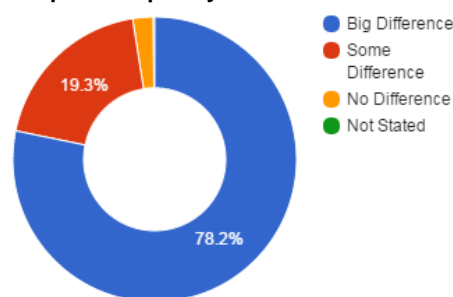
2) 90.3% of responses said our hearing support service had made a big difference to their hearing aid use and 9.7% said the service had made some difference. None of the responses we received said the service had made little or no difference.

What difference has the support we offer made to using your Hearing Aids?



3) In terms of quality of life, 78.2% of respondents said the support had made a big difference, 19.3% said it had made some difference, 2.3% said no difference and 0.2% did not state an answer.

Improved quality of life



NDA exists for the purpose of 'improving the life of people with hearing loss'. The feedback above and the letter from Mr M. clearly demonstrate that we are achieving that, and whilst there is always more to do, more to improve, I would like to ask the staff, volunteer and trustees to take a pause and pat themselves on the back for a job well done. A very big Thank You to you all!. Now, onwards and upwards!
With all best wishes, **Aliona**

Hearing Support Service

Pam Spicer,
Services Manager



The well established Hearing Support Service has yet again seen and supported increasing numbers of service users. The demand for the service continues to grow, and our volunteers are working even harder to ensure that the work carried out in their usual professional and committed way. I am always heartened when volunteers say things like **"I love volunteering, I don't know what I would do without it!"**

The Hearing Support Service delivers support through fixed-location "Community Clinics" our Mobile Clinics, and Home Visits for those who are unable get out and about. We endeavour to reach as many hearing aid users as possible, including our many service users who are living in nursing homes and sheltered housing complexes.

Residents living in care can often become very isolated if their hearing aids are not functioning properly, which can lead to service users becoming withdrawn from social events and simple things like enjoying a coffee and chat with other residents. The task of hearing aid maintenance carried out by the volunteer makes a huge difference to the service users day to day quality of life.

The NDA now works with all of the providers of NHS hearing aids, including: the Norfolk and Norwich University and Cromer Hospitals; Queen Elizabeth Hospital King's Lynn, James Paget Hospital, Gorleston; West

Suffolk Hospital, Bury St Edmunds; Specsavers; Scrivens; and a recent addition The Outside Clinic.

Hearing aid maintenance is often only the start of the support that the NDA provides. Our volunteers often highlight the other services that the NDA can offer, such as helping to solve problems listening to the TV or using the telephone to keep in touch with their loved ones, which is where our Assistive Technology support can step in. Many of our service users also use our Befriending Service. The Befriending Service offers support and companionship to young people and adults who experience any degree of hearing loss, including profoundly deaf BSL speakers. Befriending is very person-centred and can reduce isolation and the sense of exclusion often experienced by those with hearing loss. It can help to reduce stress and anxiety and increase social activity.

If you would like to use one of the services above or would like to know more about becoming a volunteer. Contact Pam on hearingsupport@norfolkdeaf.org.uk 01603 404440

Appeal for Hearing Support Volunteers

We would love to hear from you if you would like to become one of the NDA's valued hearing support volunteers. You will receive 3 full days of training and lots of support. If you would like more information, please contact Pam on 01603 404 440 or email hearingsupport@norfolkdeaf.org.uk or download an application form from our website www.norfolkdeaf.org.uk



Assistive Listening Technology Clinic

David Spicer,
ALT Adviser

Many of us who use the digital hearing aids issued by the NHS appreciate just how far they have come in terms of sound quality and clarity. Personally, I can report that since I was issued with my Phonak S+ UPW aids, I have enjoyed access to birdsong and beautifully clear music. Added to this,

a Christmas gift of a vinyl record last Christmas prompted me to restore an ancient record deck and now I am bathing in music that I have not listened to in decades, including The Who, Mike Oldfield, and Holst!

However, as good as hearing aids are, there are still times when I need extra help to access public meetings, mobile phone and iPlayer and for me this is where a Phonak Compilot can help. As most of us hearing aid users are aware, public meetings and classroom settings are the most difficult settings to hear in and this was the case for one gentleman who visited the ALT clinic in October. He attends an art class and was finding it increasingly difficult to hear the tutor and other members of the class and was considering giving up in frustration. Having tried a Crescendo personal listener in the clinic he was surprised by the difference it made. It has a very directional microphone and cuts out much of the background hubbub allowing him to hear at some distance from the speaker. He was able to use it using the loop settings on his hearing aids.

He was so pleased with the result when he attended his art class, he made a gift to the NDA of a lovely watercolour that he had painted and this is his watercolour which is now on display by the reception area.



Watercolour that is on display in NDA reception area.

BSL Practice Group

What a wonderful world!



**Pam Spicer,
Services Manager**

This year the BSL Practice Group has grown a huge sense of community. The group is very much group led in that the members come up with many creative ideas and then see the ideas through. Among other things, the group has enjoyed improving their signing skills by learning to sign songs. Edith and Reg came up with the idea of signing "What a Wonderful World" (Louis Armstrong) and Bethany coached the group with the aid of a short video she and Martyn posted on YouTube so that the group members could practice the song at home. By searching on YouTube for "BSL what a wonderful world, Louis Armstrong", you too can watch this wonderfully moving video created by Beth and Martyn.

Trish works tirelessly to bring energy and enjoyment to the group and helps those with less confidence to enjoy becoming active in the group.

What some members have to say:

"Very friendly and relaxed, everyone is very accepting - always learn a lot"

"Can drop in and out according to my circumstances"

"A wonderful group to access, very friendly"

"I love the welcoming feel. It's welcoming for people on any level"

If you would like to join the group and enjoy BSL conversation and practice your sign just email Pam on hearingsupport@norfolkdeaf.org.uk or phone 01603 404440

BSL Course pilot scheme

New to the Norfolk Deaf Association: Basic British Sign Language Course.

After many requests from people wanting to dip their toe in the water and see if they could learn a little BSL the NDA decided to set up a pilot scheme for a basic non-accredited 10 week BSL course and Stephen Hurley was appointed as the tutor to teach the course.

Stephen has a profound hearing loss and has been teaching BSL for many years. The class is taught "Voice Off", meaning that speaking is not allowed, which really helps the learning process. The students on the course were from all backgrounds, including doctors' surgery staff, a sheltered housing scheme worker supporting a profoundly deaf resident, a member of the Norwich City football club coaching staff and an audiologist. Most of the students wanted to learn basic skills to enhance their working life, while others wanted to use the class as an opportunity to learn and socialise.

The class rapidly gelled and enjoyed the experience right from the start which, along with Stephen's infectious sense of humour which immediately put everyone at ease. As we neared the end of the 10 weeks, a consensus formed within the group that they would like to carry on learning and develop their skills further. Stephen agreed that he would be happy to support the students for another 10 weeks tailoring the continuation course to the needs of the group.

What the students had to say about their experience.

"Excellent beginners course, very well explained by Steve"

"Really good! excited to come back in January"

"Great content & fun to learn a new skill"

"The course was delivered in a fun way helping me to remember the content"

Because of the high demand for another basic BSL course a second course has started in January 2017 delivered by Susan Evans, another very experienced BSL tutor, again the class is 'voice off'.

Befriending Service

Additional Training for Befriending volunteers.

The NDA recognises that volunteers constantly require additional skills training to keep their skills up to date to support their service users. This means that in addition to their initial training, all of the NDA volunteers are encouraged to attend regular continuation training to enhance their knowledge and skills.

Our most recent training was in November and was delivered by "Memory Joggers", a social enterprise who have been teaching reminiscence for over 12 years and delivering training to NHS dementia teams and local authorities. Reminiscence has been proven to be very beneficial to the elderly and improves service user engagement with our Befrienders which can help to lift depression and also build up feelings of the self-worth of the service user.

We spent a lovely morning together learning a little bit about the impact of dementia and how to engage with people who experience dementia. The first exercise of the training session the group participated in was to choose three photos from a selection of photos from all different eras. After spending a little time looking at the photos everyone shared their thoughts with the group. This simple exercise proved very thought provoking and drew some very interesting responses from people. The volunteers could relate the impact the exercise had on them as individuals to some of the befriending service users and their own family members.

One of the befriending volunteers has started using her newly learnt skills with her service user. They have been working through a big box of photographs and reminiscing about them. The service user commented **"It's lovely to share these again, I never thought that anyone would be interested in my old things"**.

If you are interested in finding out more about becoming a volunteer for the befriending service please contact Pam Spicer on 01603 404440 or email befriending@norfolkdeaf.org.uk for an informal chat.



Tinnitus Support Group

Pam Spicer,
Services Manager

Our Tinnitus support group continues to have a wide range of speakers who visit the group each month to talk to us about the ways in which we can help manage tinnitus. We are very lucky to have Claire Gatenby, the Chief Hearing Therapist at the Norfolk and Norwich University Hospital visit our group regularly each year to talk about relaxation techniques to help with the stress that a person with tinnitus may feel and also sleep techniques for any sleep issues tinnitus may bring. These particular sessions are invaluable

to some of our members who find tinnitus causes them a level of stress or affects sleep.

Having the knowledge of techniques can help someone with tinnitus cope just that bit better with it.

Another invaluable coping strategy our members get is the support and reassurance they get from each other. Some of the comments on our group feedback sheets reflect this, asking the question 'How does the support group help you deal with your tinnitus?', we have had replies such as; **'You realise there are a lot of people in the same boat'** **'Nice to meet people with similar problems'**

This goes to show that just by

being with other people who have the same problem goes a long way to help dealing with the problem and is a great level of comfort.

We wrapped up the year with a very therapeutic session with Annette James from Time Out Therapies. Annette came loaded with her range of aromatherapy oils to demonstrate to the group how aromatherapy can help manage tinnitus. The room smelt lovely at the end of the session and we all felt very relaxed. It was a lovely way to end the year! We are now finalising the timetable for 2017, largely based on requests made by our members for the topics they would like us to cover in the year's sessions and we will be publishing this as soon as it is final. For now, the two upcoming sessions are:

DATE	EVENT TITLE	INFORMATION
19th January 2017 2.30-4.30	<i>'Take on Tinnitus'</i>	Nic Wray from the British Tinnitus Association will be coming along to discuss equipment and the latest information on Tinnitus
16th February 2017 2.30-4.30	<i>CBT and how it can help with Tinnitus</i>	Christine Bowen from the Throat, Nose and Ear Hospital London will be here talking us through Cognitive Behaviour Therapy and how it may help with Tinnitus.



Tinnitus Support Group meeting dates

Thursday, 16th
February 2017
2:30pm - 4:30pm

CBT and how it can help with Tinnitus

HUSH!Club (Hard of Hearing Club)

Tracey Marsh, Co-ordinator

HUSH! Club has had a busy few months since the last newsletter. We were fortunate to have wonderful weather for our two summer outings. We went to Pensthorpe on a glorious day in July and were treated to a wonderful tour of the gardens by the Head Gardener, who inspired us all to get out in our gardens! In August, we hopped aboard the City Sightseeing Bus for a tour of Norwich from the open top bus. This was a really interesting tour of our fine city, which I would definitely recommend! In September, we were joined by Norwich's very own 'Man in Black' who told us ghostly tales of Norwich and his spooky delivery of the tales really added to the atmosphere. Our October meeting was a 'Quirky Quiz', hosted by HUSH! Club member Robert Lamacraft which was great fun! In November we held a 'Christmas Crafts' session and the group made Christmas Cards (thanks to HUSH! Club member Sue Taylor for organising) and Sock Snowmen. This was great fun and led to much merriment! In December we went for our Christmas Meal to Debut Restaurant at Norwich City College, as chosen by the group.



The 2017 calendar is now in place and we have agreed that the group will meet on the 4th Tuesday of each month. This will enable some members who can't often attend to join the group occasionally.

If you like the sound of what we get up to at Hush! Club, why not come along to one of our sessions? We are a very friendly group and would love to see you. We meet on the fourth Tuesday of each month between 2pm and 4pm. See the 'Dates for your Diary' section for details of what's on offer over the coming months. Alternatively, you can email me at: hush@norfolkdeaf.org.uk or ring me on 01603 40440. I look forward to seeing you soon.

Volunteers

Pam Spicer, Services Manager

Hearing support volunteer experience

My name is Jack Allum and I hope to join a NHS Scientist Training Programme in audiology next year. I wanted to learn more about the role of an audiologist and gain some work experience so I contacted the Norfolk Deaf Association (NDA) to enquire about volunteering possibilities. Pam Spicer the services manager at the NDA was extremely helpful and managed to arrange for me to assist David Spicer with the mobile clinic through the month of November.

I wasn't too sure what to expect on my first day but was soon put at ease by David's cheerful approach and after restocking the minibus we were soon off to our first destination. David runs the mobile clinic with the help of many dedicated volunteers, they travel to 27 locations covering central, eastern and south Norfolk. The service offers advice and hearing aid maintenance to the general public without need of appointment.

During my time with the mobile clinic my primary role was recording the visitors details whilst they waited to see either David or one of the experienced volunteers. It gave me the opportunity to understand the challenges that hearing loss causes and the common issues hearing aid wearers experience. My other role involved asking visitors to complete a survey on how the service makes a difference to them individually. The data from the survey results will be used to help apply for further financial support with the Big Lottery Fund to continue the service in the near future.

Having spent a month with the mobile clinic I was able to witness how many people depend on the service. Whether it's collecting new hearing aid batteries, having tubes replaced or simply popping in to say hello, it was obvious to me how big a difference the NDA mobile clinic makes to the local community. I feel very grateful for being given the opportunity to volunteer with the NDA and hope that the mobile clinic continues for many more years to come.

Thanks once again for giving me the opportunity to volunteer with NDA, I will be in touch to let you know about my application progression!

All the best, Jack

We are always looking for volunteers to join us and would welcome anyone who would like to join our team. If you would like to have a chat without obligation please contact Pam Spicer on 01603 404440 or email hearingsupport@norfolkdeaf.org.uk You can also download an application form from our website www.norfolkdeaf.org.uk



NDA Volunteer receiving long service recognition

Community Fundraising



**Tracey Marsh,
Fundraising Assistant**

Following a short pre-jump briefing, you will enjoy the thrill of free fall and even learn the basics of steering and landing a modern 'square' gliding parachute, while securely attached to a highly experienced instructor.

All you need to do is smile and enjoy your skydive! With a tandem parachute specially designed for two people, you will board an aircraft and soar to around 13,000 feet (approximately two miles high!). When you and your instructor leave the plane, you will fall at about 120 mph, descending to 5,000 feet in around 40 seconds. At this point, your instructor will open the parachute and fly you safely back

For 2017 we have an exciting, if a slightly scary, challenge for the brave amongst you! We will be hosting a Tandem Parachute Jump on Sunday 14th May 2017 at Ellough Airfield, Beccles to raise funds for the NDA. We are looking for people to volunteer to take part in this wonderful opportunity.

to earth! During the six minutes or so under the parachute, you will enjoy breathtaking and unique views of the local area and beyond. We guarantee that your tandem skydive will be one of the greatest experiences of your life.

Our brave 'Jumpers' are being asked to raise a total of £400. This consists of £50 to register your place, a further £150 to cover the cost of the jump and then 'matching' the costs with a minimum £200 sponsorship for NDA. It would be lovely to have as many jumpers and supporters joining us for this event, which has been booked to coincide with Deaf Awareness Week 2017.

Enclosed with your copy of the NDA News, you will also find five raffle tickets for our annual Grand Draw, which is being run alongside the parachute jump. We would be delighted

if you could please sell these on our behalf to friends/family. Please return monies, stubs and any unsold raffle tickets to the NDA offices by Wednesday 17th May 2017. The draw will take place at NDA on Thursday 18th at 12pm.

As part of my role at NDA, I am happy to help those of you who are organising events to raise invaluable funds for the work of NDA. Perhaps you are thinking of hosting a Coffee Morning or a Cake Sale, or you may prefer something more ambitious - perhaps an Abseil, Pub Quiz or a Wine Tasting Evening? Whatever you are planning, I would be happy to help, so please do get in touch and let us know what you have planned - we love to hear from you! My email address is events@norfolkdeaf.org.uk or call me on 01603 404440.



Fundraising

Andrew Gladman, Trusts and Foundations Fundraiser



I'm Andrew and I became NDA's new Trusts and Foundations Fundraiser in September. Over my first two months at NDA, I was focused on completing our recent application for funding from the Big Lottery Fund's Reaching Communities programme. With the application now submitted, we are expecting to hear if we have been successful in the coming months.

If we are, this grant will help fund our Hearing Support Service over the next five years. Fingers crossed!

Recently, I also had the opportunity to visit the Norfolk Freemasons and receive in person their generous donation to NDA of £500. It was great to meet the Masons and accept this kind donation, which will help us to continue delivering our services going forward.



Friends of NDA

Tracey Marsh, Events Organiser

In September, our Friends of NDA headed off to Theatre Royal Norwich for a matinee performance of *Pride & Prejudice*. We were treated to wonderful performances from all the cast, with a special mention to Mr Bennett, played superbly by Matthew Kelly. The play was innovatively staged with a revolving platform with a two storey stage set upon it. This rotated in order to create either inside, or outside scenes. A few of us remained behind for the Question and Answer session and heard the cast talk about the way in which the play had come together and also the challenges of performing outside in Regents Park. We especially enjoyed the discussions

about the benefits and the difficulties of a revolving stage!

For our next Friends of NDA event will be off to the theatre again to see *Mamma Mia!* on Thursday 16th March 2017 at 7:30pm. Having seen that the show was coming to Norwich for the first time, we couldn't resist booking tickets. Billed as the ultimate feel-good party, the smash-hit musical is set on a Greek island paradise, a story of love, friendship and identity is cleverly told through the timeless songs of ABBA. Top price circle tickets have been reduced for NDA guests, tickets cost £30 per person to include interval refreshments with tea/coffee and cake in the Town Close Room. If you would like to join us, please email events@norfolkdeaf.org.uk for a booking form.

If you are not a Friend of NDA and would like to join, an annual subscription for an individual is just



£15 and an annual joint subscription is £28. As a member you receive regular newsletters and priority invites to our Friends of NDA social events and lectures whilst at the same time supporting Norfolk Deaf Association in continuing to deliver its services. Contact our office on 01603 404440 to join.

Our Next Friends of NDA event will be a captioned performance of **Benny Andersson & Björn Ulvaeus' Smash Hit Musical**

Mamma Mia!

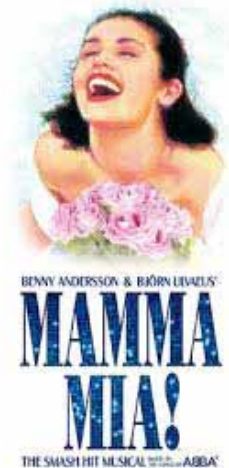
on **Thursday 16th March 2017 at 7.15pm**
(show starts at 7.30pm)

There will be an interval reception for NDA guests in the Town Close Room at the Theatre, with tea / coffee and cake.

The Management of the Theatre have also very generously reduced top price tickets for all our guests to £30 per person including interval refreshments.

To book a ticket please contact NDA offices on 01603 404440 or email events@norfolkdeaf.org.uk by Friday 17th February 2017.

Please note. There are only 25 tickets available at this special price, so book early to avoid disappointment.



Dates for your diary

HUSH! Club (Hard of Hearing Club) Calendar

Hush Club meets on the last Tuesday of each month from 2-4pm at NDA offices unless otherwise stated

Tuesday 28th February 2017

Talk - The Lady Molecatcher

Tuesday 28th March 2017

Talk - The History of the Theatre Royal

Tuesday 25th April 2017

Music - 'With a Smile and a Song'

Tuesday 23rd May 2017

Talk - Images of Summer

Tuesday 27th June 2017

Talk - The Red Hat Society

Friends of NDA Events

Thursday 16th March 2017

Friends Theatre Trip

Mamma Mia!
7.15pm for 7.30pm

at Theatre Royal, Norwich.

Tickets £30 including interval refreshments - contact NDA to book your place.

NORWICH THEATRE ROYAL

Captioned Performances

Jack & the Beanstalk:

Sunday 8th January, 1pm & 5pm

The Witches of Eastwick:

Thursday 2nd February, 2.30pm

Mamma Mia:

Thursday 9th, 2.30pm & Thursday 16th March, 7.30pm - see Friends Events

Abigail's Party:

Wednesday 29th March, 2.30pm

Burying Your Brother in the Pavement:

Thursday 30th March - Saturday 1 April, 8pm (Stage Two)

Antigone:

Friday 7th April, 8pm (Stage Two)

The Woman in Black:

Friday 21st April, 7.30pm

Sister Act:

Wednesday 3rd May, 2.30pm

Romeo and Juliet:

Thursday 8th June, 2.30pm

The Play That Goes Wrong:

Wednesday 14th June, 2.30pm

Funny Girl:

Wednesday 28th June, 2.30pm

A Murder is Announced:

Wednesday 5th July, 2.30pm

Jane Eyre:

Friday 21st July, 7.30pm

Alice Back in Wonderland:

Saturday 29th July, 2pm

Curious Incident:

Thursday 31st August, 2.30pm

Shirley Valentine:

Thursday 7th September, 2.30pm

BSL Interpreted

Jack & the Beanstalk:

Saturday 7th January, 2.30pm & 7.30pm, Paul Michaels - Theatre Sign

La Cage aux Folles:

Wednesday 18th January, 7.30pm, Donna Ruane - Theatre Sign

Mamma Mia:

Saturday 18th March 2.30pm - Donna Ruane - Theatre Sign

Sunny Afternoon:

Saturday 15th April, 2.30pm - Stacey Green - Theatre Sign

Running Wild:

Saturday 29th April, 2.30pm, Donna Ruane - Theatre Sign

Sister Act:

Friday 5th May, 7.30pm, Clare Edwards - Theatre Sign

Fantastic Mr Fox:

Saturday 24th June, 2.30pm, Laura Miller - Theatre Sign

Gangsta Granny:

Saturday 15th July, 2.30p, Clare Edwards - Theatre Sign

The Railway Children:

Saturday 5th August, 2.30pm - Theatre Sign

At all these performances top price seats are half-price for those who are deaf or hard of hearing, and this concession is also offered to one companion.

Box Office: **(01603) 63 00 00**
Minicom: **(01603) 598 630**

www.theatreroyalnorwich.co.uk

Mobile Hearing Aid Clinic Timetable

January-June 2017

Venue	Day	Jan	Feb	Mar	Apr	May	Jun	AM	PM	
Acle	Recreation Car Park, Bridewell Lane NR13 3RA	Tue	17	21	21	18	16	20	10:00 – 12:00	
Attleborough	Connaught Hall Car Park NR17 2AP	Thu	5	9	9	6	4	8	10:00 – 12:00	
Aylsham	Bure Valley House Day, Station Road NR11 6HU	Tue	10	14	14	11	9	13	10:00 – 12:00	
	ACT Centre, St Michael's Avenue NR11 6YA	Wed	25		29		24		10:00 – 12:00	
Brundall	Memorial Hall Car Park, Links Avenue NR13 5LL	Tue	17	21	21	18	16	20		13:00 – 15:00
Bunwell	Village Hall Car Park NR16 1SW	Thu	5		9		4			13:00 – 15:00
Dereham	Morrison's Supermarket Car Park NR19 1DF	Fri	20	24	24	28	26	23	10:00 – 12:00	
Diss	Mere's Mouth, Mere Street IP22 4AG	Fri	13	17	17	21	19	16	10:00 – 12:00	
East Harling	Sports and Social Club Car Park NR16 2NA	Wed		22		19		21		13:00 – 15:00
Harleston	Budgens Car Park, Bullock Fair Close IP20 9AT	Fri	6	10	10	7	12	9	10:00 – 12:00	
Hickling	Methodist Church Car Park NR12 0YE	Thu		23		20		22	10:00 – 12:00	
Hingham	Market Place NR9 4AF	Wed	11		15		10		10:00 – 12:00	
Holt	North Norfolk Railway Car Park NR25 6AJ	Fri		3	31			2	10:00 – 12:00	
Hoveton	Hoveton and Wroxham Medical Centre NR12 8OU	Tue	10		14		9			13:00 – 15:00
Loddon	Church Plain Car Park NR14 2XJ	Tue	3	7	7	4	2	6		13:00 – 15:00
Long Stratton	Co-op Car Park, The Street NR15 2XJ	Tue		7		4		6	10:00 – 12:00	
Mattishall	Old School Green Car Park NR20 3JY	Wed	11		15		10			13:00 – 15:00
North Walsham	Sainsbury's Car Park NR28 9DS	Tue	24	28	28	25	23	27	10:00 – 12:00	
Poringland	Budgens Car Park, The Street NR14 7RQ	Tue	3		7		2		10:00 – 12:00	
Reepham	Market Place NR10 4JJ	Wed		15		12		14	10:00 – 12:00	
Spixworth	Village Hall Car Park NR10 3NQ	Thu	19		23		18		10:00 – 12:00	
Sheringham	Station Approach Car Park NR26 8RA	Tue	24		28		23			13:00 – 15:00
Stalham	Staithe Surgery Car Park NR12 9BU	Thu	19	23	23	20	18	22		13:00 – 15:00
Swaffham	Market Car Park PE37 7LA	Wed		1		5		7	10:00 – 12:00	
Taverham	Village Hall Car Park NR8 6JR	Wed		15		12		14		13:00 – 14:45
Thetford	Healthy Living Centre IP24 1JD	Wed	18		22		17			13:00 – 15:00
Watton	Co-op Car Park, High Street IP25 6AH	Thu		9		6		8		13:00 – 15:00
Wymondham	Waitrose Car Park NR18 0SH	Wed	18	22	22	19	17	21	10:00 – 12:00	

Open Community Hearing Aid Clinic

2017 Timetable

Venue	Location	Contact	Day	Time	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Blakeney	Thistledown Court, Blakeney, NR25 7PH	01603 404440	Wed	10:00 – 12:00		15		19		21		16		18		20
			Fri		24		24		26		28		29		24	
Coltishall	Coltishall Surgery, St John's Close, NR12 7HA (own patients)	Nikki Crawford 01603 737593	Fri	10:00 – 12:00	6		3		5		7		1		3	
Fakenham	Fakenham Medical Practice, Trinity Road, NR21 8SW Waiting Area C	01603 404440	Wed	13:00 – 16:00	Weekly Every Wednesday											
	First Focus, Oak St, NR21 9DY		Tue	10:00 – 12:00	Weekly Every Tuesday (No clinic in March)											
Ludham	Ludham Doctors Surgery, Staithe Road, Ludham NR29 5AB (own patients)	Laura Halls 01692 677 031	Fri	12:00 – 14:00		3		7		2		4		6		1
Norwich	Bowthorpe Care Village Mayflower Court 93 The Meadow Ladysmock Way NR5 9BE	01603 404440	Wed	10:00 – 12:00	25	22	22	26	24	28	26	23	27	25	22	
	Cavell Court, 140 Dragonfly Lane, Crangleford, Norwich NR4 7SW	01603 404440	Mon	10:00 – 12:00	First Monday every month (Satnav code: NR4 7LH), Pink Line Bus no 11, every 10 minutes											
	NDA HQ, 120 Thorpe Rd, Norwich NR1 1RT	01603 404440	Tue	10:00 - 12:00	Open access Tuesday & Thursday											
			Thu	10:00 – 13:00	Appointment only Monday, Wednesday & Friday											
Dussindale Surgery, Pound Lane, Thorpe St. Andrew, Norwich, NR7 0SR	01603 404440	Tue	14:00 – 16:00	Second Tuesday												
Sheringham	Age UK, 35B Cremer St., Sheringham NR26 8DZ	01263 821188	Tue	10:00 – 12:00	First Tuesday											
Wells-Next-The-Sea	Wells Community Hospital, NR23 1RF		Tue	13:00 – 15:00	First and Third Tuesday											