

**NNAB**

**THE NORFOLK AND NORWICH  
ASSOCIATION FOR THE BLIND**



**201<sup>st</sup> ANNUAL REPORT**  
2006-2007



## Volunteers' Hat Party

15 June 2007



## The Aims of the NNAB

The Norfolk and Norwich Association for the Blind (NNAB) was founded in 1805 by Thomas Tawell and is the fifth oldest voluntary blind society in England.

### Our aims are to provide:

- accommodation and care
- community visiting services
- educational and recreational facilities

for all blind and partially sighted people in Norfolk and Norwich.

The Norfolk and Norwich Association for the Blind offers various services:

### Thomas Tawell House

A purpose-built home in Norwich, recognized by Social Services as a specialist provider, with en-suite accommodation for 37 blind and partially sighted residents.

### Hammond Court

A complex of 20 sheltered flats in Norwich, looked after by full-time wardens.

### Equipment Centres

**Norwich** - open daily and Saturday mornings

**King's Lynn** - open four mornings weekly

**Great Yarmouth** - open two mornings weekly

**Cromer** - open Tuesday mornings

**Diss** - open Friday mornings

**Mobile Equipment Centre** - providing services for people throughout the county.

All the Equipment Centres offer information, advice and help. A wide range of daily living aids may be seen and purchased.

### Community Workers

The eleven-strong team visit, advise and support people where they live in Norfolk.

### Hospital Eye Clinic Information Service

Trained volunteers in Norfolk hospitals give information of a non-medical nature about services available to visually impaired people.

### Volunteers

We rely on 300 volunteers for essential support for all our activities.

### Education and Recreational

We run Braille, Moon, Extend, Craft, Computer, Painting and Art Appreciation Classes, as well as Book Clubs, Discussion and Singing Groups.

We organize Sailing, Tandem Cycling, Walking, Swimming and Bowling events.

### Charity Shops

136 and 138/140 Magdalen Street, Norwich.  
Open Monday to Saturday 10am – 4pm.



West Norfolk outing to Oxburgh Hall

# The NNAB – Patrons and Presidents

## Patron

Her Most Gracious Majesty Queen Elizabeth II

## President

The Right Reverend The Lord Bishop of Norwich

## Vice-Presidents

The Lord Lieutenant of Norfolk

The Sheriff of Norwich

The High Sheriff of Norfolk

The Mayor of King's Lynn and West Norfolk

The Lord Mayor of Norwich

The Mayor of Great Yarmouth

The Venerable M Handley MA

P Scarfe FCA

Trustee of Real Estate

The Official Custodian for Charities

Trustee of Investments

Barratt & Cooke Trustees Limited

Auditors

Martin & Acock

Bankers

Barclays Bank PLC

Solicitors

Messrs Greenland Houchen & Co

Hon Consultant Ophthalmologist

N Astbury FRCS FRCOphth FRCP

Hon Physician

Dr S Pinto MB BS DCH DRCOG MRCGP

## Board of Management

Chairman

Mrs S Adler

Vice-Chairman

G G Mitchell DArch (Kingston)

Treasurer

D C Acloque FCA

Mrs C Adamson

R E T Gurney JP

M Blythe

R Harrison

P Bowerbank <sup>(1)</sup>

Mrs S Knights

C Burland

Mrs B J Lashley <sup>(1)</sup>

A L Bushell PhD C Eng

C Maule-Oatway

R Cannell FRICS

K W Oelrichs LLB

S Carrington

R West MBCS CITP

Canon G Drake <sup>(2)</sup>

The Reverend H Wright

## Chaplain

P J S Child BSc

## Director

<sup>(1)</sup> Appointee of Norfolk County Council

<sup>(2)</sup> Appointee of the Lord Bishop of Norwich

# Chairman's Report

This year has been another successful and very busy year for the NNAB and I thought I would highlight some of the very positive developments that have occurred since my last report.

Perhaps the most exciting announcement has been the decision by the Board of Trustees to take the next step in the development of our proposed new Activity Centre. We desperately need this Centre as the work in the community continues to expand. We have, therefore, instructed our architect, David Marris, to draw up detailed plans and put them out to tender, with a timetable for final decisions to be made in the Spring of 2008. The Trustees have also agreed to contribute £300,000 from our reserves towards the costs. We are still short of £650,000 but have increased our fundraising effort for the project and hope that now we have taken the next step more money will be forthcoming so that we can realize our dream.



*The NNAB's new Chaplain, Heather Wright with the Director, the Bishop of Norwich and Chairman.*

Through funding received under the Opportunities for Volunteering Scheme we have been able to appoint an Assistant Volunteer Co-ordinator to develop more social and interactive groups throughout Norwich and Norfolk. The number of people seeking our services in all aspects of our work continues to grow. Our Community Workers made over 7,000 visits to people in their homes last year and an additional 5,000 people visited our Equipment Centres throughout the county.



Our newly refurbished Mobile Centre (you cannot miss it in its smart new yellow and blue colouring) has been out and about throughout the county. We are visiting schools to try to educate youngsters in the needs of blind and partially sighted people. In King's Lynn, Great Yarmouth, Norwich and on our Mobile Centre we are managing to give advice on the use of low vision aids and provide IT training.

The bedsits and flats in Hammond Court are still very popular and we have taken the opportunity, whilst one was empty, to redesign the inside to provide a separate bedroom. The work has been carried out by our in-house Maintenance Team to a very high standard and we think this is a way forward for the future.

The day to day working of the NNAB never ceases to amaze me and visitors so often comment on the very happy and positive attitude of everyone they meet. This atmosphere is precious and it comes from the example set by our Director, John Child, and permeates to all levels of those involved at the NNAB; staff and volunteers, including the excellent Board of Trustees, alike. Without them the NNAB would not be the special place that it is.

So may I thank you for all the hard work, professionalism, dedication and ideas that make the NNAB what it is today and may we continue to develop our services to improve the lives of all the blind and partially sighted people of Norwich and Norfolk.

*Sarah Adler*

## Treasurer's Report

This year our loss, before adjustments arising from our investments, was £205,574 compared to £61,696 last year. This is mainly accounted for by the decrease in legacies from £376,000 to £207,000; as ever we are fortunate in the support we receive in the form of legacies and are very grateful. We are also very pleased with the regular income which we are now receiving from our Friends and Members which we hope will increase.

Although I am pleased that we have reduced the cost to the Association of running Thomas Tawell House, our Residential Home, we still have a long way to go to keep this valuable and needed service going. We are naturally concerned and are reviewing every option to eliminate the continuing loss.



The Board's policy is to continually maintain and improve existing services which they consider vital for the well being of people with poor sight in the county. It is for this reason that we spend what we receive; we are fortunate to know that in bad times we have our investments to fall back on though this would obviously affect our valuable investment income.

I would particularly like to thank all our wonderful volunteers who help in so many ways; the Association would not be able to achieve what it does without their support.

*David Acloque*

### Cost of Community Activities for the year ended 31 March 2007

Community Services, Eye Clinics and Volunteers	270,175
RNIB Talking Books Subscriptions (mostly paid for by Norfolk County Council)	14,210
Norwich Information and Equipment Centre	72,746
West Norfolk Information and Equipment Centre	28,822
Great Yarmouth Information and Equipment Centre	10,053
North Norfolk Information and Equipment Centre	866
South Norfolk Information and Equipment Centre	1,116
Mobile Information and Equipment Centre	31,508
Other Costs (inc Grants)	44,064

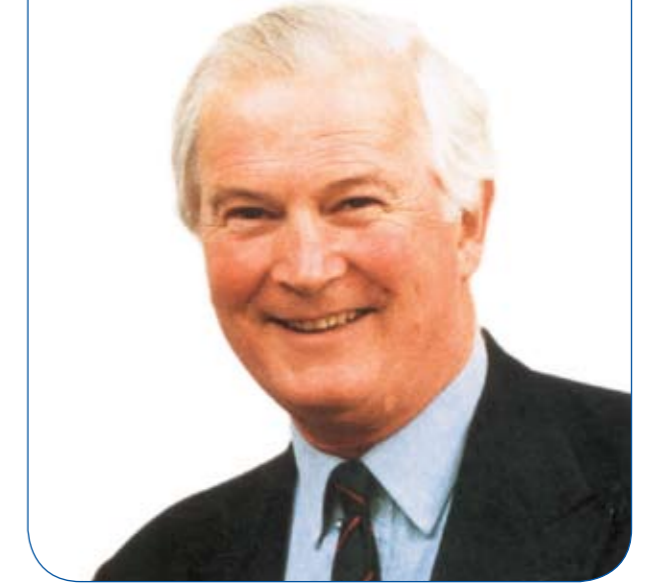
**TOTAL 473,560**

## Director's Report

Our work continues to be exciting and challenging as we try to help an ever increasing number of people in Norfolk, some 20,000, with poor sight. The work is exciting because we can help. We can really make a difference and it is challenging because there are so many things to do and a limited pot of money. We receive no state funding.

As the Chairman has said, we are now moving ahead with the Activity Centre which is exciting since we can see even more clearly the need – and it is equally challenging since we need to raise more funds. I have complete faith that this will happen.

I know it is invidious to single out any part of our work for praise but the continuous development of the Equipment Centres with their specialist days, their involvement in access issues, the Mobile Centre visiting schools, the low vision assessments in addition to the IT training, are inspiring to witness. All this reinforcing the vital work of the Community Workers and our existing services, as well as the new leisure and sporting activities, means we really do make a difference.



I am convinced that Thomas Tawell House has turned the corner financially and we will succeed. The recognition of the Home as a specialist provider by the County Council and the exciting use of one of our Community Workers as a Rehabilitation Worker, means that we can now offer individual rehabilitation training and sensory assessments to those in the Home, especially on respite, and to those in Hammond Court.

Finally a massive thank you to all our Trustees, volunteers and staff whose enthusiasm for our work really does make the difference.

*John Child*



*West Norfolk Outing - Snowdrop Walk Walsingham.*

# Accounts for 2006-2007

Extracts from the audited accounts - Financial Activities for the year ended 31 March 2007

	2007 (£)	2006 (£)
<b>Income From</b>		
Voluntary Income : Donations, Legacies and similar Sources	462,765	517,821
Activities for Generating Funds: Fundraising & Trading	69,261	130,805
Investment Income	160,274	148,891
Charitable Activities	804,630	742,523
<b>TOTAL INCOME</b>	<b>1,496,930</b>	<b>1,540,040</b>
<b>Resources Expended</b>		
Generating Voluntary Income	50,611	105,122
Fundraising & Trading Costs	20,715	19,276
Charitable Activities	1,620,314	1,467,140
Governance Costs	10,864	10,198
<b>TOTAL EXPENDITURE</b>	<b>1,702,504</b>	<b>1,601,736</b>
<b>Net Resources before Investment Asset Movements</b>	<b>(205,574)</b>	<b>(61,696)</b>
Disposal of Investment Assets	144,445	9,106
Revaluation of Investment Assets	103,447	380,368
<b>NET MOVEMENT IN FUNDS FOR YEAR</b>	<b>42,318</b>	<b>327,778</b>

## Trustees' Statement

The Annual Accounts, from which this summary has been extracted, were approved by the Board of Trustees on 18th July 2007, have been audited and will be submitted to the Charity Commissioners.

These Summarised Accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. For further information the full accounts, the auditors' report and the Trustees' Annual Report should be consulted.

Copies of these can be obtained from **Magpie Road, Norwich, NR3 1JH**.

## Auditors' Statement

Martin & Acock, Chartered Accountants & Registered Auditors of 2 The Close, Norwich, NR1 4DJ confirm that the summarised accounts set out on pages 7 and 8 are consistent with the full audited accounts upon which they reported on 10th August 2007.

# Accounts for 2006-2007

Extracts from the audited accounts - Balance Sheet as at 31 March 2006

	2007 (£)	2007 (£)	2006 (£)	2006 (£)
<b>Fixed Assets</b>				
Tangible Assets		1,579,187		1,607,647
Investments at Market Value		3,014,434		2,766,542
		<b>4,593,621</b>		<b>4,374,189</b>
<b>Current Assets</b>				
Stocks	25,790		24,326	
Debtors	119,563		218,746	
Cash at Bank and in hand	698,364		788,538	
	<b>843,717</b>		<b>1,031,610</b>	
Creditors falling due within 1 year	(124,323)		(135,002)	
<b>NET CURRENT ASSETS</b>		<b>719,394</b>		<b>896,608</b>
<b>Total Assets Less Current Liabilities</b>				
Creditors falling due after 1 year		5,313,015		5,270,797
		(52,521)		(52,621)
<b>NET ASSETS</b>		<b>5,260,494</b>		<b>5,218,176</b>
<b>Charity Funds</b>				
Endowment Funds		547,848		527,946
Restricted Funds		272,903		192,082
Unrestricted - General Funds		4,439,743		4,498,148
		<b>5,260,494</b>		<b>5,218,176</b>

## Congratulations to:

**Ann Coleman** on being awarded  
*The Mayor of The Borough of King's Lynn and West Norfolk's Civic Award.*



# Annual General Meeting

## 12th October 2006

Our 200th Annual General Meeting was held in The Surrey Chapel in Norwich presided over by our President, The Right Reverend Graham James, Lord Bishop of Norwich. Professor George Duncan, Professor of Biomedicine, who sadly died on 17th January 2007, gave a most interesting and informative account of his work at the University of East Anglia in a talk entitled "Cataract Research at UEA and N&NUH".



Nearly 100 people attended the meeting, including Mr Richard Jewson, Lord Lieutenant of Norfolk; Mr Nigel Savory, High Sheriff of Norfolk; Councillor Felicity Hartley, Lord Mayor of Norwich; Councillor Susan Robinson, the Mayor of Great Yarmouth, who sadly died on 14th August 2007, and Councillor Ann Clery-Fox, the Mayor of King's Lynn and West Norfolk.

Long Service Certificates were presented to Mrs Julie Lythgoe (30 years), Miss Rachel Aldus (15 years), Mrs Maria Aldus (10 years), Mrs Judith Hale (10 years) and Mrs Linda Rawlinson (10 years). In addition, NVQ Certificates were presented to Mrs Linda Rawlinson and Mrs Janet Benson and Fundraising Certificates to Mrs Angela Harding, who had collected £5,000, and Mr Tim Isaac and Mr Dick Tayler who had collected £1,000 each.

## Congratulations to David Rowland

*on winning the Residential Homes category of the Norwich in Bloom Competition 2007 (Sponsored by Notcutts)*

## Life as a Community Worker in North Breckland

North Breckland is a landlocked area at the centre of Norfolk, with the market towns of East Dereham and Swaffham being the two main hubs. The surrounding villages vary in size from a handful of houses to larger areas of over 3,500 people. Consequently, the amenities on offer also vary, with some having no Post Office, local shop, Doctor's surgery or access to the public transport system. Many of the people I visit are therefore isolated, lonely and sometimes already dealing with failing health prior to losing their sight.

As one of eleven community workers in Norfolk I have the privilege of visiting people in their own homes. The immediate and often overwhelming emotions experienced by someone with recently diagnosed sight impairment can leave them and their family feeling at a loss and unable to imagine how to cope with their daily lives. Hopefully, with re-training, encouragement and support, people are more able to continue living full and independent lives.

This might involve a visit to one of the Equipment and Information Centres to see kitchen gadgets such as a talking microwave, talking clocks and watches and other aids. The difference a correctly assessed low visual aid or magnifying glass makes to someone can be enormous, giving them the opportunity to read their own mail.

With around 330 people with sight impairment known to me in this area, each day is different. Some people I only speak to by telephone, but many more I have now known for over four years. The opportunity to put visually impaired people in touch with clubs and activities, or to chat to a visually impaired Telefriend volunteer, all help a person look forward.

My work is varied and involves, for example, counselling, changing batteries in watches, advice in using a magnifying glass; it has also included buying new beds and linen, helping someone to put on surgical stockings and reprogramming televisions! My most recent change in routine occurred when on arriving at a lady's home to help complete an Attendance Allowance form, I was met in the kitchen with a nest of flying ants merrily blackening the window and floor!

I consider myself fortunate that I thoroughly enjoy my work. I am regularly inspired by the determination and resilience shown by many people as they come to terms with their sight loss and are able to find fulfilment in learning new ways to achieve daily independence.

*April Brown*  
Community Worker



*Breckland Poppies. Photographed by John Morland*

# Equipment and Information Centres

## Variety is the Spice of Equipment Centre Life!

Recently an advisor in the Equipment Centre Team asked, "What is it about working here that I enjoy?" We all offered our suggestions (homemade cakes being one!) but the consensus of opinion was that the word 'variety' said it all! No two days are ever the same and this year has certainly seen all of us involved in a variety of activities around the county. These have included a Day for Carers, coffee mornings at the Cromer Equipment Centre, talks and displays for various organisations and a Children's Fun and Information Day. Most importantly, however, we felt that variety also describes the many enquiries we receive and the needs of nearly 3,500 visitors who we have welcomed in the first six months of this year at the Centres, plus the numerous telephone calls we receive daily. Some have indeed stretched our knowledge and imagination but as a team we hope that we have been able to meet the many challenges. An important part of this advisory team are our very valued volunteers who also bring their own varied skills and personalities to all the Centres.

We feel that the varied nature of the enquiries that we receive does indeed reflect people's diverse needs. These can range from reassurance and help to

continue with everyday tasks, to advice on choosing from the ever-increasing range of technology available for people with visual impairments.

All of our Centres strive to meet the particular requirements of the areas in which they are situated. Although smaller in size than Norwich and King's Lynn, the Centres in Diss, Cromer and Great Yarmouth provide welcome town centre locations where visitors just 'drop-in'. In contrast, visitors to the King's Lynn Centre, which is out of the town, often tend to ring in advance of a visit. The new King's Lynn premises are a great improvement and because they are more spacious the scope of our work there has grown.

This year we have increased the range of items on display in all the Centres and we are always very grateful when items are given as a result of fundraising events. This also enables us to issue some items on loan. We feel that it is vital for visitors to have the opportunity of choosing from a variety of products. With this in mind, companies and manufacturers have been invited to demonstrate their products at coffee/equipment mornings, occasions which also enable them to advise and answer questions about their products. New equipment is constantly being developed and many more items now have 'a voice', including a talking chess set and a talking CD Storage Wallet. However, we firmly believe that no amount of gadgets can substitute for meeting and talking face to face.

All our visitors are welcomed and valued by us all. We appreciate that managing sight loss can be a huge challenge but one where we feel we can help.

If variety is indeed the spice of life, then we can truly say that we certainly enjoy an A la Carte Menu!

*Dorothy Bowen*  
Equipment Centres Manager



Children's Fun Day

## A Year in the Life of the Mobile Equipment and Information Centre



Before

I was employed by the NNAB to be the Mobile Equipment and Information Centre driver at the beginning of September 2006.

One of my first thoughts was that on the outside of the vehicle nothing described the role of the Centre and at ten years old it was looking just a bit tired.

Datadrum came up with the design whilst Dorothy Bowen and I came up with the wording. RH Bodyworks made the Centre beautiful again.

We then had to decide what equipment to put inside. This wasn't as hard as we thought...what was hard was what to leave out. The various equipment suppliers to the NNAB have all been fantastic. All the hi-tech, high value equipment for display and demonstration has been loaned to the NNAB free of charge.



After

We also decided to change some of the venues and to include schools which has been a resounding success with more visits planned next year. Since the re-launch in January at Thorpe St Andrew High School and up to the end of July, over 700 children have visited and hopefully gone away with more of an understanding of what it is to be blind or partially sighted.

During the first half of 2007 the Centre visited 22 venues and 1,300 people have been through its doors. We have introduced two new services on board, Low Vision Assessments and an Introduction to the computer. We have more exciting plans for the future.

*Richard Polley*  
Mobile Equipment Centre driver



Interior of the mobile.

## The Changing Scene on the Exhibition Front

In the last year we have seen an ever-changing number of new pieces of equipment at exhibitions which means that it has become almost an exercise in itself to keep knowledge fresh and updated, but this is one of the exciting challenges.

Firms are becoming more competitive with their pricing policies and it is now possible to buy a colour audio focus flat screen CCTV for £1,495, which is several hundred pounds cheaper than last year.

The number of companies exhibiting with us here in Norfolk continues to grow and it is becoming difficult to accommodate every exhibitor each year. I feel the number of exhibitions is about right now, with three blocks of five days around the county coupled with the one-off events organised by Dorothy Bowen.

When planning ahead I try to have a range of both high and low tech items. It is particularly interesting to learn more about the new digital voice recorders which are now available and are far more sophisticated than traditional tape recorders which will be phased out probably within the next two or three years.



*Mark Smith using an audio wand at Norwich Castle Museum.*

We enjoy excellent relationships with several of the company representatives; this is proving fruitful with permanent loan of some of the latest equipment for display in the six Equipment Centres.

I look forward to the time when we can hold the exhibitions in the new Activity Centre which will also house the Equipment Centre.

*Mark Smith*

Equipment and Information Adviser

## The Success of the IT Classes at the NNAB

The IT classes are into their sixth year at the Allen Centre in the NNAB, continuing with six classes of three students for 1½ hours duration per week. Students are introduced to Jaws speech software and Zoom Text Magnification programme and also Super Nova, a dual speech and magnification programme. Having small classes means that we can give individual tuition which we feel is most important.

Our teaching skills and knowledge continue to grow and improve and we have had many successes during the past year. These include 12 students achieving the Oxford, Cambridge, Royal Society of Arts (OCR) Entry Level course with two students

completing Level One European Computer Driving Licence (ECDL) plus an additional module. We also have one other student who is working hard to complete the second module.

We offer classes on a Monday afternoon in Great Yarmouth with one student taking the OCR Entry course. We have also travelled to King's Lynn and held classes during the holidays and have run taster sessions on board the Mobile Equipment and Information Centre.

*Diane Stewart and Lizet Mullender*

IT Tutors

## Continuing Success with the Hospital Information Service

The NNAB provides an information service at all four hospital Eye Clinics in Norfolk. Our information trolleys in the patients' waiting areas allow easy access to the literature and information we supply; in addition our display cabinets detail our wide range of services whilst at the same time advertising the NNAB.

Currently we have a NNAB volunteer attending three out of every four clinics and our dedicated team endeavours to help and support patients facing the challenges posed by sight difficulties. They are a friendly face in times of need.



*Volunteer Glenys Whiles at The Queen Elizabeth II Hospital eye clinic.*

A good proportion of the people we meet have been registered blind or partially sighted. However, it is just as important to speak to people before they reach this advanced stage of low vision. There are many ways we can assist, not only by advising them how best to deal with problems caused by poor sight but also by making them aware of what is available should they need it in the future.

If people establish a good relationship with the NNAB and their local Community Worker in the early stages, it can forearm them for the future. With this in mind we have recently introduced a NNAB sticker to be placed inside every appointment card. This recommends, in large clear writing, that the patient visits our information trolley. Hopefully this will encourage people to get to know the NNAB and use our services.

*Carolyn Coggs*

Eye Clinic Co-ordinator

“Most patients want information for a friend or relative who is experiencing difficulties with their sight and are very surprised and delighted to receive any advice at all. Others are from outside Norfolk and complain that “we have nothing like this where we live” and ask for details of who we are and what we do.”



# Volunteers

## Where would we be without them?

It has been a fantastic year for the Volunteer Services at the NNAB. We have welcomed more than 60 new recruits in the last 12 months, joining a strong and steadfast team. Rob Tervet, our new Assistant Volunteer Coordinator, has done the marvellous job of establishing 19 new Activities and Clubs, providing many more volunteering opportunities. We have also worked hard to improve our volunteering procedures, which has ensured volunteers are better informed and supported, while we are able to more effectively place and supervise them.

We are constantly inspired by the efforts of our volunteers and all they continue to achieve. It is exciting to see them making such a huge impact throughout Norfolk and quite literally changing the lives of those visually impaired people with whom they come into contact. What is also so encouraging is how our volunteers seem to genuinely enjoy the time that they spend with us and get so much pleasure from all that they do.



Volunteers from the Prince's Trust with residents of Thomas Tawell House.



Volunteers' Hat Party

## The Power of Friendship

Befriending volunteers meet a hugely valuable social need for many people living in often very isolated situations, providing regular social contact, one-to-one assistance and friendship. An email I recently received from one of our befriending volunteers seemed to articulate for me the significance and importance of our befriending service.

*I've made an incredible friend through the NNAB and it's really helped both of us to overcome many boundaries, namely the age one, but also politically etc. She's come to realise that young people aren't all jobs and I've found that older people can be a lot more understanding and open-minded than I thought. So thanks to everyone at the NNAB for putting me in touch and being a great supporting network.*

(Emma Hurrell, 18-year-old befriending volunteer, referring to the 86-year-old visually impaired lady she is currently befriending.)

## An Introduction to Visual Awareness

Our volunteer training and induction goes from strength to strength. All volunteers gain an appreciation of the aims of the Association, an understanding of the implications of sight loss and look at the effects of different eye conditions. This is also an opportunity to develop practical skills in communicating with and guiding visually impaired people. This one day course is constantly being developed and updated and is also offered free to all Eye Clinic NHS staff in the County. We plan to provide this type of training opportunity to other organisations and public service providers throughout Norfolk.

## 'The Gift of Time – A Day for Volunteers'

This year we held a special day of seminars, workshops, speakers and social time for all volunteers. This was a chance for volunteers to come together and increase their confidence when working with visually impaired people and to further develop those practical skills such as guiding, communicating and handling difficult situations. It was also an opportunity to update volunteers on the direction of the NNAB and how the volunteering services would be involved.

## The Magpie News Continues

We celebrated our 50th issue of the Magpie News this year with a bumper issue and the volunteers within the Magpie Parliament gallantly collated this for us, as they have been doing for the past 12 years. This, our quarterly newsletter, now goes out to nearly 6,000 people county wide, keeping everyone up to date with relevant news and information.

## EXTRAordinary Volunteers

Befrienders, Telefriends, Drivers, Eye Clinic Advisors, Equipment Centre Support, Sports and Recreation, Social and Educational Activities, Independently Run Social Clubs, Administration, Charity Shop, Magpie News, NNAB Residents, Fundraising, NNAB Holidays and so much more ...

... Volunteering really does run throughout everything that we do and our strong team of volunteers, all of whom we are so fortunate to have, provides an invaluable service throughout our community. The next year is set to bring as many new challenges and opportunities as this year and our volunteers will be, as ever, those on whom we rely most heavily to push the NNAB services ever further.

A big **THANK YOU** to them all. I don't know where we'd be without them!

*Emily Havercroft*  
Volunteer Services Manager



Outing to How Hill

# Holidays

The holidays this year have certainly kept Julie and me on our toes; by the end of 2007 we will have been to Great Yarmouth, Margate, Weston-super-Mare, Teignmouth and last but not least back to Great Yarmouth for the Turkey and Tinsel break, which was enjoyed by all last year with the surprise guest of Roy Waller and his radio show – no-one escaped having a chat with him and his many listeners! Sadly, for reasons out of our control, we have had to cancel the Isle of Wight holiday.

We have enrolled some new much needed helpers and we are hoping they will be here to stay, so a big thank you to Gordon and Jean Benson and Ann Adderley for giving us their time to help, as well as our tried and tested helpers – Sidney Lovewell, Pearl Allgar, Ann Coleman and Mary Fitzpatrick. Sadly this is Mary's last year as a holiday volunteer, although she continues to help in other ways.

*Julie Lythgoe and Donna Hewitt*

# Leisure Activities

It has been an exciting year for the NNAB with the introduction of many more new clubs and activities for visually impaired people across the county.

In 2006 the NNAB successfully secured funding from the Department of Health under their Opportunities for Volunteering scheme. The result was the appointment of a new "Assistant Volunteer Co-ordinator" and nearly 20 new clubs and activities!

The aims of the project were to increase recreational activities and involve more volunteers in the process. To date we have started 19 new activities and clubs, benefited over 160 service users and involved 48 volunteers. The range of activities has been huge, including creative writing, book clubs, music groups, youth activities, theatre trips, craft clubs, art groups and more.

Our approach was to throw mud at the wall and see what stuck. There have been many success stories. Our book clubs have proved particularly popular. These are small groups that meet once a month in a local library to discuss talking books. The tapes and CDs are provided by Calibre, the library pays the fee



*Puppet making at Norwich Craft Club.*

and provides the venue while our trained volunteers lead the discussions.

Our trips to see audio described performances at the theatre are also a big success. We provide subsidised transport and sighted guides so that more visually impaired people can enjoy theatre. A live audio description is provided via headsets and there is usually a touch tour of the stage before the show starts.

When working with visually impaired people the needs of men can sometimes be overlooked. As a result we started two men only groups.



*Ceramics at Norwich Art Club.*

These are a social lifeline and an opportunity for men to get together. Whether an audio described visit to a local museum, a trip to a pub or just a cup of tea and a chat these groups have been a lot of fun too!

To celebrate what we have achieved we will be holding our first modern Christmas Variety Show on **7th December** at the **King's Centre, King Street, Norwich.**



*More puppet making.*

Our volunteers have worked really hard in running and supporting all these groups and little could have been achieved without them. They do an excellent job and have made a real and lasting difference over an exciting year.

*Robert Jervet*

Assistant Volunteer Co-ordinator



*Audio described visit to King's Lynn Town House Museum by Men's Discussion Group.*

# Sport in the NNAB

Country rambles, short walks, long walks, you name it. The sports and outside leisure programme now offers a broad variety of interesting and exhilarating monthly activities throughout Norfolk. In 2007 these have involved even more members than in previous years.

New groups have been started such as supervised gym sessions, a new tenpin bowling group for North Norfolk and a new walking group for people living in North Norfolk especially the Holt/Cromer/Sheringham area. However, with poor public transport in Norfolk, our three minibuses have been invaluable.

Supervised gym sessions take place at the Norman Centre in Norwich on a regular basis and are more popular in the colder winter months. Ten pin bowling sessions are always popular with young and old; currently there are groups in Norwich, Great Yarmouth and now North Walsham.

Sailing is always well supported through the summer months. We sail on Barton Broad with the Nancy Oldfield Trust and in the winter use their motor boats.

Swimmers meet at the Riverside in Norwich and at the Victory Pool in North Walsham, both fortnightly.



Youth Group at Whitlingham Country Park



Tandem outing, ready to go!

All are welcome and for those who cannot swim, lessons are offered at the Victory Pool by an experienced swimming instructor, Ray Alvis, who is one of our volunteers.

The Association already has three new modern tandems and this year an almost new one was donated to us which was much appreciated. We encourage new people to try tandem riding and Marriott's Way, close to Magpie Road, offers an excellent off-road, traffic-free route. The youth tandem group now has an annual round trip between Norwich and Reepham.



Gerald Alner and Ken Smith at Bawburgh.

Country rambles are always well supported throughout the year. Each month we try to arrange a different circular route from 4-7 miles. More recently we have arranged them such that slower walkers may finish at the half way lunch stop, whilst more experienced walkers can continue for the full distance. The majority of the rambles are off-road, on public footpaths and bridleways. Short health walks are aimed to encourage and support those who are trying to increase their activity levels, whilst at the same time allowing social interaction between members. Wheelchair users are particularly encouraged as the surfaces used are firm and are not undulating.

Light-hearted sessions, lasting one hour, of seated exercise to popular music take place fortnightly in the Garden Room at Hammond Court.

It is difficult to believe that I have now been organising the Sports and Leisure programme for over four years. When I first joined the Association in 2003 I did not realise the daunting task that lay ahead and the needs of the Association's members; I now know. Positive feedback from those participating in the wide range of events and activities offered encourages me to believe that we are on the right track.

Vaughan Read

Sports and Leisure Co-ordinator



Sailing on Barton Broad.



Great Yarmouth outing at Horsey.

## Thomas Tawell House

Although recognised as a Specialist Provider by the County Council, we are not receiving the referrals from Social Services that we need, though the number of privately funded residents has increased.

However, there recently appears to be a glimmer of light at the end of the tunnel, even if it is still a long way away. The respite care we offer has really taken off this year with several stays leading to permanent residence. Sadly, with the average age of residents being 90 years old, they are unable to enjoy our facilities to the full.

We continue to be optimistic about the future of Thomas Tawell House and work closely with all other areas of the Association using their expertise to enhance the quality of life for our residents. Going out for walks and discussion groups are very popular.

An exciting new development is to provide rehabilitation training in the residents' kitchen for those coming in for respite. This, along with the reading room with all its low-vision aids and expert advice from the Equipment Centres plus a special sensory assessment for everybody entering the home, means that we really do provide a specialist service.

We passionately believe that there is a need for Thomas Tawell House just as there was 200 years ago when we were founded. The spirit and ethos of Thomas Tawell and his vision inspires us.

*Sharon Gaul*

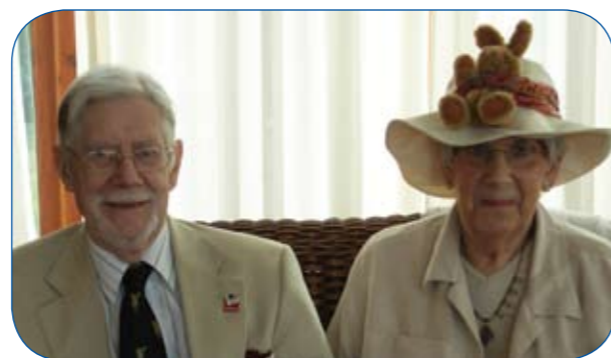
Head of Home

## Hammond Court

Hammond Court continues to have a waiting list with mainly elderly people wishing to come in and many staying on the list 'just in case'. Many wish to continue to lead an independent life but want the security and knowledge that help is at hand should something go wrong.

Last year I reported that trends are changing and one-bedroom flats are the way forward and I am pleased to say that, as an experiment one of the empty bed-sits has been converted to a one-bedroom flat. The kitchen is the new bedroom and the lounge is the new open plan lounge/kitchen. The bath has been removed and the bathroom is now the new wet room with shower. A skylight has been added to provide more natural light.

The maintenance team, in particular Peter Johnson who has undertaken the project, are working very hard and should be commended for their work.



*Peter and Brenda Catling at the Easter Bonnet Tea Party.*

We try to get out as much as we can using the minibus and as soon as the sun shines it is our excuse to have a BBQ. All in all, the Wardens provide an excellent service in looking after the tenants. Our two newest tenants recently commented that they were so pleased with the support they had received since they had moved to Hammond Court.

*Julie Lythgoe*

Administrator

## Charity Shop

The Charity Shop in Magdalen Street continues to not only provide a source of income but also to raise the profile of the NNAB. We have recently expanded to the shop next door and will now sell suitable furniture and electrical goods.

The shop is a welcoming place bringing in many types of people. Having worked in the shop recently I have noticed that many people come in on a weekly basis, quite often to chat to the friendly volunteers and staff but not without buying something before they leave.

Of course the shop could not operate without volunteers and although we have some very dedicated ones we are always in need of more, especially now we are running two shops.



*Elaine Smith who received the Lord Mayor of Norwich's Civic Award for voluntary service sorting through donations. Photo: Eastern Evening News*

The quality of goods is amazing and comes in on a daily basis; we quite often run out of space but it just proves that we are well thought of.

Well done to all the staff and volunteers and again to the maintenance team for all their help.

*Julie Lythgoe*

Administrator

## Community Fundraising

I have recently joined the Association and so far it has been quite a steep and interesting learning curve! The street collections and flag days have continued over the period since Erica Howe left in April prior to my appointment in June, which is a great credit to the rest of the NNAB team and our dedicated volunteers.

As I have been finding out, street collections and flag days are paramount to the work of the NNAB, not only because of the funds that they produce, but for raising the profile of the charity itself – many of our referrals come from our volunteers being asked for help.

It has been an eventful year with several key fundraising events such as The Secret Norwich City Trail, The Great Yarmouth Rotary Club's Spring Charity Fun Walk and The Mannington Hall Recital, with more to come in the next few months

including The Auction of Promises at the Assembly House in Norwich on Friday 2nd November and the Annual Raffle.

I am very grateful to the volunteers who have been helping with collections and in the fundraising office; they have made my transition to this post easier thanks to their advice and help and have made me feel welcome. I would especially like to thank Alison Womack, Marlene Windscheffel, Diana Bates, Hugh and Angela Harding, Reg Cotton, Stephen Turner, Angela Coughlan, Tim Isaac and Dick Tayler.

*Lydia O'Brien*

Community Fundraiser



*Phil Brown of Kettle Foods after his sky dive.*

# Thank You Letters

## Hammond Court

"Everyone we met was an inspiration. We were most impressed both in Hammond Court and the wonderful caring atmosphere in Thomas Tawell House."

## Thomas Tawell House

"I have been visiting Mrs ..... Now a few times and have been deeply impressed by all your staff. They come in the room like "a breath of fresh air". Kind, gentle, patient, and extremely understanding as to the needs of each patient. The atmosphere when you go into the building is nothing but happiness."

"I am just writing a note to say a big thank you for all the excellent care and kindness you gave to ..... It is a pity her health deteriorated so quickly that she had no time to enjoy the benefits of being in your lovely home, but I know she appreciated your kindness."

"As immediate family, we would like to acknowledge the contribution of all the staff at Thomas Tawell House in making her last years comfortable and content and to express our sincere thanks and gratitude to everyone who showed her such kindness and consideration."

"All the staff have been so kind, understanding, gentle and patient. They are a credit to the home. The atmosphere is always cheerful surrounded by love. Laughter seems to be the order of the day, I feel 'Laughter is a medicine'."

## Equipment Centres

"As my Mum cannot manage to write herself, she and my Dad have asked that I say a huge thank you to all at the NNAB for all you do and especially for the loan of the black/white CCTV that Mum had until very recently. You all do such a wonderful job and make a better world for both those with eyesight problems and their carers."



Demonstration of CCTV bought by staff of Kettle Foods.

"I really must thank you and the staff at NNAB for this great kindness, furthermore I have to report to you that I am indeed delighted with the CCTV."

"My husband was delighted with the digital radio we received yesterday. What a superb service – ordered Wednesday, here Friday."

Thank you for the loan of the CCTV and particularly for the valuable assistance in delivering and setting it up.

## Computer Classes

"At the end of the first ten week sessions of the computer course, may I record my enjoyment and progress in the course and sincerely thank Lizet and Diane for their splendid, friendly and yet professional running of the course."

## General

"It is encouraging to meet people who are keen to help, understand their job and who appreciate the 'volunteer'."

## Holidays

"As always the thought of the holidays has kept ..... going through the winter, they mean a lot to him."

## Community Workers

"I want to thank you sincerely for your time and the much paperwork involved, you will no doubt say you were only doing your job but you come across as a thoroughly nice person with a very comfortable manner of putting a client at ease and without this and your helpful advice I feel the outcome would not be as it is, I would have told you this too had the result not been favourable."

## Magpie News

"What an interesting 50th issue of Magpie News – I read it to my wife she thinks it is great too. A big thank you to all who make this publication possible."

## Activities

"Just a little note to say thank you for organizing the Waxham/Horsey trip – it was most enjoyable and a nice crowd to be out with."

"My grateful thanks to all of your staff and volunteers for the wonderful things they arrange for us."



**Gresham's  
Preparatory School**  
Holt Norfolk NR25 6EY

Tel: 01263 714600 Fax: 01263 714060  
Website: [www.greshams.com](http://www.greshams.com)

Dear Dorothy and Richard,  
for giving up your time to show us what technology can do to help the blind, especially as it was Dorothy's birthday. What you showed us was incredible, your commitment to help the blind is somewhat outstanding, I am very impressed, as I am sure everybody else is.  
thank you very much  
yours sincerely,

## Donations

Norwich North Alpha Lions Club - £200

Sprowston Methodist Ladies Group - £163

Rackheath Bowls Club - £250

Mrs I Braden - Coffee Morning - £34.50

Mrs B Frammingham -  
80th Birthday Presents - £425

Mrs S Adler - Bridge Evening - £1,013

Wroxham and Hoveton Lions - £200

Heacham Methodist Church -  
Christmas Fayre - £200.58

Mancroft Players - £100

Mr and Mrs L Willgress - Dance - £408

Mr and Mrs Ottaway - £33.84

Mrs A Illingworth -  
80th Birthday Presents - £90

Norfolk Yoga Group - £250

Mr A Wain Smith -  
60th Birthday Presents - £100

Mr P Fenn - Concert - £600

St James's Church, Castle Acre - £67.42

Mrs C Roberts - 70th Birthday Presents - £25

Mrs D Littlewood - 90th Birthday Presents - £200

Mrs V Holland - 100th Birthday Presents - £110

Mrs D Acloque - Cookery Demonstration - £4,119

Trafford Arms Public House - Beer Festival - £1,380

Hethersett District Lions International - £250

Mrs A Meagan - Sponsored Slim - £157

Staff of Kettle Foods - £1,000



David Hubbard presenting his tandem to Vaughan Read.

Mr and Mrs H Bell -  
Competition and Car Boot Sales - £260

Great Yarmouth Power Station - £500

Rackheath Senior Citizens' Club - £100

Heartsease Friendship Club - £100

Group Technology (CMS) Staff of  
Royal Bank of Scotland - Dress Down Day - £70.18

Mr S Lovewell - 80th Birthday Presents - £260

Mr H E Chapman - Garden Fete - £500.50

The Probus Club of Attleborough - £112.63

Harvest Festival Produce for Thomas Tawell House

Angel Road Christian Spiritualist Group  
St Matthew's Church, Thorpe Hamlet



Easton Good Companions and kitchen staff

## Satisfaction Survey Replies

As part of our efforts to ensure we really are providing the support people want, we have started to send out Satisfaction Surveys. Some of the replies received are below:

**Q. What was particularly helpful / useful to you on this occasion?**

A. Everything! The kindness and reassurance I received; the much appreciated tolerance as I expressed my anxieties at this stage of my disability; the practical help with invaluable aids and equipment; and the speed of the assistance I've received.

**Q. Were the staff friendly and helpful?**

A. Very, I don't know what to call this gift they have, but if you could bottle it and sell it, you would be very rich.

### Other Comments

"An excellent service. I could shout it from the roof top."

"Since I moved to Watton in June 2006 my Community Worker has been the best thing to happen as I know if I need advice or I have an emergency I can phone and she would come and help."

"Just thank you for your help over the years, where would we be without you?"

### Children's Fun and Information Day

"We were made to feel very welcome and felt enlightened about the equipment available for the future. A Parent's Support Group would be useful."

*"It was lovely to hold a Children's Day. As a parent it is sometimes good to meet other parents with similar circumstances."*

"The day was brilliant, my son really enjoyed it. All the staff were very friendly and everyone said hello! It was great to see other families/carers and very useful to see all the toys and equipment."



Our gardens near the Equipment Centre.



Having fun at the Children's Day.

# Talking Newspapers and Clubs

## Talking Newspapers

There are 12 independent Talking Newspapers covering the County, these are:

**The Beacon** - West Norfolk  
Mr J Cole - 01485 542412

**Chatterbox** - Norwich - 01603 765365

**Chinwag** - Downham Market  
Mr R Amanet - 01366 385493

**Grapevine** - Gt Yarmouth  
Mrs D Clarke - 01493 721133

**Link-up** - Thetford  
Mrs E Kitson - 01953 498609

**The Mardler** - North Norfolk  
Mr B Phillips - 01263 731183

**Talking Times** - Fakenham  
Mrs P Thomas - 01328 855219

**Three Rivers** - Bungay and Beccles  
Mrs J Clark - 01986 892409

**Vision Link** - King's Lynn  
Mr M Forster - 01553 764330

**Waveney Words** - South Norfolk  
Mr T Freeborn - 01379 608774

**Wisbech and District Talking Newspaper**  
Mrs B Terry - 01945 773808

**Wymondham and Attleborough Talking Newspaper**  
Mr T Vale - 01953 605434

**For National Newspapers and Magazines**  
Talking Newspaper Association of the UK (TNAUK)  
68a High Street, Heathfield, East Sussex  
01435 866102

## Clubs

There are various independent Clubs for Visually Impaired people in Norfolk.

**Acle Club for the Blind**  
Mrs Mary Seward - 01603 715818

**Aylsham Club for the Blind**  
Mrs Elizabeth Stimpson - 01603 279471

**Broadland Social Club for the Blind**  
Mrs Joan Barber - 01603 754831

**Costessey Visual Impairment Club**  
Mrs Gaynor Collier - 01603 629558

**Dereham Club for the Blind**  
Mrs Janette Hall - 01362 637595

**Diss Social Club for the Blind**  
Mrs Barbara Sherman - 01953 452829

**Downham Market Red Cross Club**  
Mrs Joyce Bentley - 01354 638468

**Eaton VIP Club**  
Mrs Gaynor Collier - 01603 629558

**Fakenham Social Centre for the Blind**  
Ms Lynette Sutton - 01328 820560

**Gt Yarmouth Social Centre for the Visually Handicapped**  
Ms Carole Rodgers - 01493 445391

**Hemsby and District Vision Club**  
Mr T Wright - 01493 733491

**Holt VIP Group**  
Mrs Rosemary Whitmore - 01263 713427

**Hunstanton Monday Club for the Visually Handicapped**  
Mr Chris Burland 01485 512155

**King's Lynn Social Club**  
Mrs Joan Thomas - 01485 540712

**Norfolk and Norwich Rainbow Club**  
Mrs Pat Groombridge - 01362 668839

**Norwich Bowling Club**  
Mr B Hall - 01603 426319

**Norwich Social Centre for the Blind**  
Mrs Lesley Diprose - 01603 405325

**Norwich Limelight Club**  
Mr Peter Coe - 01603 401430

**Norwich Friendly Peoples Club**  
01603 621937 (Club)

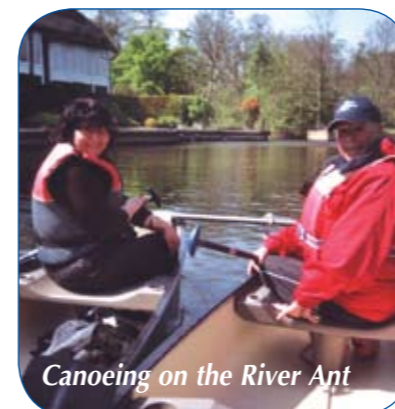
**North Norfolk Social Centre for the Blind**  
Mrs J Stockdale - 01692 402562

**Sight - Stalham**  
Mrs Mary Savage - 01692 580713

**Thetford Social Club for the Blind**  
Mr S Snelling - 07900 631844

**Thetford Visually Handicapped Club**  
Mrs Rita Insh - 01842 755107

# NNAB Through the Year...



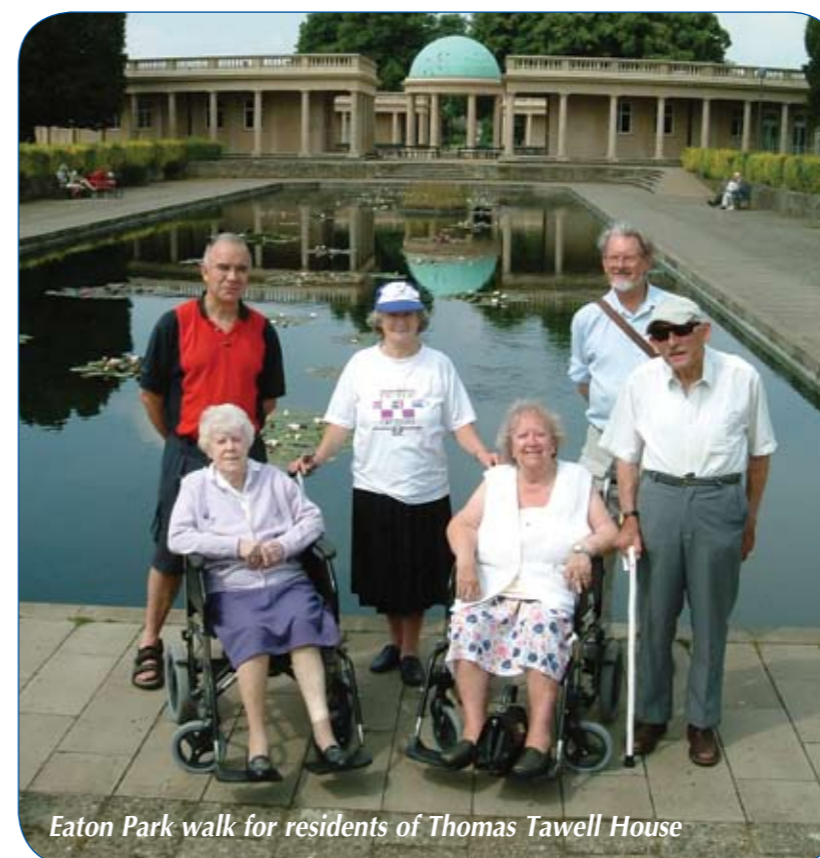
Canoeing on the River Ant



Cromer Equipment Centre



Fundraising at Mannington Hall



Eaton Park walk for residents of Thomas Tawell House



Richard Polley at Gresham's Preparatory School



Mobile Equipment Centre at The Forum



Marriott's Way Walk - Reepham

# Legacies, Gift Aid and Donations

## 'Friends' and 'Members' schemes

### Legacies

The following have been gratefully received :

	£
Gerald Charles Barnett Pryke	76,800
Muriel Francis Boulton	50,000
Barry Barnett Pryke	34,474
Doreen Eva Thompson	25,000
Gladys Ethel Fiske	7,609
Rita Ellam	5,720
David Charles Warne	2,000
Leslie Wyatt	1,000
Kathleen Ramsbottom	1,000
Gertrude Vera Allison	863
Margaret Mary Bowles	500
Francis Scott Clayton	500
John James Williams	500
Ernest Preece	200
Janet Brandwood	100
Winifred Wakefield	15
Income Tax Reclaimed	1,282

**TOTAL 207,563**

### NNAB 'Friends' and 'Members' Schemes

We are sure you understand that our work often needs financial help as we put over £450,000 of charitable money into the community last year and receive no state support.

The Trustees have, therefore, decided to re-introduce the "Friends of the NNAB" Scheme, which dates back to 1805, the aim being to simply raise regular sums of money to fund the work of the Association. The main benefit of becoming a "Friend" will be the knowledge that you are supporting a really excellent charity for visually impaired people and in addition you will receive an Annual Report and Newsletter.

This is a separate scheme from our Annual Membership, which is laid down in our Constitution, whereby people pay a minimum of £5 a year to join and can vote at the Annual General Meeting.

If you would like further details on either Scheme please contact us on 01603 629558.

### Gift Aid Declaration

The NNAB is able to recover some tax from the Inland Revenue (currently 28p for every £1 you give) in respect of this gift if you have any tax deducted at source, or payable to you, on bank interest or dividends or salary or any other income.

In order to enable us to make this tax reclaim, we need you to sign a Gift Aid Declaration form (we can supply a form) and return it to us. It would make a considerable difference to the amount we can raise if you complete this form for us.

If you are a higher rate taxpayer you can also claim higher rate relief for this payment in your own tax return.

### I would like the Association to treat as Gift Aid Donations:

- The enclosed donation of £
- The donation of £ which I made on
- All donations I make from the date of this declaration until I notify you otherwise.

I confirm that I am a UK taxpayer and that the amount of tax I pay does exceed the amount I would like the Association to claim.

Name .....

Address .....

.....

.....

Postcode .....

Signature ..... Date .....

**Note:** Please notify the Treasurer at NNAB if you change your name and address while the declaration is in force, or if the statement regarding your tax circumstances is no longer valid.

### Please return the completed form to :

The Norfolk and Norwich Association for the Blind  
Magpie Road, Norwich, NR3 1JH

**Tel:** 01603 629558 **Fax:** 01603 766682

Registered Charity 207060

# Sandringham Flower Show, 25 July 2007







## **The Norfolk and Norwich Association for the Blind**

Magpie Road, Norwich, Norfolk NR3 1JH  
Tel: 01603 629558 Fax: 01603 766682

### **West Norfolk Equipment Centre**

3 North Lynn Business Village, Bergen Way,  
King's Lynn, Norfolk PE30 2JG  
Tel: 01553 660808

### **Great Yarmouth Equipment Centre**

14-15 Williment House, Victoria Arcade, Row 70,  
Regent Street, Great Yarmouth, Norfolk NR30 2NU  
Tel: 01493 745973



[www.nnab.org.uk](http://www.nnab.org.uk)

Email: [office@nnab.co.uk](mailto:office@nnab.co.uk) | Registered Charity No. 207060

**Front cover:** John McGuire, John Bevercombe, Robert Tervet and Dennis Oram at Wells

**Back cover:** Residents of Thomas Tawell House with their volunteer helpers at Whitlingham Country Park