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NDA News

Copy Deadline:

Copy date for the next issue will be end September 2011.

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Message from the Chairman

It's me again. You may be surprised to learn that I don't think I have a lot to say. That doesn't mean that there is nothing happening – quite the reverse. But like all efficient organisations, everyone is quietly going about their business which, in the case of the NDA, means making sure we deliver high-quality care to as many people who can benefit from our services as we possibly can. The staff at Silver Road are magnificent and are led from the front and supported by our excellent Manager, Aliona. So, there isn't a great deal for the poor Chairman to do – and that is just the way it should be. I try not to get in the way!

There is, however, a lot going on but the best people to tell you about it are the ones who know most about it. Read on and enjoy.



Tony Innes,
Chairman NDA

Deaf Awareness Festival

On Wednesday May 4th I was lucky enough to be able to attend the Deaf Awareness Festival held at the Forum in Norwich.

The Festival provides an opportunity for all the organisations who help and support Deaf and hard-of-hearing people in Norfolk to showcase the services they provide and the opportunities they offer, and to reassure deaf people that they are supported in the community.

Proceedings were opened by the Sheriff of Norwich, Derek James, who said "This is a brilliant opportunity for everyone to see what is on offer for deaf people here in Norwich" and this was quickly followed by a very enthusiastic singing and signing

performance by children from the Colman School and City of Norwich School.

Throughout the day the crowd of interested onlookers were entertained by Julie Dwyer, who is a Deaf Community Support Worker for the Deaf Centre in Norwich and who told her Life story through sign language (and an interpreter) and Line Dancing by the DC Dream Dancers (picture) who perform without being able to hear the music - they feel the vibration of the music and keep a close eye on each other to keep in time.

Jenny's Signing Angels and V-sign showed quite beautifully how it is possible to communicate songs through sign language. There were also two performances of story

telling for the children but I was one of many adults who enjoyed being in the audience.

The Festival is a big day for the NDA and we were there with a prominent display and with the Listen Here ! Bus, both of which attracted a steady stream of visitors.

This event was run by the Norfolk Council on Deafness as part of National Deaf Awareness Week and also included stalls run by Adult Social Services Sensory Support, Children's Services Sensory Support, N&N Hospital Audiology, Deaf Connexions (including the Deaf Community Centre and their various groups), Rotary House, Norfolk Deaf Children's Society, Hearing Dogs for Deaf People, Tinnitus Group and Easton College. Thanks must go to Sue Moore and Stephen Hurley for bringing the whole event together and ensuring that it ran so smoothly. The Festival has been a regular occurrence for the past three years and next year's date has already been provisionally fixed for 9th May.

I hope we will see you there.

Tony Innes
Chairman NDA



A review from the Manager

I hope that when our readers receive this edition of the NDA News we will all be enjoying nice warm summer days. It's quite a miserable day today as I am writing this and, being someone who likes the sunshine, I am getting distracted with the thought of much warmer weather at this time of the year. But the way life is, I can't really make a difference to the weather, so I had better focus on the things I can influence!

I hope that those of you who come into contact with the NDA on a regular basis can see the difference the staff and volunteers are able to make to the many people with hearing loss in Norfolk.

Our services are in demand as always and during the first two months of this financial year (from 1st April 11) we have already delivered 151 appointments via home visits, 228 at our static clinics and 587 from the mobile clinic, the Listen Here! Bus. And this is only the Hearing Support Service. The Befriending Service has also been busy and we are currently supporting 14 service users and closed two cases in the last month. The befriending support is delivered over longer periods of time and we tend to offer this help to people who have a range of complex needs.

The Hard of Hearing Club is going strong with an average of 15 people attending each meeting. Those attending enjoyed the talks given by Paul Binney, who also masterfully delivered poetry recital and Anita Turpin about the Bluebell Wood. I am aware that the steering committee is now making plans for the first outing.

Further on within the magazine you will be able to read Melanie's article about the Deaf Awareness Courses we have been able to run. I would like to hear from anyone reading this magazine about any organisations or groups of individuals who might benefit from undertaking this training.

You will have noticed that we have not run any Tinnitus Support Groups in the last few months. I can reassure you that this has not slipped under our radar, but it has simply been an issue of finding the right person to run the group. I am pleased to say that we have just appointed John Marcus as the Assistant Co-ordinator, whose role will be to support Pam Spicer, our Services Co-ordinator and to take the responsibility for organising and running the Tinnitus Support Group. I hope that it will not be too long before you get to hear from John.



Aliona Laker, Manager NDA

A lot has been happening in the back office too! We have been fortunate to receive another legacy which has undoubtedly provided a considerable contribution towards the finances we need to make ends meet in this new financial year. In addition, we have renegotiated the funding arrangements we have with NHS Norfolk for this year. All-in-all, a much more positive financial outlook. However, this is still not enough to cover all the costs associated with running the charity. With this in mind we are now progressing with the development of the Friends of NDA scheme and later on you can read more about it. Of course, as always, we are very grateful and indebted to all our supporters and service users who make regular donations to NDA. We are trying to make the process of donating easier for everyone and very shortly any member of the public will be able to donate via our new website.

Talking about the website, the plan is that by the end of June our revamped and modernised website will be up and running. There you will be able to read about the services we provide, get the details of the locations and times for the static and mobile clinics, find out how you can support NDA by volunteering or raising funds and read our latest news. For those who are interested in the electronic social networks you are also able to follow us on Facebook. And all this will be available to you by just going on to www.norfolkdeaf.org.uk I appreciate that the 'cyberspace' facilities are not everybody's cup of tea so I just want to reassure you that we will still be producing

hard copies of this magazine.

When I decided to focus my career on managing charities I underestimated how much professional development I would need in the area of...IT! (I know the sensible thing would be the area of charity management!) I always believed that I was computer literate and had some understanding of servers, networks, broadband, etc. But the reality is that the technology moves on faster than I can follow it and in the last few months my colleagues and I had to get our heads around 'cloud computing' (yes, it sounds like something from the Harry Potter books). Well, not quite, it's real! As an organisation we must ensure that all the data we have is processed and stored in accordance with a number of legislations and regulations and following a review of our systems last year we concluded that an upgrade of the system would be in order. Instead of buying yet more servers and equipment we decided to be brave and invest in a new approach, the web-based system, which is proven to be 99.9% secure and requires only a good broadband connection and decent computers. The rest is taken care of by Google. A Norwich based company called Proteo has helped us to make the move and now we are on our way of utilising the new system fully.

I would like to recognise and commend the patience and understanding displayed by my team. Any change within an organisation can be very unsettling but in this case we have almost changed the 'cutlery' we use from knife and fork to chopsticks. It takes time to get used to the changes, but they did it, and I am very proud of them all!

With the generous help from Archant Dialogue we have also managed to redesign and reprint the majority of our leaflets, so everything that we send out into the public domain has our new branding. This magazine is part of that and I would like to hear your views about the presentation and content, and of course any contributions you might want to make to the editorial.

I think this summary of what we have been up to is enough for now and I hope you will enjoy reading the rest of the magazine. Of course more will follow in the next edition, which will be prepared and distributed closer to Christmas. But until then I hope that I will be able to see as many of you as possible at our AGM on the 29th September, details of which are on page 8 and we will also send you a copy of our Annual Review for 2010/11 financial year following the AGM.

'Bye till then,

Aliona

Volunteer Training for two NDA Services

by Pam Spicer

During March and April the NDA welcomed nine new volunteers onto our training programmes.



The Norfolk Hearing Support Service trained four new volunteers. The training included working with vulnerable adults, with our guest speaker Pippa Adams who is Consultant to the Safeguarding Adults, Adult Abuse Investigation Unit in Norwich. Sensory Support gave a demonstration of assistive equipment and gave the group the opportunity to try out the items demonstrated. One of the Senior Audiologists Kim Fredricks from the Norfolk and Norwich University Hospital gave a presentation about the new hearing aids being issued and discussed their referral process.

The all-important practical training was led by Gill Girling, assisted by three of our current team of volunteers who gave a very valuable insight into what it is like to work as a volunteer for the NHSS. This included their experiences of home visits, the mobile clinic and our many static clinics throughout the County. The NDA would like to say a big "thank you" to all those who took part in the training, giving their time and expertise for free.

The Befriending training took place over



three Saturdays. This training was structured to meet the guidelines set out by the Mentoring and Befriending Foundation. Our five befriending volunteers took an active part in the training with a lot of group work and thought-provoking discussion. Two of the Volunteers are now supporting two profoundly deaf clients. We plan to hold regular follow-up training to provide ongoing support for the volunteers. This will also give volunteers the opportunity to exchange experiences with each other.

If you would be interested in becoming an NDA volunteer, please call Pam Spicer on 01603 404440

NHSS Volunteering, a few jottings

written by John Townsend

We drove onto the Attleborough car park and saw a queue of people. As we drove to the top of the car park to turn round and find a suitable location the queue slowly followed us, we then realised that they were waiting for us, and not, as we had thought, for the Hall to open.

An elderly couple (80s) visited after being both issued with hearing aids about six weeks apart. They had not realised that they were hard of hearing until the neighbour complained to them about the level of the television - they lived in a detached house. When asked how they were managing both replied "very well", but their matrimonial life had worsened over the last few months due to

arguments. Since they retired in their 60s they had not had an argument because they could not hear each other, but now they are hearing again they disagree.

A visually impaired lady visited the "bus" and because it was winter she was unable to find the door. With help she came onto the bus and then produced two sets of hearing aids, both sets with flat batteries. She was unable to see the small batteries and was therefore unable to use them. NHSS were able to help her with regular home visits, to clean and replace batteries. If we were not there she would be still suffering from impaired hearing as well as poor vision.

A lady visited complaining that Hitler had damaged her hearing during the blitz, and why were we supplying inferior quality batteries? The British ones were far better and lasted longer. All I would say after she left was that she could only have been a twinkle in someone's eye during the War because her age was under sixty and she was still waiting to get her bus pass.

A gentleman visits the bus every visit we make to Loddon and always has the

same problem - the batteries don't fit. He has one in the battery holder and one pushed into the actual hearing aid.

A young girl with Down's Syndrome called on the bus, and she had the smallest ears I have ever seen. Her hearing aid kept falling off, so her brother had attempted to modify the hook and tube using black tape and Blu-Tack, without a lot of success. We were able to remedy the system using a very small tube and a jam pot elastic band. We believe that the modification is still working to this day.

This is a selection of events that I can remember well and I will, in the future, make a note of the more unusual occurrences.

...we then realised that they were waiting for us...

Friends of the NDA

For those of you with an eye for detail and a good memory, you may recall seeing two brief references to the Friends of NDA in the last edition of our Newsletter.



Just by way of background information it is important to remember that only a relatively small part of our income comes from the NHS, in the form of payment from the PCT (Primary Care Trust). We are also fortunate to receive a number of grants from Charitable Trusts. For the remainder we rely on donations.

It is absolutely vital that we find enough money so that we can continue to provide support to the Deaf and hard of hearing – a service which for all of our service-users (over 6000 each year) is free and, for many, is nothing short of a life-line.

We are proposing a new way in which people are able to support the work we do. We would invite those who use our service, their friends and families and anyone who recognizes the value of what we do to contribute a small amount, by way of a subscription, just once a year, and these contributors would make up the Friends of the NDA.

So much for the theory. For this to become a reality we would need a small and enthusiastic committee but, and more importantly, we would need someone dynamic and who shares our vision, to be Chairman of the Friends of the NDA. We have been lucky enough to persuade Frank Eliel to take on that role and for which we are very grateful to him. Frank has a personal experience of hearing loss and below you can find out a little bit more about him and his plans for the development of the Friends of NDA.

I have a life time in business and, like most people, have had my share of successes and disappointments. But, on the whole, life has been very good to me, and it is time to 'put something back'. I have indeed experience of hearing difficulties, in that my mother was completely deaf for the last ten years of her long life, and I am a user of hearing aids.

I believe that all charities need to try to get to the point where their regular supporters are paying for all the core costs of running the charity.

Otherwise it is dependent on random grants, bequests or gifts. My business experience tells me this is no way to run anything.

What happens if the random funding fails? The charity has to reduce staff, cut the activities it is set up to provide and everyone loses.

All those of us who love what the NDA does therefore have to ask themselves what they can do to ensure this does not happen.

What you can do, PLEASE, is to join us for just a few pounds per year. If enough of us do that, and many have joined already, we **CAN MAKE THAT DIFFERENCE.**

By becoming a Friend of the Norfolk Deaf Association we would give you:

- Pride in helping to secure the future of the NDA
- Regular updates on the life-changing work being done by the NDA and its volunteers
- Information about events run by the NDA or its volunteers to provide opportunities for social elements in the lives of our service-users and friends.

For the next year we have some ideas for social events which we hope you will find appealing and we are planning an informative talk by a leader in the medical field who devotes his working life to helping those with hearing loss or associated difficulties. Naturally, as a "Friend" you will be invited to these events at special discounted rates. We also envisage socials (whether indoors like a quiz and chips, or outdoors in say the Bishops Garden or at a bar-b-q. These are not yet fixed, so don't hold us to these specifically; they are examples of what we are thinking about.

We have prepared brochures, explaining how you can become a Friend, which are available from the office.

Alternatively you can visit our new website at www.norfolkdeaf.org.uk

Frank Eliel

Chairman of the Friends of NDA

The Norwich Older People's Forum

by Joyce Hopwood (Forum's Chairman)

The Norwich Older People's Forum exists to bring together the organisations in the city that are working with or for older people.

We also, mainly through our public meetings, promote the benefits of prevention services to older people enabling them to stay in their own homes with a better quality of life.

We also aim to work effectively with Community Services and Health in raising the profile of older people's needs in times when we are seeing serious reductions in public service budgets.

We hold three public meetings a year in Blackfriars Hall on topics of current interest or, as our next meeting will do, to find out what are the subjects that Older People are currently concerned about or wanting to learn more about, so that we can provide the opportunity for these subjects to be followed up.

There is a Working Group elected once a year that is responsible for organising the meetings and if there are organisations in the City that would like to join us we would be happy to hear from you. Some of the organisations now working with NOPF are Age UK Norwich, Norwich City Council, Norfolk Community Services (County Council), Norwich and District Carers Forum, NHS Norfolk, Norwich City Wide Board, Norfolk Health Watch, Norwich Sheltered Housing Tenant's Forum, Norfolk and Norwich Pensioners Association and NOPIP.

The next meeting is on July 14 at Blackfriars Hall in Norwich at 10.00am for 10.30 and will finish by 12.30pm.

Fire Service Staff receive Deaf Awareness Training

by Melanie Ruse

In March the NDA trained 24 members of the Fire Service as part of their commitment to Equality and Diversity.

The course was designed to help them understand the everyday impact of being Deaf or hard of hearing and demonstrated how someone with hearing difficulties may have extra problems in emergency situations.

Melanie Ruse, NDA's Deaf Awareness Trainer, has been deaf in her right ear since the age of 5 and has personal experience of missing Fire Alarms. "Twice while staying in hotels I have been woken by my husband to tell me the Fire Alarm is ringing. If I am asleep on my hearing ear I have no way of knowing. I have no idea how many alarms I have missed! I have heard the same story from a number of profoundly deaf people even when they have informed the staff. More than once I have been told of staff banging on the door and of course, failing to get a response. Some hotel staff have refused to enter a room to wake a sleeping deaf person"

Fire Service operatives took part in exercises to simulate deafness and comments were made that it was surprising how vulnerable they felt and how difficult it made even simple communication. While talking about difficulties such as emergency evacuation, it was discussed that even though there are vibrating alarms available, many hard of hearing people were not up to date with devices that are available to help them. Even during the course the delegates were thinking of ways in which they could help to raise awareness about issues such as this.

Sonya Long presented a talk about the difficulties of being profoundly deaf and Sally Stibbon gave the delegates tips on how to work with a BSL signer. Together they demonstrated some of the iconic signs that would be of use in an emergency such as, 'Help Me' or 'I am here to help you'. Sonya and Sally are also members of Jenny's Signing Angels choir which recently performed at the Deaf Awareness Festival at the forum in Norwich.

The Fire Service staff were surprised by how much they picked up so quickly and that many of the signs (such as baby) were the



sort of thing you would naturally do. The feeling, after the exercise, was that they would be far more confident to try and communicate with a Deaf person than before the training. "We used the example that they should consider 'Deaf' as another country with its own language and culture. We pointed out that when you are on holiday, you try the local language and so

much is communicated with smiles, facial expressions, pointing plus a few words" said Melanie, "it's about making the effort to communicate and not being embarrassed to get it wrong, and to keep trying".

Many of the delegates had personal experience of deafness and tinnitus within their own families and felt that the course had been valuable for use outside of the workplace as well. It was agreed that often people get irritated when trying to make themselves heard and that they would all be

Fire Service operatives took part in exercises to simulate deafness and comments were made that it was surprising how vulnerable they felt..

far more patient and understanding in future.

NDA is delighted that the Fire Service has carried out Deaf Awareness Training which demonstrates its commitment to equality and diversity goals. Deafness can be a hidden disability and it is important for the effects to be recognised in the same way that the necessity for physical accessibility is for wheelchair users.

Training course are available at the NDA Offices at £65 per person or can be carried out on the customer's own site. We will also be carrying out customised INSET Training Days with 3 Norfolk schools in September. We can provide 2 hour seminars for £150 to organisations who need to carry out group training to meet Care Quality standards and Equality Act legislation.

A reminder from the Chairman

You may remember that in the last Newsletter I asked for your contributions to a section which would include your recollections of events during the War and which we might entitle "THOSE WERE THE DAYS".

I am delighted that Denis Dyett answered the call and I am also very pleased to publish another contribution from Keith and Julia Want. (see pages 6 and 7)

Keep them coming folks.

Send articles to me, Tony Innes, at 217 Silver Road, Norwich NR3 4TL or email me at: chairman@norfolkdeaf.org.uk

Supermarket collection

We are very fortunate that management of the Morrison supermarket in Norwich has given us permission to undertake public collections during three days in August. We would be very grateful for any help you can give us between 10am and 4pm on the 19th, 20th and 21st August. Please let Karen Shepperd, our Office Administrator, know if you can collect for us by contacting her on 01603 404440 or emailing her at nda@norfolkdeaf.org.uk



More information is available from NDA 01603 404440 or email nda@norfolkdeaf.org.uk

Joyce Hopwood



Joyce started her working life as a research scientist, with an Edinburgh PhD, and then marriage and a family intervened and being around many young families she discovered an interest in social problems and voluntary work. She is now approaching 50 years of voluntary work across a wide range, much of it involving disadvantaged people. This has included working for the CAB, as a magistrate, as Chairman of the Family Panel at Norwich Magistrates Court, as Chairman of Norfolk Probation Committee and as Chairman of the St Martin-at-Palace church conversion into a Probation Centre.

She is now approaching 50 years of voluntary work....

She was also a member of the East Anglian Regional Health Authority and Chairman of Norfolk Family Health Services Authority during its brief life. Latterly, as a Trustee for Norwich Consolidated Charities, she took on the Chairmanship of their Almshouses Committee for 10 years, which led to a major reorganisation and modernisation of the running of Doughty's Hospital with the participation of the residents.

Currently she is Chairman of Norwich Older People's Forum and of Norfolk Older People's Strategic Partnership Board and is becoming increasingly involved in the world of older people and the wide range that this encompasses.

Recollections of Evacuees in Leicester

– written by Denis Dyett

In the early autumn of 1940, with The Battle of Britain raging overhead (we actually witnessed the Luftwaffe raid on Martlesham Heath air field which was just a mile or so from where we were living at the time), there was a real fear of invasion by the Germans and it was decided that children living near the East Coast should be evacuated. We were living in Ipswich at the time and our parents felt that my elder sister aged 10 and myself aged 8 should join the trainload of small children and their teachers and travel to Leicester.

My elder brother was at a boarding school (The Royal Hospital School) with other children whose fathers were either Royal Navy or Royal Marine personnel.

My sister had just started at grammar school and I was in still at junior school. With our small suitcases and gas masks (I can't remember when we stopped carrying our gas masks) and wearing name tags, we were seen off by anxious parents and we soon trundling by steam train across the wide East Anglian landscape to, at the time, our unknown destination. On the way Ely Cathedral was pointed out to us children by one of the teachers but it meant nothing to me because I said it looked like a warship. I was born in Portsmouth and in consequence I had seen numerous warships passing through Spithead and had seen the great review of warships for King George VI's Coronation. Much later I learned that Ely Cathedral was called the 'Ship of the Fens' so I was not too far out in the end.

We arrived in the late evening in the blackout but we were soon transported by a fleet of coaches to the splendid De Montfort Hall and its magnificent organ. Trestle tables were laid out with sandwiches and cups of tea. We were greeted by the Lord Mayor who welcomed us to his city. It seemed such an adventure to us at the time because we had never been separated from our parents before but I do not recall feeling any anxiety. Later that evening we were taken to Narborough Road School where we were to spend the night. School desks were pushed together to make rather uncomfortable beds but because I was very small a kind WVS lady found me half a camp bed to sleep in. We were also given a barley sugar sweet, someone said a prayer and the lights were turned off. Afterwards it was **very** dark.

In the early morning the evacuees were very excited and rather noisy - typically childlike. The head master of the school was very annoyed and shouted at the top of his voice for us to stop playing about as classes were going on for the children of Leicester and they were unable to concentrate on their work. Not a very sympathetic man!

In the afternoon we were allocated our foster homes. My sister and I, together with another girl about my age, were taken to Mrs Stevens' house at 18 Westcotes Drive. It seemed very large and almost forbidding after our modern semi-detached home. Mrs Stevens had had her cellar reinforced as an air-raid shelter which meant that any passer-by could take refuge during an air-raid. In fact we

often slept down in the cellar during the November air-raids. On one particular night when Coventry was bombed, Leicester was also bombed and a house only about 150 yards from where we were living was hit. When this happened there was a tremendous flash followed almost immediately by a loud bang and the whole house and the steel girders shook. The rubble from the house spilled out across the road but, strangely, parts of the house were still standing, pictures that were on the walls stayed there and items of furniture hung precariously on what was left of the floorboards. We were told afterwards that from Mrs Stevens' back garden they could see the fires of Coventry burning, lighting up the sky. What I remember most in the mornings after a raid was the acrid smoke rising, the fire hoses snaking across the streets and the roads closed because of unexploded bombs. But we still went to school in the morning, and carried on.

One very bright spot in the house we were staying was Annie the maid, who could have been only 17 or so at the time, although she seemed very grown up. She was great fun and taught us how to slide down the stairs on a tea tray and she used to read to me *Tarzan and the Apes* comics. On Fridays after school Annie used to take me to the ice cream shop where you could get ice cream of all sorts of flavours. As the war went on that sort of shop probably went to the wall because of the strict rationing that came in later.

Mrs Stevens' daughter taught domestic science in a girl's school and spent most of her time preparing work for school. In the bedroom that I sometime slept in there was a sort of epidiascope and I used to look at the pictures of Switzerland and other beauty spots in England. Mrs Stevens was quite well off and went abroad often, before the war. Mrs Stevens also had a rather snappy dog called 'Tino' which bit my finger once. I don't think the dog liked us children too much.

At first, the evacuees from Ipswich were integrated with the Leicester children in the school that I attended, but that did not seem to work very well so we were segregated and were taught separately. I don't think I learned very much because I could not hear too well as a result of childhood measles (I have now a severe/profound hearing loss). The school was very old fashioned because it used gas lamps for its lighting. It had a high wall all round it and the air-raid shelters were quite deep, built under the play ground. We sometimes spent hours in the shelters and nothing very much happened.

Later on in the war there were two forms of alert because people were spending hours in shelters. There was a special alert for "raiders imminent" when it was best to take shelter (we called it the cuckoo because of the noise it made) and the first alert was really a general warning. I still do not like to hear the sound of the air raid siren on the television. My mind goes back to that cellar and the tremendous noise. You had so very little time after the brilliant flash to cover your ears, it was very frightening for someone quite young. It felt as if the house would fall down around us.

I remember that on one afternoon an ARP warden came to check if our gas masks were fitted properly. Everyone in the class had to be checked out and also I seemed to remember an extra filter was fitted as well. We carried our gas masks at all times and some people had elaborate cases made. If I remember it correctly the school in Leicester was very much like the school at Bull Close in Norwich. I think they must have had a standard design with a hall in the centre with classrooms off the hall on each floor if there was more than one storey. I remember that my school in Portsmouth was just the same.

My sister went to the imposing Leicester Technical and Art College and had to fit in her classes, somehow, with the other students. She had to get there using the trams that ran down Narborough Road taking her satchel and her gas mask. In those days there was no "school run" by mothers. We had to get there on our own and there were no excuses if we were late.

There was a church (it is now a Mosque) almost opposite the house we were billeted in and there were lots of weddings on Saturdays so we would collect the confetti after the wedding and use it again the next week.

.... it was decided that children living near the East Coast should be evacuated.

Leicester had a big covered market (it still has) rather like Norwich and on Saturdays we would go on the tram down to the centre and spend our few coppers of pocket money. We once went to the big cinema in the City centre to see a film. It was called 'The Blue Bird', it was in colour and a strange fairy story with a cat and a dog changing into people. It was based on Maurice Maeterlink's book, and the main star was Shirley Temple. Why I remember that I don't, know!

As the bombing continued in earnest my parents realized that there was less danger to us in Suffolk than in Leicester and the threat of invasion had passed. They appeared quite suddenly and took us home which was just as well because on the very day that my parents arrived some of Mrs Stevens' relatives arrived to stay, because they had been bombed out.

By sheer coincidence my niece is a doctor, a consultant anaesthetist, who works in the Leicester Royal Infirmary and she invited me to stay at her home on the out skirts of Leicester and she took me round all the places that I remembered. The trams no longer run down Narborough Road and it seemed much narrower the way I remembered it and the shops on either looked smaller. The house on Westcotes Drive was still there and it is now a guest house but the steps to the air-raid shelter have disappeared. The school that I attended was demolished at some time during the war by a bomb and in its place a rather run down prefab type of building is there now but it is still a school. Narborough Road School was also still there as I remember it and is still used as a school or college. The park on the Fosse Way is as it was, with the swings and slides. So after 60 years or so, all my memories came flooding back to me. It was not a very long period of my life but it is surprising how vivid one's memories can be concerning what might be called, I suppose, a traumatic episode.

Friday nights in the 1940s

written by Keith and Julia Want

Friday night was always bath night when I was a boy. There I was, happily playing cricket in the street – the lamp posts made perfect wickets – when I heard my mum shouting, "Keith. Come in!"

Reluctantly I left my friends and went indoors. Mum had brought the galvanized bathtub into our tiny kitchen and laboriously filled it with pans of warm water from the gas boiler. It took up much of the floor space, but when the kitchen fire was lit in the winter it was quite cosy.

I never understood why my turn was always after both my sisters, but that's the way it was. Mum always used Pear's soap. "It's the best", she would say proudly. Then jugs of cool, scummy water were poured over me. After briskly rubbing me with the damp towel, she applied talc to my hard-to-dry bits. I quickly put my pants and shirt back on, ready for bed. My socks too, when it was cold.

Brylcreem was then smeared over my short back and sides. My sisters complained bitterly when mum untangled their long hair which, for special occasions, was twisted in rags to create curls. When head lice were rife at school our hair was washed in Derbac soap and thoroughly combed with a fine-toothed comb to remove any



nits. Next came our weekly dose of Syrup of Figs, whether it was needed or not!

To empty the tub we ladled out most of the water, before dragging it into the backyard and turning it over. With the stiff broom mum deftly directed the water towards the drain and the bathtub was hung back on the wall.

The best part of Fridays was being allowed to stay up later than usual. I read comics or listened to the wireless, and enjoyed my bowl of hot Oxo with bread in it. Sometimes I drew a picture of Chad over the garden wall for my dad, with a reminder to leave out my shilling Odeon money. Dad was a printer, working nights to earn extra money for us.



My little bedroom was cold and damp in the winter, so I was sometimes allowed to share my sisters' double bed. We fought over the stone hot-water bottle and that's how I lost half my front tooth! Having a potty under the bed was convenient as our toilet was outside. I wanted to read, but with just a dim, orange light it proved too difficult and I was soon asleep.

So Friday nights were more endured, than enjoyed – but that's the way it was!

Beetle Drive



On Friday 4th March the good people of Ormesby St Michael allowed their arms to be twisted by our very own John Hirst (pictured) and organised a Beetle Drive, with the promise that the proceeds would go to the NDA.

I was invited and arrived only a few minutes late, after wasting a good half an hour trying, unsuccessfully, to find a Beetle Drive in the neighbouring village of Ormesby St Margaret.

When play started it would be fair to say that I was a bit rusty. I can remember my mother taking me to a similar event organised by her Women's Institute – I must only have been about 10 years old – and in the intervening 50 plus years I had lost the knack, if I ever had it.

However my various partners were very patient and understanding. I was made to feel very welcome and had a lovely (and lively) evening. The Village Hall is a great facility and the locals are very proud of it – and justly so.

A buffet was provided for sustenance at half-time and the evening finished with a raffle. No prizes for the Chairman there either.

As a result of the organisers' hard work and everyone's generosity the NDA benefitted by a very welcome £180.75 for which we are extremely grateful. The money raised will help us to provide our service to more people for a while longer.

I can't wait for the next one!

Tony Innes

Dates for your diary

NDA's Annual General & Public Meetings

These will take place on **Thursday, 29th September 2011** at St James Mill, Whitefriars, Norwich, NR3 1SH starting at 7pm. The key note speaker this year is Mr David Prior, the Chairman of the Norfolk and Norwich University Hospitals Foundation Trust.

Volunteer training programme

1. Practical 'refresher' training on hearing aids maintenance delivered by the colleagues from NNUH Audiology Department is scheduled to take place on Wednesday, 20th or 27th July, 9.30am - 12 noon at Silver Road.
2. Training on Lone working and Personal Health Plans is provisionally booked for Thursday 8th September.
3. NHSS initial volunteer training is planned for Wednesday, 5th, 12th and 19th October 2011. If you know of any one who would like to volunteer for NDA please let Pam know.

More detailed information on all the above training will follow in the due course.

HEARING SUPPORT SERVICE DROP-IN CLINICS 2011

| Venue | Times | Venue Contact |
|--|---|--------------------------------|
| Coltishall Coltishall Surgery St John's Close Coltishall NR12 | 10am – 12noon Friday 4th March, 6th May, 1st July, 2nd September, 4th November | Nikki Crawford 01603 737593 |
| Fakenham Fakenham Community Services Fakenham Medical Practice, Greenway Lane, Fakenham NR21 8ET | 9am – 5pm Every Monday – Friday | June Walden 01328 862751 |
| Gorleston Norfolk Coastal Centre for Independent Life Woodfarm Lane Gorleston NR31 7AQ | 11.30 – 3pm Last Wednesday every month | 01493 604427 |
| Holt Holt Medical Practice, Kelling Hospital, High Kelling, Holt NR25 6QA | 10am – 12noon Friday 4th March, 15th April, 27th May, 8th July, 19th August, 30th September, 18th November. | Denise Kirk 01263 712461 |
| Ludham School Close Ludham NR29 5QW | 10am – 12noon Friday 1st April, 3rd June, 5th August, 4th November | Paula Brown 01692 678208 |
| Norwich NDA Ground Floor 217 Silver Rd Norwich NR3 4TL | 10am – 12noon Every Tuesday | 01603 404440 |
| Sheringham Age Concern 35B Cremer St. Sheringham NR26 8DZ | 10am – 12noon 1st Monday every month | 01263 821188 |
| Wells Wells Community Hospital Mill Rd Wells-next-the-Sea NR23 1RF | Please see Mobile clinic Timetable | |

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 | Jul | Aug | Sep | Oct | Nov | Dec | AM | PM |
|----------------------|-------------------------------------|-----|--------|--------|-------|--------|-----------------|-------|--------------------------------|
| Acle | Recreation Car Park, Bridewell Lane | Tue | 26 | 23 | 27 | 25 | 22 | - | 10:00 – 12:00 |
| Attleborough | Connaught Hall Car Park | Thu | 7 | 4 | 1 | 6 | 3 | 1 | 10:00 – 12:00 |
| Aylsham | Bure Valley Railway Car Park | Tue | 19 | 16 | 20 | 18 | 15 | 20 | 10:00 – 12:00 |
| Brundall | The Street Car Park | Tue | 26 | 23 | 27 | 25 | 22 | - | 13:00 – 15:00 |
| Bunwell | Village Hall Car Park | Thu | 7 | | 1 | | 3 | | 13:00 – 15:00 |
| Dereham | Cowper Road Car Park | Fri | 22 | 26 | 23 | 28 | 25 | - | 10:00 – 12:00 |
| Diss | Mere's Mouth, Mere Street | Fri | 15 | 19 | 16 | 21 | 18 | 16 | 10:00 – 12:00 |
| East Harling | Market Place Car Park | Wed | 13 | | 14 | | 9 | | 13:00 – 15:00 |
| Fakenham | Bridge Street Car Park | Thu | 28 | | 22 | | 24 | | 10:00 – 12:00 |
| Harleston | Budgens Car Park Bullock Fair Close | Fri | 15 | 19 | 16 | 21 | 18 | 16 | 13:00 – 15:00 |
| Hickling | Methodist Church Car Park | Thu | 21 | 18 | 15 | 20 | 17 | 15 | 10:00 – 11:30 |
| Hingham | Market Place | Wed | 13 | | 14 | | 9 | | 10:00 – 12:00 |
| Loddon | Church Plain Car Park | Tue | 12 | 2 | 13 | 11 | 8 | 13 | 13:00 – 15:00 |
| Long Stratton | Co-op Car Park, The Street | Wed | 6 | | | 5 | | | 10:00 – 12:00 |
| Mattishall | Old School Green Car Park | Wed | 27 | 24 | 28 | 26 | 23 | - | 13:00 – 15:00 |
| North Walsham | Sainsbury's Car Park | Mon | 18 | 15 | 19 | 17 | 21 | 5 | 10:00 – 12:00 |
| Reepham | Market Place | Wed | 20 | 17 | 21 | 19 | 16 | 21 | 10:00 – 12:00 |
| Spixworth | Village Hall Car Park | Tue | 12 | | 13 | | 8 | | 10:00 – 12:00 |
| Sheringham | Station Car Park | Thu | | 11 | | 13 | | 8 | 10:00 – 12:00 |
| Stalham | Staithe Surgery Car Park | Thu | 21 | 18 | 15 | 20 | 17 | 15 | 13:00 – 15:00 |
| Swaffham | Market Car Park | Wed | | 10 | | 12 | | 7 | 10:00 – 12:00 |
| Taverham | Village Hall Car Park | Tue | | 2 | | 11 | | 13 | 10:00 – 12:00 |
| Watton | Somerfield's Car Park High Street | Thu | | 4 | | 6 | | 1 | 13:00 – 15:00 |
| Wells | Wells Hospital Car Park | Wed | 20 | 17 | 21 | 19 | | 21 | 13:00 – 15:00 |
| | | Thu | 28(pm) | 25(am) | 8(am) | 27(am) | 10(am) & 24(pm) | 8(pm) | 10:00 – 13:00 13:00 – 15:00 |
| Wymondham | Waitrose Car Park | Wed | 27 | 24 | 28 | 26 | 23 | - | 10:00 – 12:00 |