



# ANNUAL REVIEW

## NORFOLK DEAF ASSOCIATION

2016 | 2017



# **THANKYOU**

**A big Thank You to everyone who supported us during 2016/17 financial year.**

**You have helped us reach and help over 8,500 people with hearing loss in Norfolk.**



## Chairman's Report

This has been a particularly interesting year, interesting for the NDA and for me personally.

Many of you who have been following the fortunes of the NDA in recent years will know that our finances have been greatly supported by the generosity of what is now known as the Big Lottery Fund (BLF). Not only did the BLF enable us to replace our minibus, not forgetting that our original minibus was also bought with Lottery Funding, but Lottery money played a very important role in supporting the service that we were able offer to our many service users on a day-to-day basis.

Well, BLF support was coming to an end. We applied for more and we didn't get it. We were pipped at the post by other, equally worthy charities who struggle to make ends meet in what is now a very competitive market place. The application process is quite protracted and the information required by the BLF is very searching. Our bid was highly commended and we received a great deal of very positive feedback.

Disappointed but undaunted the process has started again and our Chief Executive and her excellent team lost no time in rewriting our application. There is a long way to go, it is a very long form! Fingers crossed.

As much as we were very grateful for the generosity of the BLF, and also for the money that we receive from the NHS, this falls a long way short of the amount we need to "keep the show on the road". We have a number of very loyal and extremely generous individuals and organisations who support charities such as ours. Applying for such funds is a full-time job and this is yet another task that our excellent office

team does so well.

We are always looking at new ways of raising funds and earlier this year a number of hardy souls gathered in the rain at Ellough airport near Beccles for a sponsored parachute jump. The clouds parted and the sun crept out just long enough for them to get airborne and then to take the short cut down again in tandem with one of the instructors. For everyone involved it was an exhilarating and often emotional experience. My admiration goes out to all the jumpers, their families and their sponsors for making it such a memorable day and for raising so much money.

I began this report by saying that this had been a memorable year for me on a personal level. I had lived with my wife and our two sons, and had worked at the Norfolk and Norwich Hospital since 1981. The boys left home, of course and I retired in 2009. Retirement suited us very well but in recent years Jill and I found ourselves being drawn more and more to Suffolk. Finally, last summer we decided to put our house in Norwich on the market and in November we moved to our new house "South of the border".

My memories of life and work in Norwich are very happy ones and the last eight years working with the NDA have been very fulfilling. The NDA has gone from strength to strength and, as I have said on many occasions previously, I take no credit for that but I have nothing but praise for the staff, the excellent and supportive Trustees and for the wonderful volunteers who make it all possible.

My apologies but I got a bit side-tracked there! What I had wanted to say was that I was finding it increasingly difficult to fulfil my Chairmanly duties from further away. Coupled with this I came to realise (others may have come to the same conclusion a long time ago but been too polite to say so) that the NDA had reached the stage where it would benefit from a new Chairman, someone who could inject new ideas. While I have derived an enormous amount of pride and pleasure seeing the NDA flourish in recent years, no organisation can afford to stand still. Fresh new people bring new ideas and the NDA needs such a person as Chairman. I have given this a lot of thought but, ultimately, the decision

was not a difficult one. I am delighted to be able to say that Peter Prinsley has kindly agreed to step up to the plate and take over as Chairman. Peter is a Consultant Ear, Nose and Throat Surgeon at the James Paget and the Norfolk and Norwich Hospitals with a particular interest in deafness and in corrective surgery for hearing loss. We will be inviting Peter to tell you more about himself in due course but I am happy in the knowledge that I am leaving the NDA in very capable hands.

It only remains for me to thank you all for maintaining an interest in the NDA over the years and I hope you will continue to support what is undoubtedly a unique and thoroughly worthwhile organisation.

**Tony Innes, Chairman**

## Chief Executive's Review

**Aliona Derrett**



At the end of my article in the last Annual Review (2016) I stated that we had many interesting plans and ideas for the coming year. We did, with the key ones being developing the new case management system to enable us to manage efficiently and accurately the work we deliver, to ensure that we strengthen and develop our working practices with all NHS funded audiology services providers in Norfolk, and very importantly to secure the funds we require to continue supporting the increasing number of service users.

So, how did we do? I hope that when you read the rest of the review, you will agree that we have done pretty well.

During the year we have worked very closely with the Breakwater IT on the development of our case management system (CMS), based

on the SharePoint platform, and we are now in a position to accurately capture all the work we carry out. This includes detailed things such as: which tubes we used, from which provider of NHS hearing aids, for which type of hearing aid, to which service user, on which date, in which location and by which member of staff or volunteer the work has been undertaken.

Now, if you think that we supported over **8,500 service users (an increase of 3,300 from previous financial year)**, through almost **10,000 appointments**, who have been dispensed with hearing aids by eight audiology service providers in Norfolk, who are jointly issuing in the region of 40 different types of hearing aids (I am not even going to attempt to count the number of different tubes, domes and other parts that go with those hearing aids!), you will get an idea of what a logistical challenge we have been faced with. But, thanks to the professionalism of our IT colleagues and the patience and resilience of our staff, who have contributed to the design and testing of the new system, we can now reliably record and analyse what we do.

The **Hearing Support Service** continued to grow, with **2,271** (1,633 previous year) **new referrals** being received this financial year. **1,522 home visits** have been made, including visits to residential and nursing homes, and day centres to 1,141 service users. **The community based clinics** were run from 125 locations (15 open and 110 closed venues), with 6 new venues being added to the list, which include GP surgeries and residential or nursing homes and delivered **3,164** (3,129 previous year) **appointments** to 2,499 service users. The mobile clinic has delivered **4,763** (4,879) **appointments**, reaching 4,405 service users. It has visited 28 public places in towns and villages, and covered a wide geographical area of our rural county, from Swaffham to Acle, and Wells to Harleston. In addition, the mobile clinic regularly visits 10 sheltered housing schemes. These visits are made on a quarterly rotational basis.

The monitoring returns submitted by volunteers delivering this service identify that the main work tasks undertaken were: retubing and cleaning of hearing aids (92% of cases), mould fitting and advice (5% of cases), replacement of cordas and top hooks (27%), general

information and advice (11%), and providing replacement of **batteries – 42,518 packs given out**. Volunteers also provided general advice and support for service users and their families.

The service has been delivered by 40 volunteers and a handful of part-time staff, working across Norfolk. Seven new volunteers have been recruited and trained during 2016/17.

We secured a funding agreement with the North Norfolk CCG, which enabled us to purchase supplies directly and support patients who come to Norfolk from outside areas, and who have Hearing Aids issued by other providers (e.g. hospitals from other parts of the country).

The Assistive Listening Technology Clinic has supported 179 services users in person and provided advice to 49 service users over the phone. The BSL Practice Group and the Support Group for new users of Hearing Aids have supported 55 and 59 service users respectively on a fortnightly basis.

NDA supported the delivery of 127 audiology clinics to 1298 NNUH patients under a well-established Service Level Agreement with the NNUH Foundation Trust.

The Outcomes Measuring Questionnaire (OMQ), which measures the impact of the HSS, received 577 responses during this financial year. Service users were asked "As a result of support you receive from our staff and volunteers, what difference do you feel has been made to your..."

**Confidence and self-esteem:** 78% reported big difference, 18% some difference.

**Ability to pursue interests and hobbies:** 79% reported big difference, 18% some difference.

**Overall quality of life:** 78% reported big difference, 19% some difference.

**Ability to communicate:** 80% reported big difference, 17% some difference.

**Feelings of possible isolation:** 74% reported big difference, 19% some difference.

Of the 30 service users supported by the Befriending Service, 20 were hard of hearing and 10 were BSL users. There have been 14 new referrals during the year. In total, 25 befriending volunteers had been involved in the delivery of this specialist service, with additional 11 recruited and fully trained.

During 2016/17 we delivered **1047**

**support hours** (an average of 35 support hours per service user), carried out 495 visits and 43 telephone based befriending support. These numbers do not include the visits undertaken by the Services Manager.

**The following case study demonstrates the difference our befrienders can make to people we support:**

*"Eva (not real name) is in her mid-90's. She lives in a sheltered housing scheme that supports people with sight loss. She also has severe hearing loss and avoids group activities which she finds to be overwhelming and stressful. The deterioration in her eyesight also means that her ability to lip-read has been severely reduced. This had caused her to become very isolated. Although fit for her age, Eva experienced balance issues and breathlessness, which had restricted her mobility. Eva enjoyed going out to a local coffee shop where they knew her well, but she had stopped going because she felt embarrassed when she was unable to hear the staff and feared that she might misunderstand what they said. The loss of this social aspect of her life caused her a great deal of distress and unhappiness.*

*One year ago, Eva got in touch with NDA. Since then she has had a Befriender assigned to support her. They have been able to visit Eva's coffee shop together, slowly building up her confidence and independence each time, to the point where Eva has also started making small trips to the local shops on her own, something she would never have considered beforehand.*

*Eva is starting to experience short term memory loss and is trying hard to abate this by reminiscing with her volunteer. During her working life, Eva kept a diary and she has asked her Befriender to read this to her and has greatly enjoyed rekindling memories.*

*Eva's confidence has grown and she has learned to develop memory prompts (with the support of the volunteer). The volunteer is also able to maintain Eva's hearing aids and change the batteries for her as her sight loss has made this difficult."*

During the year, the **Tinnitus Support Group** has seen 18 new members join the group and now there are 254 members accessing this support. Over this period, 11 support groups have been delivered with an average of 22 attendants per session. These support groups have featured a range of excellent quality and high profile speakers, talking on a range of topics that are described in Pam's article later on. The Tinnitus Support Group team has produced and disseminated monthly newsletters to the members of the group, in which they informed

them of the current research on tinnitus, coping techniques, information on related conditions and provided feedback from the group meetings. We received 54 responses to our feedback questionnaire providing the following responses to the three key questions asked:

*"Did you feel that attending the support group helped you to manage your Tinnitus?"* - 83% reported that the TSG did help them.

*"Did you find the monthly newsletter covering the latest TGS meeting informative and helpful?"* - 74% reported that it was very helpful.

*"How important do you rate the support we provide through the TSG in the understanding and management of your Tinnitus?"* - 74% reported that it was either essential or very important to them.

**HUSH! Club** (Hard of Hearing club) met 11 times during this period and has had a year full of engaging, fun and varied activities. The meetings were attended by an average of 17 members each time. As well as the ever-popular quizzes, there have been opportunities to get out and about in the local area, and to gain valuable information and advice on issues connected with living with hearing loss.

The club members enjoyed presentations and talks on the topics of Yoga, Mindfulness, Pets as Therapy, Elizabeth Fry, Norwich's Man in Black Storytelling, Mole Catching, as well as practical activities such as making Christmas cards.

There have also been opportunities to get out and about with Hush Club. In the summer, Hush Club went for a day trip City Sightseeing and a trip to Pensthorpe. The Christmas Meal was held at Debut Restaurant at Norwich City College and was enjoyed by all those who attended.

The NDA have been approached many times by members of the public who want to learn basic **British Sign Language (BSL)**, and so we decided to run a pilot scheme of two introductory level BSL courses.

Our learners came from all backgrounds and professions, including doctors' surgeries, care homes and the Post Office. People who just wanted to learn and explore the language.

The courses have been a huge success, and our tutors, Steve Hurley and Susan Evans, brought a lot of fun to the classes and provided lots of encouragement along with challenges to the students. It is very clear that the students not only gained knowledge and became more proficient in BSL but also that their confidence and

understanding of this language grew. Our learners enjoyed their learning experience so much they asked if the NDA would consider becoming an accredited centre for Signature so that they could go on to achieve level 1 accredited BSL.

Strong friendships have been formed as a result of our learners attending the classes.

*"I have really enjoyed learning basic BSL, I can't thank Susan enough for her patience, and I highly recommend this course to anyone who wants to learn BSL."*

**"Use it or lose it!"** Like any language if you don't use it you soon forget it. The aim of the **BSL practice group** is for people to come together and enjoy using their BSL skills.

Our members enjoy sharing ideas, and talking about their hobbies and interests with each other, and this has brought up some very interesting facts about our members and the many talents that they have.

During the year we delivered the **Hearing Loss Awareness Training (HLAT)** to a number of Norfolk Medical Practices, staff from nursing and residential homes, to UEA and primary schools, as well as a number of 'informal HLAT' sessions when giving talks about the work of NDA to community groups.

We achieved very good results with our fundraising too. Our income and costs followed a similar pattern to the prior year with income increasing from £229,870 to £231,881 (+0.9%) and expenditure rising from £193,870 to £220,456 (+13%), predominantly associated with the introduction of the new CMS (case management system). Overall our surplus after expenditure but before investment asset disposal was £11,425 compared to a prior year surplus of £36,001. The NDA's total funds increased from £217,621 to £233,095 (+18%) as at 31 March 2017, albeit £75,733 are restricted funds. A good position to go with into the new financial year! This was only possible due to the very generous donations from individuals, Friends of NDA, many 'life saving' grants from trusts and foundations, the balance of the year 3 grant from the Big Lottery Fund, corporate support and a number of fundraising events and activities organised by staff, trustees and volunteers.

The Friends of NDA scheme has kept a steady membership of around

212 during the year. The group enjoyed a social evening at the Theatre Royal, watching a captioned performance of 'Mamma Mia!' and the annual Friends lecture given by Alex Madsen on the topic of "Hearing Dogs for Deaf People".

Our plans for the 2017/18 financial year are very simple – maintain and further improve the quality and reach of our services and secure the funding required to sustain those services. We have some other ideas but, for now, we are just exploring their feasibility, so I am sure that when I write my article in the next Annual Review, I will be able to share with you which of those ideas came to fruition.

In his article Tony explained about the forthcoming changes in the Chairmanship of the NDA. Here, I would like to express my sincere appreciation for everything that Tony has achieved for NDA, and from my personal perspective for all the support and advice he has provided for me over those seven years. Tony and I 'arrived' at NDA at the same time, and together with staff, volunteers and trustees we achieved a lot in this period and I will cherish this time with fondness for many years. I am looking forward to working with Peter and I am sure that there will be many interesting and positive items of news about NDA's activities in the years to come.

I would like to say a **Very Big Thank You** to all our staff, volunteers, trustees, funders, members of the community, partners we work with for your ongoing dedication to the work of NDA, your support and professionalism, understanding and faith in what we do. We will do our best to keep our good work going.

I received a good number of letters of encouragement and appreciation from our service users during the year, and here I have decided to share an extract from two of them:

*"I am writing today to thank the NDA for the support you give us regularly. I am disabled and it is nice to see a friendly face [our volunteer] and know that my hearing aids are so well looked after in my own home. Your service is excellent and I want you to know how much I appreciate it." I think this is an excellent encouragement for us to 'keep going', particularly when we are seen as "NDA is many years old and like good wine, improves with age. Thank you!"*

With my best wishes to all readers,  
**Aliona**

## Hearing Support Service

Pam Spicer,  
Services Manager



The work of the Hearing Support Service remains strong and very much in demand. As well as Norfolk and Norwich University Hospital, West Suffolk Hospital, James Paget Hospital, the Queen Elizabeth Hospital and Addenbrooke's, we are supporting ever increasing numbers of NHS hearing aid wearers fitted by independent audiology services providers under the Any Qualified Providers (AQP) scheme. This includes Specsavers, Scrivens, The Outside Clinic and Colemans, who issue NHS hearing aids. The NDA is also able to support NHS hearing aid wearers from outside the area in the north of the county using the NDA's own directly purchased stock.

Our lovely team of volunteers enable this work to take place with their dedication commitment and hard work. This year, two of our volunteers, Mary and Diana achieved 20 years of service for the Hearing Support Service (HSS), I am sure that you will agree this is a wonderful achievement. In the ten years that I have worked with Mary and Diana they have always gone above and beyond when carrying out their duties, as do all the volunteers. I consider myself very lucky to work with such wonderful people and, as a team, we are able to make such a difference to the lives of the people we support. It's not just providing batteries or changing tubes it's so much more than that. This is what some of our

new volunteers had to say, I think it says it all.

"I suppose it was the interaction with the service users I had not thought about when I first started as a volunteer at the NDA. I thought it would just be popping round to someone's house, servicing their hearing aids and that would be that, but it's a lot more."

"We had talked about our interaction with our service users during the 3 day training sessions, but it's when you are with your first client that you realise how important this interaction can be."

"I am enjoying meeting different service users with their different needs, which made me realise how fortunate I am with my hearing loss levels."

Our HSS home visiting service provides our service user with continued support when they are not able to access our clinics. Volunteers visit service users in many venues which in itself can be challenging, these include nursing homes, care homes, doctors' surgeries, and service users' own homes. Our thanks go out to the people who provide venues for our community clinics and the mobile clinic.

The NDA mobile clinic is always a welcome sight in the car parks around the county. Our volunteers work tirelessly through all weathers making sure that our service users keep their NHS hearing aids in 'tip top' condition. Volunteers and staff have a 'can do' attitude and can often be seen visiting people in their cars rather than service users leaving their cars to access the clinics when the weather is bad, which can make it difficult for some of our service users.

The mobile clinic not only provides practical support for NHS hearing aid users but has become a lively meeting place where people form friendships, enjoy catching up with each other each month, and share tips on hearing aid use.

## Befriending Service

Pam Spicer,  
Services Manager

**Befriending is so much more than sharing a cup of tea!**

Some of our Befriending matches become very special to both the volunteer and service users. The NDA has supported service user, Fred (not his real name), for some years with our Hearing Support Service HSS and it was during one of the HSS visits that the volunteer chatted to Fred about our Befriending service. Fred resisted this type of support for some time, but after a few more visits by the HSS volunteer, Fred decided to find out more about the Befriending service and I visited him to chat about how the Befriending service worked.

Fred was well provided for by his lovely care staff but their time was too limited to be able to stop and chat and Fred was all too aware of this. Fred had one family member who lived abroad for most of the year and wasn't able to visit him very often. Fred was very accepting of his situation and didn't want to trouble anyone, had very limited mobility, and wasn't able to leave his home. He spent many hours reading and keeping up to date with the latest news.

A recently trained volunteer was found for Fred, a lovely gentleman who had been medically retired and was looking for a voluntary position to regain purpose in his life.

After the first few meetings, it was clear that they shared many interests and Fred was only too happy to share his life stories they soon found that they really enjoyed each other's company. Our volunteer training impresses on the volunteers that advice and support is always available, and as he became aware of other needs of Fred, he contacted the NDA so that we could find him appropriate support for him from other agencies. The NDA were also able to help Fred with advice about a suitable phone for his hearing loss, allowing Fred to regain contact and speak to his family members. This what the volunteer had to say about his experience of volunteering.

*"Thank you NDA for giving me a chance to put something back into society and for the opportunity to meet and regularly talk to one of the most interesting men I have ever met"*

## Assistive Listening Technology Clinic

David Spicer,  
ALD Advisor



This year has been a year of considerable evolution for the Assistive Listening Technology (ALT) service. It included a rebranding to Assistive Technology, rather than Devices, partly to reflect the level of sophistication of the equipment available and advice required to augment hearing aids and, as importantly, to reflect the fact that hearing loss affects men and women of all ages, particularly in their ability to access the workplace. The ALT service now has an aim to help with access to work issues. Now, in addition to our regular "open access" clinics held every Thursday morning, we have appointment-based clinics on Tuesdays mornings at Thorpe Road and in the Audiology Department and Cromer hospital.

We have enjoyed a busy year in the clinic and this has been reflected in a good level of commission paid to the NDA by Sarabec. We were able to purchase a Phonak Roger pen at considerable discount from Connevans, and thanks to financial support provided by a charitable trust, for real-life demonstration. Towards the end of the financial year we became a "resource centre" for Action on Hearing Loss.

The NDA is fortunate to enjoy a continuing close relationship the NNUH, and with other NHS audiology services providers. The NNUH have aided the development of the service by allocating a room at Cromer Hospital to enable us to run our ALT clinics there. Occasionally, some assistive technology, such as the Phonak Roger and Compilot products, requires programming adjustments to be made to the hearing aid or an upgrade to a different hearing aid model. A clear upgrade policy which enables the audiologists make the required adjustments means that we can advise on the purchase of equipment confident that the service user will receive the necessary assistance from the NNUH.

## Tinnitus Support Group

Pam Spicer,  
Services Manager

We have had a busy year in the Tinnitus Support Group, welcoming many interesting speakers covering a wide range of topics related to tinnitus. The numbers attending the group have seen a steady increase to an average of 22, reflecting an increased level of interest in the quality of the speakers and topics covered. The following is a summary of the talks given and topics covered:

- Christine Bowen, trainee Clinical Psychologist from the Royal National Throat Nose and Ear hospital gave the group a fascinating talk about using Cognitive Behaviour Therapy (CBT) can change how we 'think' and therefore, how we feel about tinnitus.

- Dr Roland Schaeffe, a Senior Research Associate at the UCL Ear Institute in London, talked about his research on Acoustic Stimulation treatments against Tinnitus

- Dave Carr, Head of Development at British Tinnitus Association (BTA) and Associate Lecturer at Sheffield Hallam University, talked to the group about a new e-Learning project called 'Take on Tinnitus'. The aim of the project is to advise people prior to access to medical professionals when experiencing tinnitus for the first time.

- Wendy Rogers, who specialises in Tai Chi, demonstrated some exercises and explained the importance of exercise for both physical and mental health. This can be of great help to someone who has tinnitus feels stress as a consequence.

- Bibby Lewis was welcomed to the group and gave a very informative and interactive talk about the benefits of using self-massage and relaxation when stress starts to take over.

- Dr John Phillips, ENT consultant from the Norfolk & Norwich Hospital, talked about

The Myths and Truths of Tinnitus. His talk helped dispel some of the many myths around tinnitus that we may hear from others or read in the news.

- Phil Gomersall and Eldre Beukes, Clinical Scientists Anglia Ruskin University each gave a talk. Phil spoke about his research into cochlear implants and their relation to tinnitus; Eldre talked about findings from a study by herself and a colleague into effective way for people with tinnitus to self-help at home.

- Clair Gatenby, Chief hearing therapist at the NNUH, gave a talk on Sleep and stress Management for People with Tinnitus and Relaxation and Stress Management with Tinnitus.

- Annette James MAR MCThA, Complementary Therapist, demonstrated massage for relaxation and aromatherapy for tinnitus. The group enjoyed a simple hand massage with the additional benefits of aromatherapy oils.

- Magdalena Sereda PhD, Senior Research Fellow in Tinnitus National Institute for Health Research Nottingham Hearing Biomedical Research Unit, explained how sound therapy can help with managing tinnitus and described how her research focuses on assessing the efficacy of hearing aid provision for people with tinnitus.

At the end of the sessions the members provide us with feedback on how the sessions help them with their tinnitus. Below are some of the recent comments we've had:

'The different ways of coping with tinnitus, such as mindfulness and the relaxation, techniques are very helpful'.  
'The sessions are helpful as they give me a better understanding of tinnitus'.  
'After my first meeting, which my GP suggested, I felt I understood tinnitus more and the speaker was very helpful and answered all my questions'.  
'I feel supported from others in the group and also feel I can support others too with my experiences.'

# Statement of Financial Activities

for the year ended 31 March 2017

	Unrestricted funds 2017 £	Restricted funds 2017 £	Total funds 2017 £	Total funds 2016 £
<b>INCOMING RESOURCES</b>				
Incoming resources from generated funds:				
Voluntary income	74,156	46,050	120,206	88,482
Activities for generating funds	4,047	-	4,047	80
Investment income	3,156	-	3,156	2,461
Incoming resources from charitable activities	23,990	80,482	104,472	138,848
<b>TOTAL INCOMING RESOURCES</b>	<b>105,349</b>	<b>126,532</b>	<b>231,881</b>	<b>229,871</b>
<b>RESOURCES EXPENDED</b>				
Costs of generating funds:				
Costs of generating voluntary income	15,201	-	15,201	8,148
Charitable activities	66,825	136,772	203,597	184,152
Governance costs	1,658	-	1,658	1,570
<b>TOTAL RESOURCES EXPENDED</b>	<b>83,684</b>	<b>136,772</b>	<b>220,456</b>	<b>193,870</b>
<b>NET INCOMING / (OUTGOING) RESOURCES BEFORE INVESTMENT ASSET DISPOSALS</b>	<b>21,665</b>	<b>(10,240)</b>	<b>11,425</b>	<b>36,001</b>
Gains and losses on disposals of investment assets	410	-	410	1,957
<b>NET INCOMING RESOURCES BEFORE REVALUATIONS</b>	<b>22,075</b>	<b>(10,240)</b>	<b>11,835</b>	<b>37,958</b>
Gains and losses on revaluations of investment assets	3,639	-	3,639	(4,620)
<b>NET MOVEMENT IN FUNDS FOR THE YEAR</b>	<b>25,714</b>	<b>(10,240)</b>	<b>15,474</b>	<b>33,338</b>
<i>Total funds at 1 April 2016</i>	<i>131,648</i>	<i>85,973</i>	<i>217,621</i>	<i>184,283</i>
<b>TOTAL FUNDS AT 31 MARCH 2017</b>	<b>157,362</b>	<b>75,733</b>	<b>233,095</b>	<b>217,621</b>

# Balance Sheet

for the year ended 31 March 2017

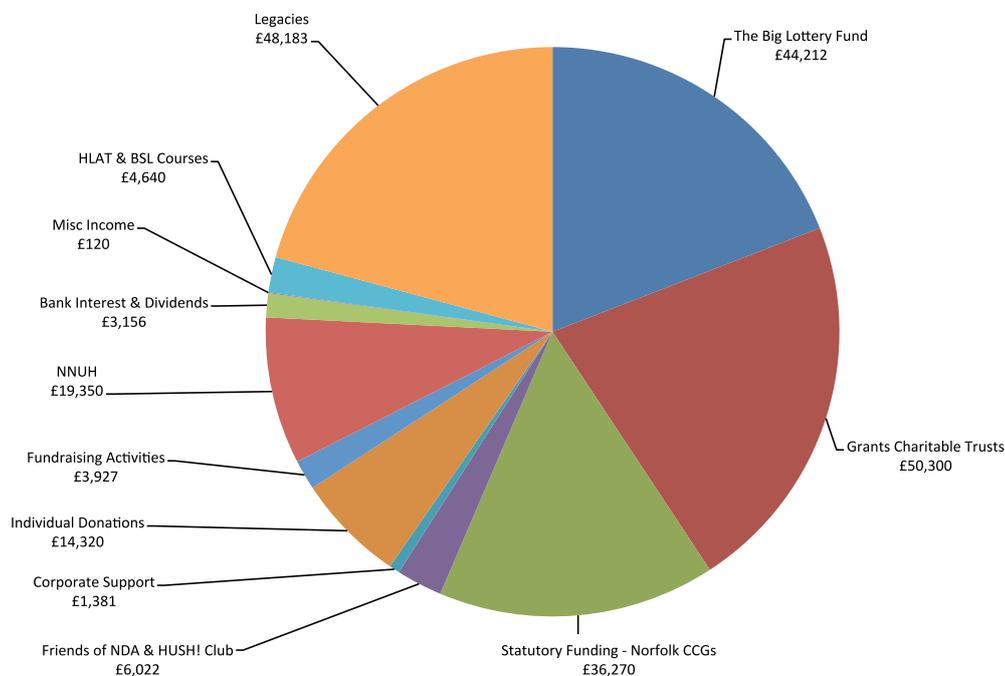
	2017	2016
	£	£
<b>FIXED ASSETS</b>		
Tangible assets	8,580	17,696
<b>CURRENT ASSETS</b>		
Debtors	3,839	9,017
Investments	94,035	92,673
Cash at bank and in hand	134,041	104,331
	<hr/>	<hr/>
	231,915	206,021
<b>CREDITORS:</b> amounts falling due within one year	(7,400)	(6,096)
	<hr/>	<hr/>
<b>NET CURRENT ASSETS</b>	224,515	199,925
	<hr/>	<hr/>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>	233,095	217,621
	<hr/>	<hr/>
<b>CHARITY FUNDS</b>		
Restricted funds	75,733	85,973
Unrestricted funds	157,362	131,648
	<hr/>	<hr/>
<b>TOTAL FUNDS</b>	233,095	217,621
	<hr/>	<hr/>

## Thank you for your support

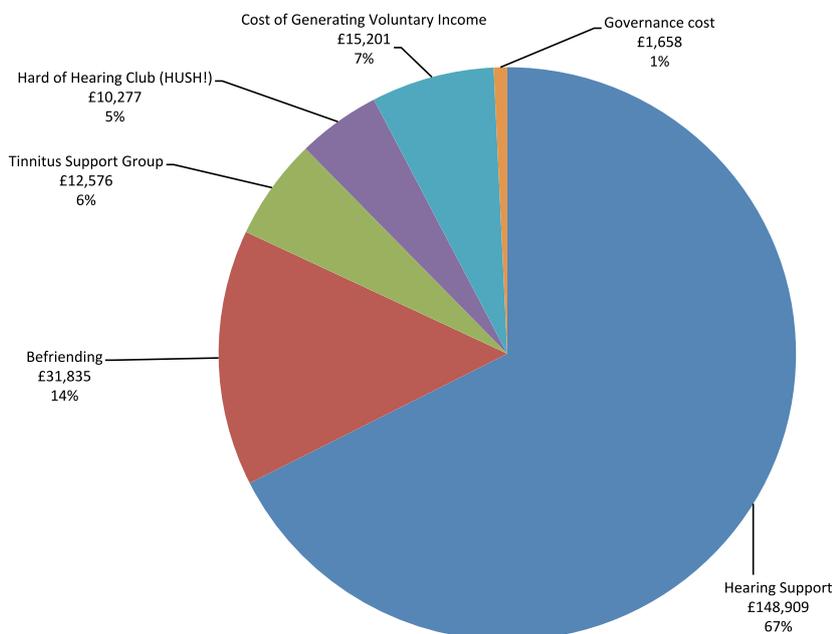
We are hugely indebted to many generous individuals, Friends of NDA and community groups. We are very grateful for the financial support we received from the Big Lottery Fund, the Norfolk CCGs (North Norfolk, Norwich and South Norfolk), the Henry Smith Charity, the Robert McAlpine Foundation, the John Jarrold Trust, the Norfolk Community Foundation, the Norfolk and Norwich University Hospital, the Lovewell Blake Fund, the Saracen's Norfolk Fund, the Paul Bassham Charitable Trust, the Mickleham Charitable Trust, the Lady Hind Trust, the Albert Hunt Trust, The Shelroy Charitable Trust, the Frances Winham Foundation, the Evan Cornish Foundation, Bedford Memorial Trust, R. C. Snelling Charitable Trust, the Edith Lilian Harrison 2000 Foundation, the EDP Community Chest, the Inman Charity, Spurrel Charitable Trust, the Clan Trust, Privy Purse Charitable Trust and the Mr and Mrs Philip Rackham Charitable Trust.

## Where the resources come from...and where they go...

**Our income**  
**£231,881**



**Our expenditure**  
**£220,456**



## 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 25th July 2017.

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

## Trustees' Statement

The Annual Accounts, from which this summary has been extracted, were approved by the Board of Trustees of Norfolk Deaf Association (NDA) on 20th July 2017, have been independently examined and will be submitted to the Charity Commission and the Companies House.

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 (NDA), 120 Thorpe Road, Norwich, NR1 1RT

Signed on behalf of the Board of Trustees  
Tony Innes (Chairman)

18th September 2017

## Charity Information

### REGISTERED OFFICE

120 Thorpe Road, Norwich, NR1 1RT

### CHARITY REGISTRATION NUMBER

1146883

### COMPANY REGISTRATION NUMBER

07966408

### 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

HM Lord Lieutenant of Norfolk

### TRUSTEES

#### Tony Innes

Chairman, retired ENT Consultant

#### Cym Cant

Vice-Chair

#### Christopher Doggett

Treasurer, Group Finance Director

Jarrold & Sons Ltd

#### Robert Chalmers

Solicitor

#### Dr John FitzGerald

Head of Audiology, Norfolk and

Norwich University Hospital

#### John Hirst

Member of the National Cochlear

Implant Users' Association

#### Judy Leggett

Norfolk County Councillor

#### Michael Steward

Solicitor

## The Trustees

Front row, left to right: Cym Cant, Tony Innes, Michael Steward

Back row, left to right: Peter Prinsley, John Hirst, Christopher Doggett,

John Fitzgerald. Not pictured: Judy Leggett, Robert Chalmers



## The Staff

Staff pictured left to right: Zoe Warnes, Sophie Chapman-Smith,

David Spicer, Pam Spicer and Aliona Derrett

Not pictured: Stuart Alcock, Tracy Mabbitt, Tracy Marsh and Andy Gladman



#### Aliona Derrett

Chief Executive

#### Stuart Alcock

Receptionist/Administrative  
Assistant and ALD Assistant

#### Sophie Chapman-Smith

Services Administrator

#### Andrew Gladman

Trusts & Foundations Fundraiser

#### Tracy Mabbitt

Finance Administrator

#### Tracey Marsh

Events/ Fundraising/Hush! Club  
Co-ordinator

#### Pam Spicer

Services Manager HSS, Befriending,  
TSG)

#### David Spicer

Mobile Clinic and ALT Advisor

#### Zoe Warnes

Receptionist/Administrative  
Assistant/ TSG



Norfolk Deaf Association (NDA)

120 Thorpe Road

Norwich

NR1 1RT

**Telephone 01603 404440**

**Fax 01603 404443**

**Email [nda@norfolkdeaf.org.uk](mailto:nda@norfolkdeaf.org.uk)**

**[www.norfolkdeaf.org.uk](http://www.norfolkdeaf.org.uk)**