

**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 2025**

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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 2025**

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<b>Trustees</b>	J Penn, Chairperson P R Prinsley MP C I M I C Cant, Vice Chair R A Moate, Treasurer Dr R J A Cadman J S L Hirst
<b>Company registered number</b>	07966408
<b>Charity registered number</b>	1146883
<b>Registered office</b>	14 Meridian Way Norwich Norfolk NR7 0TA
<b>Patrons</b>	Sir Richard Jewson KCVO JP Lady Dannatt MBE, Lord-Lieutenant Norfolk
<b>Chief executive officer</b>	A Derrett
<b>Accountants</b>	MA Partners LLP Chartered Accountants 7 The Close Norwich Norfolk NR1 4DJ
<b>Bankers</b>	Santander UK plc Bridle Road Bootle Merseyside L30 4GB  CAF Bank 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ
<b>Solicitors</b>	Leathes Prior Solicitors 74 The Close Norwich Norfolk NR1 4DR

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**TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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The Trustees present their annual report together with the financial statements of the Charity for the year 1 April 2024 to 31 March 2025. 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, the Chief Executive Officer 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 2025**

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**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. During this financial year the Board of Trustees consisted of six Trustees/Directors and had three officers (Chairperson, Vice-Chair 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 Officer has regular communications with the Chairperson and the Treasurer, and the Trustees alike.

**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 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 e-pack is in place, which is given to all newly recruited Trustees. The pack includes various Charity Commission publications, published accounts, financial procedures, the Charity's risk assessment, the current business plan, working budget, roles and responsibility of a Trustee and the Board, Trustee Code of Conduct and the Memorandum and Articles of Association.

The Chairman of the Board of Trustees and the Chief Executive Officer 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 2025**

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**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 the community healthcare provider of choice for people with hearing loss and related conditions.

Our **mission** is dedicated to improving the improving health and wellbeing, aiding communication, and enhancing the quality of life of people with hearing loss and hearing related conditions of all ages, their families and carers.

We achieve this by providing practical and emotional support, aural care, hearing aids maintenance, hearing assessment and fitting, otoscopy, hearing loss awareness training, and information and advice on hearing loss and hearing related conditions, and assistive listening devices.

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, in delivering cost effective services and being financially prudent, 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 2025**

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**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 assessment and fitting, otoscopy, hearing loss awareness training, and information and advice on hearing loss and hearing related conditions, and assistive listening devices to people of all ages 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, debris and foreign bodies 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 a range of charities and other local organisations.

**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.

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**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 services delivery objectives set for the year have been achieved.

The Trustees would like to acknowledge the operational challenges experienced during the year, with a long-time lasting uncertainty in relation to contracts with the local NHS affecting the Aural Care Service, which impeded the Charity's ability to plan and retain the required staff capacity to meet the demand.

Further challenges were experienced in relation to staff resourcing of activities due to a number of colleagues retiring, challenges with recruiting to Audiology Service due to national shortage of qualified professionals and inability to recruit to Aural Care Service resulting from the uncertainty created by local NHS commissioners as mentioned above.

However, despite the aforementioned challenges and with thanks to The Big Lottery Community Fund and several Trusts and Foundations, the Charity continued with the successful delivery of its Cuppa Care Project, extending its reach to more locations across Norfolk and providing a reliable, regular and accessible emotional and practical support, information and advice to people in local communities.

Whilst some services performance targets set for the year have not been met as a consequence to issues mentioned above, overall, the organisation performed well, responded to the needs identified by its service users and is able to demonstrate the positive impact and difference made to people's lives.

The funding environment became tougher during the year, with a notable reduction in the level of donations received comparing to the previous years and the size of grants secured being of lower value. We are, however, are very grateful to all the individual donors, Friends of Hear for Norfolk, grant making Trusts and Foundations for all the financial support provided, and the NHS Norfolk and Waveney ICB and James Paget University Hospital for the services contracts, all of which enabled us to continue deliver our high quality and accessible services and support to people of Norfolk.

A formal review of the achievements of objectives and key performance indicators set in the Business plan for the year has been carried out by the whole staff team, the finding of which have been reported to and discussed by the Board of Trustees at the end of the financial year. The key objectives and priorities for 2025/26 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.



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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Achievements and performance (continued)**

**Services**

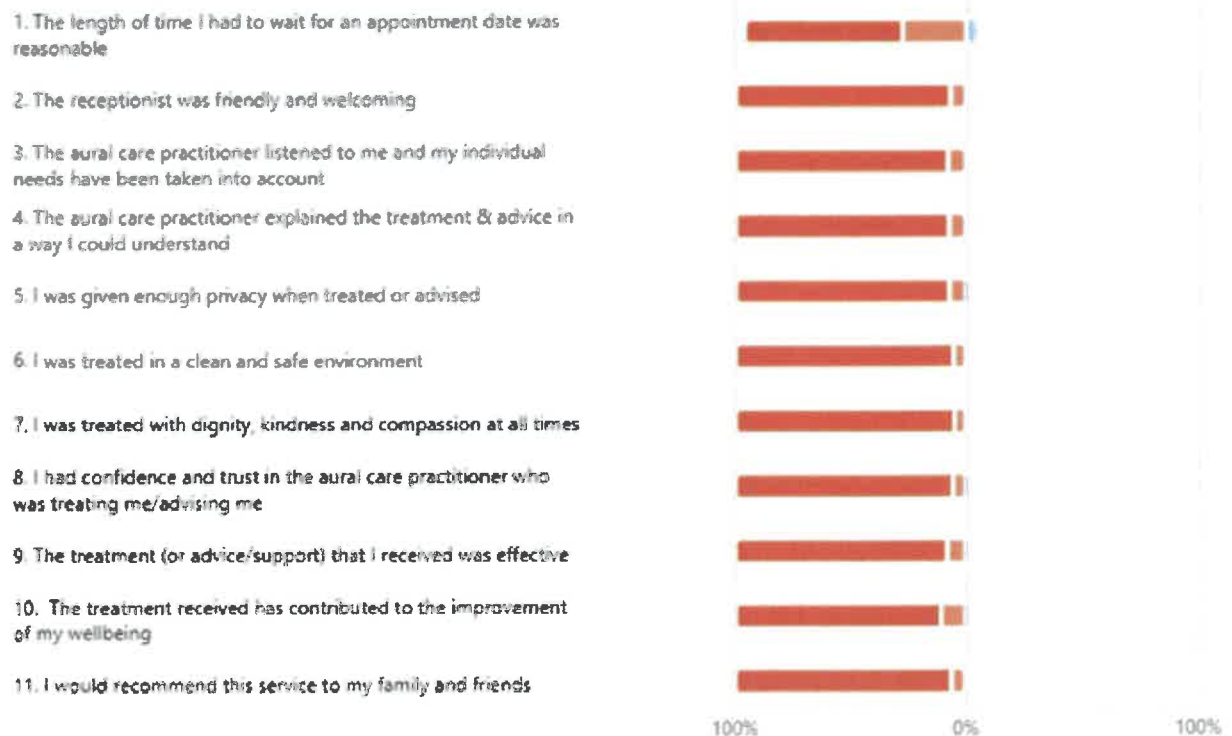
***Aural Care Service (ACS) – ear wax removal using microsuction***

The Aural Care Service (ACS) continued to offer ear care to GP and self-referred patients from its community-based and mobile clinics, and undertake care homes and domiciliary visits to housebound people. The aural care team experienced a reduction in nursing hours as a result of staff retirement and our inability to recruit to the required capacity caused by the uncertainty with continuation of our contract with the local NHS. None the less, staff were able to work some overtime and do their utmost to meet the demand.

During the year we run **182** mobile clinics and **251** community-based clinics, delivering a total of **8,259** aural care appointments. Of those, **5,238** appointments were attended by patients that have been referred by their GP, **2,037** appointments attended by fee-paying patients and **734** appointments attended by patients referred to us by James Paget University Hospital. In addition, we carried out **250** domiciliary and care homes 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 1,181 patients who completed the form. Patients are asked to agree or disagree with a set of statements:

● Strongly Agree   ● Agree   ● Disagree   ● Strongly Disagree



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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Achievements and performance (continued)**

Many patients write or call us following the procedure to tell us about the difference our support has made to them. A few examples below:

*"Your service was prompt and very expertly provided. Many thanks for the restoration of my hearing."*

*"Amazing, wonderful to be able to hear properly again!"*

*"The nurse was amazing and so was the lady who greeted me at the door. Fantastic service - excellent in all areas."*

*"Brilliant, first time I could hear without aids for 5 years."*

*"May I take this opportunity to say a special Thank You for my appointment for your microsuction service, which was totally painless, in a very friendly atmosphere and perfect advice. Thank you most kindly for your attention and your second to none service."*

*"I attended the appointment at the Kings' Lynn Ear Care Mobile Clinic as arranged. Both members of staff were courteous and explained the arrangements in detail. The procedure was carried out quickly and efficiently. I would recommend this service to anyone having problems with ear wax."*

*"Very many thanks for arranging this morning's appointment at your Aural Care Clinic. Please relay my appreciation to all concerned. I was most impressed with the whole experience. I had no previous knowledge of the facility, nor of the techniques employed. The microsuction worked a treat in one ear although my left ear needed some gentle manual treatment as well. The whole process was undertaken quickly and efficiently and thus far, I have experienced no untoward aftereffects."*

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Achievements and performance (continued)**

***Adult Audiology Service (AAS) – hearing assessment, fitting of hearing aids and aftercare***

We fully embedded the AAS into our range of activities during the 2024-25 financial year by increasing the number of mobile hearing assessment clinics locations we visit in the Central Norfolk and have seen a considerable increase in the number of aftercare appointments to patients issued with hearing aids by our AAS, as patients progressed through their 5-years pathway since the initial assessment. We had one audiologist retiring during the year and one who went on maternity leave. This has added a notable pressure on the remaining staff, and consequently impacted on the number of clinics we were able to deliver. The position was successfully addressed when we have appointed a new colleague to the team in the third quarter of the year.

During this financial year we have delivered **155** community-based clinics, **85** mobile clinics and carried out **220** domiciliary and care homes visits. Through these clinics and visits we have seen **1,014** patients, of which **696** patients have been assessed and fitted with two hearing aids, **49** with one hearing aids, **54** have been referred to the local hospital ENT and Audiology Departments for further investigation due to the complexity of their condition, and **215** patients requiring aural microsuction or were discharged not requiring hearing aids. We have delivered **3,090** aftercare appointments.

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. 178 completed questionnaires have been returned and analysed, providing the following insights:

● Strongly Agree   ● Agree   ● Disagree   ● Strongly Disagree

The length of time I had to wait for an appointment date was reasonable

The receptionist was friendly and welcoming

The audiologist listened, understood and addressed my needs

The audiologist explained everything clearly in a way I could understand

I had the opportunity to ask questions throughout my appointment

I was given enough privacy during my appointment and when on the premises

The assessment room was clean and comfortable

I was treated with dignity at all times

I had confidence and trust in the audiologist who carried out my appointment

Adequate written information was provided (if applicable, if not please leave blank)

Written information was clear and easy to understand (if applicable, if not please leave blank)

I would recommend this service to my family and friends



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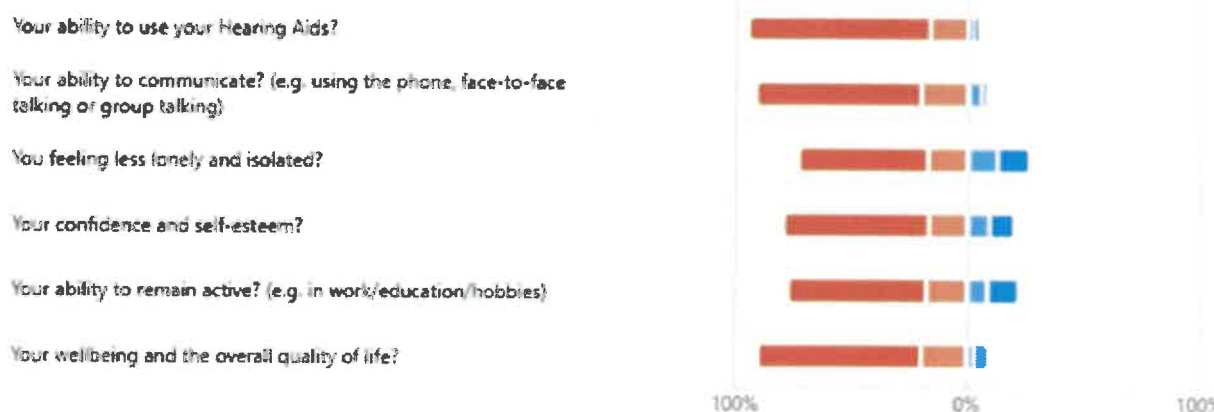
**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Achievements and performance (continued)**

We are also asking service users who received the Aftercare support to identify the difference our support has made to them. We received 346 responses last year with the following results:

● Big difference    ● Some difference    ● Little difference    ● No difference



Like with the other services, we received many unsolicited written and verbal feedback regarding this service and the difference it has made to people accessing it. A few examples below:

*"Just a few lines to thank you for the information you gave my wife about your service. My appointment came very quickly, and my wife took me along this morning. The test took an hour and concluded with new hearing aids being fitted. The audiologist was very efficient and friendly as were the office staff. I was very impressed with the service as a whole."*

*"I came for my Hearing Assessment and found it to be a great experience, my hearing was found to have deteriorated more than I thought it could have, the audiologist identified the frequencies I was now missing and fitted me with a pair of hearing aids which are providing me with a great new hearing experience, music, TV and birdsong when I am walking my dogs are much enhanced."*

*"I would like to share my positive feedback for hearing aids, I absolutely depend on them, and I am very thankful for the aftercare follow up and support."*

*"This service [aftercare] is excellent and very much appreciated. Staff are welcoming and friendly with empathy for the user."*

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Achievements and performance (continued)**

***Hearing Support Service (HSS) – maintenance of NHS issued hearing aids and ear otoscopy***

The Hearing Support Service (HSS) is our most long-standing support service, established over 35 years ago and offering 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 further increased the number of community-based clinics sessions. To achieve a more efficient use of our resources, and most importantly to enhance the support offered during one point of contact, we have fully integrated the delivery of our outreach mobile hearing support with the 'Cuppa Care' sessions. This has also enabled us to increase the reach of the service and support more people closer to where they live. We received very positive feedback from our service users regarding the integration of these two activities.

We continued to work in close collaboration with Audiology Departments from the Norfolk & Norwich University Hospital, James Paget University Hospital, and West Suffolk Hospital. The hospitals provide us with the supplies required to undertake maintenance and repair work. We 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.

HSS 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 ('Cuppa Care'), covering 34 locations across Norfolk, 7 community-based venues, 20 care homes/sheltered accommodations, and domiciliary visits for housebound service users. Clinic sessions are generally run as 2-hour sessions, with the length of the appointment being 15 minutes an average.

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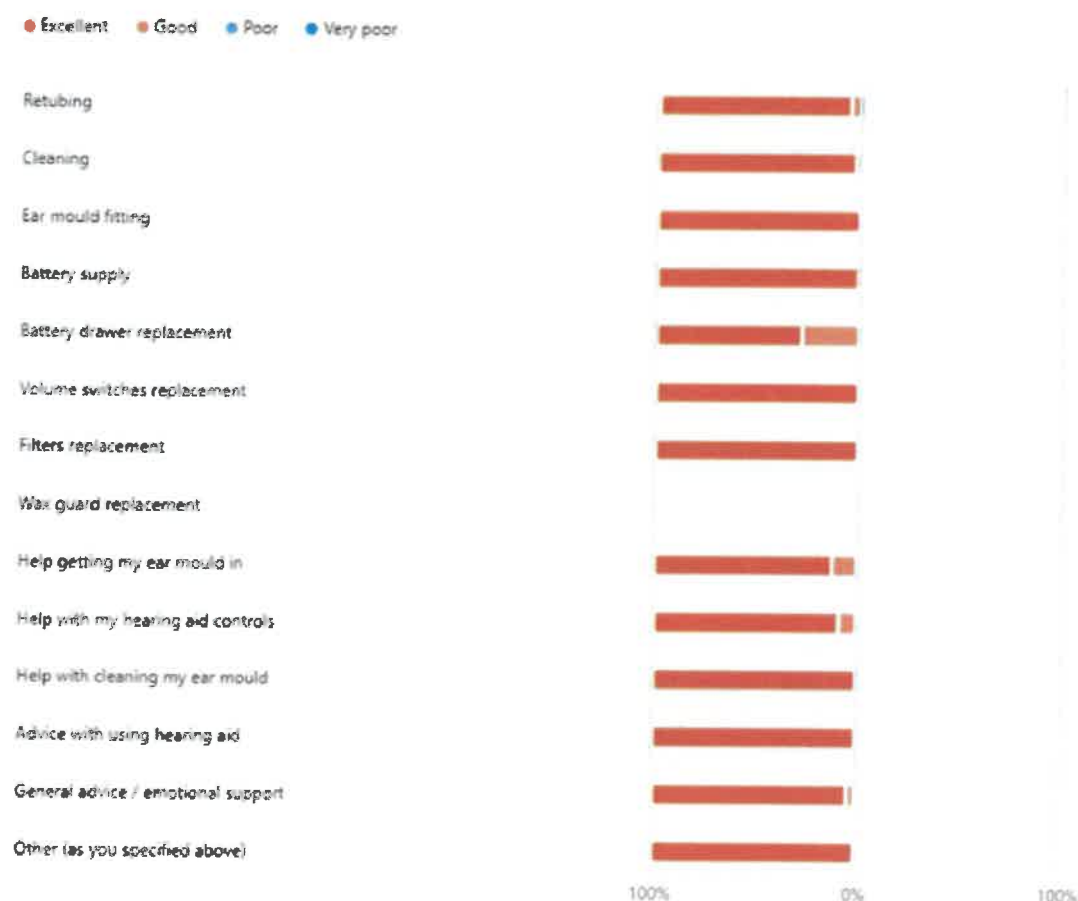
**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Achievements and performance (continued)**

During the last financial year (2024-2025) we held **505 clinics**, delivering a total of **3,049** appointments to **2,040** unique service users. Out of this total **111** service users received a home visit through **177** appointments, **953** were seen at a community-based clinic through **1,408** appointments and **976** were helped on the mobile clinic through **1,464** appointments. We estimate that we supported an additional **1,200** 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. **613** new people joined this service during the year.

We utilise an Outcomes Measuring Questionnaire to monitor the difference we made with our Hearing Support, as well as to obtain feedback on the quality of the service received. One of the questions asks respondents to grade between 'Excellent' to 'Poor' the help they received with various element of support provided. Below are the results from 200 returned questionnaires:



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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Achievements and performance (continued)**

We regularly receive written and verbal unsolicited feedback from people accessing the HSS, with a few examples provided below:

*"As always my visit today has been a joy, met with cheerfulness & care."*

*"Your staff are very experienced. Warm and welcoming service."*

Mrs X called in to express her gratitude to Sally [the volunteer] who came out to help with hearing aids. She said Sally was *"so helpful and so informative. I can hear lovely, I'm so grateful."*

*"Brilliant service. Kind, helpful and professional."*

*"Very good and well-run outreach and mobile clinics."*

The **Otoscopy** clinics have become a regular activity. We have trained additional staff and volunteers with clinical background to carry out the otoscopy screening and, as a result, have been able to increase the number of sessions run.

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**TRUSTEES' REPORT (CONTINUED)**  
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**Achievements and performance (continued)**

***'Cuppa Care' Project***

The delivery of regular outreach, community based emotional support, information and advice has continued throughout this year through our 'Cuppa Care' project. The addition of Hearing Support to the Cuppa Care sessions has been very welcomed by our service users. A number of other local organisation, such as Age UK Norwich, Healthwatch and Age UK Norfolk have joined the session providing assistance to service users who required their specialist input.

During the year we have delivered **331** support sessions from **34** locations across Norfolk. In total we supported **1,842** people though **2,016** 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, volunteering and to share their experiences with Healthwatch Norfolk about accessing healthcare services.

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 429 respondents:

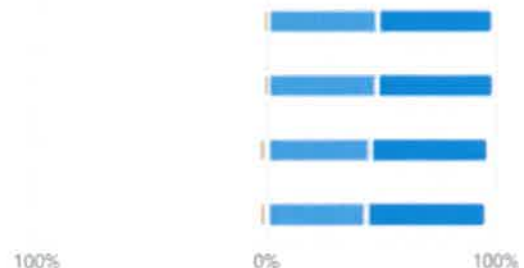
● Strongly Disagree   ● Disagree   ● Agree   ● Strongly Agree

Cuppa Care visiting my area gives me people to talk to

Cuppa Care helps me feel included within my community

Cuppa Care makes me feel less isolated

Cuppa care makes me feel less lonely





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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Achievements and performance (continued)**

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

*"Enables me to reach community services, I would otherwise be unable to access."*

*"Last time learned how to insert and clean aids, invaluable."*

*"Signposting for community groups."*

*"Just being there is a great comfort."*

*"Advise on various social issues."*

*"Knowledge of rights regarding hearing aid provider."*

*"Makes life simpler- works- HSS from Cuppa care enables to keep on top with aids/maintenance."*

*"Makes me feel part of the village."*

*"Ease of availability of support. Helpful and courteous."*

*"It helped me to feel positive and reassured. Good to talk about housing problems."*

*"Lovely to have a local help facility instead of trying to get to another town or city for help."*

**Hearing Loss Awareness Training (HLAT)**

During this financial year we have held a total of 4 external training sessions, training a total of 48 people from Lisa Angel Jewellers, the Inspiration Trust, and the James Paget University Hospital. The feedback from the training is very positive, with 100% of attendees stating 'strongly agree' or 'agree' that having attended the course they -

- Have a better understanding of the hearing loss
- Have a better understanding about how to communicate with people who have hearing loss
- They can apply what they learnt in their setting

Further feedback included:

*"Very informative, I learnt a lot and I am amazed by how the human ears work."*

*"The presentation was very clearly delivered and the activities were affective in strengthening my understanding of issues."*

*"Very good course, very thorough. Definitely recommend it!"*

*"Really good, useful training, informative and clear. It will help me in my work."*

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

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**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, resilience, resourcefulness and commitment to providing high quality services, and equally to all the hard working and dedicated volunteers whose help is essential and invaluable in the delivery of the Hearing Support Service and the 'Cuppa Care' Project.

The Trustees acknowledge the difficult times faced during the year due to the ongoing uncertainties regarding the aural care service contract with the local NHS, the considerably increased demand and pressure on all services and on staff capacity. Trustees are very appreciative to all staff and volunteers who have given their utmost to ensure that the Charity continues to deliver excellent and reliable outreach services enabling Hear for Norfolk to reach the most vulnerable in our county.

The following feedback provides a very good summary of what our organisation is all about:

*"An excellent all-round service. This organisation is efficient, the people professional and competent, kind and caring. My experience process from ear wax removal, contact with the service, appointment making through to testing and aid fitting was exactly what I hoped for. NHS funding shrewdly spent. Fantastic value for money. Thank you very much."*

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

**c. Plans for the future**

Our main plans for the coming financial year are:

1. Increase the staffing capacity within our Aural Care and Audiology Services.
2. Successfully deliver the Aural Care Service Contract with James Paget University Hospital.
3. Ensure the sustainability of our Hearing Support Service and the 'Cuppa Care' Project
4. Recruit and train additional volunteers for the Hearing Support Service and the 'Cuppa Care' Project.
5. Diversify the income by considering the provision of privately funded hearing aids.
6. Secure £146,000 of capital funding required for the purchase and conversion of the additional Mobile Hearing Assessment & Ear Care Unit.
7. Proactively promote all our services and the Hearing Loss Awareness Training to care homes, medical practices, district councils and other community organisations.
8. Focus resources on raising revenue funds from Trusts and Foundations, individual donors, commercial organisations and Friends of Hear for Norfolk.
9. Complete the online appointments booking project.
10. Achieve IQIPPS accreditation for Audiology Service.

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

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**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.

**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 2024/25 was to hold a target minimum level of two months projected annual expenditure. The medium-term ambition is to build up the free reserves (as defined by the Charity Commission) with the initial target of £289,032, which represents three months' projected running costs, increasing to six months of annual expenditure in the long-term.

However, as a result of low level of unrestricted reserves in the previous year, the ongoing uncertainty regarding the NHS contract for the Aural Care Service which prohibited our ability to recruit clinical staff to the service in case there is no contracted work (thus impacting on the staffing capacity required) and the coincidental retirement of a number of clinical staff at the same time, coupled with reduced voluntary income due to difficult economic times and increase in operational costs, this level was not achieved. Therefore, the free reserves as at 31 March 2025 were **£119,064 (2024 - £180,163)**.

For the 2025/26 financial year the Trustees aim to focus their efforts on ensuring that all services remain sustainable and viable by raising the required funds and securing the current reserves target of two months of projected annual expenditure, which is £211,608. The medium-term ambition is to build up the free reserves with the initial target of £317,412, which represents three months' projected running costs, increasing to six months of annual expenditure in the long-term.

Designated funds are funds set aside by the Trustees out of unrestricted funds to fund specific future purposes and projects. As at 31 March 2025 the Charity had no designated funds.

As at 31 March 2025, the Charity had restricted funds of **£32,137 (2024 - £24,950)**. 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 16.

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

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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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 . 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 judgments 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:

  
.....  
**J Penn**  
(Chairperson)

Date: 31.7.2025

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

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**INDEPENDENT EXAMINER'S REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**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 2025.

**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: 6 August 2025

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 2025**

	Note	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
<b>Income from:</b>					
Donations, grants and legacies	3	41,508	32,670	74,178	82,092
Charitable activities	4	701,062	70,289	771,351	935,241
Other trading activities	5	3,649	-	3,649	2,405
Investments	6	50	-	50	112
<b>Total income</b>		<b>746,269</b>	<b>102,959</b>	<b>849,228</b>	<b>1,019,850</b>
<b>Expenditure on:</b>					
Raising funds	7	26,417	-	26,417	19,959
Charitable activities:					
Depreciation		33,146	-	33,146	43,063
Other charitable activities		765,486	95,772	861,258	969,702
<b>Total expenditure</b>		<b>825,049</b>	<b>95,772</b>	<b>920,821</b>	<b>1,032,724</b>
<b>Net (expenditure)/income before net gains on investments</b>		<b>(78,780)</b>	<b>7,187</b>	<b>(71,593)</b>	<b>(12,874)</b>
Net gains on investments	14	3,753	-	3,753	629
<b>Net movement in funds</b>		<b>(75,027)</b>	<b>7,187</b>	<b>(67,840)</b>	<b>(12,245)</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		256,340	24,950	281,290	293,535
Net movement in funds		(75,027)	7,187	(67,840)	(12,245)
<b>Total funds carried forward</b>		<b>181,313</b>	<b>32,137</b>	<b>213,450</b>	<b>281,290</b>

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

The notes on pages 24 to 42 form part of these financial statements.

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

**BALANCE SHEET**  
**AS AT 31 MARCH 2025**

	Note	2025 £	2024 £
<b>Fixed assets</b>			
Tangible assets	12	62,249	76,177
		<u>62,249</u>	<u>76,177</u>
<b>Current assets</b>			
Debtors	13	72,448	78,704
Investments	14	104,989	51,236
Cash at bank and in hand		31,073	144,440
		<u>208,510</u>	<u>274,380</u>
<b>Current liabilities</b>			
Creditors: amounts falling due within one year	15	(57,309)	(69,267)
		<u>151,201</u>	<u>205,113</u>
<b>Net current assets</b>		<u>151,201</u>	<u>205,113</u>
<b>Total net assets</b>		<u><u>213,450</u></u>	<u><u>281,290</u></u>
<b>Charity funds</b>			
Restricted funds	16	32,137	24,950
Unrestricted funds			
General funds	16	181,313	256,340
		<u>181,313</u>	<u>256,340</u>
Total unrestricted funds	16	<u>181,313</u>	<u>256,340</u>
<b>Total funds</b>		<u><u>213,450</u></u>	<u><u>281,290</u></u>

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

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**BALANCE SHEET (CONTINUED)**  
**AS AT 31 MARCH 2025**

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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:

.....  
**J Penn**  
(Chairperson)  
Date: 31. 7. 2025

The notes on pages 24 to 42 form part of these financial statements.



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

**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

	2025 £	2024 £
<b>Cash flows from operating activities</b>		
Net cash used in operating activities	(44,202)	42,656
<b>Cash flows from investing activities</b>		
Dividends, interests and rents from investments	50	112
Purchase of tangible fixed assets	(19,215)	(11,423)
Purchase of investments	(50,000)	(50,000)
<b>Net cash used in investing activities</b>	(69,165)	(61,311)
<b>Change in cash and cash equivalents in the year</b>	(113,367)	(18,655)
Cash and cash equivalents at the beginning of the year	144,440	163,095
<b>Cash and cash equivalents at the end of the year</b>	31,073	144,440

The notes on pages 24 to 42 form part of these financial statements

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

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**1. General information**

Norfolk Deaf Association (NDA) 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 2019), 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.

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

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**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 Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

**2.5 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%

**2.6 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.

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

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**2. Accounting policies (continued)**

**2.7 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.

**2.8 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.

**2.9 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.

**2.10 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.

**2.11 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.

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

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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

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**3. Income from donations, grants and legacies**

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	<i>Total funds 2024 £</i>
Donations	19,708	-	19,708	36,169
Legacies	21,000	-	21,000	-
Grants	800	32,670	33,470	45,323
Corporate support	-	-	-	600
<b>Total 2025</b>	<u>41,508</u>	<u>32,670</u>	<u>74,178</u>	<u>82,092</u>
<i>Total 2024</i>	<u>37,269</u>	<u>44,823</u>	<u>82,092</u>	

**NORFOLK DEAF ASSOCIATION (NDA)**  
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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**4. Income from charitable activities**

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Aural Care - Norfolk & Waveney ICB	201,516	-	201,516	371,403
Adult Audiology - Norfolk & Waveney ICB	293,180	-	293,180	356,809
Cuppa Care Project - the National Lottery Community Fund	-	70,289	70,289	35,235
Aural Care - Fee income	105,921	-	105,921	50,355
Aural Care - James Paget University Hospital	39,660	-	39,660	33,002
Hearing Support - Norfolk & Waveney ICB	39,401	-	39,401	39,166
Otoscopy fees income	1,740	-	1,740	-
NNUH	18,316	-	18,316	35,307
Hearing Loss Awareness Training	1,328	-	1,328	1,542
Cuppa Care Project	-	-	-	12,422
<b>Total 2025</b>	<b>701,062</b>	<b>70,289</b>	<b>771,351</b>	<b>935,241</b>
<i>Total 2024</i>	<i>848,418</i>	<i>86,823</i>	<i>935,241</i>	

**5. Income from other trading activities**

**Income from fundraising events**

	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Friends of NDA	1,924	1,924	2,372
Miscellaneous income	1,725	1,725	33
<b>Total 2025</b>	<b>3,649</b>	<b>3,649</b>	<b>2,405</b>

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

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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

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**6. Investment income**

	<b>Unrestricted funds 2025 £</b>	<b>Total funds 2025 £</b>	<i>Total funds 2024 £</i>
Bank interest	50	50	112
	<u>50</u>	<u>50</u>	<u>112</u>

**7. Expenditure on raising funds**

**Costs of raising voluntary income**

	<b>Unrestricted funds 2025 £</b>	<b>Total funds 2025 £</b>	<i>Total funds 2024 £</i>
Wages and salaries	23,433	23,433	17,647
Social security costs	2,460	2,460	1,994
Contribution to defined contribution pension schemes	524	524	318
<b>Total 2025</b>	<u>26,417</u>	<u>26,417</u>	<u>19,959</u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**8. Analysis of expenditure by activities**

	<b>Activities undertaken directly 2025 £</b>	<b>Support costs 2025 £</b>	<b>Total funds 2025 £</b>	<b>Total funds 2024 £</b>
Hearing Support Service	91,897	6,885	<b>98,782</b>	135,761
Aural Care Service	363,211	14,388	<b>377,599</b>	424,560
Cuppa Care Project	118,769	5,040	<b>123,809</b>	65,323
Adult Audiology Service	283,671	10,543	<b>294,214</b>	381,859
Community Voices & Rend	-	-	-	5,262
<b>Total 2025</b>	<b>857,548</b>	<b>36,856</b>	<b>894,404</b>	<b>1,012,765</b>
<i>Total 2024</i>	<i>977,824</i>	<i>34,941</i>	<i>1,012,765</i>	

**Analysis of direct costs**

	<b>Cuppa Care Project - the National Lottery Community Fund 2025 £</b>	<b>Aural Care Service 2025 £</b>	<b>Cuppa Care Project 2025 £</b>	<b>Adult Audiology Service 2025 £</b>
Staff costs	46,375	233,744	75,165	131,428
Depreciation	2,452	5,655	14,217	10,820
Premises	14,114	29,026	7,844	9,373
Legal & Professional	1,248	11,157	4,433	1,248
Computer & IT support	6,918	12,287	2,231	11,589
General running expenses	14,129	68,464	13,413	116,963
Volunteers costs	5,608	-	10	-
Marketing	1,053	2,878	1,456	2,250
<b>Total 2025</b>	<b>91,897</b>	<b>363,211</b>	<b>118,769</b>	<b>283,671</b>
<i>Total 2024</i>	<i>128,492</i>	<i>411,888</i>	<i>63,169</i>	<i>369,013</i>



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

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**8. Analysis of expenditure by activities (continued)**

**Analysis of direct costs (continued)**

	<b>Community Voices &amp; Rend 2025 £</b>	<b>Total funds 2025 £</b>	<i>Total funds 2024 £</i>
Staff costs	-	486,712	563,152
Depreciation	-	33,144	43,063
Premises	-	60,357	56,559
Legal & Professional	-	18,086	5,839
Computer & IT support	-	33,025	37,846
General running expenses	-	212,969	254,889
Volunteers costs	-	5,618	6,666
Marketing	-	7,637	9,810
<b>Total 2025</b>	<b>-</b>	<b>857,548</b>	<b>977,824</b>
<i>Total 2024</i>	<i>5,262</i>	<i>977,824</i>	

**Analysis of support costs**

	<b>Cuppa Care Project - the National Lottery Community Fund 2025 £</b>	<b>Aural Care Service 2025 £</b>	<b>Cuppa Care Project 2025 £</b>	<b>Adult Audiology Service 2025 £</b>	<b>Total funds 2025 £</b>	<i>Total funds 2024 £</i>
Premises	1,568	3,089	872	1,041	6,570	6,284
Legal & Professional	1,380	1,611	231	2,115	5,337	8,550
Other staff costs	3,937	9,688	3,937	7,387	24,949	20,107
<b>Total 2025</b>	<b>6,885</b>	<b>14,388</b>	<b>5,040</b>	<b>10,543</b>	<b>36,856</b>	<b>34,941</b>
<i>Total 2024</i>	<i>7,269</i>	<i>12,672</i>	<i>2,154</i>	<i>12,846</i>	<i>34,941</i>	

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**9. Independent examiner's remuneration**

	2025 £	2024 £
Fees payable to the Charity's independent examiner for the independent examination of the Charity's annual accounts	3,750	6,750
Fees payable to the Charity's independent examiner in respect of: All taxation advisory services not included above	1,587	1,800
	<u>5,337</u>	<u>8,550</u>

**10. Staff costs**

	2025 £	2024 £
Wages and salaries	470,657	539,375
Social security costs	32,542	37,336
Contribution to defined contribution pension schemes	9,930	6,400
	<u>513,129</u>	<u>583,111</u>

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

	2025 No.	2024 No.
Employees	24	26

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2025 No.	2024 No.
In the band £70,001 - £80,000	1	1

The total remuneration for key management personnel, including employer pension contributions and employer national insurance contributions, for the year totalled **£153,519** (2024 - £177,968).

**11. Trustees' remuneration and expenses**

During the year, no Trustees received any remuneration or other benefits (2024 - £NIL).

During the year ended 31 March 2025, no Trustee expenses have been incurred (2024 - £NIL).

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**12. Tangible fixed assets**

	Short-term leasehold property £	Medical equipment £	Motor vehicles £	Office equipment £	Computer equipment £	Total £
<b>Cost or valuation</b>						
At 1 April 2024	9,844	37,481	149,889	7,314	20,228	224,756
Additions	6,235	6,817	4,135	250	1,778	19,215
At 31 March 2025	16,079	44,298	154,024	7,564	22,006	243,971
<b>Depreciation</b>						
At 1 April 2024	4,177	17,813	107,696	5,054	13,836	148,576
Charge for the year	2,944	9,075	16,183	969	3,975	33,146
At 31 March 2025	7,121	26,888	123,879	6,023	17,811	181,722
<b>Net book value</b>						
At 31 March 2025	8,958	17,410	30,145	1,541	4,195	62,249
At 31 March 2024	5,667	19,668	42,193	2,260	6,392	76,180

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**13. Debtors**

	2025 £	2024 £
<b>Due within one year</b>		
Trade debtors	47,023	75,709
Other debtors	21,704	-
Prepayments and accrued income	3,721	2,995
	<u>72,448</u>	<u>78,704</u>

**14. Current asset investments**

	2025 £	2024 £
Unlisted investments	<u>104,989</u>	<u>51,236</u>

The Charity has invested funds in the COIF Charities Deposit Fund managed by CCLA. Valuation movements on the fund are reported as "net gains on investments" in the Statement of Financial Activities

**15. Creditors: Amounts falling due within one year**

	2025 £	2024 £
Trade creditors	40,567	44,017
Other taxation and social security	10,219	17,259
Other creditors	1,553	1,241
Accruals and deferred income	4,970	6,750
	<u>57,309</u>	<u>69,267</u>

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**NOTES TO THE FINANCIAL STATEMENTS  
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**16. Statement of funds**

**Statement of funds - current year**

	Balance at 1 April 2024 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2025 £
<b>Unrestricted funds</b>					
General Funds	256,340	746,269	(825,049)	3,753	181,313
<b>Restricted funds</b>					
The National Lottery Community Fund - Cuppa Care Project	17,617	70,289	(70,379)	-	17,527
Alan Boswell Group Charitable Trust	5,000	-	(5,000)	-	-
Norfolk Community Foundation - Saracen's Norfolk Fund	-	5,000	(1,250)	-	3,750
The D'Oyly Carte Charitable Trust	2,333	-	(2,333)	-	-
Paul Bassham Charitable Trust	-	3,000	(3,000)	-	-
Lord Cozens-Hardy Charitable Trust	-	1,000	(1,000)	-	-
Morrison's Foundation	-	6,920	(6,920)	-	-
Norfolk Community Foundation - Together to Thrive	-	4,000	-	-	4,000
W O Street Charitable Foundation (Zedra)	-	3,000	(750)	-	2,250
Goldcrest Charitable Trust	-	3,000	(3,000)	-	-
Anne French Memorial Trust	-	1,000	(834)	-	166
Other restricted funds	-	5,750	(1,306)	-	4,444
	24,950	102,959	(95,772)	-	32,137
<b>Total of funds</b>	281,290	849,228	(920,821)	3,753	213,450

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**16. Statement of funds (continued)**

Norfolk & Waveney Integrated Care Board (ICB) 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.

The National Lottery Community Fund - year one funding of a five-year funding towards the Cuppa Care Project.

Alan Boswell Group Charitable Trust funds are used towards the salary of Hearing Support Service worker.

The Norfolk Community Foundation NHS Charities Together Fund 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 - Saracen's Norfolk Fund funds are used towards the salary of Hearing Support Service worker.

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

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

The D'Oyly Carte Charitable Trust funds are used towards the delivery of the Hearing Support Service.

The Paul Bassham Charitable Trust funds are used towards the cost of delivering the Hearing Support Service.

Lord Cozens-Hardy Charitable Trust funds are used towards the cost of delivering the Hearing Support Service.

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

The National Lottery Community Fund - provided funding towards the running costs of the Hearing Support Service.

Morrisons Foundation provided funding for the purchase of clinical equipment for Aural Care Service.

Norfolk Community Foundation, Together to Thrive Fund supported with a bursary to enhance fundraising skills for two staff members.

W O Street Charitable Foundation provided funding towards the running costs of Cuppa Care Project.

Goldcrest Charitable Trust provided funding towards the cost of delivering the Hearing Support Service.

Anne French Memorial Trust provided funding towards the running costs of Cuppa Care Project.

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

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**NOTES TO THE FINANCIAL STATEMENTS  
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**16. Statement of funds (continued)**

**Statement of funds - prior year**

	<i>Balance at 1 April 2023 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Gains/ (Losses) £</i>	<i>Balance at 31 March 2024 £</i>
<b>Unrestricted funds</b>						
Tangible fixed assets	107,817	-	(43,063)	(64,754)	-	-
<b>General funds</b>						
General Funds	152,486	888,204	(849,733)	64,754	629	256,340
<b>Total Unrestricted funds</b>	260,303	888,204	(892,796)	-	629	256,340
<b>Restricted funds</b>						
Norfolk & Waveney Integrated Care Board (ICB)	-	39,166	(39,166)	-	-	-
The National Lottery Community Fund - Cuppa Care Project	-	35,235	(17,618)	-	-	17,617
Alan Boswell Group Charitable Trust	-	10,000	(5,000)	-	-	5,000
Norfolk Community Foundation - NHS Charities Together	2,070	12,422	(14,492)	-	-	-
Norfolk and Waveney Community Voices	-	6,910	(6,910)	-	-	-

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**NOTES TO THE FINANCIAL STATEMENTS  
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**16. Statement of funds (continued)**

**Statement of funds - prior year (continued)**

	<i>Balance at 1 April 2023 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Gains/ (Losses) £</i>	<i>Balance at 31 March 2024 £</i>
Norfolk Community Foundation - Saracen's Norfolk Fund	-	5,000	(5,000)	-	-	-
Norfolk Community Foundation - REND Project	1,818	4,913	(6,731)	-	-	-
RC Snelling Charitable Trust	-	4,000	(4,000)	-	-	-
The D'Oyly Carte Charitable Trust	-	3,500	(1,167)	-	-	2,333
Paul Bassham Charitable Trust	-	2,000	(2,000)	-	-	-
Lord Cozens- Hardy Charitable Trust	-	1,000	(1,000)	-	-	-
Rotary Club Norwich	11,206	-	(11,206)	-	-	-
The National Lottery Community Fund - Hearing Support Service	6,039	-	(6,039)	-	-	-
Other Cuppa Care restricted funds	4,016	-	(4,016)	-	-	-
Other restricted funds	8,083	7,500	(15,583)	-	-	-
	<u>33,232</u>	<u>131,646</u>	<u>(139,928)</u>	<u>-</u>	<u>-</u>	<u>24,950</u>
<b>Total of funds</b>	<u>293,535</u>	<u>1,019,850</u>	<u>(1,032,724)</u>	<u>-</u>	<u>629</u>	<u>281,290</u>



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**NOTES TO THE FINANCIAL STATEMENTS  
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**17. Summary of funds**

**Summary of funds - current year**

	Balance at 1 April 2024 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2025 £
General funds	256,340	746,269	(825,049)	3,753	181,313
Restricted funds	24,950	102,959	(95,772)	-	32,137
	<u>281,290</u>	<u>849,228</u>	<u>(920,821)</u>	<u>3,753</u>	<u>213,450</u>

**Summary of funds - prior year**

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
Designated funds	107,817	-	(43,063)	(64,754)	-	-
General funds	152,486	888,204	(849,733)	64,754	629	256,340
Restricted funds	33,232	131,646	(139,928)	-	-	24,950
	<u>293,535</u>	<u>1,019,850</u>	<u>(1,032,724)</u>	<u>-</u>	<u>629</u>	<u>281,290</u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
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**NOTES TO THE FINANCIAL STATEMENTS  
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**18. Analysis of net assets between funds**

**Analysis of net assets between funds - current year**

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £
Tangible fixed assets	62,249	-	<b>62,249</b>
Current assets	176,373	32,137	<b>208,510</b>
Creditors due within one year	(57,309)	-	<b>(57,309)</b>
<b>Total</b>	<b>181,313</b>	<b>32,137</b>	<b>213,450</b>

**Analysis of net assets between funds - prior year**

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	76,177	-	76,177
Current assets	249,430	24,950	274,380
Creditors due within one year	(69,267)	-	(69,267)
<b>Total</b>	<b>256,340</b>	<b>24,950</b>	<b>281,290</b>

**19. Reconciliation of net movement in funds to net cash flow from operating activities**

	2025 £	2024 £
Net expenditure for the year (as per Statement of Financial Activities)	<b>(67,840)</b>	<b>(12,245)</b>
<b>Adjustments for:</b>		
Depreciation charges	<b>33,146</b>	43,063
Losses on investments	<b>(3,753)</b>	(629)
Dividends, interests and rents from investments	<b>(50)</b>	(112)
Decrease in debtors	<b>6,256</b>	2,005
Increase/(decrease) in creditors	<b>(11,961)</b>	10,574
<b>Net cash provided by/(used in) operating activities</b>	<b>(44,202)</b>	<b>42,656</b>

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**NOTES TO THE FINANCIAL STATEMENTS  
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**20. Analysis of cash and cash equivalents**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Cash in hand	<b>31,073</b>	<b>144,440</b>
<b>Total cash and cash equivalents</b>	<b>31,073</b>	<b>144,440</b>

**21. Analysis of changes in net debt**

	<b>At 1 April 2024</b>	<b>Cash flows</b>	<b>Other non- cash changes</b>	<b>At 31 March 2025</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Cash at bank and in hand	<b>144,440</b>	<b>(113,367)</b>	<b>-</b>	<b>31,073</b>
Liquid investments	<b>51,236</b>	<b>50,000</b>	<b>3,753</b>	<b>104,989</b>
	<b>195,676</b>	<b>(63,367)</b>	<b>3,753</b>	<b>136,062</b>

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**NOTES TO THE FINANCIAL STATEMENTS**  
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**22. Pension commitments**

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

The pension cost charge represents contributions payable by the Charity to the fund and amounted to **£9,930** (2024 - £6,400).

Contributions totaling **£1,553** (2024 - £1,241) were payable to the fund at the balance sheet date and are included in creditors.

**23. Operating lease commitments**

At 31 March 2025 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2025 £	2024 £
Not later than 1 year	43,575	42,330
Later than 1 year and not later than 5 years	90,885	134,460
	<u>134,460</u>	<u>176,790</u>

**24. Related party transactions**

The Charity has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the Charity at 31 March 2025.