
NORFOLK DEAF ASSOCIATION (NDA)
(A company limited by guarantee)

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2017

NORFOLK DEAF ASSOCIATION (NDA)
(A company limited by guarantee)

CONTENTS

	Page
Reference and administrative details of the charity, its trustees and advisers	1
Trustees' report	2 - 10
Independent examiner's report	11 - 12
Statement of financial activities	13
Balance sheet	14
Notes to the financial statements	15 - 24

NORFOLK DEAF ASSOCIATION (NDA)
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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2017**

Patron

Mr Richard Jewson JP, Lord Lieutenant of Norfolk

Trustees

A J Innes, Chairman
C I M I C Cant, Vice - Chair
C J Doggett, Treasurer
R Chalmers
J S L Hirst
J E Fitzgerald
J C Leggett
M J Steward

Company registered number

07966408

Charity registered number

1146883

Registered office

120 Thorpe Road, Norwich, Norfolk, NR1 1RT

Chief Executive Officer

A Laker

Accountants

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

Bankers

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

Solicitors

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

NORFOLK DEAF ASSOCIATION (NDA)
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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2017

The Board of Trustees of the Norfolk Deaf Association (NDA) presents its Annual Report and Accounts for the year ended 31st March 2017. These comply with the current statutory requirements, the requirements of the Charity's governing document and the provisions of the Charities Statement of Recommended Practice (SORP), (FRS102) "Accounting and Reporting by Charities".

Structure, governance and management

a. CONSTITUTION

The Norfolk Deaf Association (NDA) is a charitable company founded in 1898 and first registered with the Charity Commission in 1962. In February 2012 NDA registered as a Company Limited by Guarantee and, as a consequence, re-registered with the Charity Commission in April 2012. The company's governing document is the Memorandum and Articles of Association.

The address of the registered office is as shown on the first page. Details of the Trustees/Directors, the Patron, senior executive staff and principal professional advisers are also given on page 1.

b. METHOD OF APPOINTMENT OR ELECTION OF TRUSTEES

The Trustees of the Norfolk Deaf Association, who are also the Directors for the purposes of company law, have the overall responsibility for the governance and strategic direction of the charity. Trustees are either elected or co-opted to the Board and can stand for re-election. The Board of Trustees consists of 8 Trustees/Directors and has three officers (Chairman, Vice-Chairman and Honorary Treasurer). The Board of Trustees meets quarterly and reviews strategy and performance, and monitors implementation plans and budgets. In line with the requirements of the governing document Trustees also organise an Annual General Meeting at which elections take place and resolutions are passed.

In between the main Board of Trustees meetings there are meetings of the Operations Committee, whose role is to provide support and act as a sounding board for the Chief Executive. The committee membership consists of the Chairman, the Vice-Chairman, the Treasurer and the Chief Executive. This committee does not have the power to make any strategic decisions, but is responsible for monitoring the budget, the progress with the implementation of the business plan, the Chief Executive's performance and any other operational issues that might require input from the members of the Operations Committee.

New Trustees are recruited based on the skills and expertise that have been identified as required to effectively govern a charity. An open recruitment, as well as targeted approach is used when recruiting new Trustees. The interested candidates are asked to submit their CV and a statement about why they wish to join the Board, what particular skills they will bring and what contribution to the Board and the charity they can make. There is a formal interview with the Chairman, the Treasurer and the Chief Executive. The candidates are also given the opportunity to attend some of the clinics and one or two Board meetings before making the final commitment.

The current Trustees are familiar with the work of the organisation, as the majority of them have been involved with the charity for a number of years. A skills audit of individual Trustees is undertaken on a regular basis and the findings inform the future recruitment to the Board.

An induction pack has been developed, which is given to all newly recruited Trustees. This includes various Charity Commission publications, published accounts, financial procedures, risk assessment documents, the current business plan, working budget, roles and responsibility of a Trustee and the Board, and the Memorandum and Articles.

NORFOLK DEAF ASSOCIATION (NDA)
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TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2017

The Chairman of the Board of Trustees and the Chief Executive meet with new Trustees to cover:

- The obligations of Trustee Board members
- The main documents that set out the strategic/operational framework for the charity
- Resources and the current financial position
- Future plans and objectives
- An overview of the work of the organisation and staff team

Trustees are encouraged to attend training sessions to develop their skills and knowledge.

c. ORGANISATIONAL STRUCTURE AND DECISION MAKING

On a day-to-day basis the organisation is managed by the Chief Executive, who has the overall responsibility for strategic planning and operational management, human and financial resources, service delivery and quality control. The Chief Executive has extensive experience and expertise in leading third sector organisations, business transformation, change management, organisational development and fundraising.

d. RISK MANAGEMENT

The Board is responsible for the management of the risks faced by the Charity. Detailed considerations of the risk are delegated to the Chief Executive. Risks are identified, assessed and controls established throughout the year. A formal review of the Charity's risk management processes is undertaken on an annual basis and risks are reviewed on a rolling cycle.

The key controls used by the Charity include:

- Strategic planning, budgeting and management accounting
- Organisational and governance structure and lines of reporting
- Formal written policies, which are reviewed annually
- Hierarchical authorisation and approval levels
- Regular assessments of risk at board meetings
- Formal agenda for trustees board activity

Through the risk management processes established for the Charity, the Trustees are satisfied that the major risks identified have been adequately mitigated where necessary. It is recognised that systems can only provide reasonable but not absolute assurance that major risks have been adequately managed.

Objectives and Activities

a. POLICIES AND OBJECTIVES

Norfolk Deaf Association (NDA)'s charitable objects are:

"To relieve and assist Deaf and Hard-of-Hearing people in the mitigation of the effects of whole or partial lack or defect in hearing or speech or both.

To improve the quality of life and relieve needs of persons with all degrees of hearing loss or hearing related issues by providing items, support, activities or facilities in the interests of social welfare, designed to improve their condition of life." (extract from NDA's Memorandum and Articles of Association)

NORFOLK DEAF ASSOCIATION (NDA)
(A company limited by guarantee)

TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2017

Our Vision and Mission

Our vision is to be an organisation that is recognised as a key provider of services to young people and adults with all degrees of hearing loss.

We are dedicated to improving the lives of young people and adults with all degrees of hearing loss. This is achieved by providing hearing aid maintenance, advice on assistive listening devices and communication methods, and support and information on hearing loss and other related conditions.

Our public benefit

The Trustees confirm that they have complied with their duty in section 4 of the Charities Act 2011 to have due regard to the public benefit guidance used by the Charity Commission for England and Wales. The Trustees further confirm that the activities of the charity are carried out, in line with its objects, for the public benefit.

The charity's main objective for the public benefit is:

To provide hearing aid maintenance, advice on assistive listening technology and communication methods, support and information on hearing loss and other related conditions to young people and adults with all degrees of hearing loss in Norfolk.

The charity achieves this objective by delivering the following services:

Hearing Support Service - this outreach support service is co-ordinated by a small team of paid staff and delivered across Norfolk by a team of well-trained and dedicated volunteers. The main mechanism for the delivery of this service is via home visiting, community based clinics and a mobile clinic. The aim of the service is to offer assistance to users of NHS hearing aids by providing routine maintenance of the hearing aids, advising on their use, communication methods and assistive listening devices.

The Assistive Listening Technology Clinics, which are part of the Hearing Support Service, are aimed at advising people with hearing loss on listening, alerting and communication devices available, which will best suit their individual needs and supporting them with the purchase of those devices.

We also deliver a BSL practice group - a peer led learning group, focused on providing the opportunity for those who have recently learnt BSL to practice and further develop this newly acquired communication skill.

NHS Hearing Test and Hearing Aid Fitting Services - Audiologists from the Norfolk and Norwich University Hospital (NNUH) provide hearing assessments and the full range of standard NHS hearing and fitting services from the NDA five days a week between 9am and 5pm. We have two specially designed rooms, one with a soundproof booth for hearing testing and the other for hearing aid fitting and adjustments. The service is available without visiting the hospital and provides an easily accessible community based, non-hospital environment.

Befriending Service - this service offers support and companionship to members of the community who experience a varied degree of hearing loss, as well as being affected by issues such as loneliness, isolation, mental health issues, physical disability or any other medical condition. Whatever the reason, our aim is to enable a service user to develop coping strategies, or even more, overcome these difficulties. Users of the Befriending Service are referred to us by Social Services, friends and relatives, hospitals, church groups, or are self-referred. The service users can be living in their own homes, sheltered housing or residential or nursing homes.

NORFOLK DEAF ASSOCIATION (NDA)
(A company limited by guarantee)

TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2017

Tinnitus Support Group – the group exists to provide support, information and coping strategies for those who experience Tinnitus. We have both formal and informal Tinnitus-related discussions and talks, with external speakers sharing their knowledge on advances in the field of Tinnitus. Members receive monthly NDA TSG newsletters. The service is run in partnership with the Audiology team from NNUH, enabling the provision of group clinics run by experienced Hearing Therapists and sharing of information on the most up to date research and coping techniques.

HUSH! Club (Hard of Hearing Club) – the aim of the group is to provide the members with emotional support as well as to facilitate social networks for those with hearing loss. A wide range of activities is offered, including visiting speakers, trips to local places of interest, captioned theatre performances, meals out and quizzes.

Hearing Loss Awareness Training – is available to organisations and individuals. The aim is to increase the understanding of the challenges faced by people with all degrees of hearing loss in the workplace and in social settings. A range of programmes is available to meet the needs of different organisations, delivered from NDA training room or client's own premises.

Achievements and performance

a. ACHIEVEMENTS AND PERFORMANCE

Organisational level:

Throughout the year the Trustees have monitored the implementation of the objectives set for the year through the Implementation Plan 2016/17 Progress Report and the Chief Executive's report at the Board meetings. The Trustees are pleased to report that the objectives set for the year have been achieved, with many of the targets being exceeded.

In March 2017 the Trustees and Staff undertook a review of its Business Plan and set the organisational strategies for the 2016-2019 period, identifying the priorities for the 2017/18 financial year.

The Hearing Support Service has seen a substantial change in terms of the number of Audiology providers that refer their patients to our service. This was a result of Clinical Commissioning Groups (CCGs) reviewing their contractual agreements with the providers of audiology services under the Any Qualified Provider (AQP) scheme. The NDA had to undertake a detailed review of the partnerships arrangements and working practices it has with the Audiology Departments from the Norfolk and Norwich University Hospital, the West Suffolk Hospital, the James Paget Hospital and the Queen Elizabeth Hospital, as well as independent providers such as Scrivens, Specsavers and the Outside Clinic. NDA has achieved a good solution with all the above providers in terms of referral routes and provision of supplies. We also secured a funding agreement with the North Norfolk CCG, which enabled us to purchase supplies directly and support patients who come to Norfolk from outside areas, and who have Hearing Aids issued by other providers (e.g. hospitals from other parts of the country).

NDA supported the delivery of 127 audiology clinics to 1,298 NNUH patients under a well established SLA with the NNUH Foundation Trust.

The funding from the two significant financial supporters (the Big Lottery Fund and the Henry Smith Charity) has come to an end during this financial year. We are very grateful to those funders for the support they have given us.

The Friends of NDA scheme has kept a steady membership of around 211 during the year. The group enjoyed a social evening at the Theatre Royal, watching a captioned performance of 'Mamma Mia!'.

Alex Masden gave the annual Friends lecture in April 2016: "Hearing Dogs for Deaf People". This was an excellent lecture, very well received by all who attended.

NORFOLK DEAF ASSOCIATION (NDA)
(A company limited by guarantee)

TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2017

Services

Hearing Support Service

The Hearing Support Service (HSS) offers assistance to users of NHS hearing aids and works in partnership with the Audiology departments at the Norfolk and Norwich University Hospital, Cromer Hospital, James Paget Hospital, West Suffolk Hospital, Queen Elizabeth Hospital, Scrivens, Specsavers and the Outside Clinic. Referrals to this service come from the aforementioned Audiology providers, Adult Social Services, Residential & Nursing Homes, Sheltered Housing, relatives and self-referrals.

The HSS has been delivered by 40 volunteers, working across Norfolk. 7 new volunteers have been recruited and trained during 2016/17. The main mechanism for the delivery of this service is via home visiting, community based and mobile hearing aid maintenance clinics. Home visits cater for those with limited mobility, while the community based and mobile clinics provide access to our service in towns and villages near to where the service users live.

The service continues to grow, with **2,271** (1,633 in previous year) **new referrals** being received this financial year. **1,522 home visits** have been made, including visits to residential and nursing homes, and day centres to 1,141 service users. The community based clinics were run from 125 locations (15 open and 110 closed venues), which include GP surgeries and residential or nursing homes and delivered **3,164** (3,129 in previous year) **appointments** to 2,499 service users.

The mobile clinic has delivered **4,763** (4,879 in previous year) **appointments** reaching 4,405 service users. It has visited 28 public places in towns and villages, and covered a wide geographical area of our rural county, from Swaffham to Acle, and Wells to Harleston. In addition, the mobile clinic regularly visits 10 sheltered housing schemes. These visits are made on a quarterly rotational basis.

In total 8,489 (5,058 in previous year) service users accessed the service, an increase of 3,341, and 9,947 (9,453 in previous year) appointments have been delivered during the year.

The monitoring returns submitted by volunteers delivering this service identify that the main work tasks undertaken were: retubing and cleaning of hearing aids (92% of cases), mould fitting and advice (5% of cases), replacement of cords and top hooks (27%), general information and advice (11%), and providing replacement of batteries - **42,518 packs given out**. Volunteers also provide general advice and support for service users and their families.

The Assistive Listening Devices Clinic has supported 179 service users in person and provided advice to 49 service users over the phone.

The BSL Practice Group and the Support Group for new users of Hearing Aids have supported 55 and 59 service users respectively on a fortnightly basis.

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

Confidence and self-esteem - 78% reported big difference, 20% some difference

Ability to pursue interests & hobbies - 79% reported big difference, 18% some difference

Overall quality of life - 78% reported big difference, 19% some difference

Ability to communicate - 80% reported big difference, 17% some difference

NORFOLK DEAF ASSOCIATION (NDA)
(A company limited by guarantee)

TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2017

Feelings of possible isolation - 74% reported big difference, 19% some difference

Befriending Service

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

During 2016/17 we delivered 1,047 support hours (an average of 35 support hours per service user) and carried out 495 visits and 43 telephone based befriending support. These numbers do not include the visits undertaken by the Service Manager.

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

"Eva (not real name) is in her mid-90's. She lives in a sheltered housing scheme that supports people with sight loss. She also has severe hearing loss and avoids group activities which she finds to be overwhelming and stressful. The deterioration in her eyesight also means that her ability to lip-read has been severely reduced. This had caused her to become very isolated. Although fit for her age, Eva experienced balance issues and breathlessness, which had restricted her mobility.

Eva enjoyed going out to a local coffee shop where they knew her well, but she had stopped going because she felt embarrassed when she was unable to hear the staff and feared that she might misunderstand what they said. The loss of this social aspect of her life caused her a great deal of distress and unhappiness.

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

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

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

Tinnitus Support Group

During the year, the TSG has seen 18 new members join the group and now there are 254 members accessing this support. Over this period, 11 support groups have been delivered with an average of 20 attendees per session. These support groups have featured a range of excellent quality and high profile speakers, talking on a range of topics including: Bibby Lewis – Self Massage and Relaxation; Dr Roland Schaette – Latest Research in Tinnitus; Dr John Phillips – The Myths and Truths of Tinnitus, END Consultant at NNUH; Phil Gomersall and Eldre Beukes, Clinical Scientists Anglia Ruskin University; David Stockdale of British Tinnitus Association – Update and open group discussion; Clair Gatenby, Chief hearing therapist NNUH – Sleep Management for People with Tinnitus and Relaxation and Stress Management with Tinnitus; Annette James MAR MCThA, Complementary Therapist; Time Out Therapies – Massage for relaxation. Aromatherapy for Tinnitus; Christine Bowen, Trainee Clinical Psychologist; Nic Wray, British Tinnitus Association – "Take on Tinnitus" and Magdalena Sereda PhD, Senior Research Fellow in Tinnitus

The Tinnitus Support Group team has produced and disseminated monthly newsletters to the members of the group, in which they informed them of the current research on tinnitus, coping techniques, information on related conditions and provided feedback from the group meetings. We received 54 responses to our feedback questionnaire providing the following responses to the three key questions asked:

"Did you feel that attending the support group helped you to manage your Tinnitus?" - 83% reported that the

NORFOLK DEAF ASSOCIATION (NDA)
(A company limited by guarantee)

TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2017

TSG did help them.

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

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

HUSH! Club (Hard of Hearing Club)

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

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

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

Hearing Loss Awareness Training

During the year we delivered the training to a number of Norfolk Medical Practices, staff from nursing and residential homes, to UEA and primary schools. The CEO has also been able to provide 'informal HLAT' sessions when giving talks about the work of NDA to community groups.

Employees, volunteers and members

The Trustees would like to pay tribute to the small band of paid staff for their work and commitment and equally to all the much larger group of volunteers whose help ranges from delivering activities within the Hearing Support Service, to Befriending, to assisting with training, to helping with fund raising, in the office and in a variety of other ways.

The Trustees would also like to thank all our members and the *Friends of NDA* for their continued support and commitment.

NORFOLK DEAF ASSOCIATION (NDA)
(A company limited by guarantee)

TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2017

Financial review

a. RESERVES POLICY

Free reserves are represented by net current assets within the unrestricted fund. In view of the unpredictable nature of charitable income, it is the Trustees' intention to maintain an unrestricted reserve of a minimum of six month's projected running costs (which amounts to approximately £111,635). Ideally, nine months should be maintained (which amounts to approximately £167,450). As at 31 March 2017, NDA held unrestricted reserves of £121,195 as represented by net current assets within unrestricted funds.

Plans for the future

a. FUTURE DEVELOPMENTS

Our main plans for the coming financial year are:

- Ensure that the quality of services remain consistently high and meet the needs of service users.
- Expand the type of activities and locations delivered through the Assistive Listening Technology Clinic.
- Recruit and train additional volunteers for all services.
- Maintain the positive working relationships with the Clinical Commissioning Groups, NNUH, James Paget Hospital, West Suffolk Hospital, Queen Elizabeth Hospital, Scrivens, Specsavers and the Outside Clinic.
- Proactively promote the Hearing Loss Awareness Training to schools, medical practices, nursing and residential homes, Norfolk Constabulary and local supermarkets.
- Fully embed the new Case Management System (SharePoint) in all services.
- Explore the feasibility of registering with Signature to deliver BSL Level 1.
- Develop a range of community fundraising activities, linking them to the 120 years Anniversary of the NDA. On a rolling basis submit applications to Trusts and Foundations, encourage individual donations and membership to Friends of NDA.

TRUSTEES' RESPONSIBILITIES STATEMENT

The Trustees (who are also directors of Norfolk Deaf Association (NDA) for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England/Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at

NORFOLK DEAF ASSOCIATION (NDA)
(A company limited by guarantee)

TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2017

any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2011. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

This report was approved by the Trustees on 20 July 2017 and signed on their behalf by:



A.J. Jones
Chairman

NORFOLK DEAF ASSOCIATION (NDA)
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INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2017

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF NORFOLK DEAF ASSOCIATION (NDA)

I report on the financial statements of the company for the year ended 31 March 2017 which comprise the Statement of Financial Activities and Balance Sheet, with the related notes.

This report is made solely to the company's Trustees, as a body, in accordance with section 145 of the Charities Act 2011 and regulations made under section 154 of that Act. My work has been undertaken so that I might state to the company's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the company and the company's Trustees as a body, for my work or for this report.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND EXAMINER

The Trustees, who are also the directors of the company for the purposes of company law, are responsible for the preparation of the financial statements. The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the Act) and that an independent examination is needed.

Having satisfied myself that the company is not subject to audit under charity or company law and is eligible for independent examination, it is my responsibility to:

- examine the financial statements under section 145 of the Act;
- follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the Act; and
- state whether particular matters have come to my attention.

BASIS OF INDEPENDENT EXAMINER'S REPORT

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the company and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements, and seeking explanations from you as Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the financial statements present a 'true and fair view' and the report is limited to those matters set out in the statement below.

INDEPENDENT EXAMINER'S STATEMENT

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respect the requirements:
 - to keep accounting records in accordance with section 386 of the Companies Act 2006; and
 - to prepare financial statements which accord with the accounting records and comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charitieshave not been met; or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.

NORFOLK DEAF ASSOCIATION (NDA)
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INDEPENDENT EXAMINER'S REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2017

Signed:  Dated: 25 July 2017

Iain Mawson FCA

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

NORFOLK DEAF ASSOCIATION (NDA)
(A company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2017**

	Note	Unrestricted funds 2017 £	Restricted funds 2017 £	Total funds 2017 £	Total funds 2016 £
INCOMING RESOURCES					
Incoming resources from generated funds:					
Voluntary income	2	74,156	46,050	120,206	88,482
Activities for generating funds	3	4,047	-	4,047	80
Investment income	4	3,156	-	3,156	2,461
Incoming resources from charitable activities	5	23,990	80,482	104,472	138,848
TOTAL INCOMING RESOURCES		105,349	126,532	231,881	229,871
RESOURCES EXPENDED					
Costs of generating funds:					
Costs of generating voluntary income	6	15,201	-	15,201	8,148
Charitable activities	7	66,825	136,772	203,597	184,152
Governance costs	8	1,658	-	1,658	1,570
TOTAL RESOURCES EXPENDED		83,684	136,772	220,456	193,870
NET INCOMING / (OUTGOING) RESOURCES BEFORE INVESTMENT ASSET DISPOSALS		21,665	(10,240)	11,425	36,001
Gains and losses on disposals of investment assets		410	-	410	1,957
NET INCOMING RESOURCES BEFORE REVALUATIONS		22,075	(10,240)	11,835	37,958
Gains and losses on revaluations of investment assets		3,639	-	3,639	(4,620)
NET MOVEMENT IN FUNDS FOR THE YEAR		25,714	(10,240)	15,474	33,338
<i>Total funds at 1 April 2016</i>		<i>131,648</i>	<i>85,973</i>	<i>217,621</i>	<i>184,283</i>
TOTAL FUNDS AT 31 MARCH 2017		157,362	75,733	233,095	217,621

The notes on pages 15 to 24 form part of these financial statements.

NORFOLK DEAF ASSOCIATION (NDA)
(A company limited by guarantee)
REGISTERED NUMBER: 07966408

BALANCE SHEET
AS AT 31 MARCH 2017

	Note	£	2017 £	£	2016 £
FIXED ASSETS					
Tangible assets	13		8,580		17,696
CURRENT ASSETS					
Debtors	14	3,839		9,017	
Investments		94,035		92,673	
Cash at bank and in hand		134,041		104,331	
		<u>231,915</u>		<u>206,021</u>	
CREDITORS: amounts falling due within one year	16	(7,400)		(6,096)	
NET CURRENT ASSETS			<u>224,515</u>		<u>199,925</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			<u>233,095</u>		<u>217,621</u>
CHARITY FUNDS					
Restricted funds	17		75,733		85,973
Unrestricted funds	17		157,362		131,648
TOTAL FUNDS			<u>233,095</u>		<u>217,621</u>

The Trustees consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act.

The Trustees acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and for preparing financial statements which give a true and fair view of the state of affairs of the company as at 31 March 2017 and of its net incoming resources for the year in accordance with the requirements of sections 394 and 395 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions applicable to small companies within Part 15 of the Companies Act 2006 and in accordance with the Financial Reporting Standard for Smaller Entities (effective January 2015).

The financial statements were approved by the Trustees on 20 July 2017 and signed on their behalf, by:

A.J. Innes

The notes on pages 15 to 24 form part of these financial statements.

NORFOLK DEAF ASSOCIATION (NDA)
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

1. ACCOUNTING POLICIES

1.1 Basis of preparation of financial statements

The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic Ireland (FRS 102) issued on 16 July 2014 and the Charities Act 2011.

1.2 Company status

The company is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

1.3 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

1.4 Incoming resources

All incoming resources are included in the Statement of financial activities when the company has entitlement to the funds, certainty of receipt and the amount can be measured with sufficient reliability. For legacies, entitlement is the earlier of the company being notified of an impending distribution or the legacy being received.

Donated services or facilities, which comprise donated services, are included in income at a valuation which is an estimate of the financial cost borne by the donor where such a cost is quantifiable and measurable. No income is recognised where there is no financial cost borne by a third party.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

NORFOLK DEAF ASSOCIATION (NDA)
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

1. ACCOUNTING POLICIES (continued)

1.5 Resources expended

Expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities. Where costs cannot be directly attributed to particular activities they have been allocated on a basis consistent with the use of the resources.

Support costs are those costs incurred directly in support of expenditure on the objects of the company and include project management carried out at Head Office. Governance costs are those incurred in connection with administration of the company and compliance with constitutional and statutory requirements.

1.6 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Motor vehicles	-	25% straight line
Office equipment	-	25% straight line
Computer equipment	-	33% straight line

2. VOLUNTARY INCOME

	Unrestricted funds 2017 £	Restricted funds 2017 £	Total funds 2017 £	Total funds 2016 £
Grants	4,250	46,050	50,300	45,250
Donations	14,320	-	14,320	25,569
Corporate support	1,381	-	1,381	10,800
Friends of NDA & HUSH! Club	6,022	-	6,022	5,863
Legacies	48,183	-	48,183	1,000
	<hr/>	<hr/>	<hr/>	<hr/>
Voluntary income	74,156	46,050	120,206	88,482
	<hr/>	<hr/>	<hr/>	<hr/>

In 2016, £42,000 of the total voluntary income was restricted.

NORFOLK DEAF ASSOCIATION (NDA)
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017**

3. ACTIVITIES FOR GENERATING FUNDS

	Unrestricted funds 2017 £	Restricted funds 2017 £	Total funds 2017 £	Total funds 2016 £
Fundraising	3,927	-	3,927	-
Miscellaneous income	120	-	120	80
	<u>4,047</u>	<u>-</u>	<u>4,047</u>	<u>80</u>

In 2016, all of the miscellaneous income was unrestricted.

4. INVESTMENT INCOME

	Unrestricted funds 2017 £	Restricted funds 2017 £	Total funds 2017 £	Total funds 2016 £
Dividends received	3,156	-	3,156	2,461

In 2016, all of the investment income was unrestricted.

5. ACTIVITIES IN FURTHERANCE OF THE CHARITY'S OBJECTS

	Unrestricted funds 2017 £	Restricted funds 2017 £	Total funds 2017 £	Total funds 2016 £
Hearing Loss Awareness Training	4,640	-	4,640	848
NNUH	19,350	-	19,350	19,368
Norfolk CCGs	-	36,270	36,270	31,270
The Big Lottery Fund	-	44,212	44,212	87,362
	<u>23,990</u>	<u>80,482</u>	<u>104,472</u>	<u>138,848</u>

NORFOLK DEAF ASSOCIATION (NDA)
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017**

6. COSTS OF GENERATING VOLUNTARY INCOME

	Unrestricted funds 2017 £	Restricted funds 2017 £	Total funds 2017 £	Total funds 2016 £
Voluntary income staff costs	15,201	-	15,201	8,148

7. EXPENDITURE BY CHARITABLE ACTIVITY

SUMMARY BY FUND TYPE

	Unrestricted funds 2017 £	Restricted funds 2017 £	Total funds 2017 £	Total funds 2016 £
Hearing Support	29,337	119,572	148,909	134,363
Befriending	15,335	16,500	31,835	28,863
Tinnitus Support Group	11,876	700	12,576	10,940
Hard of Hearing Club	10,277	-	10,277	9,986
	66,825	136,772	203,597	184,152

SUMMARY BY EXPENDITURE TYPE

	Staff costs 2017 £	Depreciation 2017 £	Other costs 2017 £	Total 2017 £	Total 2016 £
Hearing Support	80,135	14,204	54,570	148,909	134,363
Befriending	19,745	1,025	11,065	31,835	28,863
Tinnitus Support Group	4,121	1,632	6,823	12,576	10,940
Hard of Hearing Club	3,055	-	7,222	10,277	9,986
	107,056	16,861	79,680	203,597	184,152

8. GOVERNANCE COSTS

	Unrestricted funds 2017 £	Restricted funds 2017 £	Total funds 2017 £	Total funds 2016 £
Independent examination fees	1,658	-	1,658	1,570

NORFOLK DEAF ASSOCIATION (NDA)
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017**

9. DIRECT COSTS

	Hearing Support £	Befriending £	Tinnitus Support Group £	Hard of Hearing Club £	Total 2017 £	Total 2016 £
Premises	21,033	3,608	3,465	3,465	31,571	31,331
Marketing	4,017	1,055	599	599	6,270	4,839
Legal & professional	2,026	42	28	28	2,124	5,175
Computer & IT support	1,514	490	245	245	2,494	1,988
General running expenses	12,571	2,827	2,115	2,515	20,028	19,778
Volunteers costs	10,980	2,695	23	22	13,720	14,393
Wages and salaries	71,055	14,579	3,086	2,020	90,740	76,787
Depreciation	14,204	1,025	1,632	-	16,861	10,946
	<u>137,400</u>	<u>26,321</u>	<u>11,193</u>	<u>8,894</u>	<u>183,808</u>	<u>165,237</u>

10. SUPPORT COSTS

	Hearing Support £	Befriending £	Tinnitus Support Group £	Hard of Hearing Club £	Total 2017 £	Total 2016 £
Premises	2,429	348	348	348	3,473	3,468
Wages and salaries	9,080	5,166	1,035	1,035	16,316	15,447
	<u>11,509</u>	<u>5,514</u>	<u>1,383</u>	<u>1,383</u>	<u>19,789</u>	<u>18,915</u>

11. NET INCOMING / (OUTGOING) RESOURCES

This is stated after charging:

	2017 £	2016 £
Depreciation of tangible fixed assets: - owned by the charity	<u>16,862</u>	<u>10,946</u>

During the year, no Trustees received any remuneration (2016 - £NIL).

During the year, no Trustees received any benefits in kind (2016 - £NIL).

During the year, no Trustees received any reimbursement of expenses (2016 - £NIL).

NORFOLK DEAF ASSOCIATION (NDA)
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017**

12. STAFF COSTS

Staff costs were as follows:

	2017 £	2016 £
Wages and salaries	122,257	100,382

The average monthly number of employees during the year was as follows:

	2017 No.	2016 No.
	11	8

No employee received remuneration amounting to more than £60,000 in either year.

13. TANGIBLE FIXED ASSETS

	Motor vehicles £	VLP & Computers £	Total £
Cost			
At 1 April 2016	35,486	7,326	42,812
Additions	-	7,746	7,746
At 31 March 2017	35,486	15,072	50,558
Depreciation			
At 1 April 2016	19,199	5,917	25,116
Charge for the year	8,872	7,990	16,862
At 31 March 2017	28,071	13,907	41,978
Net book value			
At 31 March 2017	7,415	1,165	8,580
At 31 March 2016	16,287	1,409	17,696

14. DEBTORS

	2017 £	2016 £
Trade debtors	155	4,909
Prepayments and accrued income	3,684	4,108
	3,839	9,017

NORFOLK DEAF ASSOCIATION (NDA)
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017**

	2017 £
15. CURRENT ASSET INVESTMENTS	
Market value	
At 1 April 2016	92,672
Additions	39,911
Disposals	(42,188)
Revaluations	3,640
At 31 March 2017	<u>94,035</u>

All the current asset investments are listed and held in the UK

16. CREDITORS:
Amounts falling due within one year

	2017 £	2016 £
Trade creditors	1,249	3,557
Other taxation and social security	936	954
Accruals and deferred income	5,215	1,585
	<u>7,400</u>	<u>6,096</u>

17. STATEMENT OF FUNDS

	Brought Forward £	Incoming resources £	Resources Expended £	Transfers in/out £	Gains/ (Losses) £	Carried Forward £
Designated funds						
One Stop Facilities	19,370	-	-	(19,370)	-	-
Improvement	-	-	-	15,000	-	15,000
Aural Care Project	-	-	-	20,000	-	20,000
	<u>19,370</u>	<u>-</u>	<u>-</u>	<u>15,630</u>	<u>-</u>	<u>35,000</u>
General funds						
General Funds	112,278	105,349	(83,684)	(15,630)	4,049	122,362
Total Unrestricted funds	<u>131,648</u>	<u>105,349</u>	<u>(83,684)</u>	<u>-</u>	<u>4,049</u>	<u>157,362</u>

Facilities Improvement is a fund earmarked for upcoming refurbishment of NDA's main premises.

Aural Care Project is a fund designated for the purchase of equipment required to undertake patients' care and associated staff training.

NORFOLK DEAF ASSOCIATION (NDA)
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

17. STATEMENT OF FUNDS (continued)

Restricted funds

	Brought Forward £	Incoming resources £	Resources Expended £	Transfers in/out £	Gains/ (Losses) £	Carried Forward £
The Henry Smith Charity	5,000	20,000	(15,000)	-	-	10,000
Norfolk CCG's	14,806	36,270	(21,076)	-	-	30,000
The Big Lottery Fund	43,458	44,212	(87,670)	-	-	-
Robert McAlpine Foundation	14,500	-	-	-	-	14,500
The Albert Hunt Trust	-	1,000	-	-	-	1,000
The Paul Bassham Trust	-	2,000	-	-	-	2,000
John Jarrold Trust	375	1,000	-	-	-	1,375
Norfolk Community Foundation - Lovewell Blake Fund	2,084	-	(2,084)	-	-	-
Norfolk Community Foundation - Saracen's Norfolk Fund	2,000	-	(2,000)	-	-	-
Norfolk Community Foundation - Shelroy Charitable Trust Fund	-	2,500	(1,875)	-	-	625
Norfolk Community Foundation - Shelroy Charitable Trust Fund	-	2,500	-	-	-	2,500
Frances Winham Foundation	833	-	(833)	-	-	-
Evan Cornish Foundation	417	-	(417)	-	-	-
Mickelham Charitable Trust	-	1,000	(417)	-	-	583
The Lady Hind Trust	2,500	2,500	(2,500)	-	-	2,500
The Bedford Memorial Trust	-	2,000	-	-	-	2,000
R.C. Snelling Charitable Trust	-	2,000	(400)	-	-	1,600
The Edith Lilian Harrison 2000 Foundation	-	5,000	(1,700)	-	-	3,300
EDP Community Chest	-	250	-	-	-	250

NORFOLK DEAF ASSOCIATION (NDA)
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017**

17. STATEMENT OF FUNDS (continued)

The Inman Charity	-	3,000	-	-	-	3,000
Spurrel Charitable Trust	-	500	(500)	-	-	-
Clan Trust Ltd	-	300	(300)	-	-	-
Mr & Mrs Philip Rackham Charitable Trust	-	500	-	-	-	500
	85,973	126,532	(136,772)	-	-	75,733
Total of funds	217,621	231,881	(220,456)	-	4,049	233,095

The Henry Smith Charity funding supports the salary of the Chief Executive.

Norfolk CCG's funding is used towards providing advice and a hearing support service for NHS hearing aid users throughout Norfolk and for working with organisations who refer newly diagnosed hearing aid users to the NDA. The funds carried forward have been ringfenced for the development of the case management system for the service.

The Big Lottery Fund is used towards the running costs and wages of the Hearing Support Service over three years (revenue) and the purchase of a new minibus for the mobile clinic (capital).

Robert McAlpine Foundation funding is used towards the costs of the Norfolk Hearing Support Service.

The Albert Hunt Trust funding is used towards the costs of the Norfolk Hearing Support Service.

The Paul Bassham Trust funding is used towards Norfolk Hearing Support Service volunteer expenses.

The John Jarrold Trust funding is used towards Norfolk Hearing Support Service volunteer expenses.

Norfolk Community Foundation - Lovewell Blake fund is used towards the salary of a Befriending co-ordinator.

Norfolk Community Foundation - Saracen's Norfolk fund is used towards Norfolk Hearing Support Service volunteer expenses.

Norfolk Community Foundation - Shelroy Charitable Trust funds are used towards the Befriending Service.

The Frances Winham Foundation funding is used towards the Befriending Service.

The Evan Cornish Foundation funding is used towards the costs of the Norfolk Hearing Support Service.

Mickleham Charitable Trust funding is used towards the costs of the Norfolk Hearing Support Service.

The Lady Hind Trust funding is used towards the salary of a Befriending co-ordinator.

Bedford Memorial Trust is used towards the costs of the Hearing Support Service.

R. C. Snelling Charitable Trust is used towards the running costs of the Tinnitus Support Group.

NORFOLK DEAF ASSOCIATION (NDA)
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017**

17. STATEMENT OF FUNDS (continued)

The Edith Lilian Harrison 2000 Foundation is used towards the costs of the Hearing Support Service.

The EDP Community Chest was used towards the running costs of the Befriending Service.

The Inman Charity was used towards the running costs of the Hearing Support Service.

Spurrel Charitable Trust was used towards the running costs of the Hearing Support Service.

The Clan Trust was used towards the running costs of the Tinnitus Support Group.

Mr and Mrs Philip Rackham Charitable Trust was used towards the running costs of the Hearing Support Service.

SUMMARY OF FUNDS

	Brought Forward £	Incoming resources £	Resources Expended £	Transfers in/out £	Gains/ (Losses) £	Carried Forward £
Designated funds	19,370	-	-	15,630	-	35,000
General funds	112,278	105,349	(83,684)	(15,630)	4,049	122,362
	<u>131,648</u>	<u>105,349</u>	<u>(83,684)</u>	<u>-</u>	<u>4,049</u>	<u>157,362</u>
Restricted funds	85,973	126,532	(136,772)	-	-	75,733
	<u>217,621</u>	<u>231,881</u>	<u>(220,456)</u>	<u>-</u>	<u>4,049</u>	<u>233,095</u>

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds 2017 £	Restricted funds 2017 £	Total funds 2017 £	Total funds 2016 £
Tangible fixed assets	1,167	7,415	8,582	17,696
Current assets	163,595	68,318	231,913	206,020
Creditors due within one year	(7,400)	-	(7,400)	(6,095)
	<u>157,362</u>	<u>75,733</u>	<u>233,095</u>	<u>217,621</u>