

**From:** Manager <manager@wnda.org.uk>  
**Sent:** 22 July 2022 10:06  
**To:** Town Clerk | Swaffham Town Council  
**Subject:** West Norfolk Deaf Association

Good afternoon

As you know WND A has been providing support and services for deaf children, young people, adults and elders across West Norfolk for 25 years this year.

We are fortunate to receive a small amount of funding from the NHS to deliver hearing support services to people with acquired hearing loss, and are actively involved in a number of community projects including our Swaffham CHAT Club ( Conversation Hearing Aids and Tea) and our volunteer home visiting service, and hearing support service from GP surgeries ; all designed to reduce social isolation and improve the quality of life of people living in the town

In recent times however, the competition for funding across the voluntary sector organisations has become more intense as the funding is reduced and limited.

We have experienced an issue with an organisation called Hear4Norfolk, based in Norwich. They have been parking their vans in locations where we deliver services, (bypassing towns such as Dereham and Fakenham, and the many, many smaller towns and villages between here and Norwich), often without permission of the host Council. Their staff are confusing service users by erroneously telling them that they are working with WND A, and we suspect that many Councils also assume we are the same organisation. This duplication of service could lead to a withdrawal of funding from the NHS, preventing us from delivering our services.

I also understand that they have also parked in community resources in some towns without permission, knowledge or consent, and those Councils have contacted us to complain , thinking we are the same organisation, so I worry for our relationships and reputation with the Councils.

Whilst we support organisational growth and success, we cannot support this to the detriment of our own services.

We would like to be able to count on the support of Swaffham Town Council to continue delivering support to local people by local people as we challenge their activities in West Norfolk with the commissioning body, the ICB.

If you or any of the Councillors would like to discuss this issue, or any other concerning WND A, hearing loss awareness or our clubs and classes, please drop me an email

Regards

Anna

Anna Pugh  
Consultant Hearing Therapist Audiologist  
Manager  
West Norfolk Deaf Association

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

*making a difference to the lives of deaf people in West Norfolk for 25 years*