

Registered number: 07966408
Charity number: 1146883



is the operating
name of



The Norfolk Deaf Association

Supporting people with hearing loss and related conditions

NORFOLK DEAF ASSOCIATION (NDA)

(A company limited by guarantee)

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

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

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NORFOLK DEAF ASSOCIATION (NDA)
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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2022**

Trustees	P R Prinsley, Chair C I M I C Cant, Vice Chair D J Butler, Treasurer (resigned 27 November 2021) R Moate, Treasurer (appointed 28 March 2022) S R Chalmers J S L Hirst Dr J E Fitzgerald M J Steward (resigned 3 January 2022) Dr M J Platt (appointed 12 August 2021) R Cadman (appointed 25 November 2021)
Company registered number	07966408
Charity registered number	1146883
Registered office	14 Meridian Way Norwich Norfolk NR7 0TA
Patron	Sir Richard Jewson KCVO JP
Chief executive officer	A Derrett
Accountants	MA Partners LLP Chartered Accountants 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)
(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2022

The Trustees present their annual report together with the financial statements of the Norfolk Deaf Association (NDA) for the year 1 April 2021 to 31 March 2022. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

Since the Charity qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Reference and administrative details

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 Charity's governing documents are the Memorandum and Articles of Association. In July 2020, following the approval from the Charity Commission, NDA began to operate under the working name of Hear for Norfolk.

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 the first page.

Norfolk Deaf Association (NDA) Objects

The Norfolk Deaf Association'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 the 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)*

Structure, governance and management

a. Constitution

Norfolk Deaf Association (NDA) is registered as a charitable company limited by guarantee and was set up by a Memorandum of Association.

b. Methods of appointment or election of Trustees

The management of the Charity is the responsibility of the Trustees who are elected and co-opted under the terms of the Memorandum of Association.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Structure, governance and management (continued)

c. Organisational structure and decision-making policies

The Trustees of NDA 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 currently consists of eight 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, the Chief Executive has regular communications with the Chairman and the Treasurer.

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, quality control and fundraising. The Chief Executive has extensive experience and expertise in leading third sector organisations, business transformation, change management, organisational development and professional fundraising.

d. Policies adopted for the induction and training of Trustees

New Trustees are recruited based on the skills and expertise that have been identified as required to effectively govern the Charity. An open recruitment process, as well as targeted approach, is used when recruiting new Trustees. 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 visit some of the services and attend 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.

A Trustee induction pack is in place, which is given to all newly recruited Trustees. The pack 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.

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.

The Trustees adopted the Charity Commission's Charity Governance Code 2017.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Structure, governance and management (continued)

e. Risk management

The Board is responsible for the management of the risks faced by the Charity. Detailed consideration of the risks is 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 regularly
- + 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. Our Vision and Mission

Our **vision** is to continue to be a provider of high quality and reliable services for people with hearing loss and related conditions, delivered by a team of experienced, knowledgeable, and professional staff and volunteers.

We are dedicated to improving the emotional wellbeing, communication, and the overall quality of life of people with hearing loss and related conditions. This is achieved by providing practical and emotional support, aural care, hearing aid maintenance, hearing loss awareness training, and information on hearing loss and other related conditions.

We are true to our values and they are at the heart of everything we do.

Inclusivity – we believe and making our services available and accessible to anyone who needs them. We believe in staff having the ownership of the services we provide and be empowered to proactively make improvements in their areas of work.

Integrity – we believe in treating people with respect, being open, honest and trustworthy. We believe in transparency, accountability, recognising our limitations and in strict adherence to confidentiality.

Responsiveness – we believe in a safe, timely, effective, efficient and flexible modus operandi. We believe in responding promptly to the changes in need of our service users, as well as the changes required within the organisation to ensure we maintain a high-quality provision.

Resourcefulness – we believe in finding effective solutions to solve problems, in assessing the need to enable us find 'a way to help'. We believe in planning in accordance with resources available, working as a team and in a collaborative way with other organisations.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Objectives and activities (continued)

b. Main activities undertaken to further the Charity's purposes for the 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 providing practical and emotional support, aural care, hearing aid maintenance, hearing loss awareness training, and information on hearing loss and other related conditions to people with all degrees of hearing loss in Norfolk.

The Charity achieves this objective by delivering the following services:

Hearing Support Service - the aim of this service is to offer assistance to users of NHS hearing aids by providing emotional support, routine maintenance of their hearing aids, advising on their use, communication tactics and the available assistive listening devices. We deliver this service by reaching our service users through home visiting, community-based clinics, and a mobile clinic. This outreach support service is managed and administered by a small team of paid staff and delivered across Norfolk by a team of well-trained and dedicated volunteers. As part of this service, we offer the **Ear Otoscopy clinic**, which is aimed at screening individuals for the presence of ear wax.

Aural Care Service - is aimed at improving the quality of life for people who are affected by excessive ear wax. We offer the Aural Care Service (ear wax removal clinics using suction under magnification and, if required, manual instruments), delivered from easily accessible, purpose-built clinic rooms at our premises on Meridian Way, Norwich and through our Mobile Ear Care Clinic. The service is run by a team of professionally trained and experienced Aural Care Practitioners, who are registered nurses and have completed a specialist aural care training.

The 'Cuppa Care' Project - offers emotional, wellbeing and practical support, information and advice to members of the community who might experience loneliness or isolation or who might require specialist support or advice. This service is led by Hear for Norfolk and delivered in partnership with local specialist organisations: Vision Norfolk, Hear for Norfolk, Age UK Norwich, Norfolk & Waveney Mind, the Wellbeing Service, Norfolk CAB, Age UK Norfolk and Norfolk LGBT+ Project.

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's offices, five days a week between 9am and 5pm. The service is available without visiting the hospital and provides an easily accessible, community based, non-hospital environment. Medical Practices' practitioners can refer to this service through the Choose & Book facility.

Hearing Loss Awareness Training - our training aims to increase the awareness and understanding of the challenges faced by people with all degrees of hearing loss in the workplace, education and in social settings. The training is delivered face-to-face as well as online, enabling us to meet the needs of different organisations and individuals.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Achievements and performance

a. Review of activities

Organisational level

Throughout the year the Trustees have monitored the implementation of the objectives set for the year through the Chief Executive's report at the Board meetings. The Trustees are pleased to report that the service delivery objectives set for the year have been achieved, despite the ongoing challenges caused by the pandemic.

The Trustees are very pleased to report that the organisation continued to deliver its services to people across Norfolk throughout the Covid-19 crisis, due to having a robust business continuity plan in place, a strong and professional team, a range of outreach and mobile services and the additional funds secured during the year. This combination enabled the organisation to reliably continue with the delivery of its services based on the adaptations implemented during the first year of the pandemic.

We are delighted to report that with a generous support from the Geoffrey Watling Charity, the Clan Trust, Norfolk Community Foundation Transforming Community Fund and the NHS Charities Together Fund, the Martin Laing Foundation, the R Snelling Charitable Trust and donations by the members of the Rotary Club of Norwich, we raised the required capital and revenue funds for the 'Cuppa Care' Project, enabling us to purchase and convert the 'Cuppa Care' bus and begin the delivery of the project in July 2021 on a part-time basis initially, taking our multi-disciplinary support across rural communities in Norfolk.

Duncan Baker, North Norfolk MP who officially 'launched' the 'Cuppa Care' project said: "Loneliness and isolation is a real problem in our rural communities, and it has been exacerbated by the pandemic. Given that North Norfolk has a particularly older population, I am really keen to help the 'Cuppa Care' and anything we can do to ensure our older citizens do not feel that there isn't a friendly helping hand there for them."

Based on identified need toward the end of the financial year we have developed and began to run Otoscopy Clinics, which are aimed at screening people for presence of ear wax and referring them for treatment if required. The clinics are run by volunteers who have clinical training and experience (doctors, nurses and audiologists).

We are very pleased to report that following a procurement and tendering process we have been selected as one of the providers of Age Related Hearing Loss Services (hearing assessment and hearing aids fitting for patients age 50+) under an AQP contract with Norfolk & Waveney CCG (Central Locality). The announcement was made in March 2022, with the contract commencement on the 1st July 2022. This development also addresses the findings and recommendations from the independent evaluation carried out by University of East Anglia (UEA) during this financial year. More details within the Hearing Support Service report below.

As in the previous year, despite the tough operational and funding environment, where many funders redirected their funding towards the services directly delivering Covid-related services, we still managed to successfully secure an encouraging level of fundraising income, with funds secured from individual donors, trusts and foundations, together with contracts with the Norfolk and Waveney CCG and the Norfolk and Norwich University Hospital. The second grant year of the National Lottery Community Fund award has been received, out of the pledged three-year £217,401 total grant towards our Hearing Support Service. We also been successful with retaining our contract with the Norfolk and Waveney CCG for the Aural Care Service in the South and the North of the county, and extended it to the West, and renewed our contract with James Paget University Hospital for the same service. These expansions have provided financial security and also enabled us to position our Charity as the key provider of community aural care and hearing support services in the County.

In early March 2022 the staff team carried out a review of the 2021 – 2024 Business Plan, the finding of which

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Achievements and performance (continued)

have been reported to and discussed by the Board of Trustees at their March meeting. The key objectives and priorities for 2022/23 financial year have been agreed as part of these meetings. A summary of these objective can be found in the 'Plans for the future section' of this report.

Services

Hearing Support Service

The Hearing Support Service (HSS) is delivered across Norfolk by a small team of part-time staff, and a team of well trained and dedicated volunteers, via home visiting, community-based and mobile clinics, over the phone & online and via the postal service.

We are extremely proud that throughout the Covid-19 pandemic, and with the challenges it proceeded to bring, alongside the consequent increase in costs for running the service due to required adaptations to the service delivery model, we continued to deliver this service and have been, and continue to be, a reliable and accessible support organisation for many service users.

Hearing aid maintenance provided by our HSS is absolutely necessary for hearing aid users, as hearing aid components such as tubes, domes, moulds and batteries deteriorate with use and need regular maintenance or replacement to keep the hearing aid effective. HSS support is essential to continued and regular use of hearing aids. The majority of our service users are not able to undertake the self-maintenance due to age related dexterity or memory issues.

Due to the ongoing pandemic the number of volunteers working within the service remained at the average 22, however we have recruited and trained another 4 volunteers at the end of the financial year.

This highly accessible outreach support service 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 University 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.

Our Hearing Support Service supports a large proportion of the elderly population of Norfolk. A big percentage of this cohort are experiencing hearing loss by virtue of ageing, but they are also affected by other issues such as loneliness, isolation, ill health, mobility issues and challenges with access to services due to the rurality of our county. Rural and coastal areas of Norfolk experience challenges with their infrastructure, with many residential areas lacking reliable public transport and access to services. We do our best to take our services into the community to ensure equal access.

To measure the outcomes we achieve for our service users, we provide them by post with an Outcomes Measuring Questionnaire (OMQ), which apart from collecting data on the quality of our service and the improvements we could make, is designed to assess and measure the softer outcomes.

During the year we sent out 426 questionnaires to people who accessed the Hearing Support Service in 2021/22 and received back 241 completed questionnaires, with a return rate of 56.6%. The OMQ consists of 25 probing questions. The responses from a few of those questions are highlighted below:

"What difference has our support made to your ability to use your Hearing Aids?" – 82.3% reported a Big difference, 12.5% - Some difference, 1.0% - Little difference and 4.2% - No difference.

"What difference has our support made to your ability to communicate?" – 65.9% reported a Big difference, 24.5% - Some difference, 2.2% - Little difference and 7.4% - No difference.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Achievements and performance (continued)

"What difference has our support made to you feeling less lonely and isolated?" – 47.7% reported a Big difference, 17.2% - Some difference, 12.6% - Little difference and 22.5% - No difference.

"What difference has our support made to your confidence and self-esteem?" – 55.3% reported a Big difference, 16.7% - Some difference, 9.6% - Little difference and 18.4% - No difference.

"What difference has our support made to you to remain active?" – 57.7% reported a Big difference, 20% - Some difference, 6.9% - Little difference and 15.4% - No difference.

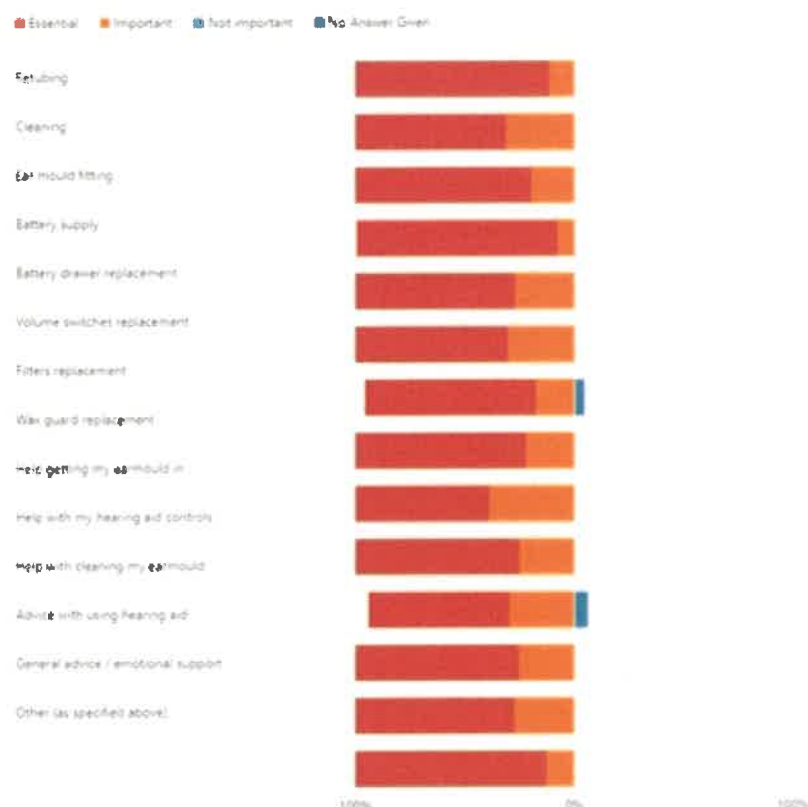
"What difference has our support made to your wellbeing and the overall quality of life?" – 65.6% reported a Big difference, 20.9% - Some difference, 5.4% - Little difference and 8.1% - No difference.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Achievements and performance (continued)

"How important do you rate the support we provide?"



In addition to using the OMQ to monitor and evaluate our Hearing Support Service in 2021, as mentioned earlier, we have commissioned the University of East Anglia to carry out an external evaluation of this service. The full report is very complimentary and has been published on our website, and below is a summary of the concluding remarks:

"The evaluation has shown that the services provided by Hear for Norfolk are valuable to people with hearing loss in Norfolk. Without the support to maintain hearing aids, service users felt they would experience much reduced quality of life and mental wellbeing. Hear for Norfolk and the NHS are the preferred providers for hearing assessments, equipment, and maintenance for different reasons. Independent providers did not have any support from interview participants because of poor service and potential health risks.

Hear for Norfolk already fills a large gap in service need for people with hearing loss but there were some suggestions to further develop services. One suggestion was for Hear for Norfolk to strengthen its partnership with the NHS and gain funding for hearing assessments, hearing aid provision and wax removal. Other suggestions were for the full restoration and extension of mobile services around Norfolk, development of psychological and befriending services, restore the service to try new assistive listening devices, and further advertise the services provided by Hear for Norfolk.

The person-centred care provided by Hear for Norfolk is what sets it apart from other providers of services for people with hearing loss, however, to develop and extend existing services would require consideration of need and extra funding."

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Achievements and performance (continued)

All participants in the UEA evaluation found the volunteers and staff at Hear for Norfolk were very helpful, thoughtful, and considerate:

"Well, they gave me good advice how to place it [hearing aid] in, which basically should appreciate when your new to it, it is a bit of a fiddle, they were very patient with things like that. Quietly works away in the back there for people like me keeping us, keeping our hearing efficient."

During the year ended 31 March 2022 HSS supported **3,137** people though **3,321** appointments, of which **267** received a home visit (285 appointments), **2,067** (2,211 appointments) were seen at a community-based clinic and **803** (825) were helped on the mobile clinic. We estimate that we supported an additional **1,500** people over the phone or e-mail with advice, information or help with accessing services provided by audiology or other healthcare providers. **1,293** new people joined this service during the year.

Aural Care Service

The Aural Care Service continued to develop, with our contract with the Norfolk & Waveney CCG being further extended enabling us to accept referrals from medical practices in the West of Norfolk. The contract with James Paget University Hospital has been renewed for another year. Both developments required us to increase the nursing capacity for the service.

During the financial year we have been able to deliver a total of 6,990 aural care appointments. Of those, 5,315 appointments were attended by patients that have been referred by their GP, 1,059 appointments attended by fee-paying patients and 619 appointments attended by patients referred to us by James Paget University Hospital. In addition, we have treated 17 patients in 5 care homes and 17 patients via domiciliary visits.

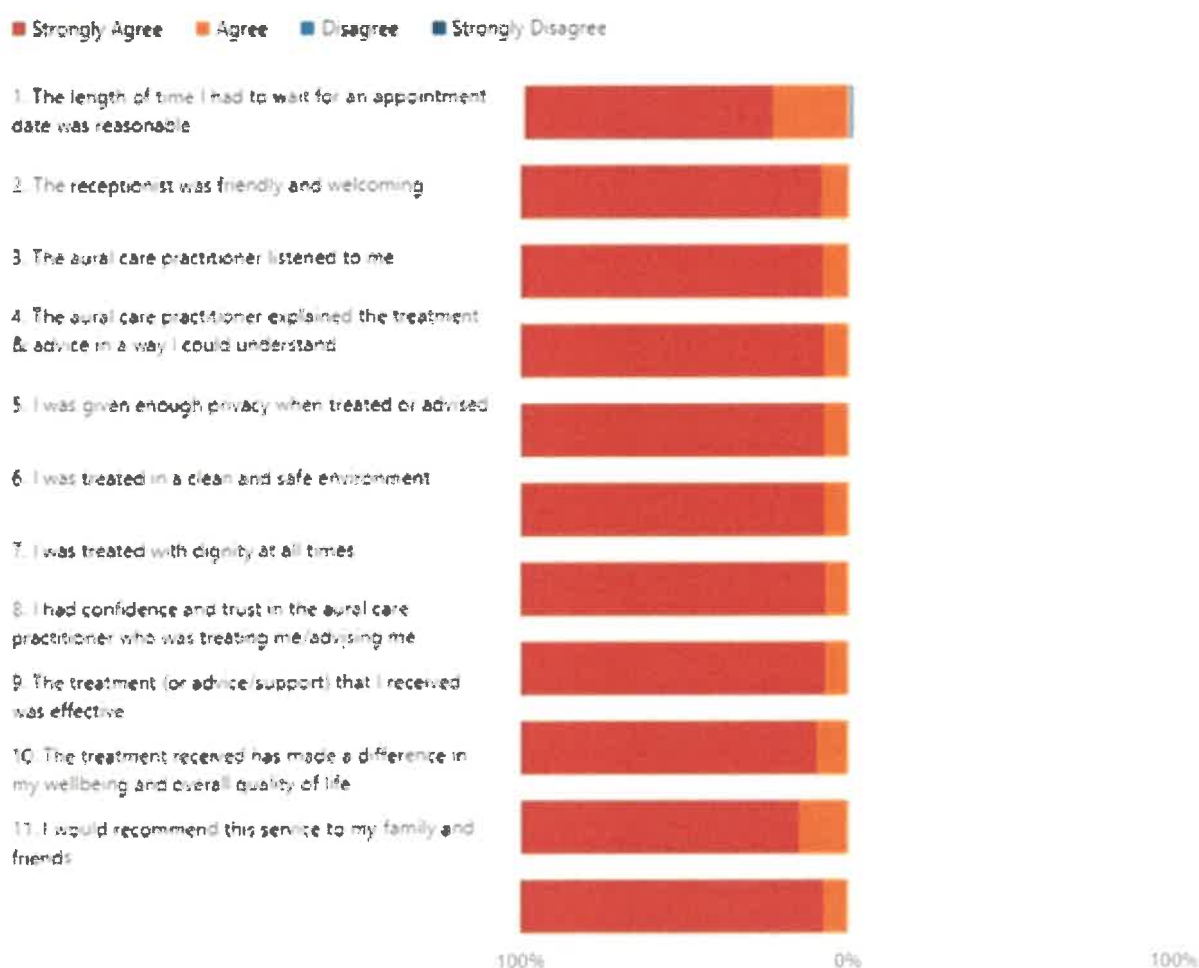
All patients accessing our Aural Care Service are issued with post-procedure questionnaire that seeks to measure their satisfaction against a number of indicators regarding the care and quality of the service received. Below is a summary of the responses received from 2,488 patients who completed the form. Patients are asked to agree or disagree with a set of statements:

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Achievements and performance (continued)

All patients accessing our Aural Care Service are issued with post-procedure questionnaire that seeks to measure their satisfaction against a number of indicators regarding the care and quality of the service received. Below is a summary of the responses received from 2,488 patients who completed the form. Patients are asked to agree or disagree with a set of statements:



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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Achievements and performance (continued)

Many patients supported their answers with additional comments, a few of which are exampled below:

"Very Grateful. Thank you all so much for providing such a great service."

"Thank you, I have recommended you several times!"

"Really excellent - Really happy - will definitely recommend."

"Pleased with service, safety, effectiveness and courtesy. Thank you very much."

"Everyone here are always so friendly, very well ran, so glad I found this service."

"Treatment and level of care provided was excellent - very friendly staff."

"I would not hesitate to use this service again. Staff were very polite and caring and informative. A brilliant service. Thank you!"

'Cuppa Care' Project

We began delivering the pilot of this service in July 2021 on a part-time basis and in partnership with a number of local charities, namely the Rotary Club of Norwich, Vision Norfolk, Age UK Norwich, Norfolk LGBT+ Project, Norfolk & Waveney Mind, Norfolk CAB and Age UK Norfolk.

Between July 2021 and end of March 2022 131 sessions have been delivered across Norfolk. At these sessions we supported 124 service users who received help but declined to provide their personal details. Additional 177 service users have been supported through 227 contacts who provided their data and are entered on the project reporting portal. Total number of service users supported during the period was 301. This number does not include by-passers who picked up information/leaflets and enquired about the project.

In February 2022 we introduced a service user feedback form for the project and received 17 responses within the last month of the financial year. Service users we asked to agree or disagree with a series of statements that help us identify the difference our support is making and provide further information regarding the difference our support makes.

1. Please tick the answers that fit closest to how you feel and write as much additional information as you can. Thank you very much!

[More Details](#)

■ Strongly Disagree ■ Disagree ■ Agree ■ Strongly Agree

Cuppa Care visiting my area gives me people to

Cuppa Care helps me feel included within my community

Cuppa Care makes me feel less isolated

Cuppa care makes me feel less lonely

100%

0%

100%

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Achievements and performance (continued)



Hearing Loss Awareness Training

We have been able to provide the training face to face and online to Norfolk County Council Adult Learning Team, Norwich Theatre Royal and a number of Medical Practices across Norfolk. A total of 11 courses have been delivered during the year. Below are some feedback received from the course participants:

"Excellent trainer, great delivery and knowledge."

"Really enjoyed the role play, well presented course."

"Engaging, informative and covered all bases. Thank you!"

"Fantastic explanation. I now have a much better understanding of the subject."

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Achievements and performance (continued)

b. Employees and volunteers

The Trustees would like to pay tribute to the small team of paid staff for their work, professionalism, and commitment and equally to all the volunteers whose help is essential and invaluable in the delivery of the Hearing Support Service and the Otoscopy Clinic. The Trustees acknowledge the difficult times faced during the year due to challenges caused by the pandemic and the substantially increased demand and pressure on the services and on staff capacity, and are very appreciative to all staff and volunteers who have given their utmost to ensure that services continue to be maintained at a high quality and that Hear for Norfolk continues to be a reliable organisation and able to reach the most vulnerable in our county.

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

c. Plans for the future

Our main plans for the coming financial year are:

1. Mobilise the Adult Audiology Service.
2. Further increase the staff capacity and add additional community-based clinics, to achieve an increase in the number of appointments and reduce the waiting time for the Aural Care Service clinics across Norfolk.
3. Retain the Aural Care Service Contracts with Norfolk & Waveney CCG and James Paget University Hospital.
4. Increase the reach of our Hearing Support Service, by adding additional community-based and mobile clinics, and reach more care homes.
5. Recruit and train additional volunteers for the Hearing Support Service and the Otoscopy Clinics.
6. Maintain the positive working relationships with the Norfolk & Waveney Clinical Commissioning Group, Audiology Departments at the local hospitals and other providers of NHS funded Audiology Services.
7. Fully implement the Cuppa Care Project.
8. Proactively promote the Hearing Loss Awareness Training to care homes, medical practices and other community organisations.
9. Bid for the AQP Ear Clearance contract for Norfolk when Norfolk & Waveney CCG publishes the tender.
10. Focus resources on raising revenue funds from Trusts and Foundations, individual donors, commercial organisations and Friends of NDA.
11. Review the feasibility of the Tinnitus Support Group.
12. Explore further collaboration with other local charities that deliver important and complementary services to Norfolk based citizens.

Financial review

a. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

b. Reserves policy

Free reserves are unrestricted funds that are freely available to be spent on any of the Charity's objectives. Tangible fixed assets and the connected bank loans are not included in free reserves as the assets are essential to the Charity's activities and their disposal would adversely impact on its ability to deliver its aims.

The minimum level of free reserves is set by the Board of Trustees on an annual basis and regularly monitored throughout the year. Action will be taken if actual free reserves fall significantly below the level established.

In determining the level of free reserves, Trustees consider the financial impact of the risks facing the Charity, including the loss of income from partner agencies and voluntary donations, and balance the need to hold sufficient reserves to enable the Charity to:

- Continue its activities when faced with unforeseen circumstances
- Maximize expenditure on charitable activities.

The policy for 2021/22 was to hold a target minimum level of three months projected annual expenditure, assessed to be £98,633, with an aspirational target level of six months projected annual expenditure in free reserves (as defined by the Charity Commission). The free reserves as at 31 March 2022 were **£113,734**.

For the 2022/23 financial year the Trustees aim to focus their efforts upon building up the free reserves and have a long-term target of £354,399, which represents six months projected running costs. In the meantime, all efforts will be made to secure the current reserves target of three months of projected annual expenditure, which is £177,199.

Designated funds are funds set aside by the Trustees out of unrestricted funds to fund specific future purposes and projects. As at 31 March 2022 the Charity had designated funds of **£nil**.

As at 31 March 2022, the Charity had restricted funds of **£62,600**. Restricted funds are funds received for undertaking an activity specified by the donor when making the gift or may result from the terms of an appeal for funds. Details of the restricted funds are given in note **18**.

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TRUSTEES' REPORT (CONTINUED)
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Statement of Trustees' responsibilities

The Trustees (who are also the directors of the Charity 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).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Charity and of its incoming resources and application of resources, including its income and expenditure, 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 of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Companies Act 2006. 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.

Approved by order of the members of the board of Trustees and signed on their behalf by:

P R Prinsley



Date:

23/7/22

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

INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2022

Independent examiner's report to the Trustees of Norfolk Deaf Association (NDA) ('the Charity')

I report to the charity Trustees on my examination of the accounts of the Charity for the year ended 31 March 2022.

Responsibilities and basis of report

As the Trustees of the Charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the Charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the Charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of (enter body here), which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

This report is made solely to the Charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Charity'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 Charity and the Charity's Trustees as a body, for my work or for this report.

Signed:



Dated: 3 August 2022

Mr F M E Shippam BSc FCA DChA

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

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2022**

	Note	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Income from:					
Donations, grants and legacies	3	37,702	79,229	116,931	69,298
Charitable activities	4	304,470	108,737	413,207	255,144
Other trading activities	5	2,537	-	2,537	3,873
Investments	6	907	-	907	884
Total income		345,616	187,966	533,582	329,199
Expenditure on:					
Raising funds	7,8	14,191	-	14,191	16,921
Charitable activities		301,731	145,990	447,721	267,595
Total expenditure		315,922	145,990	461,912	284,516
Net income before net gains on investments		29,694	41,976	71,670	44,683
Net gains on investments		277	-	277	1,258
Net movement in funds		29,971	41,976	71,947	45,941
Reconciliation of funds:					
Total funds brought forward		92,156	20,624	112,780	66,839
Net movement in funds		29,971	41,976	71,947	45,941
Total funds carried forward		122,127	62,600	184,727	112,780

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 21 to 37 form part of these financial statements.

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

BALANCE SHEET
AS AT 31 MARCH 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	13	31,627	44,663
		<u>31,627</u>	<u>44,663</u>
Current assets			
Debtors	14	30,307	19,972
Investments	15	27,960	28,203
Cash at bank and in hand		120,566	37,567
		<u>178,833</u>	<u>85,742</u>
Creditors: amounts falling due within one year	16	(25,733)	(17,625)
Net current assets		<u>153,100</u>	<u>68,117</u>
Total assets less current liabilities		<u>184,727</u>	<u>112,780</u>
Total net assets		<u><u>184,727</u></u>	<u><u>112,780</u></u>
Charity funds			
Restricted funds	18	62,600	20,624
Unrestricted funds	18	122,127	92,156
Total funds		<u><u>184,727</u></u>	<u><u>112,780</u></u>

The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

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

BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2022

P R Prinsley

Date:

P R Prinsley
28/7/22.

The notes on pages 21 to 37 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 2022

1. General information

Norfolk Deaf Association is a company limited by guarantee and registered in England and Wales.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Norfolk Deaf Association (NDA) meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

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 2022

2. Accounting policies (continued)

2.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources.

Expenditure on raising funds includes all expenditure incurred by the Charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.4 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following basis:

Plant and machinery	-	25%
Motor vehicles	-	25%
Computer equipment	-	25% - 33%

2.5 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.6 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

2. Accounting policies (continued)

2.7 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

2.8 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

2.9 Pensions

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

2.10 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 Charity 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 Charity 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.

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

3. Income from donations, grants and legacies

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £
Donations	22,290	-	22,290
Legacies	1,000	-	1,000
Grants	14,250	79,229	93,479
Corporate support	162	-	162
Total 2022	37,702	79,229	116,931
	<i>Unrestricted funds 2021 £</i>	<i>Restricted funds 2021 £</i>	<i>Total funds 2021 £</i>
Donations	20,352	-	20,352
Legacies	8,436	-	8,436
Grants	-	40,510	40,510
<i>Total 2021</i>	<i>28,788</i>	<i>40,510</i>	<i>69,298</i>

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

4. Income from charitable activities

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £
Hearing Support	-	72,467	72,467
Hearing Loss Awareness Training	2,300	-	2,300
Aural Care - Norfolk CCG contract	204,181	-	204,181
Aural Care - James Paget	34,265	-	34,265
Aural Care - Fee income	40,000	-	40,000
NNUH	23,724	-	23,724
Norfolk & Waveney CCG	-	36,270	36,270
Total 2022	304,470	108,737	413,207

	<i>Unrestricted funds 2021 £</i>	<i>Restricted funds 2021 £</i>	<i>Total funds 2021 £</i>
Hearing Support	-	72,467	72,467
Aural Care - Norfolk CCG contract	65,235	-	65,235
Aural Care - James Paget	16,280	-	16,280
Aural Care - Fee income	40,121	-	40,121
NNUH	24,771	-	24,771
Norfolk CCGs	-	36,270	36,270
<i>Total 2021</i>	146,407	108,737	255,144

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

5. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Friends of NDA	2,326	2,326	3,855
Miscellaneous income	211	211	18
	<u>2,537</u>	<u>2,537</u>	<u>3,873</u>

6. Investment income

	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Dividends received	907	907	884
	<u>907</u>	<u>907</u>	<u>884</u>

7. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Expenditure on raising voluntary income	14,069	14,069	16,775
Fundraising - NDA wages and salaries	-	-	146
	<u>14,069</u>	<u>14,069</u>	<u>16,921</u>

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

8. Investment management costs

	Unrestricted funds 2022 £	Total funds 2022 £	<i>Total funds 2021 £</i>
Investment management fees	122	122	-

9. Analysis of expenditure by activities

	Activities undertaken directly 2022 £	Support costs 2022 £	Total funds 2022 £
Hearing Support	130,540	32,551	163,091
Aural Care - James Paget	265,683	9,764	275,447
Cuppa Care	7,848	1,335	9,183
	<u>404,071</u>	<u>43,650</u>	<u>447,721</u>

	<i>Activities undertaken directly 2021 £</i>	<i>Support costs 2021 £</i>	<i>Total funds 2021 £</i>
Hearing Support	96,728	8,199	104,927
Befriending	7,235	298	7,533
Tinnitus Support	1,730	41	1,771
Aural Care - James Paget	145,421	7,943	153,364
	<u>251,114</u>	<u>16,481</u>	<u>267,595</u>

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

9. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Hearing Support 2022 £	Befriending 2022 £	Tinnitus Support 2022 £	Aural Care 2022 £
Staff costs	43,407	-	-	138,763
Other staff costs	20,136	-	-	20,919
General running expenses	24,395	-	-	48,075
Premises	27,938	-	-	30,590
Computer & IT support	6,121	-	-	11,584
Volunteers costs	3,700	-	-	-
Marketing	1,375	-	-	784
Legal & Professional	562	-	-	563
Depreciation	2,906	-	-	14,405
	<u>130,540</u>	<u>-</u>	<u>-</u>	<u>265,683</u>

	Cuppa Care 2022 £	Total funds 2022 £
Staff costs	4,848	187,018
Other staff costs	1,149	42,204
General running expenses	1,491	73,961
Premises	-	58,528
Computer & IT support	162	17,867
Volunteers costs	15	3,715
Marketing	183	2,342
Legal & Professional	-	1,125
Depreciation	-	17,311
	<u>7,848</u>	<u>404,071</u>

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

9. Analysis of expenditure by activities (continued)

Analysis of direct costs (continued)

	<i>Hearing Support 2021 £</i>	<i>Befriending 2021 £</i>	<i>Tinnitus Support 2021 £</i>	<i>Aural Care 2021 £</i>
Staff costs	16,138	1,028	651	56,903
Other staff costs	17,781	2,339	671	12,757
Premises	40,505	1,226	-	23,788
General running expenses	12,941	723	43	29,545
Volunteers costs	2,229	-	-	-
Computer & IT support	4,035	233	-	6,813
Legal & Professional	353	19	-	1,442
Marketing	646	-	1	689
Depreciation	2,100	1,667	364	13,484
	<u>96,728</u>	<u>7,235</u>	<u>1,730</u>	<u>145,421</u>

	<i>Cuppa Care 2021 £</i>	<i>Total funds 2021 £</i>
Staff costs	-	74,720
Other staff costs	-	33,548
Premises	-	65,519
General running expenses	-	43,252
Volunteers costs	-	2,229
Computer & IT support	-	11,081
Legal & Professional	-	1,814
Marketing	-	1,336
Depreciation	-	17,615
	<u>-</u>	<u>251,114</u>

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

10. Independent examiner's remuneration

	2022 £	2021 £
Fees payable to the Charity's independent examiner for the independent examination of the Charity's annual accounts	<u>1,975</u>	<u>1,781</u>

11. Staff costs

	2022 £	2021 £
Wages and salaries	177,549	74,063
Social security costs	6,757	-
Contribution to defined contribution pension schemes	2,712	803
	<u>187,018</u>	<u>74,866</u>

The average number of persons employed by the Charity during the year was as follows:

	2022 No.	2021 No.
Employees	<u>12</u>	<u>6</u>

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

12. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2021 - £NIL).

During the year ended 31 March 2022, no Trustee expenses have been incurred (2021 - £NIL).

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

13. Tangible fixed assets

	Plant and machinery £	Motor vehicles £	Computer equipment £	Total £
Cost or valuation				
At 1 April 2021	5,579	86,445	24,997	117,021
Additions	1,686	-	2,589	4,275
Disposals	-	-	(14,320)	(14,320)
Transfers between classes	(339)	-	339	-
At 31 March 2022	<u>6,926</u>	<u>86,445</u>	<u>13,605</u>	<u>106,976</u>
Depreciation				
At 1 April 2021	2,762	48,270	21,326	72,358
Charge for the year	1,004	12,740	3,567	17,311
On disposals	-	-	(14,320)	(14,320)
At 31 March 2022	<u>3,766</u>	<u>61,010</u>	<u>10,573</u>	<u>75,349</u>
Net book value				
At 31 March 2022	<u>3,160</u>	<u>25,435</u>	<u>3,032</u>	<u>31,627</u>
At 31 March 2021	<u>2,817</u>	<u>38,175</u>	<u>3,671</u>	<u>44,663</u>

14. Debtors

	2022 £	2021 £
Due within one year		
Trade debtors	28,802	16,391
Prepayments and accrued income	1,505	3,581
	<u>30,307</u>	<u>19,972</u>

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

15. Current asset investments

	2022	2021
	£	£
Listed investments	27,960	28,203

16. Creditors: Amounts falling due within one year

	2022	2021
	£	£
Other loans	5,000	10,000
Trade creditors	14,966	4,452
Other taxation and social security	3,159	1,393
Other creditors	633	-
Accruals and deferred income	1,975	1,780
	25,733	17,625

17. Financial instruments

	2022	2021
	£	£
Financial assets		
Financial assets measured at fair value through income and expenditure	148,526	65,770

Financial assets measured at fair value through income and expenditure comprise current asset investments and cash and cash equivalents.

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

18. Statement of funds

Statement of funds - current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2022 £
Unrestricted funds					
General Funds	92,156	345,616	(315,922)	277	122,127
Restricted funds					
Alan Boswell Group Charitable Trust	9,500	-	(9,500)	-	-
Norwich Freemans Charity	550	-	(550)	-	-
The National Lottery Community Fund	5,574	72,467	(72,467)	-	5,574
Norfolk Community Foundation Recovery Fund	2,000	-	(2,000)	-	-
Norfolk Community Foundation Breckland Inspiring Communities Fund	-	4,500	(3,750)	-	750
Geoffrey Watling Charity	-	5,000	-	-	5,000
R C Snelling Charitable Trust	-	4,000	-	-	4,000
Norfolk Community Foundation NHS Charities Together Fund	-	12,422	(10,352)	-	2,070
Norfolk Community Foundation Transforming Communities Fund	-	25,000	(1,000)	-	24,000
The Clan Trust	-	5,000	-	-	5,000
Martin Laing Foundation	-	5,000	-	-	5,000
Norfolk & Waveney CCG	-	36,270	(36,270)	-	-
Rotary Club Norwich	-	14,007	(2,801)	-	11,206
Other restricted funds	3,000	4,300	(7,300)	-	-
	20,624	187,966	(145,990)	-	62,600
Total of funds	112,780	533,582	(461,912)	277	184,727

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

18. Statement of funds (continued)

The Alan Boswell Group Charitable Trust funds are used towards the cost of delivering the Hearing Support Service.

The Norwich Freemans Charity funds are used towards the costs of training new volunteers.

The Norfolk Community Foundation Recovery Fund funds are used towards the salaries of Aural Care Service staff.

The National Lottery Community Fund is a three year funding arrangement to provide funds towards the Hearing Support Service.

The Geoffrey Watling Charity funds were used towards the running costs of the Hearing Support Service.

The R C Snelling Charitable Trust funds were used towards the purchase and conversion of the vehicle for the Cuppa Care Project.

The Norfolk Community Foundation NHS Charities Together Fund funds are used towards the operational costs of the Cuppa Care Project.

The Norfolk Community Foundation Transforming Communities Fund funds were used towards the purchase and conversion of the vehicle for the Cuppa Care Project.

The Clan Trust funds were used towards the purchase and conversion of the vehicle for the Cuppa Care Project.

The Martin Laing Foundation funds are used towards the purchase and conversion of the vehicle for the Cuppa Care Project.

Norfolk & Waveney CCG 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.

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

18. Statement of funds (continued)

Statement of funds - prior year

	<i>Balance at 1 April 2020 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Gains/ (Losses) £</i>	<i>Balance at 31 March 2021 £</i>
Unrestricted funds					
General Funds	18,237	179,952	(107,291)	1,258	92,156
Restricted funds					
Alan Boswell Group Charitable Trust	4,000	10,000	(4,500)	-	9,500
Norwich Freemans Charity	3,670	-	(3,120)	-	550
The National Lottery Community Fund	-	72,467	(66,893)	-	5,574
Norfolk Community Foundation Recovery Fund	-	10,000	(8,000)	-	2,000
Geoffrey Watling Charity	833	-	(833)	-	-
Martin Laing Foundation	875	-	(875)	-	-
Norfolk & Waveney CCG	-	36,270	(36,270)	-	-
Clothworkers' Foundation	10,807	-	(10,807)	-	-
Norwich Consolidated Charities	10,000	-	(10,000)	-	-
Edward Gostling Foundation	4,584	-	(4,584)	-	-
Albert Hunt Trust	4,166	-	(4,166)	-	-
Norfolk Community Foundation - Birketts Fund	833	-	(833)	-	-
Norfolk Community Foundation - Saracen's Fund	-	5,000	(5,000)	-	-
Other restricted funds	8,834	15,510	(21,344)	-	3,000
	<u>48,602</u>	<u>149,247</u>	<u>(177,225)</u>	<u>-</u>	<u>20,624</u>
Total of funds	<u><u>66,839</u></u>	<u><u>329,199</u></u>	<u><u>(284,516)</u></u>	<u><u>1,258</u></u>	<u><u>112,780</u></u>

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

19. Summary of funds

Summary of funds - current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2022 £
General funds	92,156	345,616	(315,922)	277	122,127
Restricted funds	20,624	187,966	(145,990)	-	62,600
	<u>112,780</u>	<u>533,582</u>	<u>(461,912)</u>	<u>277</u>	<u>184,727</u>

Summary of funds - prior year

	Balance at 1 April 2020 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2021 £
General funds	18,237	179,952	(107,291)	1,258	92,156
Restricted funds	48,602	149,247	(177,225)	-	20,624
	<u>66,839</u>	<u>329,199</u>	<u>(284,516)</u>	<u>1,258</u>	<u>112,780</u>

20. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £
Tangible fixed assets	8,393	23,234	31,627
Current assets	139,467	39,366	178,833
Creditors due within one year	(25,733)	-	(25,733)
Total	<u>122,127</u>	<u>62,600</u>	<u>184,727</u>

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

20. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	<i>Unrestricted funds 2021 £</i>	<i>Restricted funds 2021 £</i>	<i>Total funds 2021 £</i>
Tangible fixed assets	9,812	34,851	44,663
Current assets	99,969	(14,227)	85,742
Creditors due within one year	(17,625)	-	(17,625)
Total	92,156	20,624	112,780

21. Pension commitments

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund.

The pension cost charge represents contributions payable by the company to the fund and amounted to **£2,712** (2021 - £803).

Contributions totaling **£633** (2021 - £nil) were payable to the fund at the balance sheet date and are included in creditors.

22. Related party transactions

During the year the charity made payments to Prospect Consultancy, a business in which Aliona Derrett, the Chief Executive Officer, is the sole proprietor, totaling **£56,740** (2021 - £50,610) in respect of management and fundraising services.

During the prior year the charity made payments to the husband of the Chief Executive Officer, totaling £3,539 in respect of marketing and sales services, with a focus on the promotion of the Aural Care Service. No such payments were made during the current year.

During 2019 one of the Trustee's made an interest free loan to the charity totaling £10,000. During the year, the charity repaid **£5,000** (2021 - £nil) of the loan. The remaining loan balance of £5,000 at the balance sheet date is included in creditors.