



Tony Innes

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Message from the Chairman

Tony Innes

Welcome to the latest NDA Newsletter. In my last Chairman's report I tried to explain how the NDA worked in terms of how our funds came in and how they went out - how we raised money and how we spent it. I finished by raising the rather delicate issue of legacies and how people were generous enough to think of us in their Will. By way of a reminder, if you would like to know more about legacies please look at our website www.norfolkdeaf.org.uk or phone the office on 01603 404440. One of our staff members would be delighted to meet you or talk to you.

I also mentioned that for some years our most generous financial supporter had been the National Lottery, or Big Lottery Fund (BLF) as it is now called, and that we were waiting to hear from them. Well, we did hear and, unfortunately, we were unsuccessful.

We had put in a very good and well-considered application but our expectations were realistic. The number of applicants to BLF is increasing steadily and all would be worthy recipients, of course. However, the feedback we received was extremely positive and we have built up a very good relationship with the BLF so we are already thinking about our next application and will keep our fingers crossed.

I said that if we were not successful it would not be the end of the world, and it isn't. We have an excellent and innovative team of fundraisers and a long list of very generous benefactors who have supported us in previous years. The number of service-users we are helping and supporting through home visits, our mobile clinic, static clinics and the many services and support groups we run continues to rise steadily.

The feedback we receive through our regular questionnaires tells us that we are doing a good job. We also keep reminding ourselves that we must never be complacent. There is always something more we can do, or we can try and find a way of providing a service more efficiently, or by making it more easily accessible.

Is there anything you can do to help us achieve our goals?

Yes, there are quite a few things. Our service is predominantly delivered by a team of excellent volunteers. Many have a hearing problem of their own and wear one or two hearing aids. There is no doubt that if you have hearing difficulties or tinnitus, and have been able to come to terms with it, this puts you in a very strong position to help others adapt to their own problems. However, hearing loss is not an essential prerequisite and if you think you have something to offer and would like to find out more about volunteering, please visit our website, call in to the office on Thorpe Road or just give us a call. We should be able to give you the information you need.

I would ask you to seriously consider giving volunteering a go. I have seen so many people sign up to one of our training programmes, understandably anxious and apprehensive at first but very quickly gaining confidence as they learn the ropes. Then working under supportive and friendly supervision until they have the confidence to work on their own. Then comes the realisation that what you are doing really helps people, and you really do get a kick out of that. It has been my very pleasant and humbling task to present long-service certificates for 10, 15 and even 20 years so there must be something to it!

Well, I have already mentioned a legacy and, admittedly, this tends to be rather a one-off and final generous gesture. On a more day-to-day level you might like to think about becoming a Friend of the NDA. For a very modest subscription we will invite you to a number of trips and events plus an Annual Lecture where we invite interesting speakers at the very top of their profession to talk to us about things that are always of interest to those of us who have an interest in hearing loss, tinnitus or balance problems. Recent topics have included "Testing the hearing of newborn babies and fitting hearing aids to babies", "Dizziness", and "Cochlear implants".

In addition we will send you regular copies of our Newsletter and our Annual Report, and we hope you will feel pride in supporting the work of the NDA.

You will read about this elsewhere in the Newsletter but I cannot miss the opportunity of mentioning fundraising events and, in particular, the recent sponsored parachute jump held at Ellough airfield near Beccles. Seventeen hardy souls volunteered to do this and raised a huge amount in sponsorship. It will be a little while before we know the exact final figures on how much money was raised but my thanks and my admiration go to everyone involved including NDA staff and their families who turned up to give support and to provide delicious food and drink.

I am almost ashamed to say that I was not brave enough to jump myself but every one of the jumpers I spoke to after they landed could hardly contain their emotions and their sheer joy and enthusiasm for what they had just achieved. Well done, and well done to Tracey for organising the day.

After this Newsletter is published we will be thinking about our Annual Public Meeting and the Annual Report that accompanies the meeting. I have been Chairman of the NDA since 2009, the year I retired from my little job at the Norfolk and Norwich Hospital. A lot has happened to the NDA since then and I owe an enormous debt of gratitude to the staff, to our team of fantastic volunteers and to the Board of Trustees for their hard work, their leadership and for their support. I am saying this now because I am planning to step down as Chairman and I may not get the opportunity of declaring it, in print, at a later date.

People have been kind enough to say that it seems to have worked to the NDA's advantage to have someone involved who has had previous experience of working in healthcare and with a professional interest in hearing loss and tinnitus. Bearing that in mind I am delighted to say that Peter Prinsley, one of the excellent Ear, Nose and Throat Surgeons working at the Norfolk and Norwich and the James Paget University Hospitals has agreed to join us as a trustee and take on the chairmanship. You will be learning a lot more about Peter in the future but I thought I would just "leak" the information now. I can retreat to our new home in Suffolk knowing that the NDA is in excellent hands. In case anybody is wondering I have no plans to swap allegiance to Ipswich Town Football Club!

Thank you for taking the trouble to read this Chairman's Report but particular thanks for being a supporter of the NDA.

I hope you enjoy reading the rest of this Newsletter.

A review from the Chief Executive

Aliona Laker

When, a few weeks ago, I mentioned to the team that it was time for us to start working on the next edition of the NDA newsletter, they all said "but we just finished working on the last issue" (issue 13, winter 2017). As

happens, I had to be the bearer of the news my colleagues did not want to hear, that it has actually been 5 months.

It just shows that time flies so quickly when you have fun (and yes, many times we do, as there is nothing wrong with having fun at work!), do lots of good things and, more importantly, make a difference to someone's life, which is the major reason why our staff, volunteers and trustees are involved with, and work hard for, NDA. Irrespective of the roles we occupy, we each know that our individual function is a pivotal part in ensuring that the charity delivers on its purpose, and that is to improve the quality of life for people with hearing loss in our county.

As you read through this newsletter, you will see that we have achieved lots of things in the last few months, so I will not refer to them in my article. I will just summarise a few other things that happened since February.

One noticeable thing that happened in the last year is the increase in the number of service users who are accessing our services. For example, we had a 57% increase in people who are benefiting from our Hearing Support Service. This is such a good thing! And we are now able to look after any NHS hearing aids, which have been issued by all the local hospitals, Specsavers, Scrivens and the Outside Clinic. Also, we are able to support hearing aids users who have their HAs issued by 'out of Norfolk' NHS providers but who have moved



to live in our county. I am very proud that we have achieved this position, avoiding turning people away because of lack of supplies from a particular provider.

This, of course, has come with its challenges, as we needed to make sure that we keep accurate records for each service user regarding the type of hearing aids they have, the provider who issued them, the exact work and advice we carried out and so on. Doing this on a spreadsheet, or even a number of them, became unfeasible. So we had to design a web based case management system which could handle very detailed information of over 10,000 service users. We opted for SharePoint and with professional help from Breakwater IT we built the system and moved all our data to it.

We had lots of 'fun' (yes, sometimes but not as much fun as we wanted) with the migration of data, inputting the new data, testing the system and running reports, and after a few tweaks and additions we now have a comprehensive system in place. I would like to say a very big thank you to all our staff for their patience, resilience and contribution to making this process as smooth as one can make it when IT projects take place. Thank you to Breakwater IT too for their professionalism and desire to understand and meet the specific design needs and functionality for the system that we had.

Inevitably, the increase in the number of service users has had an impact on the volume of work undertaken by our volunteers and staff. We are so fortunate to have a very committed, very

professional and flexible team of volunteers. They have embraced so many changes recently with a grace, compassion and complete understanding of why we have to apply those changes. Pam is doing an excellent job in supporting our volunteers, and I know that many volunteers enjoy the support and knowledge of David on the mobile and ALT clinics (I hope they all follow his technical advice on HAs and ALT equipment as I must admit, I get lost...well, that is why we have him!). Well done and thank you to all our 50+ volunteers for your splendid work and dedication, we can't exist without you! On the 7th June we celebrated the Volunteers' week and it was very nice to see a number of volunteers at our Tea Party.

On the ALT clinics front, we have

article you will see that he is planning to pursue pastures new as part of his move to Cambridgeshire. We are very sorry to lose them both and would like to wish them every success in the future.

However, we have also welcomed new people to our charity. Patricia Spencer-Thompson has taken over the running of the HUSH! Club and she says her hello on page 8. Sophie Chapman-Smith has agreed to take on the role of Events Organiser and Fundraising Assistant and, as she is settling into this role now, we are progressing with our events for the remainder of the year, which includes the Charity Golf Day organised by our own trustee Michael Steward, which will take place on the 11th August at the Eaton Golf Club, the Friends lecture in October (please see full details

Time is fast approaching for our regular Annual Public Meeting (APM), which is planned to take place on the 21st September 2017 at 7.00pm, at our premises on 120 Thorpe Road. This year we will be welcoming James Rowe, the Executive Director (Commercial Services) of Action on Hearing Loss, as the key note speaker. James will be talking about "The future of assistive technology for Deafness and hearing loss: How the robots really will take over!" Please let us know if you would like to attend by the 14th September by e-mailing: nda@norfolkdeaf.org.uk

I am looking forward to seeing as many readers at our APM as possible. But this meeting also comes with saddening news for me. As Tony mentioned in his article, he will be standing down as the Chairman of the Board of Trustees. I have worked alongside Tony for 6 very enjoyable and successful years for NDA. I found his support, professionalism, ability to listen and challenge at the appropriate times invaluable. I will miss him greatly! Thank you ever so much Tony, for everything. You have escaped now from my hassles of having to proofread the NDA News drafts, but you will also miss the fun reading my little foreign quirky sentence structure or on occasions, unusual spelling! You might want to come back from Suffolk for that!?

But as with everything else Tony does, he has spent the time thinking who might be in the position to step in and continue his work. After consultation with the board, and more thinking and reflection, he has found just the right person in Peter Prinsley. Many of you might have come across this excellent ENT surgeon; I am already eternally indebted to him for making my son much better a few years ago! I am very confident that Peter will do an excellent good job at continuing Tony's work and I am sure he will also have many of his own ideas. I look forward to finding those out and to welcoming Peter to NDA.

I hope you enjoy reading the rest of the newsletter and I look forward to seeing or hearing from some of our readers soon.

With all the best,
Aliona



some good developments and David, in his article on page 4, has provided more information. I would like to recognise the support from Dr John Fitzgerald, Head of Audiology at the NNUH for assisting us with taking our service to Cromer Hospital. Thank you John.

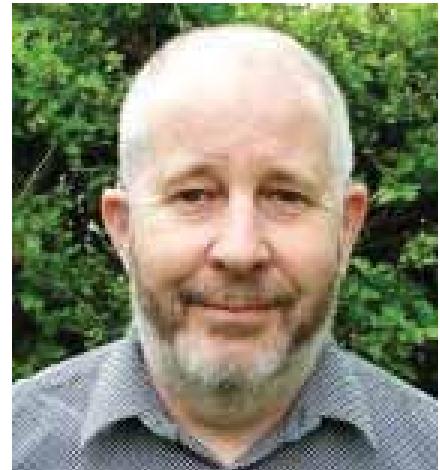
That brings me to our staff. We have a small team (11 in total) and only one is full time. So when some natural 'staff movements' take place it is felt very quickly by the whole team and, very understandably, can be unsettling for some. In the last month Tracey Marsh, our events organiser and HUSH! Club co-ordinator, has moved on to running a gymnastics club with her friend. And in Andrew's

on page 10) and a charity concert kindly organised by the O'Fenders, a local band playing 50s, 60s, 70s and 80s music at the Heathlands Social Club, Blofield Heath (full details to follow in due course).

NDA will be celebrating its 120th Anniversary next year, so Sophie and I will be very busy planning and organising a set of fundraising events as part of the celebration. I would welcome from our readers any suggestions for possible events and volunteering time to help us organise them. Please contact me on 01603 404440 or ceo@norfolkdeaf.org.uk if you would like to get involved? Thank you in anticipation.

Assistive Listening Technology Clinic

David Spicer, ALT Adviser



Improved Access to ALT starting July 2017

The NDA holds Assistive Listening Technology (ALT) clinics every Thursday morning at our Thorpe Road premises and on one Wednesday morning every other month at the ACT Centre in Aylsham (see the timetable below). These are open clinics which provide assistance to hearing aid users wishing to try products designed for people with hearing loss, such as doorbells, telephones, TV listeners and personal listening devices. These clinics have been running successfully for over 5 years and see over 200 people each year. The majority of people who visit these clinics seek help for hearing in domestic situations, such as hearing the TV, the front doorbell, or using the telephone.

However, recent advances in hearing aid technology mean that there is an increasing demand for a different level of assistance for those who need more complex equipment to improve their ability to hear in

more challenging situations. The latest streaming devices, such as the Phonak Roger Pen, transmit sound straight into the hearing aids and offer superb quality access to sound in the workplace, educational lectures and in social situations. Purchasing this equipment can involve complex purchasing decisions along with a considerable financial investment, which means there is a need for clear and impartial advice for both hearing aid users and, sometimes, employers in finding the best solutions available.

The NDA is addressing this need by offering improved access to our Assistive Listening Technology (ALT) service to those with more complex needs. From July, we will be offering additional appointment-only clinics on Tuesday morning alternately at our Thorpe Road offices and at the Cromer Hospital Audiology department. These clinics are intended to help those wishing

to access equipment to enhance their hearing aids and to assist with improved access to work, education or social activities. Depending on the equipment you choose, you may require an adjustment to be made to your hearing aids to enable the loop or "direct audio interface" (DAI) programs which must be performed by an audiologist. This can be done at the drop-in repair clinic at the NNUH or with a repair appointment at Cromer. Once this has been done, if you require assistance in setting up your equipment, we can arrange a further NDA appointment.

Appointments are available by ringing **01603 404 440** or emailing **ALTclinics@norfolkdeaf.org.uk**.

Norfolk Deaf Association

Timetable July – December 2017

Location	Times	July	Aug	Sep	Oct	Nov	Dec
ACT Centre St Michaels Avenue, Aylsham NR11 6YA	10am – Noon	26		27		29	
Open clinic on one Wednesday every other month							
Cromer Hospital Audiology Department Mill Road, Cromer, Norfolk, NR27 0BQ	10am – Noon	4	1	12	10	7	5
		18	15	26	24	21	19
Clinic by appointment only. Please phone 01603 404 440 **							
Norfolk Deaf Association 120 Thorpe Road Norwich NR1 1RT	10am – 1pm	Open Clinic Every Thursday					
	10am – Noon	11	8	5	3	15	12
		25	22	19	17	28	-
Tuesdays by appointment only							
Note: ** The Assistive Listening Technology Clinic at Cromer Hospital is an advisory service offered by the Norfolk Deaf Association (NDA) by kind permission of the Cromer and District Hospital and is not connected with the Audiology Department.							
All enquiries related to this service should be directed to the NDA.							
Phone: 01603 404 440 or email: ALTclinics@norfolkdeaf.org.uk							

Hearing Support Service

Pam Spicer, Services Manager

This year, two of our Hearing Support volunteers, Mary and Diana, reach a fantastic milestone. They have been volunteering for 20 years this year and I have had the pleasure of working with them both for 10 of these years. When I started in my role as co-ordinator for the Hearing Support Service, I was able to draw on their experience and they both soon made me feel very welcome and helped me to find my feet. There have been a lot of changes over the last few years and Mary and Diana have risen to all the challenges and continued to champion the work of the Hearing Support Service.

This is what Mary had to say about her role as a Hearing Support volunteer:

How long have you been supporting the NDA and in particular the Hearing Support Service?

I have been supporting the NDA for about 20 years I have actively been involved with the Hearing Support Service undertaking home visits and working on the mobile clinic.

Why did you choose to volunteer for our charity?

When I retired from full time work (in a sensory support unit working with deaf and blind children) I felt the need to do some voluntary work. Having a deaf son I have always had empathy and been aware of the problems and drawbacks of being deaf. Also having hearing loss myself drew me to the NDA as being a very worthy cause to support.

What exactly is your role?

On receiving referrals from the NDA, I make my own appointments to see the client (usually between 5-10 days of receipt of the referral). I visit the client, do general maintenance of their hearing aid, cleaning and re-tubing and issue batteries, I have leaflets and handouts that are relevant to the client's needs. People are always pleased to see a visitor and I find part of my role is indeed socializing and making the client comfortable with using their hearing aids - which then makes them feel more confident and reassured.

Has your role changed over the years, do you think? If so, in which way?

No, I don't think my role has changed. Though the service that the NDA provides has. There is now so much to offer people with hearing loss. From the various support groups, e.g. sign language classes and practice group, Tinnitus Support Group, Hard of Hearing club, the Assistive Technology clinic and Befriending Service.

What do you enjoy most in your role?

The satisfaction of leaving a client happier and more confident than when I arrived to see them.

What message would you like to give to people with hearing loss in Norfolk?

There is so much support and help available to those with a hearing loss. Contact the NDA to find out about the events and activities that can make such a difference. There is always a Listening friendly ear at the NDA!

Appeal for Hearing Support Volunteers

We would love to hear from you if you would like to become one of the NDA's valued hearing support volunteers. You will receive 3 full days of training and lots of support. If you would like more information, please contact Pam on 01603 404 440 or email hearingsupport@norfolkdeaf.org.uk or download an application form from our website www.norfolkdeaf.org.uk

Befriending Service

Pam Spicer, Services Manager

BEING A VOLUNTEER FOR THE NORFOLK DEAF ASSOCIATION

In June, 2015 I was medically retired from my job at Aviva Insurance, writes our volunteer, Ian. After a time spent getting used to not working, I decided to look for a position as a Volunteer with a local Charity.

I had heard of NDA, approached them and, as a result, commenced the initial training in January, 2016. I found the course to be interesting, informative and full of good advice.

I met my first befriending 'client'



shortly after the induction course. This was a short term befriending as after three or four occasions the case came to a close.

I was introduced to my second befriending 'client' – 'Mr X' before Easter, 2016 and still visit him.

He is a man, aged 97 years, a former RAF officer who at the completion of World War Two returned to Norwich with his wife. They lived at various addresses in the city until, over 50 years ago, they purchased their current home in one of the city's suburbs. Mr X commenced working as a 'design engineer' culminating in his appointment as the Company's senior designer. It was in this role that he designed and supervised the fitting of the giant electrical motors that were installed into power stations all over the UK.

Mr X is housebound due to suffering a stroke 7 years ago, which has prevented him leaving the house for the last five years. Despite his great age and infirmity he is mentally very sharp and a joy to talk to. Our sessions just pass so quickly and I am constantly learning from him about life and times before I was born. My one wish is that I will still be able to visit him in October, 2019 and be there on his 100 birthday.

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

Befriending volunteer, Ian

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 for an informal chat.

BSL Practice Group

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

Two of our ladies brought in some of their fantastic craft work to show the group, allowing them and the group to share BSL signs to describe the materials used and the techniques they used to create their work.

One of our members, Pam Smith, brought in a DVD "Power in our hands" (thank you Pam). "Power in our hands" is a ground-breaking documentary, containing newly digitised archive footage available to the public for the first time, on the Deaf community's fight for civil rights and, principally, the right to be heard.

Combining social history and archive film with contemporary interviews, the film explores the secret history and heritage of the Deaf community in the UK. The group enjoyed this very interesting and thought-provoking DVD.

To celebrate Deaf Awareness Week, some of group decided to meet up one evening at Café Bar Marzano at the Forum in the City. A good time was had by all, along with a little extra practice. A big thank you goes out to Trish, who facilitates the BSL Practice Group. She makes everything such fun.

BSL Introductory level course

We are coming to the end of our first introductory level BSL courses.

The courses have been a huge success, and many friendships have been formed over the weeks, which we are sure will continue into the future. Our tutors, Steve Hurley and Susan Evans, have brought lots of fun to the classes and provided lots of encouragement along with challenges to the students. It is very clear that the students have not only gained knowledge in BSL and become more proficient but that their confidence and understanding of this language has grown.





Volunteers

Pam Spicer, Services Manager

In the last few months we have welcomed and trained a number of new volunteers to NDA. Below are some reflections from two volunteers, Carole and Graham, who joined us in March and are now fully engaged in helping us deliver our services.

Carole:

After a traumatic 18 months, in which I was made redundant and had a family bereavement, my GP suggested to me that I should try some voluntary work at the NDA, being deaf myself, as I needed to feel useful and have a feeling of self-worth once again. After a chat with Pam, I attended the 3-day initial training course where we learnt a lot of interesting information and tips, which have helped me; After the course Pam asked what sort of area of volunteering appealed to me, I said I find technology interesting. I attended my first Assistive Listening Technology session with Dave and I found it really enjoyable, meeting different service users with their different needs, which made me realise how fortunate I am with my hearing loss levels. I'm really enjoying my sessions, they are very rewarding although, I must say, I am pleased I had worked alongside technical people for several years. It's a pleasure to see the joy on people's faces when they try out 'hooks' to listen to music, telephones to have a proper conversation and being able to hear TV with a listener.

Graham:

I suppose it was the interaction with the service users I had not thought about when I first started as a volunteer at the NDA. I thought it would just be popping round to

someone's house, servicing their hearing aids (HA) and that would be that, but it's a lot more.

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

One of my first clients was a petite lady who lived in her own bungalow. She was sat in a chair in her front room with her TV. She obviously had difficulty moving around her home, as she had a Zimmer frame, and had difficulty breathing, as she was on oxygen. She had a carer twice a day for half an hour, but her spoken English was not very good so that posed some challenges with the conversation.

While I chatted with her I repaired both her aids. She had been a teacher and had two children. They were far away, so she saw few people during the week apart from her carers. She seemed happier when I left and very pleased with her HAs as she could now hear her TV more clearly.

I realised what an important aspect of this service just chatting to a service user can be. I think, in some cases, this can be 50% of the service we provide.

Another service we provide is our Mobile Clinic. My first experience of this was when we drove to North Walsham and parked in a supermarket car park. We arrived to find 2 people waiting and I soon realised that this was going to be a more hectic experience than home visits. The variety of clients was interesting. We had people who had obviously had a struggle to get there, and others who were quite fit. Even though we were busy the whole 2 hours, we still had time to chat to them while we repaired their HAs. That was a tiring experience, but very rewarding. We saw 25 people that morning and they all went away very happy.

So, is it what I expected when I volunteered? No. As an engineer I thought of just the mechanics of repairing HAs. I hadn't contemplated the wide variety of makes and types, and the importance of the interaction with our service users. But, seeing people's eyes light up when they can hear clearly again, providing information about additional equipment, pointing them in the right direction when their hearing has changed, that I find is the most

rewarding part of being a volunteer.

We are always looking for volunteers to join us and would welcome anyone who would like to join our team. If you would like to have a chat without obligation please contact Pam Spicer on 01603 404440 or email hearingsupport@norfolkdeaf.org.uk. You can also download an application form from our website

Tinnitus Support Group

Pam Spicer, Services Manager

We have had a busy few months in the Tinnitus Support Group. Welcoming Christine Bowen, trainee Clinical Psychologist from the Royal National Throat, Nose and Ear hospital who gave the group a fascinating talk about Cognitive Behaviour Therapy (CBT) and how by using this technique we change how we 'think' and, therefore, how we feel about tinnitus, which can help coping with it just that bit better.

On two occasions we had speakers from the British Tinnitus Association, who are invaluable in helping us provide a service to people experiencing tinnitus. They talked to the group about their latest projects aimed at helping people with tinnitus and also demonstrated some sound therapy equipment as another approach to managing tinnitus.

Wendy Rogers, who specialises in Tai Chi, came along in May to demonstrate to the group some Tai Chi exercises and also to explain the importance of exercise, not only for physical health, but the benefits it can have on mental health too. For someone who has tinnitus who perhaps feels stress as a consequence of the tinnitus, this can be of great help.

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

'The different ways of coping with tinnitus, such as mindfulness and the relaxation techniques are very helpful.'

'The sessions are helpful as they give me a better understanding of tinnitus.'

'After my first meeting, which my GP suggested, I felt I understood tinnitus more and the speaker was very helpful and answered all my questions.'

'I feel supported from others in the group and also feel I can support others too with my experiences.'

HUSH! Club (Hard of Hearing Club)



**Tracey Marsh,
HUSH!
Co-ordinator**

HUSH! Club has had a busy few months since the last newsletter. In January we were joined by Barbara Miller for another of her fascinating talks. This time, Elizabeth Fry was the subject of her talk and she painted a picture of the character of Elizabeth, as well as mentioning her achievements. In February, we were joined by Louise Chapman, 'The Lady Mole Catcher' for a fun-filled afternoon with tales of moles, crocodiles and trapping! In March, Jason Raper from the Theatre Royal Norwich talked us through the somewhat colourful history of the Theatre Royal. He also shared with us some beautiful silk playbills, of which only a few remain. In April, the group were visited by 'A Song and a Smile', a delightful trio who entertained us with poetry, jokes and songs of yesteryear.

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 fourth 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 or ring me on 01603 404440.



**Patricia Spencer - Thompson
HUSH!
Co-ordinator**

Hi, my name is Patricia after my gran. She was always called Pat or Patsy, so I tell people my name is Tricia and then they can call me Tricia or Trish, I don't mind!

I was born in Brighton, Sussex and have one brother who was born Deaf. We grew up with hearing aids and Deafness as part of our family culture. Deaf Awareness wasn't really taught to us formally but we grumbled along. My Deaf Awareness was limited as I really didn't think that hearing aids caused problems, I just thought they were like a pair of glasses, once worn problem solved. We all know that's not necessarily the case, don't we?

I was surprised when I had my daughter to find she was also Deaf at birth. I have a son, who is hearing, aged 14 and my daughter is aged 12. She was premature at 24 weeks, so she was under one pound in birth weight and, like the Pampers advert, she had nappies to fit!

Hearing aids were a different issue, as she loved to pull them out and chew them, (no choking hazard signs on a hearing aid) so I was a panicked mother sometimes driving a car hearing a whistle sound and thinking oh no, I had better stop! Then I found the wonderful idea of toupee tape which fixed the aids to the side of her head (panic over).

My family then became bi-lingual so we all learnt British Sign Language together, which

helped enormously, especially in noisy environments with background sounds and when we wanted secret conversations. You have access to Deaf culture, Deaf identity and Deaf awareness when you are bi-lingual. We have benefited from this too.

My daughter had speech and language therapy and lip-reading classes and has been very honoured to attend two special Deaf schools. She is now in mainstream school with a learning supporter and scribe. The teachers are taught Deaf Awareness and they are constantly monitored by a Teacher of the Deaf. How things have changed since my brother's experience, which was very different. But in a positive way as a second generation Deaf family we have seen some great achievements in Education, Culture and local Deaf Associations.

I have spent the last 10 years being a primary carer for my daughter and it's been a big challenge for me to sit here at the NDA writing to you on a computer! I have Word 2006 on my laptop at home, so the technical world has run away from me, but it's never too late to learn.

When I started work when I left college, I went into Management for Laura Ashley when floral was the fashion, flowers everywhere, wallpaper, dresses, furniture, it was wonderful. I then went into Training and Development as a Sales Manager and then became a Sales Director for my own Training Consultancy, then motherhood which has been awesome, challenging and beautiful.

I am very happy to be the new HUSH! Club co-ordinator and look forward to the monthly social sessions that we run at the NDA.

It provides a great place for people with acquired hearing loss or deafened people and their families to attend. We also have a quiz and invite a speaker to attend the session. We have refreshments too. I am looking forward to having a fun time.

I also run the lovely British Sign Language practice group at NDA, where we just chat about a chosen topic in sign and have some fun too. I am lucky to be part of the NDA.

I look forward to seeing you soon.



Fundraising

Andrew Gladman, Trusts and Foundations Fundraiser

It has been all go on the fundraising front lately at NDA! After a bit of a let-down when the Big Lottery Fund turned down our recent grant

application at stage 2, we have been hard at work applying to grant-making trusts and foundations to support our ongoing work.

Since the last newsletter, we have applied to 115 trusts and grant-giving organisations. While we are still waiting to hear back from most of these, we have already received £17,550.

The Geoffrey Watling Charity made a grant to NDA of £10,000, to be put towards the delivery of our Hearing Support Service. This grant will support us in continuing to deliver the service, which provides hearing aid support across Norfolk from our many mobile and community-based clinics, as well as through home visits.

We have also secured £500 towards the purchase of new equipment for our ALT clinics. This will mean we can provide a greater range of Assistive Listening Technology for hearing aid users to try out, so that they can find

the devices best suited to helping them manage their hearing loss.

Donations have also raised over £5,000 for the Befriending Service, our programme offering personal support and friendship for people throughout Norfolk who may be feeling isolated because of hearing loss. This funding will support our brilliant team of volunteers, meaning they can continue to reach all the befriended who need them.

Thank you to everyone who has made a donation to NDA since the last newsletter, whatever the amount. We are extremely grateful for every penny we receive and all donations help us to continue delivering our services across Norfolk. I'm afraid to say I will be leaving NDA for pastures new in Cambridgeshire at the end of the summer, but I hope my successor will have plenty more good news for everyone in future editions of NDA News.

Community Fundraising

Tracey Marsh, Fundraising Assistant

NDA Tandem Parachute Jump – 14th May 2017

Seventeen brave men and women, aged between 17 and 72 took to the skies to raise just over £8,300 for Norfolk Deaf Association (NDA). The event was organised by NDA as part of Deaf Awareness Week – a national campaign organised by the Deaf Council. Among those that had signed up to take part, were people whose friends and family members have been affected by hearing loss.

The group assembled at Ellough Airfield near Beccles and, after a nervous wait for the rain clouds to clear, were briefed on the positions for exiting the plane and landing. Jump suits, harnesses, hoods and goggles were donned and then the group were off. There were five planes accommodating jumpers at Ellough, and a further jumper was at Sibson Airfield, Peterborough. Whilst most of us were nervous, it was noticeable that our more mature jumpers, Jim Baxter and Val Miller, were remarkably relaxed. Ellen



Parfitt, herself a hearing aid user, took part in the event and said afterwards. "I had the best experience ever and I'd love to do it again!" It is fair to say that the jumpers enjoyed the experience - there is nothing quite like the exhilaration of free-falling at 120mph!

If you are tempted by the thought of doing a parachute jump for the Norfolk Deaf Association, you can jump at any time to suit you by signing up at UK Parachuting, tel: 01502 476131 or online at http://ukparachuting.co.uk/tandem-skydiving/?charity_id=523

Just let us know that you are taking part on 01603 404440 or events@norfolkdeaf.org.uk so we can support you.

Team photo: Rick Hoskins, Jason Mawby, Andrew Coe, James Smith, Daniel Smith, Val Miller, Ellie Parfitt, Christopher Mitchell, James Farmer, Martin Sweeney, Tracey Marsh, Rich Harrison, Kerry Miller, Jim Baxter, Max Moulard (Yvette Parfitt jumped later at Ellough and Pete Molyneux jumped in Peterborough)

NDA Open Day – 19th May 2017

Thank you to everyone who came along to our open day. It was lovely to see so many people enjoying the home-made cakes and chatting to our staff and trustees. The Deaf Awareness Week Grand Draw took place – congratulations to Lesley Smith who won first prize of £100. There were also 20 other prizes donated by local businesses and individuals – thank you to them too.

Our next Friends event will be a Lecture presented by Dr Velia Cardin,
Deafness and Neural Plasticity Lab, UEA

Friends of NDA

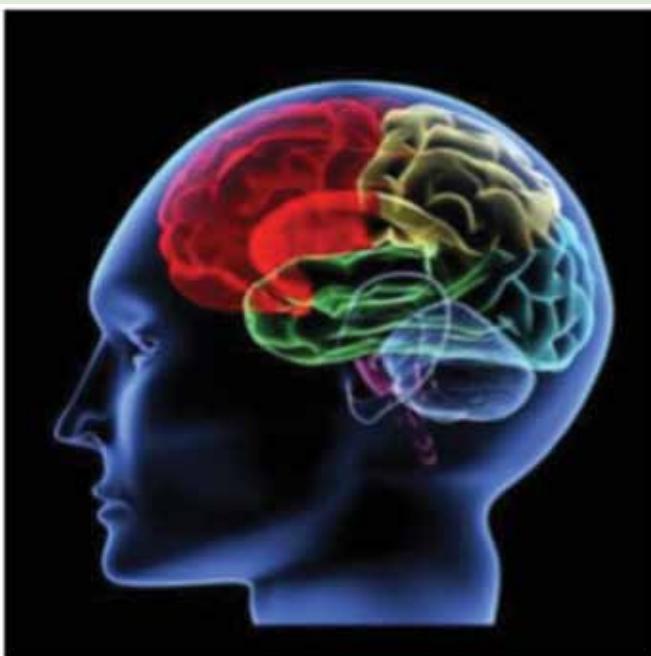
Sophie Chapman-Smith,
Events Organiser

“What Happens To Your Brain When You Can’t Hear”

On Thursday 5th October 2017

At Norfolk Deaf Association, 120 Thorpe Road, Norwich, Norfolk, NR1 1RT

Reception with Canapés: **6:30pm** | Talk commences: **7:00pm**



Join us to find out how the brain changes as a consequence of congenital and acquired deafness and hearing loss.

Dr Cardin will also explain the importance of early language acquisition, and the effects this has on brain organisation, independent of sensory loss.

Suggested donation £10 per person

To book please contact us on 01603 404440 or
e-mail events@norfolkdeaf.org.uk
by 21st September 2017.

No tickets will be issued but there will be a list on the door.



We currently have 217 subscribers to 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, theatre trips and lectures, whilst at the same time supporting Norfolk Deaf Association in continuing to deliver its services.

Contact our office on
01603 404440
or email us at
nda@norfolkdeaf.org.uk
to join.



Dates for your diary

Tinnitus Support Group meeting dates

Thursday 20th July

2.30-4.30

Mindfulness with David Spicer

Thursday 17th August

2.30-4.30

Alexander Technique with Suzanne Duncan

Thursday 21st September

2.30-4.30

Sleep management and Relaxation with Claire Gatenby

Thursday 19th October

2.30-4.30

Hypnotherapy with Guy Thorold

If you would like to attend any of the Tinnitus Support Group meetings, booking is essential, please call us on 01603 404440 or email us at tinnitus@norfolkdeaf.org.uk to book your space.

HUSH! Club Calendar (Hard of Hearing Club)

25 July 2017

Summer Outing

A chance to explore RSPB Titchwell Marsh.

22 August

Talk

History of Advertising! Join us for a fascinating history of advertising by the History of Advertising Trust.

26 September

Quirky Quiz Robert Lamacraft will again be testing our knowledge with one of his entertaining quiz afternoons!

24 October Outing

Russia Season at Sainsbury Centre for Visual Arts

A visit to the Sainsbury Centre of Visual Art to see the exhibition Fabergé: From St. Petersburg to Sandringham, celebrating the centenary of the Russian Revolution. Cost approx. £10.50 entrance + £3 for guided tour.

28 November

Christmas Crafts - join us for more fun-filled craft-making for the crafty and not so crafty!

12 December

Christmas Meal - celebrate the festive season and enjoy a delicious meal together. Adult friends and family welcome.

**NORWICH
THEATRE
ROYAL**

Captioned Performances

A Murder is Announced:

Wednesday 5th July, 2.30pm

Jane Eyre:

Friday 21st July, 7.30pm

Alice Back in Wonderland:

Saturday 29th July, 2pm

The Curious Incident of the Dog in the Night-Time:

Thursday 31st August, 2.30pm

Shirley Valentine:

Thursday 7th September, 2.30pm

Beautiful:

Wednesday 4th October, 2.30pm

Crazy For You:

Thursday 2nd November, 2.30pm

Norfolk Schools Project:

Sunday 12th November, 2.30pm

How the Other Half Loves:

Wednesday 29th November, 2.30pm

Sleeping Beauty:

Sunday 7th January 2018, 1pm

BSL Interpreted

Gangsta Granny:

Saturday 15th July, 2.30p,

Clare Edwards - Theatre Sign

The Railway Children:

Saturday 5th August, 2.30pm,

Stacey Green - Theatre Sign

Crazy For You:

Saturday 4th November 2.30pm,

Laura Miller - Theatre Sign

Sleeping Beauty:

Saturday 13th January 2018, 2.30pm

Stacey Green - Theatre Sign

www.theatreroyalnorwich.co.uk

Mobile Hearing Aid Clinic Timetable

July-December 2017

Venue		Day	Jul	Aug	Sep	Oct	Nov	Dec	AM	PM
Acle	Recreation Car Park, Bridewell Lane NR13 3RA	Tue	18	22	19	17	21	19	10:00 – 12:00	
Attleborough	Connaught Hall Car Park NR17 2AP	Thu	6	3	7	5	9	7	10:00 – 12:00	
Aylsham	Bure Valley House Day, Station Road NR11 6HU	Tue	11	15	12	10	14	12	10:00 – 12:00	
	ACT Centre, St Michael's Avenue NR11 6YA	Wed	26		27		29		10:00 – 12:00	
Brundall	Memorial Hall Car Park, Links Avenue NR13 5LL	Tue	18	22	19	17	21	19		13:00 – 15:00
Bunwell	Village Hall Car Park NR16 1SW	Thu	6		7		9			13:00 – 15:00
Dereham	Morrison's Supermarket Car Park NR19 1DF	Fri	21	25	22	27	24	22	10:00 – 12:00	
Diss	Mere's Mouth, Mere Street IP22 4AG	Fri	14	18	15	20	17	15	10:00 – 12:00	
East Harling	Sports and Social Club Car Park NR16 2NA	Wed		23		18		20		13:00 – 15:00
Harleston	Budgens Car Park, Bullock Fair Close IP20 9AT	Fri	7	11	8	13	10	8	10:00 – 12:00	
Hickling	Methodist Church Car Park NR12 0YE	Thu		24		19		14	10:00 – 12:00	
Hingham	Market Place NR9 4AF	Wed	12		13		8		10:00 – 12:00	
Holt	North Norfolk Railway Car Park NR25 6AJ	Fri		4		6		1	10:00 – 12:00	
Hoveton	Hoveton and Wroxham Medical Centre NR12 8DU	Tue	11		12		14			13:00 – 15:00
Loddon	Church Plain Car Park NR14 6LX	Tue	4	8	5	3	7	5		13:00 – 15:00
Long Stratton	Co-op Car Park, The Street NR15 2XJ	Tue		8		3		5	10:00 – 12:00	
Mattishall	Old School Green Car Park NR20 3JY	Wed	12		13		8			13:00 – 15:00
North Walsham	Sainsbury's Car Park NR28 9DS (Vicarage St in Dec)	Tue	25	29	26	24	28	21(THU)	10:00 – 12:00	
Poringland	Budgens Car Park, The Street NR14 7RQ	Tue	4		5		7		10:00 – 12:00	
Reepham	Market Place NR10 4JJ	Wed		16		11		13	10:00 – 12:00	
Spixworth	Village Hall Car Park NR10 9NQ	Thu	20		21		23		10:00 – 12:00	
Sheringham	Station Approach Car Park NR26 8RA	Tue	25		26		28			13:00 – 15:00
Stalham	Staithe Surgery Car Park NR12 9BU	Thu	20	24	21	19	23	14		13:00 – 15:00
Swaffham	Market Car Park PE37 7LA	Wed		2		4		6	10:00 – 12:00	
Taverham	Village Hall Car Park NR8 6JR	Wed		16		11		13		13:00 – 14:45
Thetford	Healthy Living Centre IP24 1JD	Wed	19		20		22			13:00 – 15:00
Watton	Co-op Car Park, High Street IP25 6AH	Thu		3		5		7		13:00 – 15:00
Wymondham	Waitrose Car Park NR18 0SH	Wed	19	23	20	18	22	20	10:00 – 12:00	

Open Community Hearing Aid Clinic

2017 Timetable

Venue	Location	Contact	Day	Time	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Blakeney	Thistledown Court, Blakeney, NR25 7PH	01603 404440	Wed	10.00 – 12.00		15		19		21		16		18		20
			Fri		24		24		26		28		29		24	
Coltishall	Coltishall Surgery, St John's Close, NR12 7HA (own patients)	Nikki Crawford 01603 737593	Fri	10.00 – 12.00	6		3		5		7		1		3	
Fakenham	Fakenham Medical Practice, Trinity Road, NR21 8SW Waiting Area C	01603 404440	Wed	13.00 – 16.00	Weekly Every Wednesday											
	First Focus, Oak St, NR21 9DY		Tue	10.00 – 12.00	Weekly Every Tuesday (No clinic in March)											
Ludham	Ludham Doctors Surgery, Staithe Road, Ludham NR29 5AB (own patients)	Laura Halls 01692 677 031	Fri	12.00 – 14.00		3		7		2		4		6		1
Norwich	Bowthorpe Care Village Mayflower Court 93 The Meadow Ladysmock Way NR5 9BE	01603 404440	Wed	10.00 – 12.00	25	22	22	26	24	28	26	23	27	25	22	
	Cavell Court, 140 Dragonfly Lane, Cringleford, Norwich NR4 7SW	01603 404440	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 Appointment only Monday, Wednesday & Friday											
			Thu	10.00 – 13.00												
	Dussindale Surgery, Pound Lane, Thorpe St. Andrew, Norwich, NR7 0SR	01603 404440	Tue	14.00 – 16.00	Second Tuesday											
Sheringham	Age UK, 35B Cremer St., Sheringham NR26 8DZ	01263 821188	Tue	10.00 – 12.00	First Tuesday											
Wells-Next-The-Sea	Wells Community Hospital, NR23 1RF		Tue	13.00 – 15.00	First and Third Tuesday											