



Tony Innes

## Message from the Chairman

Happy New Year everybody and welcome to the first Newsletter of 2016.

Last year was a good year for the NDA. There was very little in the way of headline stuff but a year of consolidation and getting on with the work, organising and running all of our services. These include Hearing Support Services, clinics and home visits, the BSL practice group, the Hearing Aid Users support group, the Assistive Listening Devices clinic, Befriending, Tinnitus support group, Deaf Awareness Training and the Hard-of-Hearing Club as well as training our volunteers and raising funds.

The latter was particularly successful, thanks to the sterling efforts of our obviously very persuasive Chief Executive, Aliona, and her hard-working staff. Those of you who attended our Annual Public Meeting at the end of September will have heard our Treasurer, Chris Doggett, say that our funds are in modest surplus. This means that more money came in than went out and that's the way we would want it to be, obviously.

However this is the first year for goodness-knows-how-long that we have not been in the red. This is all due to very careful "housekeeping" i.e. financial management and efficient use of our resources, human and otherwise. There is also a realisation that those Charitable organisations who have been kind and generous enough to support us with donations do so because they know that we work efficiently and use the funds they provide effectively.

We remain extremely grateful to the Big Lottery Fund for their very generous support, to Mills and Reeve who nominated NDA as their "Charity of the Year" in 2015 and to the income generated by the Friends of the NDA.

At our September meeting Chris also reminded us that we have got to this more comfortable financial position without the help of any recent legacies. It wasn't meant as a joke but it drew some laughter from the audience when he said "everybody stayed alive". We are very grateful that they did, of course but, on a more serious note we need to recognise that many people, including our

service users or their families, when they are preparing their Wills, think about legacies but may overlook the NDA. If you would like to find out more about how your legacy, no matter how large or small, might be put to good use, please look at our website ([norfolkdeaf.org.uk](http://norfolkdeaf.org.uk)) or contact Aliona in the office. You will find all the contact details at the end of the Newsletter.

I mentioned that we train volunteers. We could never deliver our services without our team of excellent Volunteers and we put a lot of time and effort into training, supervising and support our Volunteers the best way we can. We certainly see many of our Volunteers staying for many years and one of my very pleasant duties is to present long-service certificates whenever I get the chance.

If you would like to know more about what it takes to be a Volunteer or if you are tempted to give it a try please contact us. You don't have to be a hearing aid user to qualify 'though if you have had experience of deafness that brings with it a certain insight and empathy which is always useful.

The same can be said of our Trustees, and I am delighted that we have been able to welcome Robert Chalmers to the Board. Robert will tell you more about himself elsewhere in the Newsletter but I know I speak for all Trustees when I say that we are looking forward to working with Robert in the years to come.

On a sad note we were all disappointed when our most senior Trustee, Peter Gosse, announced his retirement. Peter has not enjoyed the best of health in recent times. He has earned the opportunity to put his feet up and we all wish him well. Peter's tireless work with and for the Deaf community goes back many years and, rather than attempt to summarise it here, I would encourage you to read the rest of the Newsletter. I think you will find it interesting.

Best wishes for 2016.

Tony Innes

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# A review from the Chief Executive

Aliona Derrett

The Greek philosopher Heraclitus once said "There is nothing permanent except change". In the last edition of our newsletter, I encouraged you to 'be patient' and wait until you read this edition to find out about the personal change that I was going through at the time. I am sure by now you will have spotted it... same me but a new surname. I am still getting used to it! I was very privileged to have the company of our team on my 'big day', with many family members, friends and other colleagues attending and making our celebration very special.



Tony is right, we used last year to consolidate our work and ensure that we have more certainty and stability as far as the finances go. But as Benjamin Franklin said back in 1789 "In this world nothing can be said to be certain, except death and taxes", and whilst we have enjoyed a period of financial stability the position has already started to look somewhat different for the coming financial year. I have been managing various charities for the last 17 years and whilst some had more reliable financial arrangements for those times (i.e. longstanding

grants from central government or local authorities – oh, those days are so long gone!!!) using the word 'certain' was not something I could consider often. In this sector there is a range of uncertain things – from where the funding may come from to how the needs of those we support may change, and anything in between.

Our Big Lottery Fund (BLF) grant is due to come to an end in November '16 leaving us with a considerable potential financial shortfall. We have started communication with the BLF regarding potential continuation funding, however any further application we submit to the fund will be treated as a new application and will require demonstration of objective evidence that the work we currently do is addressing a still existing need, is of high quality, and it is making a material impact on improving the quality of life of people we support.

We will be collecting this evidence in the next three months (in addition to the feedback questionnaires you have been able to complete in the last 2/3 years) as well as establishing what may be the current gaps in the provision of support for people with hearing loss in Norfolk so we can design our next application with a view to offering an enhanced Hearing Support Service that will provide a



more holistic offer of support to people of all ages. I would like to encourage you to respond to our forthcoming request for evidence and information as part of the evaluation and mapping work we need to undertake as part of this application.

We are getting very good at encouraging feedback from our service users and organisations we undertake joint up working with, which we are very proud of and grateful for, however we are very conscious of becoming complacent. I touched on the topic of change earlier on as despite the visible position of the financial consolidation period last year we nonetheless kept a very close eye on our operations, the quality of our services and the external factors that may impact on our work.

We have regularly reflected on, and reviewed how, we do things and made improvements where we felt that we could do better, thus we have gone through a pretty understated process of ongoing change. Why wait for a 'big bang' of necessary transformation when we can stay ahead of the game, respond to the needs of those our charity exists for in the first place, and adopt ongoing change as a way of living?

On the topic of legacies, an issue that many find difficult to talk about, but many charities rely on. During last year I have been contacted on a few occasions by our service users asking me to confirm the administrative details for our charity as they were writing or changing their Wills and wanted to make sure that when the time comes the money they bequeathed to NDA actually reach the right charity. I find these conversations very emotional and enormously humbling. On the one hand it is very difficult to talk to someone about their eventual demise but on the other, we know that NDA's 'survival' a few years ago (and perhaps in the future) was very much due to the kindness of thoughts and consideration from a number of our service users who left legacies to NDA in their wills, which we received at a most crucial time.

Leaving a legacy to NDA is a wonderful way to make your support for NDA live on. A gift of any size will make a difference to many people with hearing loss in Norfolk. Because they also reduce your inheritance tax liability, these legacies are also one of

the most tax efficient ways to support charity if you wish to do so.

### There are various ways to remember us:

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

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

Since the last newsletter we have seen a small change in our staffing. Christina Brailsford, who in the last few months had the responsibility for the HUSH! Club, has passed the baton to Tracey Marsh. Tracey joined us in November and has settled in very quickly into her role as Events Organiser and the HUSH! Club Co-ordinator. Please read on to find out more about Tracey and the work she has already got underway.

Pam, our Services Co-ordinator, has taken under her wing the responsibility for the Tinnitus Support Group and together with Zoe, our Administrative Assistant, has delivered a number of informative and thought provoking group meetings, and developed an interesting programme for 2016 which you will find within this newsletter.

Overall, many interesting things have happened at NDA since the last newsletter and if you keep reading then you will find a brief summary of some. Please let us know if you would like to get involved in what we do in a more proactive way, or have suggestions on how we can improve what we do, or any other ideas or suggestions we should consider for going forward.

With many thanks for all your support and interest in NDA. I hope you enjoy reading the rest of the magazine.

**Aliona**

# Hearing Support Service

**Pam Spicer,  
Services Co-ordinator**

Since the last Newsletter we have recruited and trained six additional volunteers for the Hearing Support Service. The new volunteers have been putting in lots of hours and are now working in our community clinics, mobile clinic and have just started to undertake their first home visits. A big thank you. You are already making a big difference to the Hearing Support Service.



The mobile clinic has just celebrated its second birthday and continues to support our regular service users plus many new faces. The mobile clinic also serves as a friendly meeting place where people can catch up with each other and pass the time of day with the volunteers and with David who is always happy to share his personal experience of adjusting and adapting to wearing hearing aids. The old saying a problem shared is a problem halved is very appropriate as there is nothing like speaking to somebody who has personal experience.

If you would like to train to become a Hearing Support Service volunteer we would love to hear from you. The more volunteers we have the more people we can help. Please feel free to contact Pam Spicer for a chat without obligation.

If you would like to arrange a home visit or become a volunteer for the HSS please contact the NDA by phone: 01603 404440 Fax 01603 404433 or email [hearingsupport@norfolkdeaf.org.uk](mailto:hearingsupport@norfolkdeaf.org.uk). You can also download an application form from our website [www.norfolkdeaf.org.uk](http://www.norfolkdeaf.org.uk)

# BSL Practice Group

Pam Spicer,  
Service Co-ordinator



## BSL Practice Group Bring Christmas cheer.

The NDA BSL Practice Group visited Claxton House Residential Home to sing and sign some winter songs to the residents. It was the group's first public outing and everyone was both excited by the visit and more than a little bit nervous. The nerves soon disappeared when we were greeted with a very warm welcome by the residents and staff of Claxton House. Trish's usual enthusiasm and sense of fun soon got things underway.

The residents and staff learnt some basic signs which enabled them to take part with real enthusiasm. They requested some of their old favourite songs and with a little improvisation our group duly obliged.

We presented the residents with a small token gift which was well received and in turn we enjoyed a lovely cup of coffee and spent an enjoyable morning together with lots of chatter and laughter.

As you can see by the photos we really got into the Christmas mood with our Christmas hats and Stephen's fantastic Christmas jumper.

Thank you everyone for making our visit to Claxton House so special.



### Some of the things that some of the members of the group had to say about their own experience of attending the BSL practice group.

"A wonderful opportunity to meet other people in a relaxed situation and practice signing"

"For my husband and myself it has given us an opportunity to support one another, but also for my husband to be accepted in a group of both hearing and non-hearing people"

"Accessible to all, welcoming and inclusive"

"A community for all that are interested to share, supportive signing friends. Really builds my confidence"

# Assistive Listening Devices Clinics

David Spicer

## When assistive devices are useful

It is very often a struggle for hearing aid wearers to hear in group situations, such as family gatherings and workplace meetings or hear the TV or the telephone. Before considering the purchase of additional equipment it may be a good idea to ensure that you are getting the best from your hearing aids and make sure you replace the tubing regularly (or have it done for you at one of our clinics!).

It will sometimes take several months to become fully used to new hearing aids or maybe less if you are already an experienced hearing aid user. The world will sound different for a while and many new users complain that their aids are too loud or that they find using aids quite fatiguing. These effects will pass and the key to getting the best out of your aids is practice, practice, practice. Practice listening to the TV at the lowest volume you can tolerate and still hear, practice listening to one person in quiet situations and then gradually practice when there is more background noise. Do not expect to be able to take part in a conversation involving several people all talking at once which is not so much easier for those without hearing loss. If you watch the others you will notice how many non-hearing aid wearers struggle in this situation as well, so you are not alone.

What has this all to do with assistive equipment? It is that your hearing aids are the most important items of equipment of all. Today's NHS digital hearing aids benefit from fantastic levels of integration and incorporate multiple microprocessors, multi-channel digital signal processors (DSP) and built-in programming algorithms which monitor and correct the sound into your ears thousands of times every second. Whether you have been fitted with Phonak, Siemens, Oticon or ReSound hearing aids you can be assured that they use the latest signal processing technology. They are programmed by the audiologist to match your unique hearing loss but the level of sophistication in these devices means your aids have to be

used consistently for several weeks before they become fully calibrated. This means that to enjoy the maximum benefit, you must wear your aids as much as possible and that, if you have been fitted with a pair, you wear both.

When you are fully confident with your hearing aids, you will begin to recognise those situations where hearing is more difficult and this is when it is worth thinking about a T compatible phone (which include iPhone 5 and 6), TV listeners, or personal listener for meetings, confident that these things will help. As a lifelong hearing aid wearer myself and after a lifelong career in digital technology, my rule of thumb is this: if you can hear reasonably well in one-to-one conversation, assistive devices are very likely to help. That being said, even if you do struggle in one-to-one situations then a visit to the NDA could still be the answer as it ensure you are getting the best from your aids.

The NDA have a number of phones and listeners for you to try before buying, both in our weekly clinic at our Thorpe Road headquarters and on our mobile clinic when we visit the ACT centre, Aylsham and Independent Living Centre, Gorleston (see the mobile clinic timetable is on the back cover).

In our next issue, I will talk about some of the exciting streaming technology available for the new hearing aids being supplied by the NNUH and have begun discussions with Phonak and NNUH to investigate how best to support potential users of these devices.

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## Cringleford care home launches monthly hearing clinic

by Sally Anderson

A new hearing clinic has been launched at Cavell Court care home in Cringleford in partnership with the Norfolk Deaf Association (NDA) and members of the local community are invited to drop into the care home on Dragonfly Lane and make the most of the help on offer.

The hearing clinic, which was officially launched in December, will be held on the first Monday of each month

from 10am - 12pm. At the first clinic of each quarter, a specialist in assistive technology will also be on hand to discuss the latest gadgets to help those living with hearing loss.

The NDA will be providing hearing aid maintenance, advice on assistive listening devices and communication methods, and support on hearing loss and other related conditions.

Speaking about the hearing clinic, home manager at Cavell Court, Anita O'Neill said: "With more than 11 million people in the UK currently suffering from hearing loss and with this number expected to rise to 15.6 million\* by 2035, there is a real need to provide easy access to professional advice and information about hearing loss.

"We believe it is important to establish a much needed place in Cringleford where people who are living with hearing loss or impairment can meet and feel supported. We are looking forward to establishing this clinic as a friendly and welcoming forum where the local community can drop in on a regular basis, or just attend as and when they feel the need to."

Visitors to the clinic are also welcome to visit the home's coffee shop either while waiting to be seen or simply to relax, while catching up with friends over a leisurely cuppa and a slice of cake.

Cavell Court also hosts a weekly club for those in the community who are experiencing memory loss or living with dementia, the Cogs Club. This group has been designed for likeminded people to have a place to enjoy fun and stimulating activities, from word and memory games to reminiscence and chats about current affairs. The Cogs Club offers activities especially designed to keep the memory and mind active.

Cavell Court has been designed to enable residents to live fulfilled and active lives, with care and activities tailored to each individual. There is a cinema, hairdressing salon and for those who want to relax outdoors, there are safe and secure landscaped gardens with attractive patio areas and a courtyard.

For more information on Cavell Court, please call customer relations manager, Samantha Woods on 0333 321 1980 or email [samantha.woods@careuk.com](mailto:samantha.woods@careuk.com) [www.careuk.com/cavellcourt](http://www.careuk.com/cavellcourt).

# Befriending Service

Pam Spicer,  
Service Co-ordinator

## Befriending Service Beats Loneliness

The NDA celebrated Befriending Week in November. Befriending Week is an annual event organised by Befriending Networks, which is an organisation supporting befriending projects across the UK.

Befriending Week provides an opportunity to raise awareness of the benefits of befriending projects across the UK and highlights the work that befriending schemes carry out in tackling loneliness and isolation.

This year the theme of Befriending Week was 'Befrienders Beat Loneliness' The NDA supports people of all ages



and all levels of hearing loss and is very much person centred. Our volunteers help our service users to achieve their personal goals and create closer links with their community. Befriending offers social and mental stimulation and helps to rebuild people's feelings of self-worth and self-esteem and can help to improve the emotional wellbeing of service users. The NDA has just undertaken its first befriending group support project, a very exciting development for the service, and we are very lucky to have two volunteers who have the rights skills and experience to support the particular group. I hope to share the progress and story of the group with you in our next newsletter.

If you have a few hours to spare and want to make a real difference to the lives of people with hearing loss



please feel free to contact me for an informal chat about volunteering and training opportunities within the Befriending Service.

**What a service user had to say:**

*"I look forward to my volunteer's visit each week. She also visits me when I am in respite care when my son is on holiday"*

**What a volunteer says about her volunteering work:**

*"I enjoy supporting people, it feels so worthwhile to help the person. I feels like a real achievement when you see the changes that take place."*

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

## Tinnitus Support Group

### Visit to Tinnitus Support Group, Norfolk

by Josephine Swinhoe,  
Managing Director of the Tinnitus Clinic

People often ask me why I got involved in a business for tinnitus. 'What is tinnitus anyway?' they ask, 'Sounds horrible!' they say.

I can explain what tinnitus is, and agree completely with the second statement. It is horrible, and that's why I am involved in The Tinnitus Clinic.

I first noticed my tinnitus when I had my daughter, some 27 years ago. At first it was only a whistle, which I could put to one side, but over the years it has changed – both for better and worse. For the most part it is mild and I can put the symptoms to one side.

Not everyone is as fortunate however, and because I have that experience, when I was given the opportunity to start up a business to provide tinnitus treatments, I was very interested.

That was nearly 5 years ago, and The Tinnitus clinic now has 6 clinics which we run plus one franchise partner.

When I was invited to visit the Norfolk Tinnitus Support Group, it was an ideal opportunity to do two of my favourite things; Bird watching in Norfolk, and learning from others about their experience of tinnitus.

It's incredibly important that those involved in any sort of health care take time to hear from people in many different parts of the country about what it is needed from treatment providers.

As a private company we have to make the books balance. However, as an independent private provider we can look at every treatment and device which comes available to see whether they are good enough to be introduced through our clinics.

At the group we discussed these treatments briefly but more time was spent in discussing the state of the nation with regards to tinnitus and tinnitus research, and how challenging treating the condition was for an NHS with so many calls on its diminishing budget.

I am very grateful to the Norfolk Tinnitus Support Group members for talking to me about their symptoms, and the reasons why they believe they now have tinnitus. Several members had taken part in trials for new treatments as well and most were resigned to living with their tinnitus in the future.

The overwhelming attitude of the group was very positive, and in the 5 years I have been involved in tinnitus treatments, it is this single factor which appears to make the most difference to how well a treatment works, and the quality of life of the patient.

There is no 'magic bullet' coming soon to cure tinnitus. There are however, good treatments which applied by an expert clinician can really make a difference.

However, being positive and having interests that are absorbing and take your mind away from the tinnitus can really help in the day to day challenge of living with tinnitus.



## Fundraising

Clayton Anderson,  
Fundraising Assistant

### Trusts and Foundations

Since the start of April 2015 until January 2016 we have applied to 41 different Trusts and Grant Making organisations to supplement the income we have already achieved from the Big Lottery Fund, the Henry Smith Charity and many others, along with, of course, individual donations. We are delighted to report some success with a total of £19,000 having been secured.

Our Hearing Support Service attracted the most support. Special thanks goes once again to the Robert McAlpine Foundation who have once again supported Norfolk Deaf Association with a donation of £10,000. The Bedford Memorial Trust (£2,000) and the Albert Hunt Trust (£1000) also showed their support for the largest of our services.

Although not as large scale, but equally valuable to those that use it is our Befriending Service. We give thanks to the Paul Bassham, Charitable Trust (£2,000) and the Second Sidbury Trust (£1,000) for their ongoing support and we were also fortunate to secure a grant of £2,000 from the Lovewell Blake Fund, administered by Norfolk Community Foundation.

We were delighted to receive special recognition from The Lloyds Bank Awards for the support we offer to volunteers. Norfolk Deaf Association received £500, but the recognition of the work our volunteers do is priceless. The Spurrell Charitable Trust also contributed £500 towards our core expenses. **Thank you to everyone for your support! We wouldn't be able to provide the service we do if it wasn't for your generosity!**

## HUSH! Club

(Hard of Hearing Club)

Tracey Marsh, Co-ordinator

Hello! My name is Tracey Marsh and I have recently joined NDA as HUSH! Club Co-Ordinator. I would like to start by saying a massive THANK YOU and fond farewell to Christina, who has done an excellent job of running the HUSH! Club for the past three years and I know will be much missed

by the group. During November and December, Christina handed over the role of HUSH Club Co-ordinator to me, so hopefully the transition will be a smooth one for the group. At our November meeting we had a talk by The Hawk & Owl Trust on the Peregrine Falcons at Norwich Cathedral. I think everyone present would agree this was a very interesting talk and we learnt a lot, not only about the habits of the Peregrine Falcons, but also the procedures for erecting a platform on the side of an 870 year old cathedral - no mean feat!

Our Christmas meal in Debut Restaurant at Norwich City College was great fun and the food was excellent and enjoyed by all!

The full programme for 2016 is now in place and we start the year off with a talk from Barbara Miller on 'The Real Edith Cavell'. Over the coming months we will have the opportunity to learn about Moorcroft Pottery, Yoga, the work of Pets as Therapy, Mindfulness, as well as an outing to Norwich Castle to look at the works of the Norwich School of Artists.

If you like the sound of what we get up to at Hush! Club, why not come along to one of our sessions? We are a very friendly group and would love to see you. We meet on the last Tuesday of each month between 2pm and 4pm. See the 'Dates for your Diary' section for details of what's on offer over the coming months.

Alternatively, you can email me at: [hush@norfolkdeaf.org.uk](mailto:hush@norfolkdeaf.org.uk) or ring me on 01603 40440. I look forward to seeing you soon.

## Friends of NDA and Fundraising Events

Tracey Marsh, Events Organiser

Just before I started with NDA, the Friends met on 21st October 2015. This was a captioned performance of Jesus Christ Superstar at Norwich Theatre Royal which was thoroughly enjoyed by all those who attended.

In April, we will be hosting a Friends lecture at our Thorpe Road offices. Alex Madsen, one of our Audiologists also volunteers for Hearing Dogs for Deaf People. Alex will be talking about the work of Hearing Dogs for Deaf People and we will have the opportunity to meet one of the working dogs. The lecture will take place on Thursday 14th April 2016. 7pm for 7.30pm start. Further details will be sent to Friends nearer the time. We currently have 193 members of our Friends scheme.

If you are not a Friend of NDA and would like to join, an annual subscription for an individual is just £15 and an annual joint subscription is £28. As a member you receive regular newsletters and priority invites to our Friends of NDA social events and lectures whilst at the same time supporting Norfolk Deaf Association in continuing to deliver its services. Contact our office on 01603 404440 to join. In June, I am delighted to announce that our main event for 2016 will be The Bishop's Garden Open Day. This will be held on Sunday 26th June 2016 from 1-5pm, so do pop he date in your diary! You can read more about this event on page ??? in the newsletter and we very much hope that many of you will be able to join us for this wonderful opportunity to explore the beautiful gardens. We will have refreshments and entertainments available throughout the afternoon.

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

## Our new Trustee - Robert Chalmers

I am a partner of AshtonKCJ solicitors and have worked with this and its predecessor firms in Norfolk since 1983. My area of specialisation is in tax and estate planning for both individuals and business owners as well as related areas of Wills, Powers of Attorney, Trusts, Probate and indeed most aspects of personal planning. Helping people to plan for the future for both themselves and their families is one of the most rewarding aspects of my work.

My area of work has also necessarily involved representing and seeking to protect the interests of individuals who are one way or another disadvantaged or vulnerable. This experience and work has helped me to appreciate the need to try and put oneself in another's position and thereby understand what their challenges and concerns are. That is apart from the more immediate understanding I have of what it is like to have hearing difficulties having been totally deaf in my left ear since the age of 5.

As well as being a solicitor I am also a Chartered Tax Adviser and a member of STEP (the Society of Trust and Estate Practitioners). I was originally born in Manchester and my father was a clergyman and my mother a doctor based both in Lancashire and Essex.

Both my wife and I went to Durham University, where we met, she to study Psychology and me Modern History, which is still a passion of mine. My wife has been trained both as a nurse and a teacher and is currently working with adult education in Norfolk prisons. We have been married for over 38 years and have 5 children, two of whom are married, ranging in age from 21 – 33/34 and two young grandchildren.

Apart from my family, my main interests are in going to the theatre and cinema, reading mostly history and biography, classical music, photography, visiting places of historical interest and travel. I am also a fellow of the Royal Geographical Society and although most of our family holidays have been to France I have been able to go to more extreme places such as climbing Kilimanjaro, walking the Inca Trail to Machu Picchu, travelling through southern Ethiopia, visiting Syria (though before the recent troubles) and travelling right across the Congo, all of which has also given me the opportunity to give illustrated presentations on my

experiences.

I have also used my travels to raise funds for various charities and so have come to appreciate the constant challenge and difficulties charities face in securing funds for their work.

## Our farewell to Peter Gosse, Trustee

**By Cym Cant, Trustee (based on an article written by Peter in ???)**

Peter Gosse became Manager of the Norfolk Deaf Association (NDA) in 1998. He gave his life and support to the deaf community over many years and eventually retired from his role as a Trustee in 2015 due to ill health. But, where did it all begin?

Peter Gosse became deaf at the age of nine. He attended the former East Anglian School for Blind and deaf Children near Great Yarmouth in November 1939 where he was introduced to signing, 'though it was forbidden in classrooms. He enjoyed the comradeship of the other deaf students. On leaving school in the summer of 1945 he found employment in the footwear industry where he remained for 45 years until he left to join NDA. By the time he was 21 Peter was secretary to the Deaf Club, holding that position for around 30 years.

During 1957 Peter helped found the East Anglian Deaf Sports Association. He became their first secretary, a position he held for 10 years only standing down when he was appointed treasurer to the British Deaf Sports Council. He held this position for 24 years. In this time

Peter organised the National Deaf Tennis Championships and oversaw international matches for several years. He was also privileged to be involved in four Deaf World Games or Deaflympics – Belgrade 1969, Malmo 1973, Cologne 1981 and Christchurch, New Zealand in 1989.

During 1982, the Norwich Branch of the British Deaf Association, in which he was involved, set up a free Sign Language class. Later, Jack Campbell, the then chairman of the Norfolk Deaf Association (NDA), obtained sponsorship for Peter to take the University of Durham British Sign Language Tutor Training Course and on completion and passing his course he taught four nights a week.

Peter taught sign language for a couple of years in which time he found

teaching sign language a far more fulfilling role than inspecting shoes, and planned to teach it on a freelance basis. In 1991 it was decided to employ a part time manager to relieve Peter of some of the pressure as he was also teaching in several classes a week around the county. At this time, Peter was offered the part time position of Deaf Community Adviser to oversee the Norwich Deaf Community Centre (NDCC) and the NDA's day to day activities. As he had already decided to retire from the British Deaf Sports Council he accepted the position and combined it with teaching British Sign Language (BSL).

Peter was very involved in the NDCC activities which consisted of a number of groups/clubs that enabled deaf people, especially BSL users with various interests, to manage their own activities – something they would be very unlikely to have the opportunity to do in a hearing environment due to communication difficulties. Most of the groups attracted members, 25 per cent of whom were happy to travel between 15 to 40 miles each way, to attend the meetings and take part in the various activities. The Sports and Social Club activities were organised by the deaf people themselves. Peter became their Honorary Secretary in 1950 and served as their secretary, treasurer or chairman for over 30 years.

Peter was instrumental in seeking and drawing together a new committee for West Norfolk. He ensured this committee was made up of people with a real interest in deafness and deaf issues so that eventually this group were successful in obtaining funding and were able to set up their own centre in King's Lynn with their own manager.

To provide more support for 'hard of hearing' people, Peter introduced the 'Campaign to Tackle Acquired Deafness' (CAMTAD) from Cambridge. This was the forerunner of the current Hearing Support Service. Further changes were made to NDA's Constitution around the time that Peter 'retired' as chairman, which allowed deaf groups to be represented on the management committee. Peter took on the role of Vice President at this time.

Since then there have been many changes, managers came and went and Peter has continued to give his guidance and support in his role as a Trustee. We wish him well in his retirement. Well done Peter and a very big thank you from all Trustees and Staff at NDA!



## Tinnitus Support Group meeting dates

Thursday 14th January	6:30 - 8:00pm	Sleep management for People with tinnitus	Claire Gatenby, Chief Hearing Therapist from the Audiology Department of the Norfolk & Norwich University Hospital, provides helpful advice and techniques on how to get a better night's sleep.
Thursday 11th February	6:30 - 8:00pm	Relaxation and stress management for people with tinnitus	Claire Gatenby, Chief Hearing Therapist from the Audiology Department of the Norfolk & Norwich University Hospital, provides helpful advice and techniques on relaxation and stress management.
Thursday 17th March	6.30 - 8.00pm	Hypnotherapy and deep relaxation	Guy Thorold (BSc DHyp PHCBHp MBSCH) talks about hypnotherapy and deep relaxation. Guy has personal experience of dealing with tinnitus and has worked with clients who have tinnitus.
Thursday 14th April	2:30 - 4:30pm	Self massage and relaxation	Bibby Holy presents an interactive talk exploring different techniques for relaxation and stress management. It will include demonstrations on using self-massage to unwind and manage difficult situations. A short session of hand massage is on offer after the talk to any members who would like to have one.
May Date and Time TBC			Dr Roland Schaette, British Tinnitus Association's Senior Research Associate at the UCL Ear Institute in London.
Thursday 16th June	6:30 - 8:00pm	The myths & truths of Tinnitus'	John Phillips, ENT consultant, Spire Norwich Hospital presents a talk on myths or something new that has occurred over the past 12 months
Thursday 7th July	2:30 - 4:00pm	Hot off the press: results from the latest Tinnitus research	Phil Gomersall and Eldré Beukes, Clinical Scientists in Audiology and teachers at Anglia Ruskin University, Tinnitus research is more vibrant than it has ever been. This talk will update on two new Tinnitus studies: Conquering Tinnitus ( <a href="http://www.conqueringtinnitus.co.uk">www.conqueringtinnitus.co.uk</a> ), an online intervention for tinnitus; and developments for those with cochlear implants and tinnitus.
Thursday August 11th	2.30 - 4.30 pm	BTA update	Dave Carr , British Tinnitus Association, provides up-to-date news on tinnitus research and how you can get involved.
Thursday 15th September	2:30 - 4:00pm	Sleep management for People with tinnitus	This talk is presented by Claire Gatenby, Chief Hearing Therapist from the Audiology Department of the Norfolk & Norwich University Hospital, and provides helpful advice and techniques on how to get a better night's sleep.
Thursday 20th October	2:30 - 4:00pm	Relaxation and stress management for people with tinnitus	Claire Gatenby, Chief Hearing Therapist from the Audiology Department of the Norfolk & Norwich University Hospital, provides helpful advice and techniques on relaxation and stress management.
Wednesday 16th Nov	6:30 - 8:00pm	Q & A session	Mike Horwood, hearing therapist at James Padgett University Hospital, presents a Q & A session
December		No meeting	No meeting

### Community Fundraising

We have been fortunate enough to hold two bucket collections in local supermarkets in recent months. In October, we collected at Asda in Hellesdon, Norwich and raised £179.85. In December we collected at Tesco, Harford Bridge, Norwich and we raised £206.58.

Many thanks to our wonderful volunteers that gave up their time to come and collect money and talk about the work of the NDA. We hope to have more collections in 2016, so if you would like to help, please contact Tracey Marsh via [events@norfolkdeaf.org.uk](mailto:events@norfolkdeaf.org.uk)

# Friends Events

## Dates for your diary

**Thursday, 14th April 2016**

Friends Lecture - Hearing Dogs for Deaf People by Alex Madsen  
7pm for 7.30pm at NDA Offices

### **Sunday 25th June 2016, 1-5pm** **Bishop's Open Gardens**

We are delighted to announce that this year the Friends of Norfolk Deaf Association will be invited to attend an Open Day at the Bishop's Gardens in Norwich. These beautiful gardens occupy four acres in the heart of the city. There are many differing parts of the garden just waiting to be explored - a wild flower labyrinth, a small woodland walk, shade borders with hostas, meconopsis and tree ferns, extensive shrubberies, a 400-year old pear tree, the boxed rose garden, the kitchen garden, substantial herbaceous borders and much more.

During the afternoon we will have entertainments and traditional lawn games. There will be an opportunity to relax with teas and coffees being served along with fresh strawberries, cakes and cream scones. There will also be a plant stall, children's treasure hunt and a raffle.

We hope that the event will provide a fabulous afternoon in the centre of Norwich for the whole family. Why not invite your friends and family to join us for this wonderful afternoon?!

**1pm - 5pm (last entry 4.30pm) £3.00 adults.**

Children and wheelchair users free entry. Guide dogs only.

Parking available at the Pay and Display carpark at The Adam and Eve PH.

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## Can you help?

**We will be looking for volunteers to help with the following:-**

- 1.** Plant donations - Are you green fingered? If so, we would love donations of any plants we could sell at the event to raise funds for NDA.
- 2.** Homemade cakes - Calling all bakers! We would love donations of homemade cakes to sell at the event. This is a great way to raise funds for NDA as I am sure that everyone who comes will enjoy a cup of tea and slice of cake in the beautiful surroundings of the Bishop's Garden.
- 3.** Volunteer Stewards - We will need many hands to help with the running of the event, from taking money at the entrance, directing visitors around the gardens to serving teas & coffees. Any help you are able to offer would be much appreciated.

Name

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Contact email:

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Contact Telephone Number:

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Area you are interested in helping (Stewarding/Cakes/Plants)

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Other information

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# HUSH! Club (Hard of Hearing Club) meeting dates

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

## Tuesday 26th January

'The Real Edith Cavell' talk  
by Barbara Miller

## Tuesday 23rd February

Moorcroft Pottery demonstration by  
Robert Lamacraft  
Norfolk Healthwatch Focus Group

## Tuesday 22nd March

Norwich School of Artists at Norwich  
Castle

## Tuesday 26th April

'Yoga for the less able' talk  
by Eileen Oliver

## Tuesday 24th May

'Pets as Therapy' talk and visit from a  
four-legged friend!

## Tuesday 28th June

'Mindfulness' talk by David Spicer

## Tuesday 26th July

Summer Outing to Pensthorpe Nature  
Reserve

## Tuesday 23rd August

City Sightseeing Bus Trip

## Tuesday 27th September

Storytelling with Norwich's 'Men in  
Black'

## Tuesday 25th October

Quirky Quiz

## Tuesday 22nd November

Christmas Crafts

## Tuesday 13th December

Christmas Meal

NORWICH  
THEATRE  
ROYAL

## Captioned Performances

**King Charles III:** Wednesday 16th March, 2:30pm

**Hobson's Choice:** Thursday 14th April, 2:30pm

**A Midsummer Night's Dream:** Thursday 28th April, 1:30pm

**Guys and Dolls:** Thursday 5th May, 7:30pm

**The Bodyguard:** Wednesday 1st June, 2:30pm

**Mary Poppins:** Wednesday 20th July, 7:30pm

**High School Prom Queen:** Friday 5th August, 7pm

**Jack & the Beanstalk:** Sunday 8th January 2017, 1pm & 5pm

## BSL Interpreted

**King Charles III:** Wednesday 16th March, 2:30pm

**Last Night a DJ Saved My Life:** Tuesday 2nd February, 7:30pm

**Priscilla Queen of the Desert:** Saturday 13th February, 2:30pm

**The Bodyguard:** Saturday 4th June, 2:30pm

**Mary Poppins:** Wednesday 27th July, 7:30pm

**Jack & the Beanstalk:** Saturday 7th January 2017, 2:30pm & 7:30pm

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

**Box Office: (01603) 63 00 00**

**Minicom: (01603) 598 630**

**[www.theatreroyalnorwich.co.uk](http://www.theatreroyalnorwich.co.uk)**

## Service User Request

Has anybody got a Geemark ScreenPhone  
that they no longer use?

One of our elderly service users has one that has broken, and needs a replacement, but they are no longer being produced.

Please call 01603 404440 if you help.

# Mobile Hearing Aid Clinic Timetable

## January-June 2016

Venue	Day	Jan	Feb	Mar	Apr	May	Jun	AM	PM	
<b>Acle</b>	Recreation Car Park, Bridewell Lane	Tue	19	16	22	19	17	21	10:00 – 12:00	
<b>Attleborough</b>	Connaught Hall Car Park	Thu	7	4	10	7	5	9	10:00 – 12:00	
<b>Aylsham</b>	Bure Valley House Day Room	Tue	12	9	15	12	10	14	10:00 – 12:00	
	ACT Centre, St Michael's Avenue	Wed	27		30		25		10:00 – 12:00	
<b>Brundall</b>	Memorial Hall Car Park, Links Avenue	Tue	19	16	22	19	17	21		13:00 – 15:00
<b>Bunwell</b>	Village Hall Car Park	Thu	7		10		5			13:00 – 15:00
<b>Dereham</b>	Morrison's Supermarket Car Park	Fri	22	26	18	22	20	24	10:00 – 12:00	
<b>Diss</b>	Mere's Mouth, Mere Street	Fri	15	19	11	15	13	17	10:00 – 12:00	
<b>East Harling</b>	Market Place Car Park	Wed	6		9		4			13:00 – 15:00
<b>Gorleston</b>	Independent Living Centre, Woodford Lane	Wed		24		27		29	10:00 – 12:00	
<b>Harleston</b>	Budgens Car Park, Bullock Fair Close	Fri	8	12	4	8	6	10	10:00 – 12:00	
<b>Hickling</b>	Methodist Church Car Park	Thu	21	18	24	21	19	23	10:30 – 12:00	
<b>Hingham</b>	Market Place	Wed	6		9		4		10:00 – 12:00	
<b>Holt</b>	North Norfolk Railway Car Park	Fri		5		1		3	10:00 – 12:00	
<b>Hoveton</b>	Village Hall Car Park	Tue	12		15		10			13:00 – 15:00
<b>Loddon</b>	Church Plain Car Park	Tue	5	2	8	5	3	7		13:00 – 15:00
<b>Long Stratton</b>	Co-op Car Park, The Street	Tue		2		5		7	10:00 – 12:00	
<b>Mattishall</b>	Old School Green Car Park	Wed	13	10	16	13	11	15		13:00 – 15:00
<b>North Walsham</b>	Sainsbury's Car Park	Tue	26	23	29	26	24	28	10:00 – 12:00	
<b>Poringland</b>	Budgens Car Park, The Street	Wed		17		20		22		13:00 – 15:00
<b>Reepham</b>	Market Place	Wed	13	10	16	13	11	15	10:00 – 12:00	
<b>Spixworth</b>	Village Hall Car Park	Tue	5		8		3		10:00 – 11:30	
<b>Sheringham</b>	Station Approach Car Park	Wed	27		30		25			13:00 – 15:00
<b>Stalham</b>	Staithe Surgery Car Park	Thu	21	18	24	21	19	23		13:00 – 15:00
<b>Swaffham</b>	Market Car Park	Wed		3		6		1	10:00 – 12:00	
<b>Taverham</b>	Village Hall Car Park	Tue		9		12		14		13:00 – 14:45
<b>Thetford</b>	Healthy Living Centre	Wed	20		23		18			13:00 – 15:00
<b>Watton</b>	Co-op Car Park, High Street	Thu		4		7		9		13:00 – 15:00
<b>Wymondham</b>	Waitrose Car Park	Wed	20	17	23	20	18	22	10:00 – 12:00	

# Community Clinic Timetable

## January-June 2016

Venue	Location	Contact	Day	Time	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Blakeney</b>	Thistledown Court, Blakeney, NR25 7PH	01603 404440	Wed	10:00 – 12:00		17		20		15		17		19		21
			Fri		29		18		27		29		30		25	
<b>Coltishall</b>	Coltishall Surgery, St John's Close, NR12 7HA	Nikki Crawford 01603404440	Fri	10:00 – 12:00	8		4		6		1		7		4	
<b>Fakenham</b>	Fakenham Medical Practice, Trinity Road, NR21 8SW	01603 404440	Wed	13:00 – 16:00	Weekly Every Wednesday											
	First Focus, Oak St, NR21 9DY		Tue	10:00 – 12:00	Weekly Every Tuesday											
<b>Gorleston</b>	Norfolk Coastal Centre for Independent Living, Woodfarm Lane, Gorleston NR31 9AQ	01493 604427	See the Mobile Clinic timetable													
<b>Ludham</b>	Ludham Doctors Surgery, Staithe Road, Ludham NR29 5AB	Laura Halls 01692 677031	Fri	12:00 – 14:00		5		1		3		5		7		2
<b>Norwich</b>	Cavell Court, 140 Dragonfly Lane, Cringleford, Norwich NR4 7SW		Mon	10:00 – 12:00	First Monday every month (Satnav code: NR4 7LH), Pink Line Bus no 11, every 10 minutes											
	NDA HQ, 120 Thorpe Rd, Norwich NR1 1RT	01603 404440	Tue	10:00 – 12:00	Open access Tuesday & Thursday <b>Appointment only Monday, Wednesday &amp; Friday</b>											
	Thu		10:00 – 13:00													
	Dussindale Surgery, Pound Lane, Thorpe St. Andrew, Norwich, NR7 0SR	01603 404440	Tue	14:00 – 16:00	Second Tuesday											
<b>Sheringham</b>	Age UK, 35B Cremer St., Sheringham NR26 8DZ	01263 821188	Tue	10:00 – 12:00	First Tuesday											
<b>Wells-Next-The-Sea</b>	Wells Community Hospital, NR23 1RF		Tue	13:00 – 15:00	First and Third Tuesday											