



Norfolk Deaf Association Annual Review 2010/2011



**Thank you everyone
who supported us in
2010/11.**

**You enabled us to
deliver our services to
the deaf and hard of
hearing people in
Norfolk.**

An overview from the Chairman

Tony Innes



WHEN I DECIDED that the time had come to do as I had been told by our Manager and write my Report for the Annual Review, I sat down and stared at the computer screen for a while and wondered what I would write.

I came to the conclusion that I could do worse than read what I had written this time last year. That way I could try and avoid too much tiresome repetition and could also reflect on what we said we hoped to achieve and then, either report our successes or confess to our shortcomings.

What has changed? Me, for a start! Last year I wrote as President but now, as you will see, I am delighted to be Chairman. The roles of President, along

efficiency. No surprises there!

Congratulations to our Befriending Service, which has been awarded Approved Provider Standard (APS) accreditation by the Befriending and Mentoring Foundation. This is no mean achievement but to find out more you will need to look elsewhere in this Report.

Slowly but surely we are developing our new "image" with the very generous help of colleagues at Archant Dialogue. We now have a new logo and this is being incorporated into our headed paper, the Newsletter, and our information leaflets. All of the latter are being updated with some new additions as well, in the same eye-catching style

Congratulations to our Befriending Service, which has been awarded Approved Provider Standard (APS) accreditation by the Befriending and Mentoring Foundation.

with Vice-President and Honorary Secretary have all been consigned to the bin of history. This is not to belittle in any way the role of the excellent holders of those titles in the past and I would like to acknowledge the enormous debt of gratitude we owe to them all. But those titles are no longer relevant to our charity and I believe we are better for being "slimmed down".

Some old faces and loyal colleagues have moved to pastures new with all our thanks and good wishes. Vera's McKinney's leaving prompted us to review how things worked in the office and I am glad to say that Pam Spicer has now taken on the organization of the Volunteers, the Bus and the Befriending Service with commendable flair and

as our new website, which is also now up and running, at long last. It is better, brighter and more user-friendly than before. The video has been expertly updated with sub-titles and has an excellent soundtrack for which we must thank John Mountford and Associates of Wymondham. We are grateful to them for their patience and expertise, given with no cost to the NDA. You must check it out for yourself.

We have recently developed a new category of membership in the form of Friends of the NDA. We are delighted that Frank Eliel has come on board to lead this particular venture and I know that Frank will want to tell you more.

What hasn't changed? We are still strapped for funds but that is the way of

the world for all but the biggest charities these days. We were fortunate to receive two sizeable legacies which secured our financial well-being for another year or so but we cannot rely on generosity such as this every year. So we need continue to push for funding from the local Health Service and also to try and secure a more regular income stream from membership schemes such as the Friends, along with all our other fundraising efforts. I would want to take this opportunity of thanking all of our Trustees and our Volunteers for regularly giving their time to help with raising both much-needed funds and, at the same time, the public profile of the NDA.

More importantly 'though, the attitude of the Board of Trustees has not changed since I wrote my Report last year. The NDA now has a forward momentum, reinforced by a more healthy balance sheet but we cannot afford to be complacent. Things are never perfect and we must always look for ways to improve the service we offer and to do the best we can for all of our service-users.

We are ready to embrace new ideas and new developments, to welcome new faces and with a determination to respond to new challenges. Some of those challenges will be quite far-reaching and will cause us to re-think the way we operate in the wake of the uncertain financial climate and also changes to the Rules and Regulation that govern the ways in which charities such as ours operate.

However, we have the team to do this and I think we can afford to be cautiously optimistic. I will let you know next year.

Manager's Review

Aliona Laker

I REMEMBER THE TIME when I was writing last year's report for the Annual Review and feeling somewhat 'flat' as I was reflecting on all the challenges we had to deal with during that year. One of the major ones was the challenge regarding raising much needed funds, something many charities have to wrestle with from year to year. The NDA is no different, but it seems that the 'light at the end of the tunnel' shone much brighter for us during the 2010/11 financial year. We have been fortunate to receive two very generous legacies and secure a number of grants from Charitable Trusts. We have also managed to sustain the financial support from the Norfolk PCT, which funds part of the Hearing Support Service.

I would like to express our gratitude to the Henry Smith Charity, the Norfolk Community Foundation, the Charles Shorto Charitable Trust, the Lady Hind Trust, the Mr and Mrs Phillip Rackham Charitable Trust, the Paul Bassham Charitable Trust, the Timothy Colman Charitable Trust, the John Jarrold Trust, the Clan Trust, the Evelyn May Trust, the Privy Purse Charitable Trust, the Mills and Reeve Charitable Trust, the Goodman Trust, the Spurrell Trust and the Wymondham Lions Club.

Very importantly, I would also like to mention our appreciation to the many individual donors, NDA members and the Friends of NDA. All those contributions together have helped us sustain our services and end the year with a healthy surplus, which of course will be used to fund the services in 2011/12.

In addition to work undertaken to sustain and develop our services, we focused on a number of governance and administrative improvements within the organisation. During the 2010/11 financial year the Trustees undertook a review of the governing document and as a result recommendations have been made to the NDA's membership to approve the changes to a number of clauses within the Constitution, in particular the 'officers', 'meetings' and 'finance' sections. These changes entailed the reduction in number of officers on the Management Board, further clarification regarding the decisions process at the meetings and the amendment allowing an independent examination of annual accounts. All proposals were approved by the membership at the AGM in 2010.

Throughout the year close attention was paid to the implementation of all Human Resources and Office processes

and to policies developed in the previous financial year. The new staffing structure has been embedded into the day-to-day operations. The Trustees have monitored the implementation of the objectives set for the year through the Implementation Plan 2010/11 progress report and the Manager's report at the Management Board meetings. We are pleased to report that the objectives set for the year have been achieved. In addition, work has been undertaken on the NDA's marketing materials and, following exceptional support from Archant Dialogue, NDA now has a new brand design, updated service leaflets and a new look for its magazine.

We have also begun the work on revamping and updating our website and migrating to the 'Cloud Computing' system. I know that by the time you will be reading this review the new website will be fully functional and can be viewed at www.norfolkdeaf.org.uk

Most importantly of all, throughout the year we continued to reach and deliver our services to many people with all degrees of hearing loss in Norfolk.

The **Norfolk Hearing Support Service** (NHSS) had remained in great demand. The service targets hard-of-hearing users of National Health hearing aids and works in partnership with the Audiology departments at the Norfolk and Norwich University Hospital, James Paget Hospital and Cromer Hospital. The aim of the service is to provide assistance to those affected by hearing loss by helping and advising about the use, cleaning and maintenance of hearing aids and by signposting users to other specialist services.

Referrals to this service mostly come from the Norfolk and Norwich University Hospital, Social Services, Residential & Nursing Homes, Sheltered Housing, relatives and self-referrals. You can read more about our achievements in this area in the Service Co-ordinator's report on the next page. I would just like to mention here that we are very proud of our close collaborative work with the Norfolk and Norwich University Hospital Audiology Department. We would like to expand this relationship further and we already have some plans to do so.

The **Befriending service** has supported 23 clients during the year, of whom 12 are hard of hearing and 11 are profoundly deaf. The clients range in age from early 30s to 90 plus. Norfolk Deaf Association is the main organisation in Norfolk offering this specialist service to the Deaf and Hard of Hearing community.

The **Tinnitus Support Group** (TSG)



has met three times during the year. The events have been well attended and received the support from a number of external speakers. These included talks given by Sue Moore (Deaf Connections – talking about the services they offer), Pam Spicer (NDA – Indian head massage) and David Baguley (Head of Audiology, Cambridge).

The TSG co-ordinator has produced and disseminated regular newsletters to the members of the group, in which she informed them of the current research on the issue, coping techniques and information on related conditions.

During the year the **Deaf Awareness** Trainer has reviewed and updated the training materials and piloted the revised programme with a number of organisations. These include the Norfolk Fire Services and NNUH Audiology, and bookings have also been received from a number of Norfolk schools.

The **Hard of Hearing Club** (HUSH) is a new provision at NDA which started in January 2011. Despite being in its infancy the club has become popular and the number of attendees is steadily increasing. The club met 3 times during the last year and its meetings were attended by an average of 15 members. There were a number of speakers who presented at the club, and these included NDA's own Manager who informed the members of the club about NDA's work, Paul Binney who gave a very interesting talk and poetry recital and Robert Lamacraft who organised a Quiz.

None of the above could have been achieved without the hard work and dedication of our many volunteers, staff and trustees. It is a very much a team effort, engaging the skills and knowledge people have and collectively moving in the same direction.

I would like to say a big "Thank you" to all staff, volunteers and trustees for their professionalism and ongoing commitment to the charity - where would we be without them? I am extremely grateful to all our supporters (Members, Individuals, Friends, Charitable Trusts, Statutory and Voluntary agencies) for their generous and strong support of our work. Without them we could not continue to make a difference to the lives of the deaf and hard-of-hearing people in this county.

Norfolk Hearing Support Service

Pam Spicer, Service Co-ordinator



THE NORFOLK HEARING SUPPORT SERVICE has enjoyed another successful year, delivering over 6400 appointments to users of NHS hearing aids. During the last year we have completed 1723 home visits, 1351 clinic appointments and 3330 visits to the mobile clinic. There were 910 new referrals, of which 270 were from Audiology and 640 from clients themselves or from their families or carers.

This year has seen solid improvement to the service administration, rather than dramatic changes to the service itself, giving volunteers and service users a feeling of continuity and inclusion. Improvements included the introduction of new referral forms designed in partnership with Audiology to allow us to tie in with their request procedures and to provide them with feedback about the ongoing Hearing aid support packages put in place by the NDA.

Our database of service users has been updated and contains more extensive information which enables us to

provide more support to the volunteers and improved the service to its users. All of these developments mean that we can now focus on service monitoring and evaluation, crucial in the current financial climate.

We owe a continuous debt of gratitude to our loyal band of over 40 volunteers who deliver this service. Without our volunteers our service would not be possible. Also, we were joined this year by four new volunteers who have successfully completed their training and probationary periods and are now working with clients.

A number of our experienced volunteers attended successful refresher days, keeping up, for example, with the introduction of the new Danalogic iFit hearing aids being introduced in Norfolk. The refresher days also provided the volunteers with the opportunity to take part in an "ask the expert" session.

Our thanks are due to the audiologist for being brave enough to face a barrage of questions. Overall, the sessions have received some very good feedback from

both volunteers and trainers.

The mobile clinic has continued to support venues throughout the county. It has created a community in itself. Regular visitors can be seen surrounding the bus having a chat about times gone by or debating current issues with Jimmy and the volunteers. Jimmy's tireless commitment to the Mobile clinic means that it always looks in tip-top condition, and is now sporting the new NDA logo.

Again, big thanks go out to the volunteers who work on the bus. The workload can be very demanding at the busy venues such as Diss and Harleston where we can see over 50 clients in four hours. Due to unforeseen circumstances I sometimes have to call upon volunteers at short notice but I have never yet failed to find someone who is willing to help out.

We are expanding the static clinics to increase the support that we can offer to members of the public who have hearing loss. We are indebted to our hosts at all of our clinic venues who make room available to us at no cost.

The best people to comment on our services are the users themselves and here is what they have to say:

Users of the mobile clinic:

"I feel that the people on the mobile clinic are my friends and they say the same about me"

" I never thought that I would ever be able to fit my hearing aid as I have a disease that causes my hands to shake all the time, I had almost given up. The volunteer spent so much time with me and worked out a way to fit my ear moulds. She was so patient and kind, she wore hearing aids herself so I felt that she really understood how I was feeling." (This client visited the bus again to show how she was now able to fit her aids.)

One home visit client said:

"My husband had just been discharged from hospital he was oxygen dependent and could not leave the house. Both of his hearing aids were not working. Our doctor's surgery contacted the NDA on a Friday afternoon hoping that they could help. To our surprise a lovely volunteer contacted us on Saturday morning to arrange a home visit later that day. When the volunteer left my husband's hearing aids were working again."

The daughter of a home visit client had this to say:

"I contacted the NDA to arrange a home visit for my father who is 94. A volunteer visited him the next day. Unfortunately the battery compartment was broken, a job the volunteer could not do. He told my mother to send it by post to the Audiology department and when it was returned to them to contact the NDA to arrange for him to visit again so that it could be refitted. My mother contacted the NDA and the same day the volunteer returned and fitted the hearing aid this was all achieved within the week."

This is a good example of the close working relationship between the NDA and the Audiology department.

Some volunteers will recognise the above stories but each and every volunteer can rightfully share in the pride of a job well done! One final thought on the value of volunteers:

'Volunteers are not paid. Not because they are worthless, but because they are priceless.'

Befriending Service

Pam Spicer, Service Co-ordinator

The Befriending service has moved to a new level

THE ROLE OF A BEFRIENDING RELATIONSHIP is to assist the user to take part in every-day activities alongside others who do not share their disadvantage. This includes spending time together regularly, giving individual attention and support, helping to reduce social isolation, helping clients to help themselves, giving the client the sense of being listened to, supporting carers and family members, learning and having fun.

The relationship is a three-way process. It is arranged through the Service Co-ordinator and operates within boundaries agreed between the co-ordinator, service user and befriender. Regular contact is maintained between all three. This offers a life that derives meaning from the sense of belonging and being cared about, rather than solely being cared for. The volunteer visits because he or she wants to rather than they are being paid to.

The befriender assists the befriended to develop a wider social network by facilitating opportunities to meet others and develop further social links.

This offers:

- **Social recovery**
- **Widening clients horizons**
- **Offering positive choices**

This time last year we had submitted our application for the Approved Provider Standard award from the Mentoring and Befriending Foundation. I am happy to say that it was awarded to us in December 2010.

During the year six new volunteers have undergone their initial training which was developed within the guidelines of the Mentoring and Befriending Foundation. The training was both informative and enjoyable and included a lot of group work which was found to be very thought provoking. The group work brought up issues that weren't obvious to volunteers at the outset of the training. When the befrienders are matched with clients, additional appropriate training is offered if we feel that it would benefit both client and befriender.

The clients referred to us during this period have had various needs, some of which are quite complex. We have been able to work alongside specialists such as mental health care teams, making sure that we keep the individual client's needs in our sights and take guidance from qualified specialists while still working within our own boundaries. This ensures that the support that we offer remains beneficial to the client.

Two of our service users have moved from their own homes into residential care during this period. This can be distressing for anyone, but if you have a hearing loss the feeling of distress can be even greater. Anyone with a hearing loss will recognise the feelings that arise when a conversation is going on around them, but not being sure about what is being said; fearing that you have misunderstood what is going on, and not wanting to appear foolish by asking people to repeat themselves. A befriender can give reassurance to the client during this transition.

Practical issues can also be dealt with such as transferring any specialist sensory equipment that they use, such as vibrating alarm clocks or alerting devices with flashing lights. This all adds to the overall security of the client, and reduces his or her vulnerability and once again promotes independence.

The clients that moved were in established befriending relationships, which helped to make the change a positive experience and reduced anxiety.

The befriending volunteers sometimes have a very difficult job. The role can tug on their heart strings, but because of the training and ongoing support the NDA volunteers find their experience immensely rewarding. Again, I can't thank the volunteers enough for the time, commitment and care that they give to our service users, and for the support that they give to me which helps to maintain the high standards of the service recognised by the Mentoring and Befriending Foundation. The feedback that I get from the volunteers helps me to put improvements in place for both volunteers and service users.



Service users say

"I lost my dear husband after 40 years of marriage. He supported me throughout our married life. I had no idea how I would cope. I have a profound hearing loss and the prospect of being alone was very daunting. I became afraid to leave the house and lost all my confidence.

My local vicar contacted the NDA to see if they could help. I was contacted by Pam and she arranged a meeting with me and, after a discussion with her, I agreed to meet with Pam again along with a possible volunteer. I must admit I was very nervous and wasn't sure if I would be able to trust someone that I didn't know at this very private time. How wrong I was. My volunteer started to visit me regularly and allowed the trust to build. It wasn't long before I found myself laughing again. Since then we have had such fun, she has a wicked sense of humour and, as I have discovered, so have I. She has helped me through some very difficult times and I have achieved things that I never thought possible. I have even spoken in public about the NDA's Befriending service because I want others to know what a wonderful service it is and the difference it has made to me. When I meet new challenges I always think that my husband would be so proud of me."

"I have been profoundly deaf all my life. I use British Sign Language (BSL) to communicate. I have a young man who visits me regularly, he allows me to choose what we do depending on how I feel on the day. We share an interest in football and my personal goal is to attend a local football match with him when I feel confident enough."

Friends of NDA

Frank Eliel
Chairman of the Friends of NDA Committee



IT IS A WHILE since I wrote about the formation of the Friends, so this is a great opportunity to update you on what's been happening since then.

We have formed a committee to help plan and run the Friends and I am delighted to say that 'my team' now consists of Kate Kingdon, John Hirst, Gill Girling, Jane Salzedo and Aliona Laker. Kate comes with an extensive background in fundraising and charity management while John, Gill and Jane are currently serving as Trustees of NDA. Both, John and Gill are users of hearing aids themselves, with John having a particular interest in cochlear implants and Gill spending much of her career teaching lip-reading and volunteering for NDA. Jane is working in education as a communication support worker within the sensory support team.

We have already met twice and plans are coming on thick and fast. But more importantly we are beginning to see an inflow of membership applications, which is great. From a standing start in June, we are at the start of September, now past 50 members, with the main bulk of the letters still to go out! These are already providing much needed extra income to ensure our ability to keep on providing the services you know are so sorely needed.

The main event we have been working on is the inaugural lecture in support of the Friends. We are delighted to have Mr Peter Prinsley, FRCS, ENT Surgeon at the Norfolk and Norwich University Hospital talking to us about 'What can surgeons do for deafness?' The event will take place on Thursday, 3rd November 2011 at 6.30pm at Jarrold and Sons Ltd, Whitefriars, Norwich.

The friends will be invited for free whereas others are invited too, but asked to make a contribution of £5 per head. There will be a buffet and drinks before the talk so that we can enjoy a social half hour before Peter

Prinsley's talk. Suitable technology to help the hard of hearing will be provided, of course! We hope this mix of social with learning can become the common feature of our annual lecture hereafter.

On the social front my committee have a mass of ideas but want your input. For this purpose a questionnaire is being assembled and will be sent out, seeking views on what type of events would be most popular with the Friends.

Once we know what you want, we can put them on. So, watch this space! We have already made contact with the Theatre Royal and Cinema City, both of whom have the technology to supply subtitles. We are working with them to ensure there are a variety of shows in their programmes which have subtitles and which they will promote through us and (hopefully) offer discounted seats. We might look to trying to organise group outings to such shows, perhaps including a bite to eat too!

Hopefully we can grow the Friends to

- provide the NDA with more secure funds and
- provide them with a club that brings fun and friendship.

More feedback from our service users:

"I wish to thank your Organisation for the help in checking my hearing aid and for the friendliness and helpful advice given to me by the staff on the hearing bus. I do hope this service can continue for a long time to come."

"We would like to place on record our thanks for such a good service in reply to our phone call."

"Did not know about the bus - highly delighted with the service."

"A very much appreciated service."



If you haven't joined already, please do so now. You can do that by completing a Friends of NDA membership form downloadable from our website www.norfolkdeaf.org.uk by emailing us on nda@norfolkdeaf.org.uk or calling the office on **01603 404440** and ask for the membership form .

If you have any thoughts on how we might improve the Friends scheme please contact me on frank@eliel.co.uk

Statement of Financial Activities

(for the year ended 31 March, 2011)

	Restricted funds 2011 £	Unrestricted funds 2011 £	Total funds 2011 £	Total funds 2010 £
INCOMING RESOURCES				
Incoming resources from generated funds:				
Voluntary income	5,000	179,317	184,317	26,851
Activities for generating funds	-	10,083	10,083	12,226
Investment income	-	4,980	4,980	4,973
Incoming resources from charitable activities	54,563	1,635	56,198	70,899
TOTAL INCOMING RESOURCES	59,563	196,015	255,578	114,949
RESOURCES EXPENDED				
Costs of generating funds:				
Costs of generating voluntary income	-	2,968	2,968	397
Charitable activities	57,884	107,693	165,577	165,969
Governance costs	-	1,395	1,395	1,340
TOTAL RESOURCES EXPENDED	57,884	112,056	169,940	167,706
NET INCOMING RESOURCES / (RESOURCES EXPENDED) BEFORE REVALUATIONS	1,679	83,959	85,638	(52,757)
Gains and losses on revaluations of investment assets	-	1,847	1,847	10,385
NET MOVEMENT IN FUNDS FOR THE YEAR	1,679	85,806	87,485	(42,372)
<i>Total funds at 1 April 2010</i>	<i>13,171</i>	<i>136,001</i>	<i>149,172</i>	<i>191,544</i>
TOTAL FUNDS AT 31 MARCH 2011	14,850	221,807	236,657	149,172

Balance Sheet

(as at 31 March, 2011)

	£	2011 £	£	2010 £
FIXED ASSETS				
Tangible assets		3,000		16,710
CURRENT ASSETS				
Debtors	5,837		36,898	
Investments	121,840		119,993	
Cash at bank and in hand	124,431		21,095	
		<u>252,108</u>		<u>177,986</u>
CREDITORS: amounts falling due within one year		<u>(18,451)</u>		<u>(45,524)</u>
NET CURRENT ASSETS		<u>233,657</u>		<u>132,462</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>236,657</u>		<u>149,172</u>
CHARITY FUNDS				
Restricted funds		14,850		13,171
Unrestricted funds		221,807		136,001
TOTAL FUNDS		<u>236,657</u>		<u>149,172</u>

“Excellent help and support - thank you.”

(Social Worker for the blind)

“Very good course that will help in my role as a fire safety advisor when dealing with people with hearing impairment.”

(Deaf Awareness Training)

“Excellent delivery, right balance between facts, experiences and humour.”

(Deaf Awareness Training)

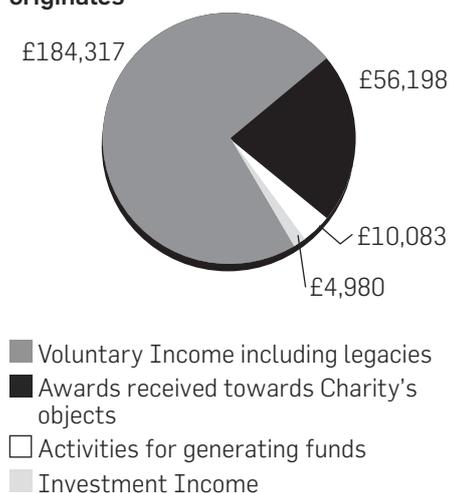
Where resources come from ...and where they go

Where the money comes from

Our total income in 2010/11 was £255,578. The Trustees are most grateful for the continuing support received from various charitable trusts, statutory organisations and the general public who have kindly donated funds to enable the NDA to continue its important work.

Our voluntary income for the year was significantly boosted by £155,800 of legacy donations, having received no bequests in the previous year. Awards received in furtherance of the charity's objects included statutory funding from the Primary Care Trust which makes an important contribution towards our hearing support service. Activities for generating funds included rental income from sharing our office space and investment income included dividend receipts and bank interest.

Where our £255,578 income originates



And where it goes

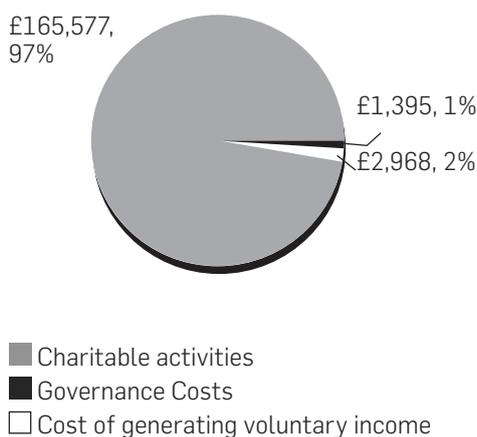
Our total expenditure for the year was £169,940.

Expenditure incurred on charitable activities accounted for 97% of all NDA costs and this included, amongst others, the cost of running key support services such as Hearing Support, Befriending, Deaf Awareness Training and Tinnitus/Hard of Hearing Clubs.

Our balance sheet – total funds held

Our net funds as at 31 March 2011 were £236,657 up from £149,172, recorded in 2010. The increase in net funds will enable the NDA to maintain the current services levels and to finance the 2011/12 budget deficit.

Where the money is spent



Trustees' Statement

The Annual Accounts, from which this summary has been extracted, were approved by the Board of Trustees of Norfolk Deaf Association on 21st July 2011, have been independently examined and will be submitted to the Charity Commissioners.

These Summarised Accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. For further information the full accounts, the independent examiner's report and the Trustees' Annual Report should be consulted.

Copies of these can be obtained from Norfolk Deaf Association
217 Silver Road, Norwich, NR3 4TL

Signed on behalf of the Board of Trustees
Tony Innes (Chairman)
25th September 2011

Independent Examiner's Statement

We confirm that the Summarised Accounts set out on pages 8 and 9 are consistent with the full independently examined accounts upon which we reported on 22nd August 2011.

MA Partners LLP
Chartered Accountants
7 The Close
Norwich
NR1 4DJ

Thank you for your support

We are hugely indebted to many generous individuals, local churches and community groups. We would also like to acknowledge the support of the following: the Norfolk Primary Care Trust, the Norfolk Community Foundation, the Charles Shorto Charitable Trust, the Henry Smith Charity, the Lady Hind Trust, the Mr and Mrs Phillip Rackham Charitable Trust, the Paul Bassham Charitable Trust, the Timothy Colman Charitable Trust, the John Jarrold Trust, the Clan Trust, the Evelyn May Trust, the Privy Purse Charitable Trust, the Mills and Reeve Charitable Trust, the Goodman Trust, the Spurrel Trust and the Wymondham Lions Club.

Charity Information

REGISTERED OFFICE

217 Silver Road, Norwich, NR3 4TL

CHARITY REGISTRATION NUMBER

210060

Independent Examiner

MA Partners LLP
7 The Close, Norwich, NR1 4DJ

Bankers

Santander UK Plc
Bridle Road, Bootle,
Merseyside, L30 4GB

Solicitors

Cozens-Hardy LLP
Castle Chambers, Opie Street
Norwich, NR1 3DP

PATRON

Mr Richard Jewson JP
HM Lord Lieutenant of Norfolk

TRUSTEES

Tony Innes
Chairman, Retired ENT Consultant

Cym Cant
Vice-Chairman

Christopher Doggett
Treasurer, Corporate Finance Director Jarrold & Sons Ltd

Robin Amos
Working with BSL users

Karen Dack
Volunteer

Dr John Fitzgerald
Head of Audiology, Norfolk and Norwich University Hospital

Gill Girling
Retired Lipreading teacher

Angi Goldsmith
Manager of Rotary House

Peter Gosse
BSL user / Tutor. President East Anglia Deaf Sports Association

John Hirst
Member of the National Cochlear Implant Users' Association

Jane Salzedo
Communication Support Worker with Sensory Support

Heidi Yates
Volunteer NHSS, retired teacher

Trustees: Second row, left to right:

Christopher Doggett (Treasurer), Tony Innes (Chairman), John Hirst, John Fitzgerrald

Front row: Heidi Yates, Gill Girling, Karen Dack

Not pictured: Cym Cant (Vice-Chairman), Angi Goldsmith, Peter Gosse, Robin Amos, Jane Salzedo



STAFF

Aliona Laker	Manager
Karen Shepperd	Office Administrator/Personal Assistant
Debbie Bevis	Accounts Administrator (until October 2010)
Tracy Mabbitt	Finance Administrator (from October 2010)
Pam Spicer	Services Co-ordinator (NHSS & Befriending)
Vera McKinney	NHSS Co-ordinator (home visiting and static clinics until October 2010)
Karen Dack	Tinnitus Group Co-ordinator (until Jan 2011)
John Marcus	Assistant Co-ordinator (from June 2011)
James Simpson	Mobile Clinic Driver
Melanie Ruse	DAT Co-ordinator/ Trainer
Belinda Cooke	Payroll Clerk (until October 2010)
Christine Forks	Cleaner (until March 2011)
George Utting	Cleaner (from March 2011)



Staff - left to right: John Marcus (Assistant Co-ordinator, Tinnitus Support Group Co-ordinator), Karen Shepperd (Office Administrator/PA to Manager), Pam Spicer (Services Co-ordinator), Tracy Mabbitt (Finance Administrator) and James Simpson (Mobile Clinic Driver). Not pictured: Aliona Laker (Manager) and George Utting (Cleaner)



Norfolk Deaf Association
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Wales, no: 210060

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