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NDA News

Copy Deadline:

Copy date for the next issue will be 30th April 2011.

Contact the NDA

217 Silver Road,
Norwich, NR3 4TL

T 01603 404440
F 01603 404433
E nda@norfolkdeaf.org.uk
W www.norfolkdeaf.org.uk

Chairman's Report

Hello again. When I last wrote I was wearing my "President" hat but now, as any of who came to our very successful Annual General Meeting, or who have read our Annual Report, will know, the NDA no longer has a President. We don't really need one! Instead we have had a re-shuffle of the Officers and I have taken on the role of Chairman.



Tony Innes,
Chairman NDA

Before I go any further I would like to say a big "Thank you" to Cym Cant who has been Chairman since the AGM of 2009 and who has done the job so very well. Cym's energy and enthusiasm, and her contribution to the NDA as a volunteer and a Trustee over many years has been immeasurable and I am very grateful to Cym for agreeing to be Vice-Chairman.

It goes without saying that if we no longer have a President we cannot have a Vice-President. My thanks go to Peter Gosse who remains with us as a Trustee and we will continue to look to Peter for his advice and the wisdom that comes with his many years of experience.

We no longer have an Honorary Secretary either. This is a role that has been filled by John Hirst for a number of years and I know that John would be the first to admit that his was a rather unconventional position and not necessarily what you would expect from an Honorary Secretary. I am pleased to say that John remains very closely attached to the NDA as Trustee with a special role as members of the

Friends of NDA committee.

There have been many changes since I joined the NDA just over a year ago and if any of you have not visited Silver Road in the last twelve months or so the only face you are likely to recognise is Pam Spicer – always smiling. Pam now does most of the organisation of the Volunteers, the Bus and the Befriending Service and the new arrangements are working very well indeed. Vera has moved on to pastures new – more of that elsewhere, and we all wish her the very best.

Our Manager Aliona and our Treasurer Chris Doggett keep a very tight rein on the way that the NDA is run, particularly with regard to the finances. Up to now we have an annual grant from the Primary Care Trust but this nowhere near covers our expenses which are growing all the time, mostly due to the fact that we are providing services to far more deaf and hard-of-hearing clients than before.

From time to time we receive a very welcome legacy and this has helped us to stay afloat financially – but, of course legacies cannot be relied upon. Aliona spends a great deal of her time applying to various charitable organisations asking for their support but finding enough money to keep the service going is a constant worry.

Aliona will be telling you more about our fundraising plans in her report but any ideas you may have about raising funds are always gratefully received, as are your offers of help and support for our various activities.

I will sign off now and hope that you will carry on reading and will find something that interests you in the magazine.

Best Wishes for 2011.

Tony Innes



Update from the Manager

IT HAS BEEN JUST OVER A YEAR since I became involved with NDA but it's true to say that it feels like I have been here for years! In his report, Tony mentions that there have been many changes in the last year and indeed, on reflection, we have moved on a great deal during this period. The changes we made at the Governance level have provided us with much needed clarity of roles and responsibilities.

We also undertook a review of our structure at the operational level and now we have clearly defined roles, responsibilities and accountability for every member of staff. I would like to highlight the fact that there are only six staff members who keep the 'show on the road', a very modest number considering that during the first nine months of this financial year we provided 4523 appointments for hearing support, regularly run 11 open clinics, 20 closed clinics and visited 25 venues each month with our mobile clinic. In addition, 23 service users have been supported by our befriending service during the same period.

None of this would have been achieved without the hard working and committed team of volunteers. We are very fortunate to be receiving the ongoing contribution to the delivery of our

As you read through the NDA News you will come across some real life stories about the exceptional work our volunteers do.

services from individuals who have a passion for supporting people with hearing loss. At the moment we have 27 volunteers working within the Hearing Support Service, six of which have been recruited and trained in November 2010. We also have 18 volunteers who are delivering our Befriending Service and at the moment we are planning to deliver in April the Befriending training programme for the existing and new Befrienders. Pam is doing really excellent work in supporting this dedicated team of volunteers and I would like to express my gratitude to her, thank you Pam! And of course a big thank you goes to all our volunteers.

As you read through the NDA News you will come across some real life stories about the exceptional work our volunteers do.

I must mention the contribution made by Karen Dack to the delivery of the Tinnitus Support Group. Karen has worked very hard on a voluntary basis to keep this group going for the last few years. We had some exceptional speakers attending the events, with the last contribution made by David Baguley, the Head of Audiology at Addenbrook's Hospital in Cambridge, who I would describe as a 'guru' on tinnitus. Karen was instrumental in securing David's attendance and I know that those present at the event found his presentation fascinating and of great benefit.

I am very pleased to inform the readers that as

from January 2011 we are able to offer the Hard of Hearing Club at our venue on Silver Road. The idea for the club was put forward by a group of NDA supporters who themselves have a hearing loss. With the blessing and support from NDA trustees and staff this group has made the idea become a reality. The club meets on the last Tuesday of each month from 1 – 3 pm in the training room at NDA. Please contact the office for more information on how to join the club, meeting dates and so on.

Our Deaf Awareness Training is gathering momentum. Last year we took the time to review the course materials and market it to various organisations. We are very pleased that Norfolk Fire Service have decided to work with us and a number of training sessions have been booked for the first quarter of this year. In the current financial climate persuading organisations to buy in training for their staff proves to be a challenge, but we are making every effort in communicating to them the importance of knowing the current relevant legislation and the provision that should be made to those with hearing loss.

Selling our DAT course is not the only challenge we have. Tony rightly mentioned that securing the funds that we require for the provision of NDA's services is an ongoing challenge. Part of my role is to write to grant-making trusts asking for funding towards the ongoing costs of our services as well as re-negotiating the financial support we receive from the NHS Norfolk. We are heavily reliant on the income from these sources, but as people say we need to make sure that we don't keep 'all our eggs in one basket'. With this in mind we are currently working on the development of the Friends of NDA scheme. We are in the early stages of recruiting our Friends so, if you know of any person who has an interest in the work of NDA or is sympathetic to the needs of people with hearing loss, please encourage them to contact our office for further information on how to become a Friend of NDA.

The first nine months of the current financial year have required a very tight monitoring of our expenditure. Despite the financial support from the NHS Norfolk, a number of charitable trusts and much appreciated donations from many of our service users and their families, the level of income for that period was less than the expenditure required to deliver our services. At the end of December we received much welcomed news from the Henry Smith Charity who have agreed to fund us for a period of three years, in particular towards the cost of running the mobile clinic - the Listen Here! Bus. A further exceptionally good piece of news reached us in January when we received a legacy from a very kind benefactor.

Legacy gifts from people like you are crucial to our future work. Leaving a legacy to NDA is a wonderful way to make your support for NDA live on. You do not have to be wealthy to leave a legacy and you will probably want to provide for your loved ones first. But a gift of any size will make a difference to many people with hearing loss in Norfolk. Because they also reduce your inheritance tax liability, legacies are one of the most tax efficient ways to support a charity.



Aliona Laker, Manager NDA

There are various ways to remember us:

- **A residuary gift is the share of your estate left over once your family has been taken care of. The majority of our legacy income comes from gifts made in this way.**
- **A pecuniary gift is a specified amount of money left to NDA.**
- **A reversionary gift allows you to leave your estate to your dependents while they are living, but after they pass away it will revert to NDA.**

Including your wishes in your Will is straightforward. If you already have a Will, all you need to do is add a codicil. We recommend you seek professional advice before writing or amending your will.

I hope that you enjoy reading this issue of NDA News. Please contact us if you have any suggestions on how we can improve our services, would like to volunteer or support us with fundraising activities.

With many good wishes,
Aliona Laker

Another success for the NDA

The NDA's Befriending Service was awarded Approved Provider Standard (APS) accreditation in November 2010 by the Befriending and Mentoring Foundation.

What does it mean?

It means that the Befriending service is run within the guidelines set out by the Befriending and Mentoring Foundation and demonstrates that both the befriender and befriended are supported, supervised, and monitored. Each befriending relationship is unique and must be managed individually and all outcomes of the Befriending service must be measured.



Pam Spicer,
Befriending Co-ordinator

The award for the Befriending service shows that it is run within strict ethical boundaries and guidelines which allows other agencies to have the confidence to signpost possible users of the service to us. Also, when the NDA applies for funding to support Befriending and other services, funding bodies can have the confidence that the NDA is run in a professional way and is able to employ funds effectively.

How was this award achieved?

In order to gain the APS, the Befriending Coordinator was required to complete and submit an application which ran to over 50 pages. It required a detailed description of the service together with copies of all of the NDA's policies and procedures.

Every part of the service was accounted for and for each part of the service, evidence had to be provided. This included a new in-depth training programme that had to be developed. The process took over 18 months to complete.

What is this award

This is a nationally recognised award given only to organisations that meet a strict set of guidelines and standards for the quality of the service they provide and for the quality of the organisation itself.



So what is the future?

We are already supporting both profoundly deaf BSL users and those who do not sign. We also support an increasing number of people who are hard of hearing. Hearing loss of any level can be very isolating, and often people's confidence can take a big blow. With the support of a befriender the befriended can regain their lost confidence and learn to embrace their own life more fully. With renewed confidence, the befriended can achieve their own goals once more. We can now offer the Befriending service to all ages.

In order for us to develop the service, we are looking for volunteers who are happy to support people who are hard of hearing. Please contact the NDA office for details.

Thank you to all those that supported me in my application.

Pam Spicer
(Befriending Co-ordinator)

Dates for your diary

NDA Volunteer training (Hearing Support Service)

A volunteer update training day is scheduled to take place on February 16th at NDA. The session is aimed at informing all volunteers about the new hearing aids being issued by the NNUH. We are also running a three-day training course on 16th, 23rd and 30th of March for new HSS volunteers.

Volunteer Training (Befriending Service)

The training for existing and potential new Befrienders' is scheduled to take place on 2nd, 9th and 30th April. Please contact Pam Spicer for further information.

Deaf Awareness Festival at the Forum, Norwich on Wednesday 4 May 2011.

Deaf Connexions will be running a certificated BSL level 1 course at the Deaf Centre, Norwich starting Spring 2011. Please contact Deaf Connexions directly for further details regarding time, dates and cost.



Vera 'Swans' off into the sunset with Swarovski retirement gifts

'OUR VERA' - Norfolk Hearing Support Co-ordinator Vera McKinney - was given a grateful send-off at the end of October, when she retired from the job after ten years of loyal and efficient administration. NDA President Tony Innes was joined by former chairman Peter F. Gosse,

Norfolk Hearing Support Service founder Gill Girling, new Hearing Support Co-ordinator Pam Spicer and eight NHSS volunteers for a special presentation party at the Silver Road headquarters.

Presenting Vera with a bouquet and a Swarovski pen and key-ring, Gill thanked her for a job well done – and said she had more than earned a rest!

She recalled how she herself had been part-time co-ordinator of the NHSS from its beginnings in 1993.

While in this role, she also (in 1996) trained as a Lip-reading Teacher and, once fully trained, was fortunate enough to be able to manage the two jobs, for a while - because both were very close to her heart.

But then, in 2000, the Norfolk Adult Education Service offered Gill nine lip-reading classes and there simply weren't enough hours in the week...So something had to go.



The search was on for a new NHSS Co-ordinator, and it wasn't going to be easy - because Gill was convinced there was no-one out there who could step up to the plate!

Then Gordon Hunter, the NDA manager at that time, introduced Gill to Vera - at that time a

volunteer working with Pabulum, in the office next door.

Vera and Gill sat down for a chat and Gill felt immediately that she had found someone who would give the NHSS her all – that the service would be safe, nurtured and protected in Vera's care and that she would feel equally passionately about its welfare.

Said Gill: "My instinct was right. For the past ten years Vera has achieved all that - and much more!"

Vera, in reply, recalled Gordon Hunter telling her that Gill was looking for someone to take over her job. "I thought it sounded interesting. So I asked if Gill could tell me more about it – and that was it!"

Hoofnote:

Vera was always going to be a keen runner and favourite for the Co-ordinator's job – especially as she had plenty of horse sense! And if you wondered where that came from, it seems a fair bit of it came from her husband - who liked a bet now and again, won some money and ended up buying a year-old racehorse called 'Buzzard's Bay' in the Autumn Sales at Newmarket, back in the early 1980s. The horse was put into training at the Hugh Collingridge stables at Newmarket and won Vera and her husband £82,000! The two of them also had several other horses, running at such prestigious courses as Goodwood, Royal Ascot and York over the years. "We've been lucky and our winnings were good enough to pay for several of our holidays!" laughs Vera.

Colin Bevan

Said Gill: "My instinct was right. For the past ten years Vera has achieved all that - and much more!"

A Befriender's Tale

HAVING BEEN TROUBLED with ear problems since a child I have always been interested in involving myself with the Deaf Association. When I moved to Norwich I contacted the NDA and spoke to a lovely lady called Pam. After my initial interview and security check I was put on a waiting list until a suitable person was found.

A few months later I had a phone call to say they had found a lady who they thought would be suitable. I was introduced by Pam to "Gwen" an 88 year old profoundly deaf lady. We could only communicate via a writing pad (from me) but Gwen could speak perfectly well.

I started visiting Gwen and slowly we struck up a friendship. She looked forward to my visits and it gave her a regular person to see.

But I wasn't prepared for the joy I get from her and also what I gain from her friendship. She is a lovely, lovely character, very cheeky and her ready smile and her acceptance of her "lot" is very humbling. To find out about her life is so interesting and to anyone else she is just

another old lady living in a home, but she has travelled the world and had a career many of us would envy.

I found out that Gwen had a son she hadn't seen for many years. I found his last address in her diary and contacted the

She looked forward to my visits and it gave her a regular person to see

Salvation Army in Tasmania, Australia. They traced him to another address and contacted him for me. He sent an e-mail with a picture for Gwen and, since then, had sporadic contact via letters. Unfortunately this hasn't led him to contact her more but at the time it made Gwen's day to know that he was alive.

Gwen is a chocoholic so I often slip a bar or two to her when her carers aren't looking (she is putting on a bit of weight!).

We have become firm friends and my granddaughter often comes to visit too



Laura with granddaughter Chloe

and she knows that Gwen's ears don't work properly so we have to write things down!

I would encourage anyone to volunteer and you will find that you gain just as much as the person you will visit.

Laura Wicks
(Befriender)

I HAD JUST LEFT THE BIG WIDE WORLD to become my late parents' carer, and in my very limited 'time for me'. I looked at what courses were available, as I found the world of caring very isolated, and I needed something to keep my brain very active, and to have contact with people. I joined the local Lip Reading Class and, as my studies progressed, I was in a much stronger position to help my father who suffered from a hearing loss.

This is how I was introduced to the Norfolk Deaf Association. I became a volunteer for them, and I am pleased to say that I am still one well over some ten years on.

I soon discovered that becoming a carer and suffering from a hearing loss, had a common denominator - isolation, being cut off from the world. Through my studies I was in a position to help my father, and indeed myself to lift the dark cloud of isolation.

After training, I was out there meeting people in their own homes, and learning so much about deafness, their difficulties and, in many cases, the difficulties their families were coming up against, needing advice to cope with the situation. Meeting people of all ages, in their own homes, sheltered housing, residential care homes and in clinics, a state of panic would often be apparent - one or both of the hearing aids was lost and a search would begin. They have been found in garden sheds, greenhouses, on the garden

I needed something to keep my brain very active, and to have contact with people

table - need I go on!? Often they have turned up in the most extraordinary places, these very important little devices that mean so much to them. They were distracted when they removed them and just couldn't remember where they had left them. We shared the sense of relief when they were found and this very often turned to laughter!

Work as Hearing Support Service Volunteer



Lorna

As well as being isolated with a hearing loss, there are many people who live alone and do not see many visitors. They are so overjoyed to see one of us when we call, and to be able to have a conversation. For people in rural areas transport poses a great problem if the hearing aid develops a mechanical fault. It concerns the individual greatly, and help is often needed to pick up the telephone, liaise with the family and make them the appointment to attend a repair clinic at the hospital. For some this can be quite an ordeal, and they need encouragement and the reassurance that what seems like a major problem to them, can be sorted out and they will soon be back with the world free from isolation.

Some individuals have to cope with two sensory losses, hearing and sight, and they are only too pleased when we up-date their calendar for them with details of our next visit. We recognise the fact that it is very important to them to be able to be as independent as possible, and every effort is made on our part to advise and guide them, especially to get the moulds into their ears correctly. Many people,

when they discover they need to use a hearing aid, have difficulties inserting moulds and, after patience, guidance and support, become very competent to perform this task. Building up peoples' confidence in these cases is very important, and in many cases it takes time.

I visit stroke victims, people with mobility and dexterity problems, spinal injuries, and indeed from a wide age group, and the preservation of patient confidentiality is at the top of the agenda. However, on some occasions, there may be several individuals who go to one home in their village or town. They do not want to know about 'all that squit' as long as they can hear the football commentary. The ladies are already warning me that they want to be well and truly on the air in time for the Royal Wedding, they do not want a 'breakdown'!! This just indicates how important it is not to be isolated by diminished hearing.

Being part of the Hearing Support Team helped me tremendously. As well as being able to get out of my caring roll whenever it was possible, it removed my own total isolation and, sadly, after my caring came to an end, the organisation has been there for me. I can continue to support others, having learnt not only from my studies but also from first hand experience with my late father's hearing loss, how important it is not to be in isolation by simply not being able to hear.

It is amazing the satisfaction that you get from being able to help and support people. It is tremendous just to see their faces light up when they can hear, and I hope that I shall be able to continue in this very rewarding roll for a long time to come.

Lorna D E Fish Ms
Hearing Support
Service Volunteer



Saffron Housing Trust manage 4,700 homes, principally in South Norfolk and provide a wide variety of houses and housing services including Sheltered Housing and Housing with Care schemes for older and other vulnerable people, and a community alarm service, Contact Care.

The Saffron 'Signers'

Ensuring the service provided to everyone is inclusive and welcoming is a high priority at Saffron. The INTRAN service is available to anyone who requires a British Sign Language (BSL) Interpreter and all staff are now trained in-house by the HR team on how to access INTRAN.

It was during one of the first training sessions delivered by Stuart Tinkler, HR Manager, that he became aware BSL wasn't just 'Sign Language' but was 'The Language' for people with hearing and speech difficulties. A big thank you goes to Julie Dwyer from Deaf Connexions who in the INTRAN training programme helped make this point easy to understand for people who had not previously thought of BSL like any other 'Language'.

Those words from Julie were very powerful, as they provided the inspiration for Saffron to implement a BSL staff training programme that would be beneficial to the 319 hearing-impaired tenants, of which 39 are deaf and a further 36 have speech difficulties.

Saffron teamed up with Wymondham Learning Initiative (WLI), a voluntary community based adult learning charity and arranged for front-line staff to receive BSL training to improve their ability to communicate with tenants.

But as caring for tenants is a full-time job many BSL learners had a challenge to find the time to commit, due to the ongoing needs of the business. However enthusiasm was so great that staff decided to give up their lunchtimes, with two-hour sessions meaning they were not away from their jobs at critical times. They even came in on their holidays as they didn't want to miss any learning.

The BSL training was a great success and was very cost effective. Tenant perception of such care has improved, as has the morale and practical ability of the staff. "I used my sign language in reception for the first time," says one learner. "It was a great feeling and made me realise how beneficial the course is."

Adam Ronaldson, chief executive of Saffron Housing Trust, says: "By being innovative, the implementation of this one initiative has enabled us to meet many of our aims. Most importantly this included enabling us to improve the level of service we provide, work within the community and support a small and very professional local charity."

Staff at Saffron and WLI were delighted to win a National Training Award at a ceremony held in Cambridgeshire in recognition of the British Sign Language training they have provided. Whilst most of those shortlisted were from large national companies, Saffron and the WLI were rewarded for an entry where the Judges were impressed by the impact of this learning and they noted how Saffron staff were improving their communication methods for tenants with hearing and speech difficulties.

Stuart Tinkler, HR Manager said, "We were already really pleased at how the training programme has helped us to deliver a more inclusive service to our tenants and customers, but now that a panel of expert judges believed the training was worthy of such a prestigious National Training Award it has made it even more of an achievement."

Adam Ronaldson Chief Executive of Saffron said "We are very proud of the staff who took part in this training and are always delighted to add new skills. Saffron always looks forward and we hope that other housing providers will use us as an exemplar of this learning."

Saffron are now arranging for a beginners course to start again next month along with a bridging course. In addition to Saffron staff attending an invitation has been extended to local organisations in long Stratton including two schools, medical practice, chemist and the charity BREAK.

Stuart Tinkler

The BSL training was a great success and was very cost effective.



“Those
were the
days”

Message from the Chairman

“I would like to introduce a regular section which contains articles, written by you, about things that you remember, the Good Old Days or maybe the not-so-good Old Days! Anything that would be of interest to youngsters, like me. I am starting with two short articles written by Julia Want so if you have something to write about, please put pen to paper, or finger to keyboard if you have a computer and have access to email. Please send the article to me at the 217 Silver Road, Norwich NR3 4TL or email to me at chairman@norfolkdeaf.org.uk

Wartime School Holidays

By Keith and Julia Want

MY INFANT SCHOOL was just a few minutes walk from my home. Mum took me the first day, but after that I walked there with my best friend, Colin, each carrying our gas mask in a cardboard box slung across our chest.

Two pupils shared a wooden desk with a sloping lid and each had a little black slate, felt pad and a stick of chalk that squeaked as we wrote. As my eyesight was poor I was put at the front, but still struggled to see the blackboard. It was another four years before I was given spectacles. With over forty girls and boys in my class, we stayed seated throughout the lessons. Much emphasis was placed on the three Rs, with frequent tests on spelling and mental arithmetic.

Punishments included sitting with our hands on our heads and being hit with a ruler. My teacher struck me across my head whenever I copied

incorrectly from the blackboard. For more serious misdeeds we were sent to the headmistress. Strict and severe she was, and she didn't like boys. I recall kneeling for ages on the cold, hard floor in the corner of her room – my punishment for chasing a little girl in the playground.

At playtime, the milk monitors dragged in crates of milk in third-pint bottles. In winter the milk arrived frozen, and was partly warmed up next to the radiators. It was horrible.



In the playground Colin and I exchanged cigarette cards, played marbles and a game where we threw a cardboard milk bottle top against a wall, winning all the others it landed on. These discs were threaded onto string and kept round our necks. The smell of stale milk was unforgettable.

We ran about on a grassy mound, which covered the school's air raid shelter. The only toilets were situated at the bottom of the play area and froze in winter. There were no washbasins.

Everyone complained about school dinners, especially Friday's fish pie that always had bones in it. The tapioca pudding was known as frogs-spawn. Luckily, as we lived so near, Colin and I always had our midday meal at home.

Sometimes my school received Red Cross food parcels from Canada. They contained tinned cheese and butter, and powdered egg, chocolate and milk. When my

teacher asked who would like a parcel, we all put our hands up, except for one little girl. She was so poor she had no shoes and was too proud to ask for help. The teacher gave her a parcel anyway.

After dinner it was sleep-time, necessitated by disturbed nights during air raids, when we were dragged from our beds and rushed into the Anderson shelter in the garden. Lit by an oil lamp, it was damp and smelly. Mum tried to make it comfortable with blankets, home-made lemonade

and barley-sugar sweets, but it was still cold and my teeth chattered. We could hear planes droning overhead and bombs whistling as they fell. Being a part-time fireman, my dad was never at home during air-raids.

At school I loved my little canvas bed with a rabbit on the headboard. When my teacher came round to wake us, I sometimes pretended not to hear her and was allowed to 'sleep' longer. The remainder of the afternoon was occupied with art, scripture, nature studies and PT. Older boys grew vegetables on the school's allotment.

On hearing the final bell, Colin and I hurried home to play with our friends in the street outside my house. If we saw any American servicemen we asked, "Got any gum, chum?" and they would give us a handful of Dentyne chewing gum. All too soon my mum was calling me in for tea. Then to bed, but we never knew how long for.

Never mind, I could always look forward to the next day – going to school, with Colin.

further article continued overleaf ▶

A 1940s' Christmas

By Julia C. Want

FOR MOST CHILDREN Christmas is a magical time and, even during the post-war years, so it was for me.

I knew Christmas had at last arrived when dad descended from the loft with last year's crumpled decorations. Using a paste of flour and water, I made new paper-chains and, with twisted crepe paper streamers, hung them around and across our rooms. We thought the mixture of bright colours looked really festive. The expense of a Christmas tree was beyond us, so mother asked me to cover the spokes of a broken umbrella with green crepe paper and decorate it with sweet wrappers. It didn't look quite the same!

One evening before Christmas, a group of us from Sunday School went round the houses carol singing. Every penny of the money we collected was given to our church.

My sister, Hazel, and I were invited to the annual party for employees' children at the Standard Motor Company. After tea, hundreds of children rushed to get a good seat for the film show. Mickey Mouse and Popeye were the favourites. On leaving, we

were each given a bag containing a colouring book, wax crayons, an orange and a threepenny bit.

On Christmas morning, Hazel and I woke early to find our pillowcase full of presents; a jigsaw, crayons, a book, gloves, a mug filled with sweets, a pinafore and, if we'd been very good, a doll. Perhaps not a lot by today's standards but we were more than happy with these. Santa Claus must have received my letter as he'd left me the plastic telescope that I'd so hoped for. I knew not to ask for anything expensive. New toys were usually only given at Christmas and birthdays and, unfortunately for me, this meant in the same week!

This was a particularly busy time for mothers, who made their own mincemeat, pudding and cake. There were few ready-made luxury items in the shops. They also had to pluck and pull the bird for Christmas dinner. A chicken, which was expensive then, was an annual treat. Dad carved it at the table and Hazel and I pulled the wishbone. Hidden in the home-made Christmas pudding

were silver charms and coins, kept from the previous year. "Don't choke on them," mother reminded us with every mouthful.

Great-aunt Annie sometimes shared our Christmas celebrations. She was short, fat and wheezed. Under her long skirt she wore huge navy bloomers down to her ankles, with little pockets sewn on them to keep her money in. I recall her insisting we saved the chicken bones from our plates to make soup with. Mother said that was unhygienic, but I suspected she did it anyway.

We all helped with the washing-up in time for the highlight of the day, King George VI's speech, on the wireless. For these special occasions we used the front room. Mother carried burning coals on a shovel from the living room to get the fire started quickly. In the hot ashes underneath we roasted chestnuts.

Then mother and auntie took their afternoon nap and dad disappeared into his beloved greenhouse to smoke his pipe, leaving Hazel and I playing happily with our new toys.

Mobile Clinic Timetable



These times and venues are correct at time of printing but changes sometimes have to be made due to unforeseen circumstances.

Venue	Day	Jan	Feb	Mar	Apr	May	Jun	AM	PM
Acle	Recreation Car Park, Bridewell	Tue 25	22	22	26	24	28	10:00 – 12:00	
Attleborough	Connaught Hall Car Park	Thu 6	3	3	7	5	2	10:00 – 12:00	
Aylsham	Bure Valley Railway Car Park	Tue 18	15	15	19	17	21	10:00 – 12:00	
Brundall	The Street Car Park	Tue 25	22	22	26	24	28		13:00 – 15:00
Bunwell	Village Hall Car Park	Thu 6		3		5			13:00 – 15:00
Cromer	Cadogan Road Car Park	Wed 19	16	16	20	18	15		13:00 – 15:00
Dereham	Cowper Road Car Park	Fri 28	25	25		27	24	10:00 – 12:00	
Diss	Mere's Mouth, Mere Street	Fri 21	18	18	15	20	17	10:00 – 12:00	
East Harling	Market Place Car Park	Thu 13				12		10:00 – 12:00	
Fakenham	Bridge Street Car Park	Thu 27		24		26		10:00 – 12:00	
Harleston	Budgens Car Park Bullock	Fri 21	18	18	15	20	17		13:00 – 15:00
Hickling	Methodist Church Car Park	Thu 20	17	17	21	19	16	10:00 – 11:30	
Hingham	Market Place	Wed 12		9		11		10:00 – 12:00	
Holme Hale	Village Hall Car Park	Wed	9		13		8		12:30 – 13:30
Loddon	Church Plain Car Park	Tue 11	8	8	12	10	7		13:00 – 15:00
Mattishall	Old School Green Car Park	Wed 26	23	23	27	25	22		13:00 – 15:00
North Walsham	Sainsbury's Car Park	Mon 17	28	21	18	16	20	10:00 – 12:00	
Reepham	Market Place	Wed 19	16	16	20	18	15	09:30 – 12:00	
Spixworth	Village Hall Car Park	Tue 11		8		10		10:00 -- 12:00	
Sheringham	Station Car Park	Thu	10		14		9	10:00 – 12:00	
Stalham	Staithe Surgery Car Park	Thu 20	17	17	21	19	16		13:00 – 15:00
Swaffham	Market Car Park	Wed	9		13		8	10:00 – 12:00	
Taverham	Village Hall Car Park	Tue	8		12		7	10:00 – 12:00	
Watton	Somerfield's Car Park High	Thu	3		7		2		13:00 – 15:00
Wymondham	Waitrose Car Park	Wed 26	23	23	27	25	22	10:00 – 12:00	