

Registered number: 07966408
Charity number: 1146883

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

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

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 - 16
Independent examiner's report	17
Statement of financial activities	18
Balance sheet	19 - 20
Notes to the financial statements	21 - 44

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

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2023**

Trustees	P R Prinsley, Chair C I M I C Cant, Vice Chair R A Moate, Treasurer (appointed 10 November 2022) Dr R J A Cadman (appointed 10 November 2022) S R Chalmers J S L Hirst Dr J E Fitzgerald Dr M J Platt (resigned 11 November 2022)
Company registered number	07966408
Charity registered number	1146883
Registered office	14 Meridian Way Norwich Norfolk NR7 0TA
Patrons	Sir Richard Jewson KCVO JP Lady Dannatt MBE, Lord-Lieutenant Norfolk
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 2023

The Trustees present their annual report together with the financial statements of the Charity for the 1 April 2022 to 31 March 2023. 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) (effective 1 January 2019).

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 Patrons, 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.

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

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Structure, governance and management (continued)

c. Organisational structure and decision-making policies

The Trustees of Hear for Norfolk 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.

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

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

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.

Our **mission** is dedicated to improving the emotional wellbeing, communication, and the overall quality of life of people with hearing loss and related conditions, and their families.

We achieve this by providing practical and emotional support, aural care, hearing aid maintenance, hearing assessment and fitting, otoscopy, 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 in 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.

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

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

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:

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 community-based clinics, mobile ear care clinic, and domiciliary and care home visits for patients that are housebound. The service is run by a team of professionally trained and experienced Aural Care Practitioners, who are registered nurses and have completed specialist aural care training.

Adult Audiology Service is aimed at assessing hearing function, advising on the most beneficial treatment for hearing loss, dispensing and fitting hearing aids. We offer this NHS funded accessible audiology service to people age 50+ with age related hearing loss. The service is delivered by trained, registered and experienced Audiologists from our community-based and mobile clinics, and as well as through domiciliary and care home visits for housebound patients.

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 and referring for appropriate treatment, if required.

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 and Age UK Norfolk.

Hearing Loss Awareness 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.

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

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

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.

The Trustees are very pleased to report that the organisation continued to increase the capacity and expand the reach of its services to people across Norfolk, due to having robust plans in place, a strong and professional team, and increased reputation resulting in increase in number of referrals, 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, reaching people close to where they live and meeting their needs.

We are very grateful to all funders who have supported our 'Cuppa Care' Project with the required capital funds enabling us to purchase and convert the purpose built 'Cuppa Care' bus, namely the Geoffrey Watling Charity, the Clan Trust, the R. C. Snelling Charitable Trust, Norfolk Community Foundation Transforming Communities Fund, the Martin Laing Foundation, the Smith & Pinching Charitable Trust, the Lord Cozens-Hardy Trust and a number of very generous members from the Rotary Club of Norwich. After a number of months of waiting for the vehicle to be delivered and then converted, on the 12th December 2022 the new 'Cuppa Care' bus was launched.

Lady Dannatt, HM Lord Lieutenant of Norfolk, and Patron of the charity, who officially launched the new bus said:

"It is such a profound and very great privilege for me to be with you this morning to talk about 'Cuppa Care' bus. Thank you beyond measure for inviting me to highlight this remarkable and innovative project, while hugely thanking the Rotarian community who have so generously enabled the project in the first place.

Hearing and sight loss, as well as many other conditions can and do accentuate social isolation. It then so often leads to a profound lack of confidence, a low level of self-esteem, and unsurprisingly, mental health issues may often increase as a result. Far fewer people with hearing loss become involved in social activities of any kind. The pathway to social exclusion is well understood.

Hearing loss, for example, can cause grief, anxiety and anger. It can affect your personality and without doubt, your ability to freely and legitimately express your thoughts consistently to the rest of the world. Here in Norfolk, we frequently add into that mix rural poverty, and certainly rural isolation. Few if any bus services. Few remaining pubs or local amenities such as a village shop or post office. Fewer, more than ever, community spaces where a person with profound hearing loss can feel not only welcome, but safe.

So these are just some of the reasons why I am so passionate about Hear for Norfolk's community 'Cuppa Care' Bus scheme. Innovative, imaginative and grass root level led, this scheme ticks all the boxes for me, and many, many more. Without a doubt this new converted vehicle before us today will not only reach, but simply transform the lives of so many in this count, but those who often and hitherto are suffering in anguish - and in silence. 'Cuppa Care' will provide their lifeline and their sanctuary.

On behalf of all within our communities suffering from hearing or sight loss, and any other health conditions and disadvantages and on behalf of this magnificent county of ours, may I offer Hear for Norfolk, all the charities involved in the project delivery and the Rotarians, my most profound thanks. Norfolk owes you all a significant debt of gratitude indeed. Furthermore, on behalf of His Majesty The King I salute you - and thank you from the bottom of my heart."

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

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Achievements and performance (continued)

We are very pleased to report that in September 2022 we mobilised our new Adult Audiology Service (hearing assessment and hearing aids fitting for patients age 50+) following a tendering process with NHS Norfolk & Waveney ICB.

Despite the tough operational and funding environment, 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 NHS Norfolk and Waveney ICB, the Norfolk and Norwich University Hospital and James Paget University Hospital. The third year grant 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 have also been successful with securing community engagement funds through Norfolk Community Foundation and being a delivery partner in Community Voices and REND Projects, aimed at conducting conversations with people in local communities, seeking their feedback and experience regarding local healthcare services and obtaining their views about barriers to access and suggested improvements.

In early March 2023 the staff team carried out a review of the 2021 - 2024 Business Plan, the finding of which have been reported to and discussed by the Board of Trustees at their March meeting. The key objectives and priorities for 2023/24 financial year have been agreed on as part of these meetings. A summary of these objectives can be found in the 'Plans for the future section' of this report.

Services

Hearing Support Service

The Hearing Support Service (HSS) is one of our key support services, which was established over 30 years ago and offers practical assistance, information and advice to users of NHS hearing aids. The support provided by the HSS is absolutely necessary and essential for continued and regular use of hearing aids, as hearing aid components deteriorate with daily use and need regular maintenance or replacement to keep them in working condition and effective. The majority of our service users are not able to undertake the self-maintenance due to age-related dexterity, frailty or memory issues.

HSS is highly accessible and 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.

During the year we have re-introduced the 'drop in' arrangements for all our mobile clinics, reducing the administrative burden of having to book people into appointment slots that was required as a safety measure during the pandemic. We have also increased the number of mobile clinics venues and sessions by adding the provision of hearing support to some of the 'Cuppa Care' sessions. This enabled us to increase the reach of the service.

To deliver the service we are working in close collaboration with Audiology Departments from the Norfolk & Norwich University Hospital, James Paget University Hospital, and West Suffolk Hospital, as well as with other NHS-funded independent audiological services providers (Specsavers, Scrivens and the Outside Clinic). The hospitals provide us with the supplies required to undertake maintenance and repair work, as well as contribute to the training of our volunteers. We also work closely with a number of care homes, GP Practices, local charities, community organisations and supermarkets, who make their premises available to us free of charge, so we can run our community-based clinics or use the car parks to accommodate our mobile clinic.

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

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

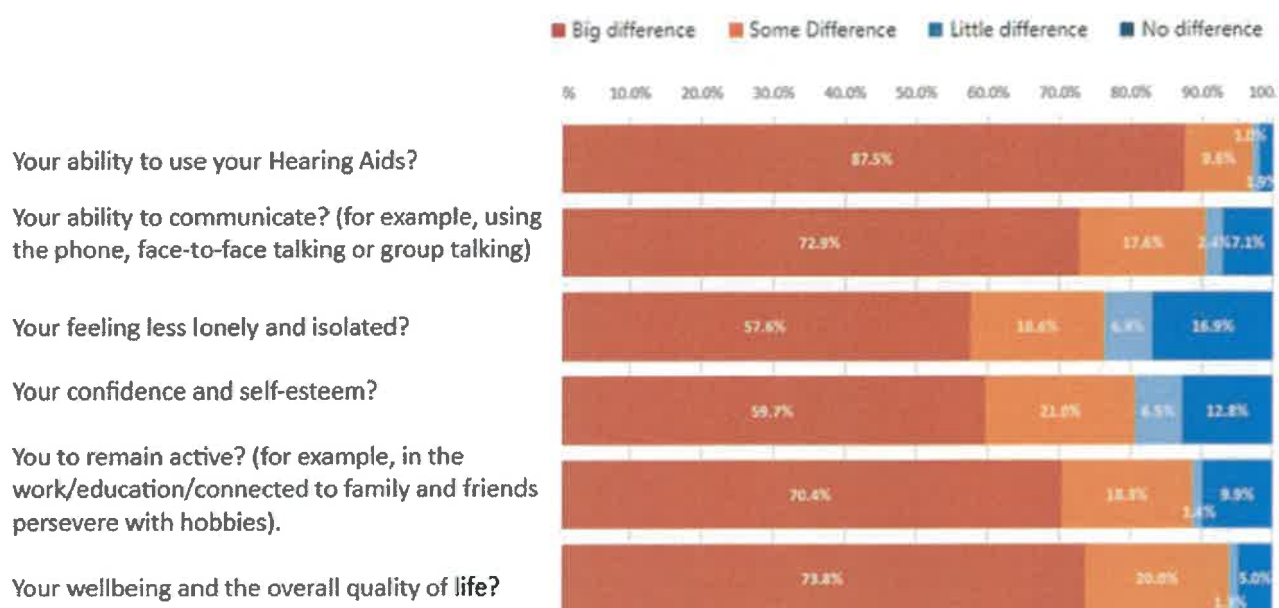
Achievements and performance (continued)

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 bring our services into the community to ensure equal access.

To alleviate some of these challenges and to ensure that our support is accessible, we run our HSS clinics across the county on a regular and timetabled basis from either our mobile clinic, covering 31 locations across Norfolk, 5 community-based venues, 22 care homes, 6 sheltered accommodations, and domiciliary visits for housebound service users.

During the last financial year (2022-2023) HSS supported **3,132** people through **3,459** appointments, of which **255** received a home visit through **276** appointments, **1,915** were seen at a community-based clinic through **2,142** appointments and **962** were helped on the mobile clinic through **1,041** appointments. We estimate that we supported an additional **1,450** people over the phone, e-mail or letter with advice, information or help with accessing services provided by local hospitals Audiology Departments or other healthcare providers. **859** new people joined this service during the year.

To measure the outcomes we achieve for our service users, we provide them during the year with an Outcomes Measuring Questionnaire (OMQ) consisting of 25 probing questions, 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. From 138 responses provided to the question "What difference our support has made to...." we have received the following feedback:



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

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Achievements and performance (continued)

In the same questionnaire we have asked service users to rate the quality of each maintenance task we undertook, and received the following results:

"For each service provided: the service I received was..."



We regularly receive very kind and encouraging unsolicited feedback from our service users, either from face-to-face conversations with them whilst attending our community-based or mobile clinics or on the phone when requesting hearing aids supplies or a home visit, and below are just a few examples:

"I benefit from the regular home visits that Hear for Norfolk provides and would find it very difficult to go elsewhere. Your service makes a big difference to me, and I am pleased that you are always there when I need it."

"I would not know where else to get the batteries if you can't do that."

"I can't leave the house as I am very vulnerable and worried about infections, especially I am worried about visiting the hospital."

"You are offering a quick service and you are always there for me."

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

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

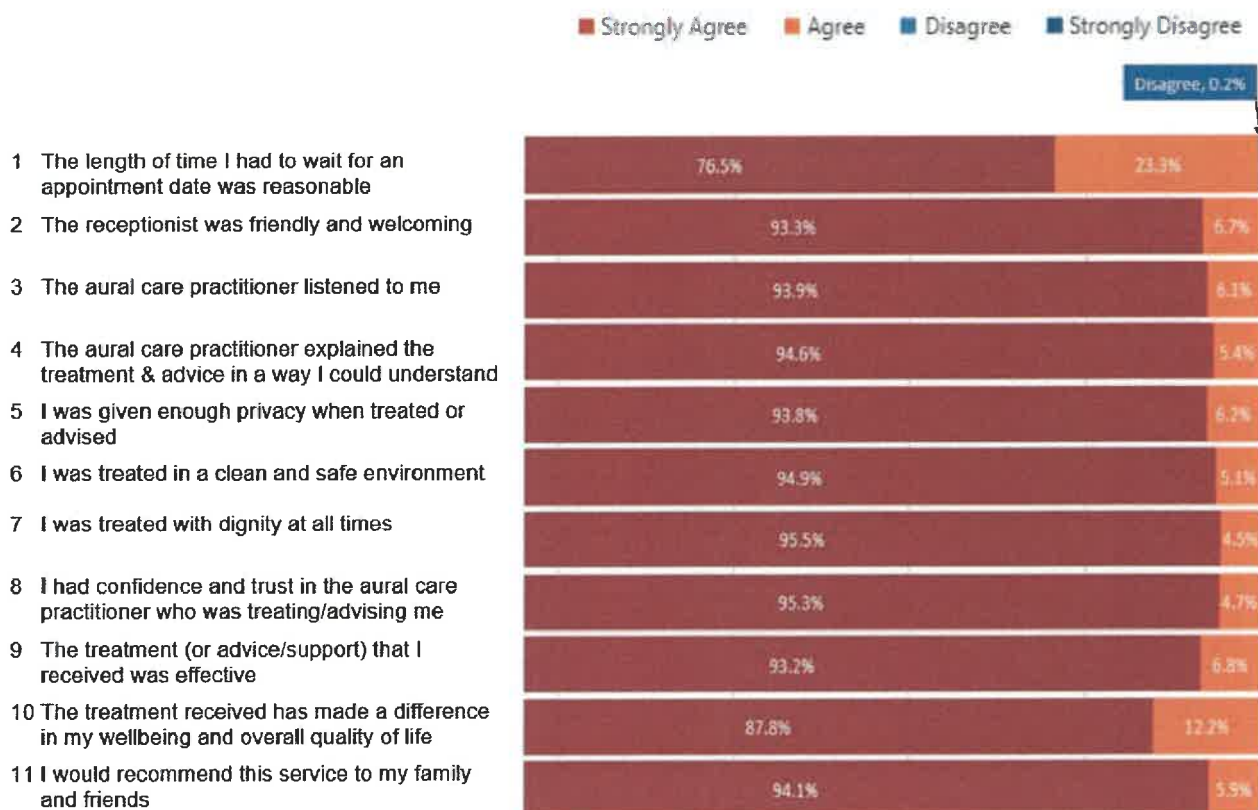
Achievements and performance (continued)

Aural Care Service

The Aural Care Service has been very busy and we have had to further increase the nursing capacity to be able to manage the increase in the level of referrals to the service.

During the financial year we have been able to deliver a total of **10,953** aural care appointments. Of those, **8,691** appointments were attended by patients that have been referred by their GP, **1,484** appointments attended by fee-paying patients and **778** appointments attended by patients referred to us by James Paget University Hospital. In addition, we carried out **190** domiciliary visits.

Patients accessing our Aural Care Service are provided with a post-procedure feedback form 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 1,290 patients who completed the form. Patients are asked to agree or disagree with a set of statements:



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

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Achievements and performance (continued)

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

"Excellent service which I will recommend to others. 10/10."

"Helped my adult son with learning disabilities feel very relaxed."

"This is an amazing service and should be promoted more. So superior to using a commercial retailer."

"Very friendly and explained everything very clearly."

"Very kind, understanding and helpful."

"Care at appointment was exemplary, the wait from initial GP screening is very long".

"Polite, encouraging and a real expert."

"Very friendly. Quick. No pain. Fantastic."

"Great service and kind staff who reassured me."

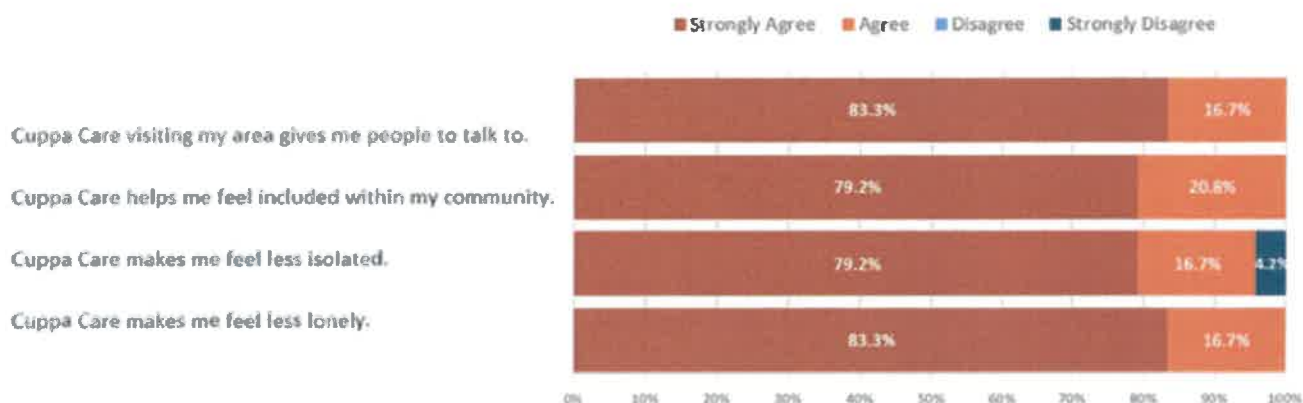
"Wonderful place. service and setup".

'Cuppa Care' Project

We continued with the delivery of this project throughout the year, expanding on the number of locations visited soon after the new 'Cuppa Care' bus was mobilised. The delivery was supported by project partners - Vision Norfolk, Age UK Norwich, Norfolk & Waveney Mind, Age UK Norfolk, Macmillan Cancer support and community connectors from North Norfolk District Council.

During the year we have delivered **256** support sessions from **22** locations across Norfolk. In total we supported **287** people though **334** contacts. This number does not include by-passers who picked up information/leaflets and enquired about the project. The greater majority of people attended the sessions for social interaction ('a chat and a coffee'), though many have also attended to have their hearings aids maintained, receive information on assistive technology (listening and sight), benefits advice, advice regarding older age issues, bullying, work pressures and bereavement.

People attending the 'Cuppa Care' session are asked to complete the outcomes measuring form, which explores the difference our support makes. The questionnaire consists of four probing statements that service users we asked to agree or disagree with to help us identify the difference our support is making. The following rating as provided by 24 respondents:



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

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Achievements and performance (continued)

We have also asked people to provide further information regarding the difference our support makes:

A word cloud of feedback phrases from users. The phrases are arranged in a roughly circular shape. The most prominent words are 'great difference' (appearing twice), 'lovely', 'support', 'hearing aids', 'difference with the help', 'great deal', 'look forward', 'big difference', 'morning', 'visit', 'lovely company', 'Tremendous difference', 'car park', 'good', 'immense difference', 'isolated', and 'husband's carer'.

visit morning great difference difference with the help great deal look forward
big difference lovely great difference house
lovely company hearing aids good immense difference
support Tremendous difference car park isolated husband's carer

"It has given me someone to talk to for support and advise so I don't feel so isolated."

"They have given me good advice on where to go to get the help and support that I need."

"Lovely cuppa and support."

"Has helped me access information for help and support."

"A great deal, especially with hearing aids."

"To be with people."

Adult Audiology Service

We are very pleased to report that the mobilisation of this new service was very successful, and we began seeing patients in September 2022, after a period of recruitment to two audiology posts, the creation of an additional clinic room and the purchase and installation of Audiology equipment. We are very grateful to Norwich Consolidated Charities for supporting us with capital funding that enables us to purchase all the required equipment, both for the clinic at our premises and that required for domiciliary visits and community-based outreach clinics. By the end of the financial year we set up our community-based clinics in three locations (Norwich, Aylsham and Well-next-the-Sea).

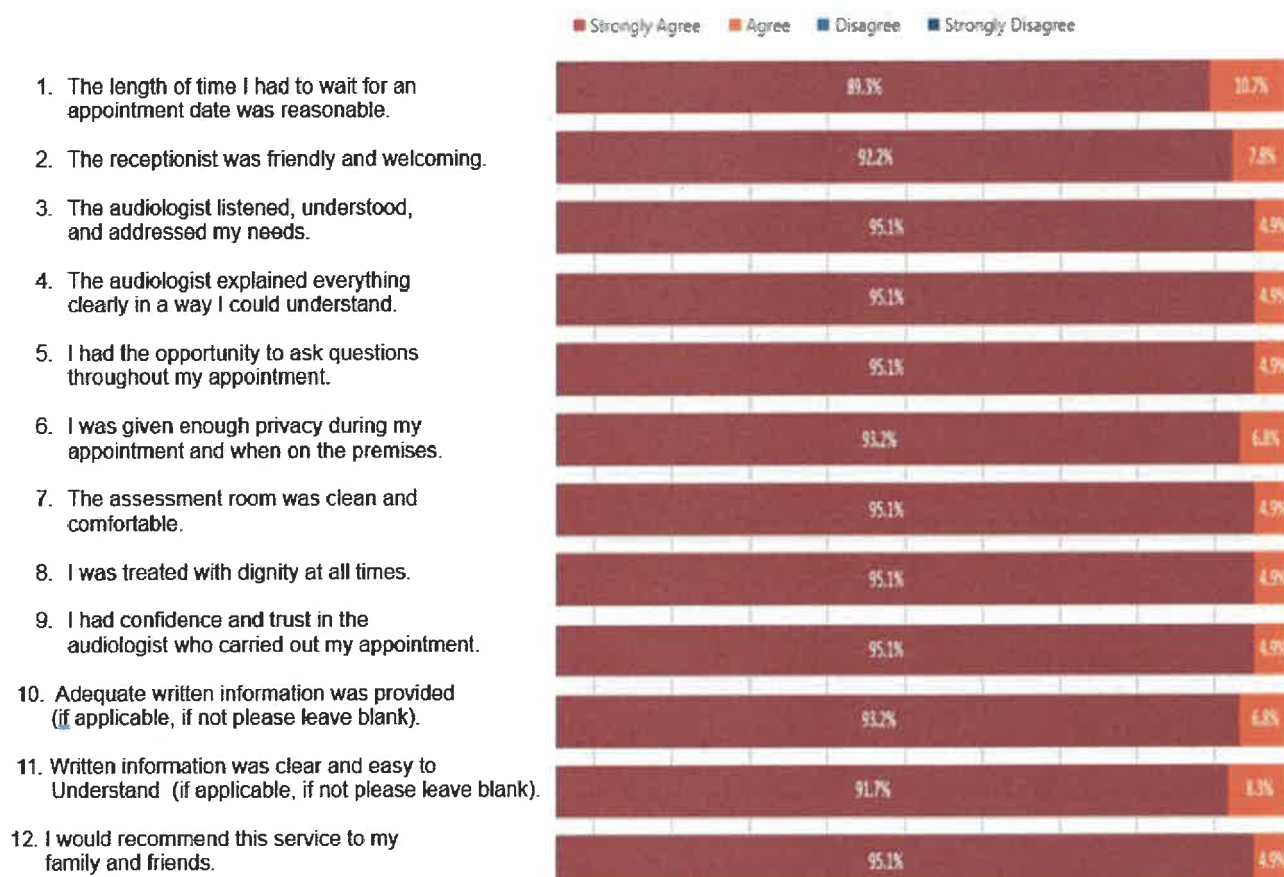
Between September 2022 and March 2023, we have seen 667 patients, of which 456 patients have been assessed and fitted with two hearing aids, 40 with one hearing aids, 19 have been referred to the local hospital ENT and Audiology Departments for further investigation due to the complexity of their condition.

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

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Achievements and performance (continued)

Patients accessing our Adult Audiology Service are provided with a post-assessment/fitting feedback form that seeks to measure their satisfaction against a number of indicators regarding the care and quality of the service received, as well as gain their contribution toward the service improvement. 103 completed questionnaires have been returned and analysed, providing the following insights:



Further comments have been provided by patients:

"Excellent service all round. Thank you so much. Such a relief to us both. So looking forward to hearing improvement all round."

"Fantastic to get my hearing back."

"Can't fault the service here. Lovely receptionist, lovely audiologist who took her time and explained everything to me. Many thanks."

"Really did feel I was treated as an individual - thank you."

"The audiologist was very friendly and put us at ease. Explained everything in a way we could understand."

"A very professional service - many thanks."

"Thank you all, so much, for the wonderful, respectful way in which we were both treated. This is a brilliant service that we will recommend highly."

"I just want to thank you SO much for arranging for Hear for Norfolk to see me and sort out my hearing problem. I had a wonderful session with the audiologist on Wednesday and came away with a pair of brilliant hearing aids that work perfectly - and connect to an app I have now installed on my iPhone, which makes me feel very high-tech indeed. The audiologist couldn't have been more helpful and explained everything perfectly and very sympathetically. All in all, a much better experience than I'd had with my previous audiologists."

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

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

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 the substantially increased demand and pressure on the services and on staff capacity, as well as due to the development and implementation of a new service. Trustees 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. Increase the capacity and expand the reach of the Adult Audiology Service.
2. Further increase the staff capacity 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 Contract with NHS Norfolk & Waveney ICB and, and renew the contract with James Paget University Hospital and the SLA with Norfolk and Norwich 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 positive working relationships with the NHS Norfolk & Waveney ICB, Audiology Departments at the local hospitals and other providers of NHS funded Audiology Services.
7. Fully embed the Cuppa Care Project.
8. Proactively promote the Hearing Loss Awareness Training to care homes, medical practices and other community organisations.
9. Focus resources on raising revenue funds from Trusts and Foundations, individual donors, commercial organisations and Friends of NDA.
10. 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.

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

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

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 2022/23 was to hold a target minimum level of three months projected annual expenditure and ideally at a target level of six months projected annual expenditure in free reserves (as defined by the Charity Commission), assessed to be £221,563. However, as a result of low level of unrestricted reserves in the previous year, the increase in operational costs due to the need to increase staffing capacity to be able to manage and respond to demand and the changes in funding priorities by many trusts and foundations, this level was not achieved. Therefore, the free reserves as at 31 March 2023 were **£152,486** (2022 - £113,734).

For the 2023/24 financial year the Trustees aim to focus their efforts upon building up the free reserves and have a long-term target of £516,166, 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 £258,083.

Designated funds are funds set aside by the Trustees out of unrestricted funds to fund specific future purposes and projects. As at 31 March 2023 the charity had no designated funds.

As at 31 March 2023, the Charity had restricted funds of **£33,232**. 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 17.

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

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Statement of Trustees' responsibilities

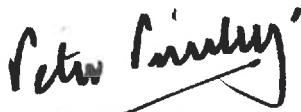
The Trustees (who are also the directors of the Charity for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial . 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: 27 July 2023

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

INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2023

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 2023.

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: 31 August 2023

Mr F M E Shippam BSc FCA DChA

MA Partners LLP
Chartered Accountants
7 The Close
Norwich
Norfolk
NR1 4DJ

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

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2023**

	Note	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Income from:					
Donations, grants and legacies	3	75,355	92,356	167,711	116,931
Charitable activities	4	585,568	110,737	696,305	413,207
Other trading activities	5	3,190	-	3,190	2,537
Investments	6	522	-	522	907
Total income		664,635	203,093	867,728	533,582
Expenditure on:					
Raising funds	7,8	21,755	-	21,755	14,191
Charitable activities	9	503,030	232,461	735,491	447,721
Total expenditure		524,785	232,461	757,246	461,912
Net income/(expenditure) before net (losses)/gains on investments		139,850	(29,368)	110,482	71,670
Net (losses)/gains on investments		(1,674)	-	(1,674)	277
Net movement in funds		138,176	(29,368)	108,808	71,947
Reconciliation of funds:					
Total funds brought forward		122,127	62,600	184,727	112,780
Net movement in funds		138,176	(29,368)	108,808	71,947
Total funds carried forward		260,303	33,232	293,535	184,727

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

The notes on pages 21 to 44 form part of these financial statements.

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

BALANCE SHEET
AS AT 31 MARCH 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	13	107,817	31,627
		<u>107,817</u>	<u>31,627</u>
Current assets			
Debtors	14	80,711	30,307
Investments	15	607	28,555
Cash at bank and in hand		163,095	119,971
		<u>244,413</u>	<u>178,833</u>
Creditors: amounts falling due within one year	16	(58,695)	(25,733)
Net current assets		<u>185,718</u>	<u>153,100</u>
Total assets less current liabilities		<u>293,535</u>	<u>184,727</u>
Total net assets		<u>293,535</u>	<u>184,727</u>
Charity funds			
Restricted funds	17	33,232	62,600
Unrestricted funds			
Tangible fixed assets	17	107,817	-
General funds	17	152,486	122,127
		<u>260,303</u>	<u>122,127</u>
Total unrestricted funds	17	<u>260,303</u>	<u>122,127</u>
Total funds		<u>293,535</u>	<u>184,727</u>

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

BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2023

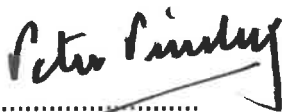
The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

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:



.....
P R Prinsley

Date: 27 July 2023

The notes on pages 21 to 44 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 2023

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 2023

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:

Short-term leasehold property	-	25%
Medical equipment	-	25%
Motor vehicles	-	25%
Office equipment	-	25%
Computer equipment	-	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 2023

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.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

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 2023**

3. Income from donations, grants and legacies

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Donations	38,055	-	38,055
Legacies	31,000	-	31,000
Grants	6,300	92,356	98,656
Total 2023	75,355	92,356	167,711

	<i>Unrestricted funds 2022 £</i>	<i>Restricted funds 2022 £</i>	<i>Total funds 2022 £</i>
Donations	22,290	-	22,290
Legacies	1,000	-	1,000
Grants	14,250	79,229	93,479
Corporate support	162	-	162
<i>Total 2022</i>	<i>37,702</i>	<i>79,229</i>	<i>116,931</i>

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

4. Income from charitable activities

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Aural Care - Norfolk CCG contract	324,097	-	324,097
Adult Audiology	143,944	-	143,944
Hearing Support	-	72,467	72,467
Aural Care - Fee income	53,860	-	53,860
Aural Care - James Paget	40,425	-	40,425
Norfolk & Waveney CCG	-	38,270	38,270
NNUH	23,242	-	23,242
Hearing Loss Awareness Training	-	-	-
Total 2023	585,568	110,737	696,305

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

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

5. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2023 £	Total funds 2023 £	<i>Total funds 2022 £</i>
Friends of NDA	2,549	2,549	2,326
Miscellaneous income	641	641	211
	<u>3,190</u>	<u>3,190</u>	<u>2,537</u>

6. Investment income

	Unrestricted funds 2023 £	Total funds 2023 £	<i>Total funds 2022 £</i>
Dividends received	522	522	907
	<u>522</u>	<u>522</u>	<u>907</u>

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

7. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2023 £	Total funds 2023 £	<i>Total funds 2022 £</i>
Expenditure on raising voluntary income	-	-	14,069
Wages and salaries	19,116	19,116	-
Social security costs	2,247	2,247	-
Contribution to defined contribution pension schemes	320	320	-
	<u>21,683</u>	<u>21,683</u>	<u>14,069</u>

8. Investment management costs

	Unrestricted funds 2023 £	Total funds 2023 £	<i>Total funds 2022 £</i>
Investment management fees	72	72	122
	<u>72</u>	<u>72</u>	<u>122</u>

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

9. Analysis of expenditure by activities

	Activities undertaken directly 2023 £	Support costs 2023 £	Total funds 2023 £
Hearing Support	134,907	9,463	144,370
Aural Care	358,539	12,121	370,660
Cuppa Care	41,601	773	42,374
Hearing Assessment Service	163,535	3,296	166,831
Community Voices & Rend	11,152	104	11,256
	709,734	25,757	735,491

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

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

9. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Hearing Support 2023 £	Aural Care 2023 £	Cuppa Care 2023 £	Hearing Assessment Service 2023 £
Staff costs	86,554	230,983	25,546	59,354
Depreciation	2,053	16,413	6,149	5,551
Premises	18,733	28,696	2,247	6,770
Legal & Professional	496	1,433	459	496
Computer & IT support	8,495	13,817	847	13,162
General running expenses	12,847	66,375	5,304	77,622
Volunteers costs	5,000	-	9	-
Marketing	729	822	1,040	580
	134,907	358,539	41,601	163,535

	Community Voices & Rend 2023 £	Total funds 2023 £
Staff costs	8,210	410,647
Depreciation	-	30,166
Premises	945	57,391
Legal & Professional	-	2,884
Computer & IT support	600	36,921
General running expenses	1,397	163,545
Volunteers costs	-	5,009
Marketing	-	3,171
	11,152	709,734

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

9. Analysis of expenditure by activities (continued)

Analysis of direct costs (continued)

	<i>Hearing Support 2022 £</i>	<i>Aural Care 2022 £</i>	<i>Cuppa Care 2022 £</i>	<i>Hearing Assessment Service 2022 £</i>
Staff costs	43,407	138,763	4,848	-
Depreciation	2,906	14,405	-	-
Premises	27,938	30,590	-	-
Legal & Professional	562	563	-	-
Computer & IT support	6,121	11,584	162	-
General running expenses	24,395	48,075	1,491	-
Volunteers costs	3,700	-	15	-
Marketing	1,375	784	183	-
Other staff costs	20,136	20,919	1,149	-
	<u>130,540</u>	<u>265,683</u>	<u>7,848</u>	<u>-</u>

	<i>Community Voices & Rend 2022 £</i>	<i>Total funds 2022 £</i>
Staff costs	-	187,018
Depreciation	-	17,311
Premises	-	58,528
Legal & Professional	-	1,125
Computer & IT support	-	17,867
General running expenses	-	73,961
Volunteers costs	-	3,715
Marketing	-	2,342
Other staff costs	-	42,204
	<u>-</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 2023**

9. Analysis of expenditure by activities (continued)

Analysis of support costs

	Hearing Support 2023 £	Aural Care 2023 £	Cuppa Care 2023 £	Hearing Assessment Service 2023 £
Premises	1,990	3,188	250	752
Legal & Professional	1,220	1,190	119	4
Other staff costs	6,253	7,743	404	2,540
	<u>9,463</u>	<u>12,121</u>	<u>773</u>	<u>3,296</u>

	Community Voices & Rend 2023 £	Total funds 2023 £
Premises	104	6,284
Legal & Professional	-	2,533
Other staff costs	-	16,940
	<u>104</u>	<u>25,757</u>

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

9. Analysis of expenditure by activities (continued)

Analysis of support costs (continued)

	<i>Hearing Support 2022 £</i>	<i>Aural Care 2022 £</i>	<i>Cuppa Care 2022 £</i>	<i>Hearing Assessment Service 2022 £</i>
Premises	3,104	3,399	-	-
Legal & Professional	1,975	-	-	-
Other staff costs	27,472	6,365	1,335	-
	<u>32,551</u>	<u>9,764</u>	<u>1,335</u>	<u>-</u>

	<i>Community Voices & Rend 2022 £</i>	<i>Total funds 2022 £</i>
Premises	-	6,503
Legal & Professional	-	1,975
Other staff costs	-	35,172
	<u>-</u>	<u>43,650</u>

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

10. Independent examiner's remuneration

	2023	2022
	£	£
Fees payable to the Charity's independent examiner for the independent examination of the Charity's annual accounts	2,125	1,975

11. Staff costs

	2023	2022
	£	£
Wages and salaries	401,566	177,549
Social security costs	26,381	6,757
Contribution to defined contribution pension schemes	4,383	2,712
	432,330	187,018

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

	2023	2022
	No.	No.
Employees	21	12

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 (2022 - £NIL).

During the year ended 31 March 2023, no Trustee expenses have been incurred (2022 - £NIL).

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

13. Tangible fixed assets

	Short-term leasehold property £	Medical equipment £	Motor vehicles £	Office equipment £	Computer equipment £	Total £
Cost or valuation						
At 1 April 2022	-	6,926	86,445	-	13,605	106,976
Additions	9,844	30,147	56,869	2,675	6,821	106,356
Transfers between classes	-	-	-	3,865	(3,865)	-
At 31 March 2023	9,844	37,073	143,314	6,540	16,561	213,332
Depreciation						
At 1 April 2022	-	3,766	61,010	-	10,573	75,349
Charge for the year	1,716	5,784	18,872	531	3,263	30,166
Transfers between classes	-	-	-	3,531	(3,531)	-
At 31 March 2023	1,716	9,550	79,882	4,062	10,305	105,515
Net book value						
At 31 March 2023	8,128	27,523	63,432	2,478	6,256	107,817
At 31 March 2022	-	3,160	25,435	-	3,032	31,627

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

14. Debtors

	2023	2022
	£	£
Due within one year		
Trade debtors	79,902	28,802
Other debtors	225	-
Prepayments and accrued income	584	1,505
	80,711	30,307

15. Current asset investments

	2023	2022
	£	£
Listed investments	-	27,960
Unlisted investments	607	595
	607	28,555

16. Creditors: Amounts falling due within one year

	2023	2022
	£	£
Other loans	-	5,000
Trade creditors	46,696	14,966
Other taxation and social security	9,874	3,159
Other creditors	-	633
Accruals and deferred income	2,125	1,975
	58,695	25,733

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

17. Statement of funds

Statement of funds - current year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
Unrestricted funds						
Tangible fixed assets	-	-	-	107,817	-	107,817
General funds						
General Funds	122,127	664,635	(524,785)	(107,817)	(1,674)	152,486
Total Unrestricted funds	122,127	664,635	(524,785)	-	(1,674)	260,303
Restricted funds						
The National Lottery Community Fund	5,574	72,467	(72,002)	-	-	6,039
Norfolk Community Foundation Breckland Inspiring Communities Fund	750	5,000	(3,250)	-	-	2,500
Geoffrey Watling Charity	5,000	-	(5,000)	-	-	-
R C Snelling Charitable Trust	4,000	-	(4,000)	-	-	-
Norfolk Community Foundation NHS Charities Together Fund	2,070	24,844	(24,844)	-	-	2,070

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

17. Statement of funds (continued)

Statement of funds - current year (continued)

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
Norfolk Community Foundation Transforming Communities Fund	24,000	-	(24,000)	-	-	-
The Clan Trust	5,000	-	(5,000)	-	-	-
Martin Laing Foundation	5,000	-	(5,000)	-	-	-
Norfolk & Waveney CCG	-	38,270	(38,270)	-	-	-
Rotary Club Norwich	11,206	-	-	-	-	11,206
Norwich Consolidated Charities	-	21,788	(21,788)	-	-	-
Other Cuppa Care restricted funds	-	6,016	(2,000)	-	-	4,016
Norfolk & Waveney Community Voices	-	9,480	(9,480)	-	-	-
Norfolk Community Foundation REND project	-	3,528	(1,710)	-	-	1,818
W O Street Charitable Trust	-	3,000	(750)	-	-	2,250
Norfolk Community Foundation - Love Norfolk Fund (Shelroy Trust)	-	5,000	(1,667)	-	-	3,333
Other restricted funds	-	13,700	(13,700)	-	-	-
	62,600	203,093	(232,461)	-	-	33,232

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

17. Statement of funds (continued)

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
Total of funds	184,727	867,728	(757,246)	-	(1,674)	293,535

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

17. Statement of funds (continued)

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

The Norfolk Community Foundation Breckland Inspiring Communities Fund funds are used towards the operational costs of the Cuppa Care Project.

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 (now Integrated Care Board) 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 Charity.

Rotary Club Norwich provided funding towards the purchase and conversion of the 'Cuppa Care' bus.

Norwich Consolidated Charities funding was for the purchase of audiology equipment.

The Other Cuppa Care restricted funds are used towards the operational costs of the Cuppa Care Project.

The Norfolk & Waveney Community Voices funds are used towards the delivery of Community Voices Project.

The Norfolk Community Foundation REND project funds are used towards the delivery of REND Project.

The W O Street Charitable Trust funds are used towards the operational costs of the Cuppa Care Project.

The Norfolk Community Foundation - Love Norfolk Fund (Shelroy Trust) funds are used towards the operational costs of the Cuppa Care Project.

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

17. Statement of funds (continued)

Statement of funds - prior year

	<i>Balance at 1 April 2021 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Gains/ (Losses) £</i>	<i>Balance at 31 March 2022 £</i>
Unrestricted funds						
Tangible fixed assets	-	-	-	-	-	-
General funds						
General Funds	92,156	345,616	(315,922)	-	277	122,127
Total Unrestricted funds	92,156	345,616	(315,922)	-	277	122,127
Restricted funds						
The National Lottery Community Fund	5,574	72,467	(72,467)	-	-	5,574
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 DEAF ASSOCIATION (NDA)
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

17. Statement of funds (continued)

Statement of funds - prior year (continued)

		<i>Balance at 1 April 2021 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Gains/ (Losses) £</i>	<i>Balance at 31 March 2022 £</i>
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
Norwich Consolidated Charities	-	-	-	-	-	-
Other Cuppa Care restricted funds	-	-	-	-	-	-
Norfolk & Waveney Community Voices	-	-	-	-	-	-
Norfolk Community Foundation REND project	-	-	-	-	-	-
W O Street Charitable Trust	-	-	-	-	-	-
Norfolk Community Foundation - Love Norfolk Fund (Shelroy Trust)	-	-	-	-	-	-
Other restricted funds	-	-	-	-	-	-
	<u>5,574</u>	<u>183,666</u>	<u>(126,640)</u>	<u>-</u>	<u>-</u>	<u>62,600</u>

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

17. Statement of funds (continued)

	<i>Balance at 1 April 2021 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Gains/ (Losses) £</i>	<i>Balance at 31 March 2022 £</i>
Total of funds	97,730	529,282	(442,562)	-	277	184,727

18. Summary of funds

Summary of funds - current year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
Designated funds	-	-	-	107,817	-	107,817
General funds	122,127	664,635	(524,785)	(107,817)	(1,674)	152,486
Restricted funds	62,600	203,093	(232,461)	-	-	33,232
	184,727	867,728	(757,246)	-	(1,674)	293,535

Summary of funds - prior year

	<i>Balance at 1 April 2021 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Gains/ (Losses) £</i>	<i>Balance at 31 March 2022 £</i>
General funds	92,156	345,616	(315,922)	277	122,127
Restricted funds	5,574	183,666	(126,640)	-	62,600
	97,730	529,282	(442,562)	277	184,727

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

19. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	107,817	-	107,817
Current assets	211,181	33,232	244,413
Creditors due within one year	(58,695)	-	(58,695)
Total	260,303	33,232	293,535

Analysis of net assets between funds - prior year

	<i>Unrestricted funds 2022 £</i>	<i>Restricted funds 2022 £</i>	<i>Total funds 2022 £</i>
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	122,127	62,600	184,727

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

20. 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 **£4,383** (2022 - £2,712).

Contributions totaling **£nil** (2022 - £633) were payable to the fund at the balance sheet date and are included in creditors.

21. Operating lease commitments

At 31 March 2023 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2023	2022
	£	£
Not later than 1 year	35,000	35,000
Later than 1 year and not later than 5 years	142,917	175,000
Later than 5 years	-	2,917
	177,917	212,917

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 **£nil** (2022 - £56,740) in respect of management and fundraising services.

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** (2022 - £5,000) of the loan. The remaining loan balance at the balance sheet date is **£nil** (2022 - £5,000).