

Intune 2017

**Without your
permission, we won't
be able to stay in touch**

Please complete and return
the enclosed Permission Form
to hear from us in the future





We wish you a Merry Christmas and a Happy New Year

A Message From Our Chairman

This year has been my first as Chairman of WaveLength, and I am delighted to report that it has been a very successful one for the charity. We have started some exciting new work, successfully brought change to protect vulnerable men and women, and — most importantly — helped thousands more people across the UK to overcome loneliness and isolation.

As technology continues to advance, we remain strong advocates for the use of televisions, radios and tablet computers in alleviating loneliness and improving quality of life. For someone who is unable to leave his or her home, a radio or television can be a much-needed window to the world. For those who are ill, living in poverty or homeless, a tablet computer can be vital for accessing medical or social support. We hear proof of this every day through the feedback that we receive from our beneficiaries. You can read some of our favourite pieces on pages 7–11.

In this newsletter you will see some of our achievements this year — from a £33,000 grant to help those fleeing domestic abuse, to a project supporting young cancer patients and their families who are far from home. None of these achievements would be possible without your donations, and we thank you wholeheartedly for your generosity.

As we embark upon a new year, we aim to reach more people and achieve more than ever before. However, in May, there will be a change in the law that will affect how we can communicate with you. If you would like to hear about our achievements in 2018 and beyond, please complete the enclosed Permission form, seal it and return it to us using the pre-paid envelope. If we do not receive this from you, we shall not be allowed to contact you again after May. For more information on this change, please see page 12.

As ever, we hope that you enjoy reading about the people who benefit from your support. In the words of one of our beneficiaries: “Thank you for your humanity.” If you are able, please do consider donating this Christmas, setting up a monthly direct debit or leaving us a legacy in your will. Every pound you give helps us to change lives for the better. No matter how frequently you choose to donate, you will hear from us no more than twice a year.

This Christmas, please give someone the most important gifts of all: comfort and companionship.

From all of us at WaveLength,
Merry Christmas and a Happy New Year

Daniel Smith

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CLIC Sargent

Tackling isolation among young cancer patients

Throughout 2017 we have been working with CLIC Sargent to help young cancer patients cope with the challenges of illness and treatment. Spending days, weeks or even months in hospital can be scary and lonely — particularly for patients who are treated in hospitals far from home. This year we tested and rolled out two different ways of helping these young people and their families.

We gifted the young patients with tablet computers that they use to Skype their families and friends, research details of their illness or stay on top of college work while they are in hospital. Those who are especially ill are at greater risk of catching infections, so a tablet computer can be the safest way of communicating with loved ones. One of the young people said “The WaveLength tablet helped me keep in touch with my family when I was feeling isolated in hospital.”

We also donated Smart TVs and tablet computers to CLIC Sargent’s Homes from Home — houses where patients’ families can stay while they visit their loved one in hospital. These let the parents of young patients stay up-to-date with the news, stay in touch with other family members through Skype and make friends with other families staying in the Home. One of the staff members said, “People are sharing time together rather than just sitting alone in their rooms, and the families are all getting to know each other.”

Being in hospital with cancer can be very isolating for young patients and their families, and we are proud to be able to help them through this difficult time.

Television Licences

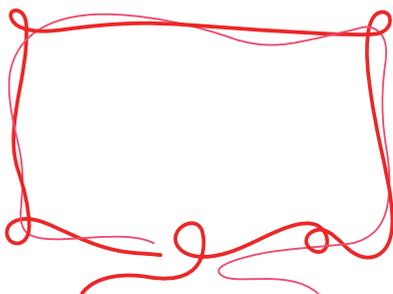
Simplifying the rules for Domestic Abuse Refuges

After years of campaigning, WaveLength is proud to announce that, together with the BBC, we have successfully clarified the policy around TV licences in Domestic Abuse Refuges. Before November the rules around licences in refuges were unclear and impractical, disadvantaging vulnerable survivors of domestic abuse. Now one licence will cover everyone within a refuge, clarifying the licencing rules and allowing inhabitants to benefit from a television while they rebuild their lives.

For a man, woman or child fleeing domestic abuse, a television can be a powerful tool. If an abuser has controlled one's every action and decision, owning a television and choosing what to watch can feel like freedom. A television can distract an abuse survivor from their fears, help children feel at home in their new surroundings, or help build a community with others in the refuge.

We see first-hand the difference that a television can make to a person fleeing domestic abuse. However, until now, many abuse survivors did not own and would not accept a television because they could not afford the licence fee. While hospitals and businesses have had provision in the licencing rules for many years, this is the first time that Domestic Abuse Refuges have been recognised in this way.

We are grateful to the BBC and Director-General Tony Hall for working with us to improve the lives of abuse survivors across the country.



"This is just wonderful news, I have informed them and they are so very grateful for this. Marilyn just said 'Wow, thank you, I am so very grateful...' Diane just kept laughing, saying 'Wow! Wow, that's so amazing!' Now you can see how much this means to them already."

Louth Women's Aid



Clothworkers' Company Livery Fund

Supporting survivors of domestic abuse

In June the Clothworkers' Company Livery Fund awarded us a grant of £33,000 to support survivors of domestic abuse. The grant has allowed us to give tablet computers to Domestic Abuse Refuges to help survivors and their children move as quickly as possible from their abusive relationship into the temporary shelter of a refuge, and through into independent living.

Within abusive relationships, technology can be used as a means of exerting control over the victim. Abusers often use their victim's mobile phone as a tracker to monitor their movements, or routinely examine their Internet browsing histories to ensure compliance. For someone trying to escape an abusive relationship, access to a Refuge tablet computer allows them to lay the foundations of a new life without fearing reprisals at home.

Once a victim has escaped their abusive relationship, they will likely be housed in a Refuge far from home to protect them from their abuser. This means that they have to leave their old life, career, family and friends behind, and can quickly feel isolated. A tablet computer lets survivors contact friends and family to let them know they are safe, and can help create a sense of normality in unfamiliar surroundings.

Many government services are only easily accessible online, and children often need to use the Internet to do their homework. By gifting the Refuges with tablet computers, we can give survivors of abuse access to housing, employment, financial support, education, entertainment and online support groups.

Our Projects Officer Deirdre has been identifying Domestic Abuse Refuges across all areas of the UK so that we can assist in this work. We hope to be able to support survivors and children in at least 25 refuges with this fund. Thank you to everyone at the Clothworkers' Company who selected WaveLength as the recipient of this fund.

"The tablets are going down a treat here, especially with the children. They were all over the moon and it has allowed them all the chance to be like all of their friends and play all the games and download all the apps.

One out of the bunch even commented on how it helped with his homework (Yes only one — the rest were far too interested in their games!) But in all seriousness, the mums have commented on how it eases the pressure for the kids being able to access the Internet easily for any research they need for school. As you probably know, a lot of homework can be done online now so this has been helpful."

Havering Women's Aid





The Bosco Society

Building a new home for refugees

In July our CEO Tim and Projects Officer Deirdre went to Bootle, Merseyside, to visit The Bosco Society. Bosco provides supported accommodation in hostels, independent living flats and a night shelter for rough sleepers. We have been working with Bosco since 2015, and in that time have provided them with TVs and radios for their independent living flats and radios for the night shelter. As well as rough sleepers and ex-homeless people, Bosco accommodates refugees through the Syrian Vulnerable Persons Relocation Scheme.

We have gifted technology to 13 refugee families since January. Tim and Deirdre were invited to visit because so many of the families wanted to deliver their thanks in person. They were delighted by the optimism and

enthusiasm of the refugees and the positivity of the staff. The families are keen to be part of the local community, and are already volunteering and studying in the local area.

Many of the families are learning English and find the radios and televisions invaluable for this. Tablet computers help the adults to stay in touch with family and friends still in Syria, and allow the children to do their homework and keep up with their friends through social media. Best of all, the technology allows the families to regain a sense of normality and homeliness in their new country. One of the refugees told us "a house without a television is like heaven without the people."

Messages of thanks and support

"Before my clients hated being home as it reminded them of being lonely, but now are at peace and starting to enjoy their independence."

City Hearts

"Having a TV at home has made an impact on the family's general wellbeing; they are now connected to the world and can break their isolation by watching the news, movies and documentaries. The children are enjoying it and say a big thank you for your humanitarian gesture."

African Refugee Community

"One of my team visited one of our clients after he received his radio. He looked so much better, and she said his radio stood pride of place. It was making his flat into a home."

Revolving Door, Leicester

"I love my radio. I always have it on, it keeps me company when I'm on my own!"



"One of the TVs has just been given to a client and she was so grateful she cried!"

"The TV is fantastic and a Godsend — I can't thank you enough."

"Many thanks for all the continuing support. I continue to rave about WaveLength's work whenever I get the chance!"

Cairn Housing Association

"Anthony has just been re-housed after 4 years living on the streets of London. He spent all his days and nights outside, and isn't used to being inside anymore. His new TV is helping him get used to spending time indoors and move away from life on the streets."

St Mungo's

"Being able to listen to music has allowed me to relax and feel happier when I am on my own."

"Colin has moved into accommodation after many years of sleeping rough in a phone box. Colin is a recluse so the radio has become like a friend to him."

St Mungo's

"Florence is totally delighted with her radio. She says she is looking forward to being able to listen to carol services over the holiday period."

Cairn HA

"A massive thank you for the television. You have made a real difference to my life. Again, a massive thanks."

"David said that if he were ever in a position to donate any money he would donate to WaveLength as they do good things for people."

St Mungo's

"Khadija is absolutely blown away by the good news. This will make such a difference to her life."

Campden Charities

"Receiving a radio and TV from Wavelength has helped me deal with my mental health issues. I live alone and sometimes I suffer from hearing voices and having radio and TV in my flat distracts me from concentrating on these voices. Having a radio and telly from your organization helps me a great deal around my mental health on the daily basis and I wanted to say 'thank you' for this."

"I like to have music on when I'm at home, I'm so grateful to have a radio."

“So grateful for the TV.
My little girl was so happy.”

Belfast Women’s Aid

“We continue to benefit from the support of WaveLength. What the tablets have kick-started in terms of digital inclusion has been of such benefit to the tenants here.”

Cairn Housing Association

“I thank you so much for the telly. It has helped me gain a lot of self-esteem.”

“Hugh is very thankful for his radio. He says that it is lovely to have some form of company as he is new to the hostel and he does not know anyone yet.”

The Passage

“Are you sure its free? Really? Oh, that’s lovely!”

“Thanks again for the radio. Emily really appreciates it!!! She moved in two weeks ago, however she would not eat or come out of her room for almost a week. She did not have a towel, toiletries and cutlery when she went into accommodation but with the radio you provided she says she feel a bit more settled in her accommodation.”

The Passage

“The TV has helped me
stay in touch with the
outside world.”

“Rachael has really enjoyed having her radio — she can’t get out and about as she likes and she has enjoyed having ‘the company’ in between carers visits.”

Cairn HA

“The hostel I was living in has closed down, so I have been moved into a temporary flat. I do not know anybody here and I do not know what I would of done without the TV, thank you so much”.

“This TV is life changing!”

“I have had a very bad time recently and lost everything. This TV is a brilliant lifeline for me. Thank you – a fantastic charity.”

“David is Eritrean and came to the UK with his family to avoid becoming a child soldier. One of his main delights in the world is football and the Arsenal football club, possibly being one of their most fanatical supporters. He looks forward to listening to their games on his new radio.”

Single Homeless Project



"I can now watch the news for the first time and see what is happening around the UK and world. My life is becoming more enriched and less isolated. [The radio and television] are reducing my social isolation, and allowing me to watch the news, videos and listen to the radio for the first time for many years."

"Jonathan was very happy to receive the radio and said he really enjoys it as 'it keeps my spirits up because of the songs I am listening to'."

Glassdoor

"Receiving a TV from WaveLength has helped to deal with my emotional issues. It has also helped me to settle down and my evenings at home are much more enjoyable now. Last but not least, WaveLength is brilliant!"

"Our clients have loved the radios. Music really changes people's moods and our clients have been using their radios as positive coping strategies by turning them on when they are feeling low or on their own."

City Hearts

"Having the radio is a great way of learning English via the songs, and brings a good atmosphere to our home."

Extern Refugees

"I am scared being in the hostel and I am afraid of being alone. The radio has given me some company and made me able to cope a bit better with my situation."

Revolving Door, Leicester

"I live alone and I can't afford a television licence, so the radio is company for me. I thank you a lot."

Glassdoor

"My language is beautiful. When I hear it spoken on the radio I imagine that I'm home again and everything is all right. I would like to thank you very much for your generosity."

Joint Homelessness Team

"I currently live at a temporary women's refuge and I received my television today. I didn't expect it to be so fancy!! I can't thank you enough — it bought a huge smile to my face."

"Now I have the TV I don't feel lonely and can join in conversations a little bit."

"SL comes from a life in care and a radio is like her 'parent'. "When you have nothing else — music is my sanity and lifeline." Apart from her clothes she has no other possessions with her. She is fleeing violence and is estranged from her three children. She had a bad week last week and she was confused, lonely and missing her children, she asked for some music to calm her down. The radio has really helped her to stay calm and she is delighted that she can keep it."

St George's Crypt

"The TV has helped me 1 million per cent! Having moved from a refuge into my own flat, the TV has kept me company and stopped me over-thinking."

"I moved into a flat after spending over 4 years on the street. The flat needed some decoration and I wanted to do this myself. I painted the walls and doors and the radio kept me company while I did this alone. It was nice to be able to do some work and be able to listen to the news and music at the same time. Thank you."
St Mungos

"The digital radio had improved my mental health. It has improved my community relationships and reduced my frequent calls to the police as I am always complaining about hearing noises and voices from my neighbours' flats. I am very grateful to you and the trustees for your care."
Barnet Homes

From all of us at WaveLength, thank you for all of your support.
We wish you a very Merry Christmas and a Happy New Year.

Ways to donate

Give the gift of comfort and companionship today

In the past year alone we have helped close to 15,000 people tackle loneliness, but there are thousands more across the UK who still need our help. We can't do it without you.

Please donate today to keep changing lives for the better. Remember, you can increase your donation by 25% through Gift Aid without spending an extra penny.

There are four ways to donate:

A one-off Christmas Gift

Give someone the gift of comfort and companionship this Christmas.

Our Endowment Fund

To make your gift go further, please consider giving to our Endowment Fund.

A monthly direct debit

If you are able, please support us with a regular donation on a monthly, quarterly or annual basis.

Remember us in your Will

A gift in your Will can help us alleviate loneliness for many years to come.

To donate, please complete the donation form and return it using the addressed envelope enclosed.

We receive no government funding and rely entirely on public donations.

Thank you for your support.

Without your permission, we won't be able to stay in touch

WaveLength wouldn't be able to tackle loneliness without you, and we are proud to tell you about the thousands of people your support has helped each year. We hope that you enjoy reading this Christmas newsletter as much as we enjoy writing it!

That's why we are asking you to say 'yes' to us contacting you in the future.

As you may know, a new law means that we need your permission to contact you after May. Unless you say yes now, we will not be allowed to tell you about the people your support has helped.

If you would like to hear from us in the future (including receiving our Christmas newsletter in 2018 and beyond) please let us know. Simply complete the enclosed Permission Form, seal it up and pop it in the post. Alternatively, you can let us know by phone, on our website or via email.

As ever, we promise that we will not contact you more than twice a year, and we will never

give or sell your personal details to a third party. Your data is safe with us.

If you would like to continue to hear from us, please let us know. You can contact us in any of the following ways:

By post Simply complete the enclosed Permission Form, seal it and pop it in the post. We have included two in case one gets lost, or you want to share InTune with a friend!

By telephone Call the office on 01708 621101

Online You can fill out a quick online form at www.wavelength.org.uk/stayintouch

By email

Write to us at stayintouch@wavelength.org.uk and tell us your full name, postal address and telephone number.

WaveLength Charity Ltd

159a High Street
Hornchurch
Essex RM11 3YB

Tel 01708 621101

Freephone 0800 0182137

info@wavelength.org.uk

www.wavelength.org.uk

Registered charity no 207400

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Daniel Smith J.P.Hon.

Vice Chairman

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Steven Turner

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