

# Snapshot 2017





## Our year in review - 2017

Working with partners to help overcome loneliness

2017 was another busy year for WaveLength. As technology continues to advance, we remain strong advocates for the power of televisions, radios and tablet computers in alleviating loneliness and improving quality of life. For someone who is unable to leave his home, a radio or television can be a much-needed window to the world. For those who are ill or disabled, 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 the back pages of this report.

We received a special grant of £33,000 from the Clothworkers' Foundation that we are using to help women, men and their children who are fleeing domestic abuse. So far we have supported around 1,000 survivors at 30 refuges across the country, and we have match-funded this grant to reach even more.

We worked with the BBC to change their TV licencing policy. For the first time, Domestic Abuse Refuges have clear and specific TV licencing provision. This has enabled us to provide televisions to refuges to combat loneliness and give an air of normality for families who are fleeing their homes.

We also continue to run our Stockholder Scheme, where we provide a batch of 10 radios to organisations that we work with so they can give them directly to people in need. The great advantage of the radio is it needs no license to use. We find it an ideal way to start providing support, in particular to our most financially vulnerable clients. Recipients benefit from free access to hundreds of digital channels, without the risk of falling behind with licence fee payments and the fines that result from this. We currently have 136 organisations working as stockholders, benefitting 727 people.

Our work is delivered across the UK and within a framework that has been developed to benefit as many people as possible. The support that we receive from donors, funding bodies and partner organisations allows us to deliver a greater social impact, helping more people overcome loneliness.

So we would like to express our thanks to all of our donors and partner organisations for continuing to fund and support WaveLength.

Individuals benefitted:

26,506

Projects supported:

452



## Success Stories



### Cairn Housing Association

Helping people avoid homelessness

Cairn Housing Association provides affordable housing and support services to thousands of people across Scotland. We gave them some tablet computers to help their residents overcome loneliness and social isolation.

Cairn has been using the tablets in lots of ways, including helping residents to access vital online services. They also started a project with the local college, with students teaching the older residents how to use social media.

One member of staff said: "I watched a tenant use a WaveLength tablet to take a selfie and send it to their relative in Australia – and then saw their smile when they received a reply. Well, that was fantastic. It was a moment of 'connection' between two siblings who haven't physically seen each other in over 25 years and it summed up for me just how valuable a resource digital access is for older people."

### Blue Triangle

Supporting young people leaving care

Blue Triangle offers supported accommodation and training to young people leaving care who are at risk of homelessness. We work with them to provide TVs and tablet computers to their residents, helping them transition to independent living after what has often been a difficult start in life.

Tablets allow the young people to keep in touch with family and friends, and to access online services. Staff have also told us that the TVs encourage the residents to come together and socialise: one group of young people arranged an "I'm A Celebrity" night with a homemade buffet, and invited all their fellow residents to come and watch the final together.



## Addenbrooke's Hospital Prostate Cancer and Loneliness

We have been working with the Urology Department at Addenbrooke's Hospital, Cambridge, to reduce feelings of isolation and improve accessibility of information for newly diagnosed prostate cancer patients.

Prostate cancer patients at Addenbrooke's have received tablet computers loaded with an app designed and created by WaveLength. The app contains tailored documents, images and videos about prostate cancer treatment. Patients will use the app to learn more about their treatment options and can use the tablet to stay in touch with support groups, family and friends. At the end of the project we will get feedback from the patients, allowing us to measure the impact that this project has had on their feelings of isolation.

Nimish Shah, Consultant Urologist at Addenbrooke's, said: *"The Urology Department is very grateful to have this support from WaveLength. If the project is successful it can be utilised for other cancer types in the future."*



**CLIC Sargent**  
Young cancer patients

We have partnered with CLIC Sargent to help young cancer patients and their families cope with the loneliness of illness and treatment. We gifted tablet computers that young patients use to Skype family and friends, and keep up with their studies. Some patients have very weak immune systems, so Skype may 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 to CLIC Sargent's Homes from Home, where families can stay while they visit their loved one in hospital. These let families keep up-to-date with the news, contact 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."*

We are proud to help these young people and their families through this difficult time.

## Messages of thanks

"I have already allocated 2 of the tablets to our residents and they were overwhelmed.

One lady today said she was so excited as her daughter has just started senior school and it will help immensely with her homework.

The other lady just looked at me dumbfounded as she could not believe that someone could give her something brand new like that and was completely overwhelmed. She said that it will make such a difference to her, she can teach the children how to use it sensibly to find things out, as well as keeping herself occupied and searching for homes.

So on behalf of our residents, we would like to say a huge thank you for these, they're amazing."

- East Lindsey Domestic Abuse Service



"I visited my client recently who has serious mental health problems. Unfortunately he had recently been ill, and in his vulnerable state had given away all his possessions. His flat was empty apart from his WaveLength radio. He said that he would never give his radio away, as this is his friend."

"Thank you, thank you, thank you!!!"

"I can't believe this, how can I just be given this?? It's wonderful, thank you."



"A lot of us, in particular working professionals, may take access to technology for granted. However, there are still some people that don't have it easily accessible, but are expected to use it. For instance, applying for benefits or looking for a job. Organisations like WaveLength play a big part in helping bridge that gap."

Key worker, Blue Triangle

"Oh my goodness, you have no idea of the joy and relief we see on the women's faces when I give them one of your tablet computers. They said they feel less isolated from friends and family, although we do have to advise them not to activate social media for their own safety."

Support worker, Women's Aid refuge

"Wow! What a wonderful gift. I am so thankful to receive the tablet, it is going to be so beneficial to me when I get a place of my own. We all know the future is the technology, everything we do is online, so when I'm looking for work, emailing CVs, shopping, online banking and even when looking for great, cheap nutritious meals. I'm so very grateful to have this: it's going to be a big part of my daily life."

"This is for me...really? I've never been given anything like this before - thank you so much!"

"Wow! These are brilliant! I know our clients will love them." - Refuge worker

"We would like to send our sincere thankfulness for the gift that has been given by you to our family. It has been a privilege being in the refuge but unfortunately we only have one phone between the 5 of us. This tablet will allow us to access different programs when it comes to doing homework with the children. As well as sitting together as a family and being able to work together. We really appreciate the tablet and we will make the most of it."

"Thank you so much. After over 12 months on the street, to be able to sit in my own home and watch TV, or listen to the radio, or read the news on my tablet is life-changing."