

INTUNE 2022

Over 38,900
people helped
this year



WaveLength
Fighting loneliness



A message from our Chairman, Daniel Smith and our CEO, Tim Leech



Welcome to InTune. We do hope that you enjoy this overview of the organisation's work. With your support, we have been able to bring much comfort, companionship and joy into peoples' lives at a time when we are all facing so many challenges. We want to focus on the positive things which have been happening, and on how WaveLength is responding to current challenges such as the war in Ukraine and the cost-of-living crisis.

This year, WaveLength has partnered with Vodafone to provide significant support to over 3,700 Ukrainian refugees by giving them SIM cards with data, enabling them to maintain contact with loved ones and friends through their phones, and assisting them to start new lives by linking into services and support here in the UK. You can read more about this, further on, in InTune.

We continue to work throughout the UK, trying to combat loneliness and isolation whenever and wherever it rears its ugly head. It has been a pleasure to work with organisations such as The Independence Project which supports adults with additional needs. Also, many domestic violence centres for both men and women and organisations helping to tackle the impact of homelessness. These partnerships enable WaveLength to provide effective support to some of the most vulnerable within UK society.

Our focus remains - to help as many people as we can throughout the United Kingdom - not just with the supply of helpful equipment, but also providing them with a voice and effective representation so that their interests cannot be ignored or forgotten by the government, regulated bodies and corporates. Of crucial importance, WaveLength has been emphasising the need to keep and maintain face-to-face services, helplines, and human-centred support, since so many important basic services are now being moved exclusively online. We are aiming for a mixed economy of services which will meet the needs of everybody rather than a purely digital world in which many will inevitably face exclusion.

On behalf of the WaveLength team and all our beneficiaries, we thank you for all the positive differences which you have helped to make in the lives of so many challenged, isolated and vulnerable people. We wish you all the very best for 2023 and look forward to receiving your much-valued and continued support as we seek to help yet more people to overcome loneliness and isolation and lead happier and more meaningful lives.

The Independence Project



“It seems like a small thing but it makes a huge difference.”

The Independence Project is a day centre for adults with additional needs, providing them with training and support to further their personal independence. It was founded by Andrew Denny in 2019.

In the summer of 2022, Andrew was granted an award of tablets and TVs by WaveLength to help support his service users. As his organisation is up-and-coming, this grant provided vital access to equipment and has helped to free up funds in order to put on other services for club members.

The equipment has helped club members connect to each other. The tablets have acted as communication aids for non-verbal members of the club. Andrew expressed how, for one particular member, the use of a tablet has “given him a voice.” Breaking down these barriers is really important for reducing the isolation experienced by adults with additional needs. Andrew noted how “getting them to use technology, in a way that they can communicate, can really help them to open up.”

The tablets have facilitated the creation of a club WhatsApp group, allowing members to learn how to use social media in order to communicate and to stay in touch with each other. The equipment has also supported other services offered by the Independence Project, helping members to view recipes and shop for ingredients so they can cook meals. It also enables them to access the internet and complete job applications with the support of staff members. Andrew plans to create a games room with one of the TVs, so that members can come together to socialise and make friends. He expressed his gratitude, noting how “the equipment provided will have many uses.”

Supporting Ukrainian refugees



WaveLength has provided over 5000 SIMs to organisations supporting Ukrainian refugees through the Vodafone Free SIM programme.

Swindon Borough Council found out about this programme through their network of professional organisations. They made an application to the SIM card scheme as part of their Warm Welcome programme, which supports people, arriving from Ukraine, who are fleeing the war. Loneliness and isolation has a huge negative impact on refugees coming from Ukraine. "They often arrive not knowing anyone in the area and they generally arrive with phones and SIM cards which do not work in the UK.

"A large number of arrivals from Ukraine are mothers, with children, whose husbands are still in Ukraine. These women would have felt very alone and isolated if they did not have a device and SIM card to communicate with other people in the UK."

"The SIM cards provided have allowed them to connect with essential services such as doctors, schools, and the Department for Work and Pensions, as well as making social connections with other arrivals from Ukraine."

"The donation has had a significantly positive impact on our arrivals from Ukraine. SIM cards that work in the UK are essential for these arrivals and, thanks to WaveLength's generous donations, we have been able to fulfil these needs within a few days of their arrival."

How we helped Katya and her family

Through our SIM Card project, WaveLength supports many Ukrainian refugees to be able to communicate with their families and have a better quality life in the UK.

WaveLength & Vodafone provide mobile SIM cards which help refugees to apply for UK documentation, such as GP registration, Universal Credit, Job Centre Plus and Educational course applications. They are also vital in allowing refugees to communicate with others from the UK Ukrainian Community and family members still remaining in Ukraine.



This is the story of Katya. After three months of the war in Ukraine, Katya, her mum and her two young children came over to the UK as refugees.

How have you benefitted from the SIM provision?

“The SIM was a great help and very important. For example, in order to apply for documentation in the UK such as Universal Credit, a GP, etc., you are asked to fill in your ‘local telephone number’ and Wavelength supplied us with this new number.

I came to the UK with my mum and children and the SIM has enabled us to stay in touch. This is important, as sometimes I go to the city and my mum stays with my children. It is crucial for us to be able to call each other at those times. As a refugee in another country you need to get a local SIM card. When you are a refugee who has run away from a war torn country and do not have enough money to buy a SIM it leaves you in a very difficult situation. That’s why it was so important that we were given free SIM cards which have enabled us to apply for documents and have good connections with each other via Whatsapp. I always use Google maps to get to the Job Centre. It’s very important to be on time. I downloaded the apps that tell me what time my bus to the station will arrive and how to reach my intended destination. If I didn’t have mobile internet it would be much more difficult to find the way. It is a big plus.

The SIM allows me to communicate online, via our refugees’ chats, for example. Ukrainian people who have come to the UK, to flee the war, support each other through group chats. It is very difficult if you can’t communicate with people from Ukraine as we are trying to stick together at this difficult time. In this way, mobile Communications and the SIM cards which WaveLength provided are very, very important for us. Many, many thanks for the SIM cards and this opportunity to get the documents and everything that we need. The SIM is very much appreciated. Thank you very much.”

Loneliness at the heart of homelessness



The Purfleet Trust at Kings Lynn aids individuals who have experienced a period of homelessness. Through their House to Home project, they provide a pack of household furniture and equipment to those moving into their own housing after being in temporary accommodation or on the streets. The Purfleet Trust provides 5-6 full house packages every month.

Moving into a new environment can be a hugely daunting prospect. Many individuals whom the Purfleet Trust aids are used to being in group-living situations such as hostels or the Purfleet Trust training houses, which are spaces where individuals can learn life skills. Moving into a new home alone can therefore be very isolating. The Purfleet Trust works mostly with single adults who can really struggle when they find themselves on their own, in a new flat, and in a new neighbourhood where they do not have any connections.

Compounded with existing issues such as anxiety and combatting addiction, this can present a difficult situation for those involved.

This is where technology can really make a difference. A TV can enable individuals to make connections within the local community by inviting others to watch a movie. A radio can help to break the silence in the evenings, and allows the beneficiary to engage with the wider world by listening to local news and getting information on local organisations and community events. This helps them to settle, adjust, and connect.

WaveLength made a donation of TVs, radios, and tablets to the Purfleet Trust in September. They have used this grant to set up a lending library, allowing applicants to borrow a TV or radio to use in their new home while they secure the funds to purchase their own. The tablets are used on site in the Purfleet Trust's training centre, where they can be used to help service users to gain skills, get connected, and access employment.

Anawim: Birmingham's Centre for Women



In September, WaveLength made a grant of equipment to Anawim, providing laptops and a number of TVs, tablets, and radios. This grant was awarded primarily to support an IT literacy programme at the centre, allowing service users to gain confidence in using technology to communicate and connect with others.

A spokesperson for the programme expressed their gratitude and noted that “the interest that women have shown for the IT course has been great.”

The IT course is being supported by Join the Dots, a programme sponsored by the Digital Poverty Alliance and Times Higher Education. This programme provides IT support via the telephone in order to troubleshoot issues and solve technological problems.

A spokesperson explained how the number of women accessing the centre is increasing as the cost of living rises. She noted that, for them, peer support is really important, and the centre provides a space where they can come together. One of the TVs donated by WaveLength will be put in a communal room where the women congregate for creative sessions. They will also be able to watch TV together. A second TV will be placed on a stand so that it can be moved around for use in courses and in communal areas. These TVs will support various programmes available at the centre including courses on how to regulate emotions and deal with distress, and a parenting course.

The radios provided are being used in refuges to bring people together. The donated tablets will have a wide range of uses throughout Anawim's services.

Messages of thanks



I have had a lot of enjoyment from the Radio. Being able to follow what is going on in the world it has really improved my life.

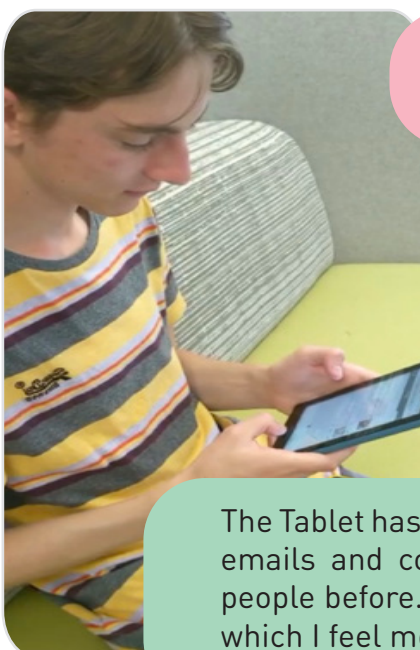
I recently moved into semi-independent accommodation. I did not feel settled as I had no devices and I had no reason to stay in as I had nothing to do or no sound or familiar noises. Having a TV has made a huge difference and I now stay home and feel settled.

I'm so grateful for receiving TV & a huge impact on current situation. TV provides distraction and helps to reduce her feelings of isolation.

It is helpful to have the tablet and it has allowed me to connect with a friend.



I have had enjoyment from the Tablet. Being able to contact my friends and family had improved my life.



The Tablet has opened a whole new world of the internet. I am trying emails and contacting people. I could never make contact with people before. I am engaging with my housing and utility company which I feel more in control now.

A voice for All



The consultation period for Ofcom's proposed plan of work for 2022/23 has now closed and WaveLength has raised a number of concerns in our response. Our overarching concern is the way in which changes to communication systems can impact on loneliness. We have called on Ofcom to take a more conscientious approach to these changes.

Communication is at the heart of preventing loneliness and isolation. Therefore the role that Ofcom holds as a regulator, and how it delivers its work, is central to preventing loneliness for people within the UK. We would encourage Ofcom to work with WaveLength to develop a loneliness prevention and measurement framework which would help Ofcom in considering the impact of changes in the market – i.e. changes to infrastructure and switching services from analogue to digital technology – and how these contribute to people's experience of loneliness.

Some of the other key things we're advocating include:

- help schemes for every significant change/upgrade to infrastructure
- minimum-speed broadband connection for all UK homes - without data caps - to allow low-income households to have easy access to basic broadband
- adopting a taxation style approach to funding the BBC and providing funding for public service broadcasting generally
- updating the legislation which guides Ofcom's operations, making them more responsive to a wider range of personal impairments and health conditions
- ensuring that the research which Ofcom commissions is more proportionately representative of personal impairments and health conditions.
- more consideration of communication barriers which affect people outside of the deaf and blind communities (Alzheimer's, autism, dyslexia, dyspraxia, dysgraphia etc.)

Fylde Coasts Women's Aid



Fylde Coast Women's Aid has been in operation since 2009, running 3 refuges and offering services for the community. WaveLength has been working with them since 2018, and through this partnership has been able to offer multiple grants of equipment, supporting the service as it grows and develops.

Over the last four years, WaveLength has provided Smart TVs for each of the communal lounges, radios for the kitchens, TVs for each bedroom, and two grants of tablets, the first grant being for adults and the second grant for children. A refuge resident said: "The communal TV lounge encourages us to socialise again."

Staff members have noticed that the communal TVs bring everyone together. The refuges often use them to have movie nights. As for the radios, they are an ice breaker for people gathering in the kitchens. They describe the tablets as an essential, allowing women who do not speak English to use Google Translate to communicate with others, and providing vital access to the Internet and to remote education.

A refuge worker said: "The women find that the communal TV lounge helps their mental health and wellbeing. This is because they can relax and enjoy programmes together which will enable them all to engage in a common interest, away from the reasons that they are in refuge and giving them some degree of normality in their life. The radio is usually on in the kitchen so that there is background music for the women to enjoy whilst cooking and dining".

Support our work

As a charity we rely on generous donations from caring and compassionate individuals, companies and groups to continue our vital work. By donating to WaveLength, you are making an immediate difference to someone's life, helping to alleviate their feelings of loneliness by connecting them to their loved ones and the outside world.

Technology is one of the most effective tools for combatting loneliness, yet so many people across the UK are living without basic everyday items such as radios, TVs and tablets. We want to change that, but we can't do it without your help.

There are many ways you can donate and fundraise for WaveLength. All donations help to continue the essential work we do.

Post

Simply complete the enclosed donation form, or post a cheque to WaveLength at the address below.

Monthly Direct Debit

If you would like to make a regular donation on a monthly, quarterly, or annual basis, please call us on the number below.

Leave a gift in your Will

If you would like to leave a gift in your Will, you can add WaveLength as a legatee. For further information, please call us.

A one-off Christmas gift

Give someone the gift of comfort and companionship this Christmas.

Fundraise for us

Why not put on your trainers and run a race, or show off your baking skills by hosting a bake sale or coffee morning at your workplace? Your fundraising efforts can help raise vital funds for WaveLength, so that together, we can continue helping people in need to feel less lonely and more connected to the outside world.

Contact us

WaveLength
159a High Street
Hornchurch
Essex
RM11 3YB
01708 621101
info@wavelength.org.uk

£60 buys a tablet for a resident who needs to apply for jobs, contact family, and enables their children to keep up with schoolwork.

£120 buys a TV for a communal area in shared accommodation. This helps residents feel less lonely.

£40 buys a radio for a communal area in a refuge or hostel. This helps residents relax and enables them to keep in touch with the world.

Thank you for your support.

Find us on youtube at [WaveLengthCharity](#)

Find out more

WaveLength is the UK's oldest charity tackling loneliness and isolation through the provision of technology. We give radios, televisions and tablets to people experiencing hardship to help them overcome loneliness. The people we support are lonely because of age, illness, impairment, or through circumstances which make it hard for them to leave the house or meet new people.

Over the last 83 years, we've worked with domestic violence refuges, young people leaving care, homeless hostels, hospitals, day care centres, schools and community organisations.

As demand for our service grows, we're looking to expand our support to beneficiaries while continuing to champion the cause for those experiencing loneliness. By establishing The Loneliness Foundation Fund, we're strengthening our commitment to tackling loneliness in the UK, and we look forward to sharing more details about this exciting initiative with you soon.

WaveLength Charity Ltd
159a High Street
Hornchurch
RM11 3YB

Telephone: 01708 621 101

Email: info@wavelength.org.uk

Registered Charity No. 207400

