

## Wishing You Comfort and Companionship at Christmas

### - A Message From Our Chairman



## We wish you a Merry Christmas and a Happy New Year!

Having been Vice-Chair for WaveLength for a number of years, I am delighted to take over the role of Chairman from 2017. I hope you will join me in extending my thanks to our out-going Chair Steven Derrick for his leadership over the past 7 years, and all of the hard work that he put in as WaveLength has changed and grown. We are already reaching an increasing number of people and I am looking forward to helping the charity continue to develop.

The last year has been a very exciting one at WaveLength. We started 2016 by officially launching our research piece, proving the positive impact of media technology on alleviating loneliness. The launch gave us the opportunity to demonstrate the effectiveness of our work to people within the many sectors with which we work; care providers, the media industry and other charities to name a few. We also launched a second piece of research to measure how our work helps those in need; we hope to complete this next year.

In 2016 we have also been able to offer comfort and companionship to more people than ever before. In the past 12 months we have provided help to 3,120 individuals, and worked with nearly 200 partner organisations across the UK. We are delighted to have been able to support so many people.

We have also helped a greater diversity of beneficiaries than ever before. We have worked with people from all walks of life: from disabled adults to young cancer patients and their families; from homeless and ex-homeless to young people leaving care.

We are also very proud to have provided support to a number of refugees settling in the UK through the Syrian Vulnerable Person Resettlement Programme. With the news full of terrible images of shell-shocked children and desperate parents in refugee camps, it is so touching to see photos of the families we have helped, safe and smiling in their new homes. It is a privilege to play a part in making them feel comfortable and easing their transition to the UK. To hear more about how one of our TVs, tablets and radios has helped refugee families, see page 4.

I hope that you enjoy reading about some of the partnerships we developed this year, and the people that your support helped us to reach. Thank you for your generosity and support. If you are able to, please do consider giving twice a year, setting up a monthly direct debit or leaving us a legacy to help us reach more people. Every pound that we receive helps us to change more lives for the better. No matter how frequently you kindly choose to donate, you will hear from us just once a year.

This Christmas, may I encourage you to help us give someone the very special gift of companionship.

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

- Daniel Smith

## Tell a friend - pass it on

Do you know someone else who would be interested in reading In Tune? Please call the office on 01708 621101 or email [info@wavelength.org.uk](mailto:info@wavelength.org.uk).

You can always donate to WaveLength easily online at [www.justgiving.com/wavel](http://www.justgiving.com/wavel).



## **Prolonged hospital stay - Leicester Royal Infirmary**

This Spring our ambassador Kirsty Heslewood told us about a project that we knew we had to be involved in. A young friend of Kirsty's, Josh Beasley, had gone to visit his dad in the Haematology Department of Leicester Royal Infirmary and was saddened by how isolated the patients were. The only TVs on the ward were very old and completely broken. Josh decided to raise money to replace them and make life better for patients on the ward.

Josh and his mum Angie raised several thousand pounds for the ward, but it wasn't enough to pay for new televisions and the extensive work that needed to be done to install them. So Kirsty asked WaveLength to step in.

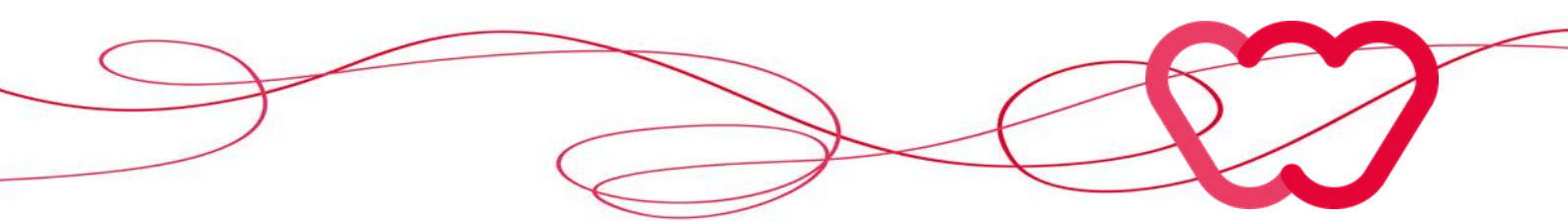
On the 22nd April our CEO Tim joined Josh, Angie, Kirsty and her mum Kerry to unveil the new equipment. The funds raised by Josh and Angie were enough to cover the necessary structural work, while we were able to donate sixteen brand new 32" televisions to Ward 41.

More than 1,800 inpatients a year stay on the

Haematology Ward, receiving treatment for blood disorders ranging from anaemia to leukaemia. The televisions have been a huge success in the ward: Matron Jane Lee, said: "The televisions are really great for our patients and we have so many positive comments from patients and relatives. As you know some of our patients are in hospital for such a long time, so being able to have TVs has made such a difference."

## **Community Care - Endike**

Endike cares for isolated elderly people in Hull, and earlier this year they approached us with the proposal for a new project using tablet computers. 75% of the service users at Endike have memory impairments, and their proposed programme - called Magical Memory Tours - would allow them to view pictures of their hometown as it looked in the past and take photos of how the area looks now. We were very happy to help, and provided them with 10 new tablets which they use on a daily basis. Endike's manager Eileen said: "Picture images soon trigger memories of the past and how things used to be. What a delight!"



## Learning disabilities- **Solihull Life Opportunities**

This year we provided a Smart TV, tablet computers and a DVD player to SoLO, a Solihull-based charity which provides social and leisure activities to children, young people and adults with learning disabilities.

In October Tim went to visit SoLO to see how their new equipment was making a difference. On the day that he visited the young service users were enjoying an Italian Day: they cooked pasta for lunch, made Italian flags and tested their knowledge of Italian geography and culture with a quiz. The new equipment was used throughout, from looking up how-to cookery videos to listening to Italian music and showing the answers to the quiz questions.

The centre's CEO Janet Down said: "SoLO is about giving people with a learning disability the chance to have a normal life. Whatever they do at the centre is used as a tool to learn: to become more independent, to become free thinkers, to do things for themselves. The TVs we've received from WaveLength have been hugely beneficial. Thank you!"

## Prostate Cancer- **Addenbrooke's Hospital**

This year we started a new project 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. We have been working on this project for over two years now, and are delighted that it is up and running!

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."

## Beneficiary Story – The Tamer Family

With the situation in Syria becoming more dangerous, Adnan and Ola Tamer knew they would be risking their children's lives if they stayed. When bombs started falling in their hometown the family fled, eventually finding themselves in a refugee camp in Jordan with little more than the clothes on their backs. Neither Adnan nor Ola had permits to work so they couldn't support their family, and their children weren't able to get into the local school so spent months out of education. The family were eventually offered a place on the Vulnerable Person Resettlement Programme and finally found refuge in Britain.



The Tamers received one of our televisions through our partnership with their local council. They were delighted to receive the TV and excited that they could see what is happening in Syria as well as gaining an understanding of British culture. The whole family's language skills are improving, with the parents regularly watching the news and the children watching kids' programmes – which has helped them join in conversations and make friends at their new school.

Our contact at the Council told us: "A particular favourite with the children is Spongebob Squarepants. I personally have had a number of conversations about what Spongebob has been up to and, given my poor Arabic, they have undertaken to provide a dramatic reenactment, in English, about particular episodes. The whole team are now keeping track of Spongebob stories on the television so that we can provide appropriate responses and excitement over the storyline!"

We wish the Tamer family all the very best in their new home, and will continue to provide comfort and companionship to refugees arriving through 2017.

## Messages of Thanks and Support

"The radio has totally changed my life. It was so silent at home before, but now I switch the radio on when I wake up and I don't feel so isolated."  
- EVA Women's Aid

"Got a surprise. I've used the radio and cleaned my front room and kitchen. You will be shocked! The radio has given me a bit of motivation. Going to do my bedroom later."  
- Homelessness Prevention and Support, Leicester City Council

"MD has the radio on 24/7 as it distracts him. He doesn't know what he would do without it - he is so happy for the support from WaveLength."  
- Lancashire Care NHS Foundation Trust

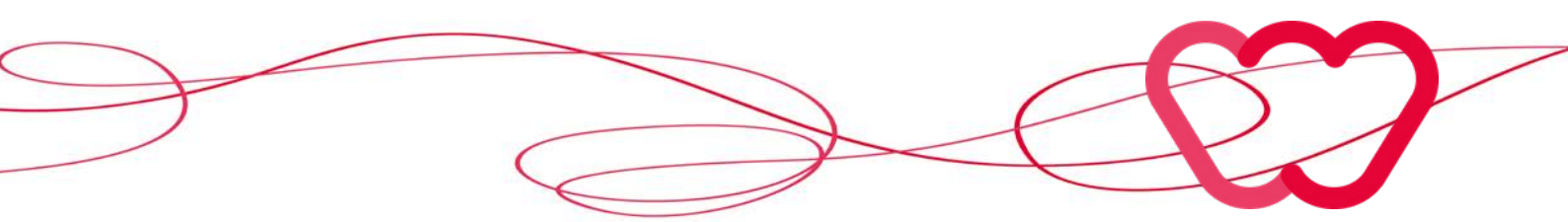
"It has made such a difference to me and my boys' lives. When I am unable to sleep I would use TV in the early hours. It has given the boys an entertainment source which reduces tension in the house."  
- Belfast Women's Aid

"Now I have my radio I listen every morning for a couple of hours having my breakfast and pottering about. I enjoy the banter and listening to the old music. It brings back memories."  
- Housing Connect North

"Thank you so much for relieving a terrible situation and allowing me to be able to forget my troubles by watching great TV programmes and movies."  
- Human Trafficking survivor, City Hearts

"The biggest success is probably that the TV creates a homely atmosphere - this has had a positive effect on reducing anger problems and addictions."





"I used to attend football matches with my dad when I was a kid. Due to my health I can no longer attend. Since I had my radio I listen to talkSPORT which I enjoy and the fans discussing it afterwards makes me feel part of it."  
- Housing Connect North

"Mrs B, who lives alone, was overwhelmed by the DAB she received and came into the office to say how she is able to leave the radio on during the day when she has chores to do without it being quiet."  
- Aragon Housing

"DA shares his radio with fellow residents, he is so happy to have this radio, he feels that it helps him throughout the day."  
- Lancashire Care NHS Foundation Trust

"The children watch a lot of CBeebies and cartoons, which are helping them improve their English and cheer their spirits; it's wonderful hearing their giggles and squeals of laughter."  
- DG Refugee Action

"I think I really am catching up a bit with technology now – it is life changing. It is much easier to contact family and friends, and online banking saves a long walk. My confidence in the use of my tablet has improved so much."  
Gene, 91 - Age Concern Bracknell

"MR just listens to the sports channel which he never has done before, he feels that his health has improved due to this."  
- Lancashire Care NHS Foundation Trust

"The TV has given me an interest in life."

"All the families can't thank you enough as they would have been totally isolated, now the children can get together and watch a film and the children are learning to play together again."  
- Refugee Support Team, Renfrewshire Council

"BA enjoys all music channels, cannot believe that a radio can be so positive."  
- Lancashire Care NHS Foundation Trust

"Within minutes of joining a local group on Facebook I found people that I used to work with 45 years ago. It has been lovely to reconnect and reminisce about the good old days!"  
Joy, 70 - Age Concern Bracknell

"When I moved in I spent most of my time alone sleeping because there was nothing else to do - I used to lie there listening to my little electric heater. The TV is great. A few days ago the other guys from the house came to watch the TV, we sat around chatting and having a laugh - it makes a real difference."  
- Bob

"The tablets are a Godsend!" - AAPNA Services



“It is amazing to see our clients all spending time together though from different nationalities and watching movies and interacting. Thank you so much for all you have done in making lives a bit more bearable.”

“JA can't understand how a simple radio has changed his outlook on life.”  
- Lancashire Care NHS Foundation Trust

“We are spending more time together watching programmes. While we are cooking we can chat and watch TV. So we are spending less time in our rooms and more with other residents.”

“The TV has given me a good and positive lifestyle, keeping me up to date with important national issues, and enjoyable local phone-ins make a sense of belonging.”

“Miss K was fleeing domestic violence and had nothing to take with her to the property we offered her – so the radio was handy in having on in the background so her young child was calm which in turn allowed her to get on with trying to make the new house their home.” - Aragon

“CB enjoys looking at the LED screen and has a competition with himself to guess who is singing the song before it shows up on the display.”  
- Lancashire Care NHS Foundation Trust

“Thank you so much for my tablet. You cannot even begin to understand how much it means to me.

I am a young person who, due to family bereavement, has very limited family support. I have cancer and I am undergoing chemotherapy at the moment one week every three weeks. The hospital is not local to me so it is difficult for my family and friends to visit me. So for most of the time in hospital I am very isolated so the tablet lets me keep in contact with everyone. This is important to me and cheers me up.

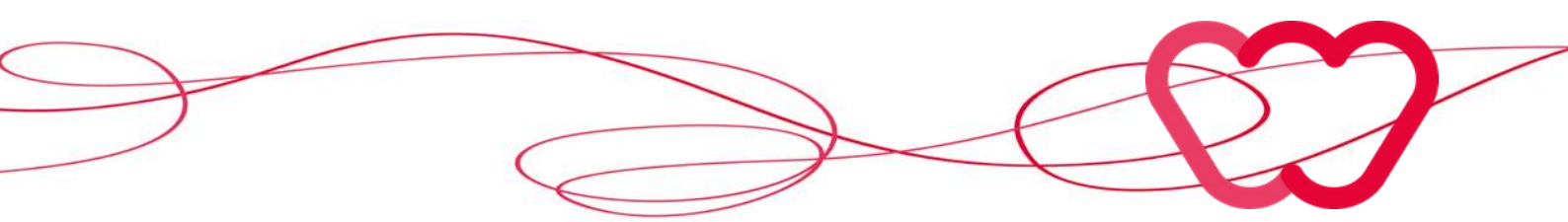
The week following treatment I am too ill to go out and I have to keep away from people as any infection is potentially life-threatening to me. So again the tablet is a lifeline. As my prognosis is poor you will understand how important it is to me to have time/contact with people important to me. The help you have provided allows this so thank you.”

**We'd like to say a big Merry Christmas to all our donors, supporters and beneficiaries, and wish you all a very Happy New Year.**

You can donate to us online at [www.justgiving.com/wavel](http://www.justgiving.com/wavel) - remember to add Gift Aid to donate an extra 25% at no extra cost to you!



Please 'Follow' us on Twitter - @WaveLengthHelp



## Please remember us **Banker's Order**

If you'd like to make a bequest to WaveLength in your will, please show this suggested clause for insertion to your solicitor or adviser.

"I bequeath to "WaveLength" of 159a High Street, Hornchurch, Essex, RM11 3YB (either) the sum of £..... (or) a ..... share of my residuary estate and I declare that the receipt of an authorised officer of the Charity shall be sufficient discharge to my trustees for such legacy."

Gifts in a will are exempt from inheritance tax.

Make your gift to WaveLength worth even more, at no extra cost to you.

### Gift Aid

If you're a UK taxpayer we can claim the basic rate of tax you've paid at no cost to yourself.

This means that for every £1 you donate, we can claim an extra 25 pence on every donation you give or have given, which makes a huge difference.

Higher-rate taxpayers can claim further tax relief in their self-assessment forms. To 'Gift Aid' a donation please fill in the enclosed Gift Aid form.

Single or regular donations  
If you'd like to support our work with a donation, please use the enclosed form and tick the Gift Aid box.

Name and full address of bank in capital letters

To.....  
.....  
of.....  
.....

Please pay to Barclays Bank PLC (20-72-89), Romford & Barking Group, PO Box 1006, 2 Station Parade, Barking, IG11 8DL for the credit of "WaveLength Charity Ltd" A/c no. 20026921

the sum of.....

Date when payments start

(DD).....(MM).....  
(YYYY).....

To be paid annually/quarterly/monthly until further notice.

Please indicate whether you wish your donation to be treated as Gift Aid

Yes      No

Signed .....  
Date.....

Mr/Mrs/Ms/Miss/Title

Name .....

Address .....

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A/C number to be debited

Sort code .....

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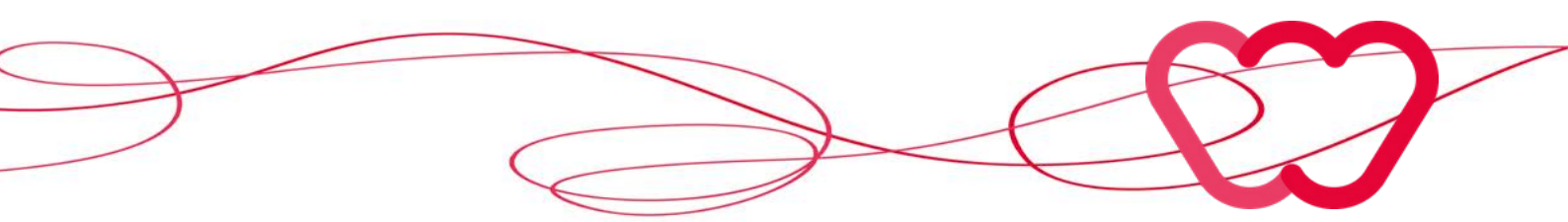
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| January |    |    |    |    |    |    |    |
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