

# insight

**Summer 2018**



**Dame Judi Dench Patron**

**Housing gets go ahead**

**A Day in the Life**

**The Silent Child**



**Wilberforce**

The logo for Wilberforce, featuring a blue curved line above the word "Wilberforce" in a bold, dark blue sans-serif font.

Making life better when sight is worse

The Wilberforce Trust is a Company Limited by Guarantee. Registered in England and Wales with Charitable Status.

**Registered Charity No. 1087065 Registered Company No. 4228432**

# We need your help...

## What's happening...

- 4 Go Ahead for Housing**
- 5 Silent Child Screening**
- 6 Fundraising**
- 7 Volunteers**
- 8 Community Outreach**
- 9 British Sign Language**
- 10 Tinnitus Support Group**
- 11 Grant Success**
- 12 Community News**
- 14 Work at the Trust**
- 16 York Talking News**

## Follow us:



**TheWilberforceTrust**



**@WilberforceYork**

## Donations Needed

We are entering an exciting time in the Trust. With planning permission granted, we can start building our innovative new housing development and create an engaging community hub.

In order to build the community hub we need help from you. We need to raise a substantial amount to complete both parts of the build.

Every penny, every pound will go towards this build.

You can donate online via our website or through our Virgin Money Giving page, through our digital app or by sending us a cheque.

You can also remember us in your Will.

You can increase the value of any donation by gift aiding it too at no extra cost to you.

Our fundraising programme is flexible and anyone can get involved. Please get in touch with us today and support us in any way you can.



# Welcome to Insight

## Philippa Crowther - CEO



### Exciting Announcement

#### Dame Judi Dench becomes our Patron

What a privilege for the Wilberforce Trust to be able to announce Dame Judi Dench as our Patron. Her support for all our work will be extremely valued by services users, staff, volunteers and Trustees. Our grateful thanks to her for keeping us inspired to achieve by her past and present acting performances and achievements.

\*\*\*\*\*

Dear Friends,

Welcome to our Summer Newsletter and all the exciting things we have to share with you.

I know the articles in this addition will be inspiring to you all, as they continue to be to me when I read them.

So many enjoyable events have taken place since our last newsletter so enjoy the read. There are so many more to get inspired by, get involved with and be a much loved part of the Wilberforce Trust. Your participation changes people lives.

I recently visited the Alhambra Palace in Granada and was privileged to be able to witness the old ancient signage of a blind visitor whose inscription translated from Spanish for me read “ The sadness for a blind person is not being able to witness through my eyes the beauty of this magnificent place, but the happiness is knowing I visited and felt the beauty for myself.”

If you find any joy or value in what these articles of our people show of their achievement and the work of our dedicated staff, please consider being a suitable patron with a recurring monthly donation of your choosing. It is through your generosity that we continue to support people with sight and hearing impairment to achieve the success and goals they set for themselves .

Enjoy the read and being part of our community.

*Philippa*

### Let's Start Building

---



Following permission from the Secretary of State, Wilberforce Trust's major investment into specialist housing for people with sensory impairments has got the go ahead in York.

City of York councillors approved plans to build 30 new state of the art apartments and a community hub with facilities including a sensory garden, community café, services and equipment for people with sight and hearing loss on land off Tadcaster Road, next to St Leonard's Hospice.

Planning committee members praised the proposals, saying they would benefit both the Trust and the city.

Our CEO Philippa told the planning meeting that some tenants are ageing rapidly, while for others shared housing makes them more dependent on support workers.

"Current housing is not purpose built and over the last 14 years, despite regular investment by ourselves and City of York Council in continued adaptations, they present numerous challenges," said Philippa at the meeting. "We want to build something for the future that will provide for all their needs into old age while still catering for younger residents."

We are very excited about the new build and especially the community hub. We need around £2 million to build the hub and will be fundraising hard to raise this total. If you would like to donate, as an individual or a business, you can do this through our website and we will also be engaging in a range of fundraising initiatives that you can get involved with – watch this space.

### **Silent Child at Everyman**

On 23 May Wilberforce Trust organized a VIP red carpet screening of an Oscar winning short film “The Silent Child” at the Everyman cinema to help raise the profile of our plans for a new state-of-the-art Community hub. This gave us the opportunity to showcase our work and tell invited guests and dignitaries about the amazing work of the organisation in supporting our tenants, advising and supporting people with sight and hearing loss and going the extra mile to care about the people who look to us for help and support.

Winner of the Live Action Short Film category at the 90th Academy Awards, “The Silent Child” tells the story of four year old Libby, profoundly deaf from birth and confined to a life of unheard family conversations, school yard isolation, and TV parenting and how a social worker helped her to learn to communicate through sign language.

Clare Wood DL, Deputy Lieutenant of North Yorkshire, one of our invited guests, said, “I am delighted to support the Wilberforce Trust because of the great work it does in the community to help people with sight and hearing loss.”

The new hub will cost around £2million pounds to build and will provide a community facility to enhance new state of the art apartments which have recently been granted planning permission off Tadcaster Road.



### **Paul rides Prudential**

---



Paul is taking up the 100 mile challenge of the Prudential Ride London to Surrey on our behalf and has sent this message which we hope will inspire you to donate. Here is Paul's story :

I am Paul Vickers, aged 66 and returned to cycling at the age of 61. I have ridden a few 100mile sportives and when I get to the 70 mile mark I ask myself why I am doing this but I struggle on. I recently made the decision not to do anymore of that length, but then I read an article in the Press saying the Wilberforce Trust are looking for a rider to take part in The Ride London 100 - a hundred mile sportive!

I rang, arranged a visit and liked what I saw, so I agreed to ride under their banner to try and help raise money through sponsorship for their project to build a Community Hub where outreach services, training for people with sight loss, events and activities, a community cafe and more can take place. This will be next to a new residential block of flats fitted with all the modern aids that can make independent living for residents a more fulfilling experience.

Now when I get to the 70 mile point this time I will know why I am riding!

You can sponsor Paul through the website link below or by sending a cheque to the Wilberforce Trust. <https://uk.virginmoneygiving.com/PaulVickers3>

### **Rhapsody Concert**

---

**21st September 2018 7:30pm**

Enjoy the sound of 'Rhapsody' – our 2nd charity concert featuring fantastic local artists Main Street Sound, 4 on Demand, Jacob the Yorkshire tenor, Paula Ryan and Sarah Dean of Soundsphere, Clerkes of All Saints, Bedlam Boys and Barbarellas plus more in the glorious surroundings of the Sir Jack Lyons Concert Hall at York University.

Based around our themes of sight and hearing loss, the concert will be a musical treat including songs written by Sting, Vaughan Williams, Stevie Wonder and Bob Dylan.

Proceeds go towards building a community hub for people with sight and hearing loss in York.

Tickets £10 or £8 for concessions, available from Trust HQ or Visit York in Museum Street.



## Remembering Mick

---

It is with great sadness that we announce the death of **Michael (Mick) Oliver**, a longstanding volunteer with the Trust.

Mick joined the Trust as a volunteer in 2001 as a befriender with Kieran, one of our tenants. As well as chatting and socialising Mick and Kieran loved nothing better than to cook together, turning out a delicious selection of cakes, scones and quiches to delight the palate.



As well as volunteering with Kieran, Mick was also a regular at our fundraising events. Never one to push himself forward, Mick worked tirelessly in the background, helping to fetch and carry at events such as St Crux, our Christmas Fayres and numerous hospital stalls. He even allowed himself to be roped in to help on the stalls when we were short-handed.

Mick had a heart of gold and a great sense of humour but was a very humble man and always ready to put others first.

He left a daughter, a son and two grandchildren and will be much missed by everyone whose lives he touched.

## New Volunteers

---

Welcome to new volunteer **Elisha Mutonoto** who is joining us at Shipton Road. Elisha is in the lower sixth at school and is looking forward to starting volunteering with one of our tenants. As a befriender he will engage in activities of mutual interest with the tenant, for example reading, discussing current affairs, music, poetry or crafts.

We have vacancies for fundraising and befriending volunteers as well as people who can help out with social media campaigns.

If you would like to volunteer, please contact our volunteer coordinator Andrea Hood on 01904 760037 or [a.hood@wilberforcetrust.org.uk](mailto:a.hood@wilberforcetrust.org.uk)

### Outreach at Oaken Grove



On 6th June the mobile outreach unit took its maiden voyage to Oaken Grove Community Centre in Haxby. We arrived for 10am. There was to be a luncheon club in the adjoining room, so we set up our equipment, brochures, and leaflets onto a table, to showcase some of the services and technology we can help provide and support.

Four people came over to the table and had a chat about what we were doing and were able to look at the equipment on display. Several of the Yorsensory leaflets were put on display and taken.

**Trevor** and **Kerry**, two of our Community Sensory Officers, spoke with a total of seventeen people about the Yorsensory services, including the assessments we undertake, our Hub availability and opening times, as well as the Connect Café, the Drop-in at City of York West Offices and signposting to local and national services.

It was a fabulous atmosphere, very relaxed and chatty. People were open to us talking and signing and Trevor made a re-connection with someone from his past! This allowed Trevor to explain what Yorsensory were doing and his role in the team.

We managed to share lots of information and hopefully showed we are approachable and welcoming in helping and supporting people with their sensory difficulties and day-to-day living.

The mobile outreach unit is an extension of our Yorsensory hub. The hub is open at Wilberforce House in Huntington Monday - Friday 10am - 3pm.

## British Sign Language



British Sign Language is the most common form of sign language in the UK and has been recognised as a language in its own right since 2003.

Based on the 2011 census, it is estimated that there are at least 24,000 people across the UK using sign language as their main language and this is likely to be an underestimate. Statistics are taken from Action on Hearing Loss.

With one in six people in the UK affected by hearing loss, most people will know someone who is living with hearing loss or who is Deaf. Below are some tips to communication and some basic signs demonstrated by our Community Sensory Assessor Trevor.

### Communication Tips

- Find out how the other person wants to communicate, do they lipread, sign, use an interpreter or do they write things down.
- Get their attention before you start speaking
- Don't shout, exaggerate your lip movements or talk too slowly. Try and use natural facial expressions.
- Try and find a suitable place to talk, with good lighting, away from noise and distractions.
- If communicating through an interpreter, keep eye contact with the person you are talking to.

### A Basic Greeting in BSL

Hello, you good?



### Tinnitus Support Group

The first York Tinnitus Support Group took place at the Wilberforce Trust on Friday 11th May 2018 at which we welcomed thirteen attendees and received positive feedback at the end of the group on how helpful the session had been.

Colette Bunker, Volunteering and Support Groups Manager from the British Tinnitus Association (BTA) opened the first group with an introduction about what Tinnitus is, the work of the BTA and its services and the aims of the new Tinnitus Support Group in York.

The aim of the group is to develop coping skills, practical ways of dealing with Tinnitus, learning to relax and managing stress, feeling more in control and increasing confidence, gaining inspiration and support from others.

The next group will meet on Thursday 28th June followed by another group on Thursday 16th August. The group meets between 2 – 4pm at the Wilberforce Trust, where there will be a talk, informal chat, cakes and refreshments.

For more information please contact Cathy Woodward at the Wilberforce Trust.

( T )

British Tinnitus  
Association

Registered Tinnitus  
Support Group

### Connect Cafe

Our Connect Café is going from strength to strength. We love welcoming our regular attendees as well as new faces too. The café offers great talks from our guest speakers, a raffle, refreshments and home baked cakes and scones. Past speakers have included Age UK, York Bike Belles, Dementia Forward, Guide Dogs and the Citizens Advice Bureau.

Future Café Dates:

Thursday 19th July. - Open Country

Thursday 20th September - British Red Cross

Thursday 22nd November - Speaker to be Announced



## Grant Success

You may have seen this article in the Press about our recent fundraising success. We also received a grant of over £1800 from the Yorkshire Building Society for the same project:

### Grant helps charity make a hi-tech difference

People with sight and hearing loss will be able to use the latest technology to help them stay independent, thanks to a grant from Leeds Building Society Foundation.



The Wilberforce Trust, in York, has received nearly £1,000 to help it buy the latest hi-tech home aids, including an adapted tablet with a large font and a virtual assistant.

They will be used as teaching aids to show how technology can help with day to day tasks that many of us take for granted including reminders to take medication, switching the lights on and off, and keeping in touch with friends and family.

Gary Brook, Head of Corporate Communication at Leeds Building Society and a Foundation trustee said: “We’re delighted to be able to support this project. Introducing those with sight and hearing impairments to the latest technology offers the potential to make such a difference to people’s lives.”

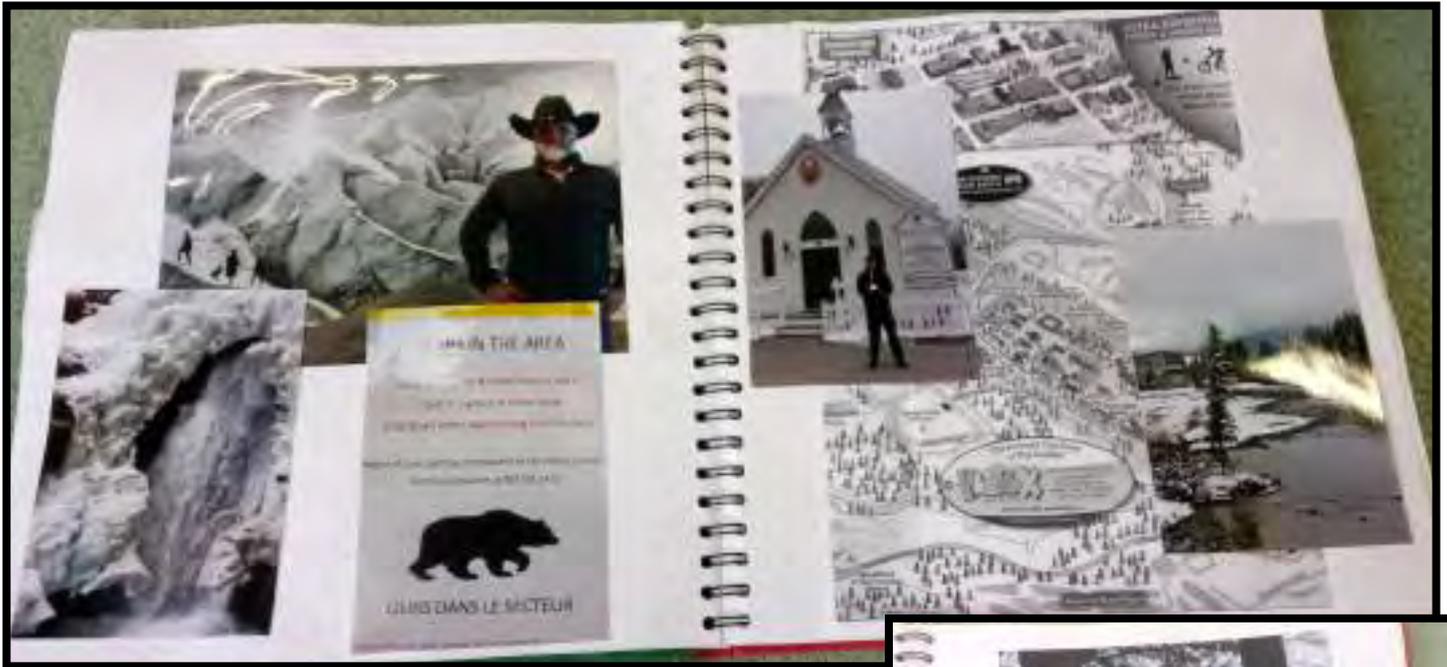
Anne Parkinson, Fundraising Manager at The Wilberforce Trust, said: “People with sight and hearing loss have told us they want to be independent and manage things themselves instead of relying on friends or family.

“We know that many people with sight and hearing loss struggle to engage with new and existing technologies and apps which can help them with everyday living.”

She said the £988 grant will allow people to try out the equipment and see how it could make a difference to their lives, before committing to buying.

**We have technology drop in every 1st and 3rd Tuesday at Wilberforce House**

### Gordon's Canadian Adventure



To get to Canada was a nine and a half hour flight, there was a little turbulence but I wasn't bothered. I was too busy getting all the treats on the plane such as crisps and sweets.

The lakes and scenery in Canada are gorgeous! I couldn't see it, but I could feel the atmosphere and enjoyed breathing in the fresh air.

I loved knowing I was in Canada. I love the Canadian animals, the bears and the wolves. We heard them howling on a night which was incredible, scary in a nice way. It made my heart beat fast and really made me feel alive.

I walked across the lake because it was so frozen. We were able to jump up and down on it and didn't fall through.

Another thing I liked about Canada were the trees and how incredible they are. The trees were 200 years old and still standing. Trees give you a good sense of living and death, they represent time for me because they take time to grow and have been there for so many years.

**I would live there in a heartbeat, I have made some great memories that are worth their weight in gold.**



## Minster a Must for Stephen

“No two days at work are the same”, commented Stephen, who lives at Glenridding.

Stephen has a very interesting job that he carries out diligently one afternoon a week at York Minster. He lends a hand to the running of the Minster by helping tourists find their way about, through the many leaflets he distributes while he is on duty.

“I’ve been working there for a couple of years now,” admits Stephen “and I absolutely love it. There are so many people to meet and help out. The Minster is a fabulous place to work and the other volunteers are also great characters.”

Stephen’s love of the Minster doesn’t stop there, as he is a regular worshipper and from time to time enjoys hearing bell ringing practice and, afterwards, enjoying a pint and a pie in a local hostelry.

## Westview and Newlands Celebrate the Royal Wedding

The wedding of Prince Harry and Meghan Markle was held on 19th May in St George's Chapel at Windsor Castle and to mark the occasion the community at Westview and Newlands held a party in their honour.

While the tea flowed and the sandwiches and buns were being consumed, everyone dressed up as their favourite royals, which added to the celebrations. Flags waved in abundance as the happy couple walked up the aisle and when they had the first kiss the cheering was audible next door!

Everyone had a great time and would like to wish the happy couple a long and happy marriage.



### Leeds Recruitment Day

On Friday 25th May, Wilberforce Trust staff held a stand at Leeds Recruitment Fair at the Marriot Hotel which attracted over 1000 job seekers!

Our team were there to promote the wonderful work that the Wilberforce Trust does, and to encourage local job seekers to apply to join our team as a Support Worker.

Cat Hartley (Group Leader) Rosie Golton (Senior Rota and Training Officer) and Natalie Crowther (Recruitment and Staffing Coordinator) attended the event armed with gift bags, application forms and goodies - the lollies and love hearts went down a treat!

There were many job seekers in attendance on the day and it was a great opportunity for our staff to talk about our current vacancies and the amazing work that they do to ensure our tenants are living fulfilled and happy lives. It was also a great chance for us to share our exciting news regarding our new development plans for the future; a supported -living complex of 30 state of the art accessible apartments off Tadcaster Road.

Rosie, Cat and Natalie thoroughly enjoyed the day and the chance to meet some prospective applicants and are now looking forward to getting the next Recruitment Fair booked into their diaries!

If you would like to find out more about our Support Worker vacancies, please visit <http://www.wilberforcetrust.org.uk/careers/> , or call Natalie Crowther on 01904 760037.



**We have full time, part time and zero hour contracts available.**

#### Benefits

£8.45 - £9.10 an hour

We offer a health package with Simply Health providing financial support for dental, optical and other health bills.

A full and comprehensive training package

20 days' holiday per year, plus bank holidays, increasing to 25 days plus bank holidays after 2 years' service.

### **Support Worker Q & A**

Melissa has worked for the Trust for seven years. We find out more about her role and why she works for the Trust.

**How would you sum up your role in 3 words?**

Privileged (to work with the tenants), proud and extremely rewarding.

**Give an example of a day in the life of a support worker at the Trust?**

I come onto shift and complete a handover. Then I check what tasks are on my list for the day. This could be 1:1 support with a tenant or an in house activity. I would then support the tenant to get up, get ready and have breakfast and support the tenant to their 1:1 activity, for example to music group or shopping.

**How has this role helped you to develop?**

It has helped me develop as a person enormously, not only on a personal level but also on a practical level. I had no support work experience at all before I started working at the trust, I couldn't even prepare a meal! I have developed my skills and knowledge and I have completed my NVQ Level 5. I have gained a broader understanding of different emotional and physical needs and the challenges that the tenants may face including ways to support the tenants to combat them. It has also made me a more patient, understanding and empathetic person.

**What has been your fondest memory whilst working for the Trust?**

My most favourite part of this job is seeing the smiles on the tenants faces when they have achieved something and knowing that I have supported them to do this.

**What would your advice be to someone who is thinking about applying to be a support worker?**

Don't think twice. You will not find a more rewarding and privileged job that makes you feel proud about the work you do and the amazing people you support!



### York Talking News

---

This article has been provided to us by York Talking News:

When York Talking News (YTN) was founded nearly 45 years ago it was never intended that it should be low key, but that is the way it has turned out.

A blind York resident had asked the Council what facilities there were for the visually impaired and this sparked off the formation of this independent registered charity. After an initial meeting when interested individuals had indicated how they felt they could help, auditions were held to select suitable voices while others busied themselves in raising money, obtaining equipment and making arrangements for the first edition. The intention was to circulate a 90 minute cassette monthly, something that continues to this day with the 500<sup>th</sup> edition recently in circulation.

The basis of YTN was to let the visually impaired have 45 minutes of audio news followed by 45 minutes of items of general interest. It was important that the news did not make reference to specific future dates as we did not know when the cassettes would be heard and not to have items about blindness or sight impairment. One exception would be – should a 102 year old blind lady from Tang Hall climb Mount Everest. It was felt that both age and blindness would be vital pieces of news! We are still waiting for this to happen.

We contacted many national and local newspapers and magazines asking permission to use their material. Many responded with permission and good wishes. Only the Readers Digest refused and would not allow us to use anything from its digest.

A group of people were detailed to scan publications for suitable material and send it to the editor. He selected a cross section of items but had to count the words in each item (we planned to read at the rate of 140 words per minute) so that they fitted into the 45 minute per side cassette.

We recorded on to a master cassette from which copies were taken, placed into plastic wallets each with a reversible address label and posted free of charge. When our listeners had finished with each edition they were asked to send it back to us in the same wallet remembering to reverse the address label. Failure to do this had an interesting consequence!



When the cassettes reached YTN they were magnetically cleaned ready for use the following month. As technology has improved so have we. Now using USB memory sticks and initially recording on to a laptop computer the same process applies and we are not constrained by the 45 minute limit to news and other items. We do however try to keep each edition to less than two hours.

Initially we recorded in a sophisticated garden shed with kitchen, lounge area and loo (next door neighbour hoovered his lawn each evening we recorded), moving to premises in central York (opposite fire station with consequent interruptions). We developed a close relationship with the Wilberforce Trust and used its premises in Dringhouses (a blackbird delighted in singing throughout our summer recordings), then to an industrial estate in Poppleton (sandwich van playing its jingle) and finally to Huntington (a police helicopter hovered overhead the first time we recorded there).

We also developed a close relationship with York Blind and Partially Sighted Society where our latest edition can always be heard and suitable playing equipment demonstrated. We are however three quite separate charitable organisations each providing quite discrete services for the visually impaired.

YTN is supported by a number of local organisations and gratefully receives donations from a variety of sources. Many talks have been given to a wide range of organisations and there have been newspaper and radio features from time to time, but the majority of our listeners join us as a result of personal recommendations.

Including the editor, news gatherers, technicians and readers we number about twenty with many being really long standing members. Indeed one of our readers was heard on edition number one.

Are we hiding our light under a bushel? We hope not and are always pleased to welcome anyone who cannot read newsprint unaided. This includes anyone with severe manual dexterity difficulties. Our service is entirely FREE and all that is required is a phone call to Ann, 'the voice of YTN' on York 760140.

If you feel you can help us eliminate the myth that we are a well-kept secret, we should be delighted.

## Announcements

### Congratulations!

---

Congratulations to **Kriss Musgrave** and **Cat Hartley** who have successfully completed their NVQ Level 5 in Leadership for Health and Social Care.

We're also delighted to announce **Christine Farion** has been awarded a PHD in Computer Science Electronic Engineering which will be conferred in July. Her research focussed on smart devices for forgetfulness.



### Andy makes his Return

---



Andrew Boast has recently joined us as the Service Delivery and Contracts Manager.

“As many of you will know by now, after 3 ½ years I have returned to the Wilberforce Trust. Already within the short space of time since my return it is clear what big strides the Trust has made in moving forward, these are exciting times ahead! What’s also comforting is seeing lots of familiar faces, tenants and staff. I look forward to meeting with you all over the coming weeks”

### Thank you to Shepherd Group

---

Many thanks go to all the staff at **Portakabin** in York. We were lucky enough to be nominated as one of two charities to benefit from the Shepherd Employee Association and received the very generous sum of £582.

The logo for Portakabin, featuring the word "Portakabin" in white, bold, sans-serif font on a red rectangular background. A registered trademark symbol (®) is located at the top right of the word.

## Keep in touch...

---

Stay up to date with the latest developments, fundraising projects and events. Join our mailing list or get involved, anything you can do will help make a difference to someone living with sight or hearing loss.

### Your Details

Title:

Name:

Address:

Postcode:

Telephone:

Email:

- Please add me to the Insight mailing list
- Please contact me about volunteering
- Please contact me about fundraising
- I would like to make a donation and enclose a cheque payable to **The Wilberforce Trust**

If you are a UK tax payer you can boost every £1 you donate by 25p – that's £25 if you donate £100

- I am a UK tax payer. Please claim gift aid on all donations I make or have made to the Wilberforce Trust in the past 4 years.

I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains tax than the amount of Gift Aid claimed on all my donations in that tax year, it is my responsibility to pay any difference.

Please let us know if you want to cancel this declaration, change your home address or no longer pay sufficient tax

# Fundraising Events 2018

---

- ⇒ Prudential Ride London Surrey 100 29th July
  - ⇒ Huntington Parish Gala 5th August
  - ⇒ Charity Stall at York Hospital 18th September
  - ⇒ Rhapsody Concert 21st September
  - ⇒ Christmas Fayre 24th November
  - ⇒ Rotary Santa Float date to be confirmed
  - ⇒ Santa Fun Run 1st December
  - ⇒ Carol service 12th December
- 

## Donate as you Shop

**Easyfundraising** is the simplest way to raise money for the Wilberforce Trust. Shop with any of over 3,300 well-known retailers via the easyfundraising website and a percentage of what you spend is passed to us to help local people with sight and hearing loss at no additional cost to you.

Retailers include Amazon, M&S, Vodafone, eBay, Tesco, Viking and many more.

Please register to support us today

<https://www.easyfundraising.org.uk/causes/wilberforcetrust/>



The banner features the Easyfundraising logo in the top left corner, which includes a stylized 'e' and the text 'easyfundraising feel good shopping'. The main text on the left side of the banner reads 'Collect FREE funds for us when you shop online'. The background of the banner shows a group of diverse people with their hands stacked together in a circle, symbolizing community and support. At the bottom of the banner, there are logos for several partner retailers: John Lewis, ebay, amazon.co.uk, Argos, Booking.com, and JUST EAT.