

# Shout!

Official magazine of The Fire Fighters Charity

[www.firefighterscharity.org.uk](http://www.firefighterscharity.org.uk)



## Tomorrow's World

How your support has helped firefighter Dean Nelson prepare for an uncertain future

**Celebrating our Patron**

Marking the Queen's Platinum Jubilee this summer

**Free children's book**

How *The Wolf Was Not Sleeping* can help your children



# Enjoy your conservatory all year round



**SUBSIDIES AVAILABLE**  
\*Quote Ref Shout0422

Transformed in one day with Green Space UK's insulated roof panels

**INSTALLED IN 1 DAY**

"What a difference a day makes as the saying goes, and yes, that's all it took to install."

Mr & Mrs Barber, Wells

**WARMER IN WINTER**

"There is no doubt that the conservatory is much warmer than previously, and no, the room is not darker either!"

David Birch, Chichester

**USABLE ALL YEAR ROUND**

"The conservatory is now used throughout all seasons of the year and is far more comfortable to sit in whatever the weather outside."

Mr & Mrs Gibson, Portishead

**MOULD & CONDENSATION**

"This is the best thing we have done in this house. Used to run with condensation and now zero."

Karen Thomas, Chippenham

**COOLER IN SUMMER**

"You could have fried an egg on the table in there in the summer, I now look upon the conservatory as a new room. It is quiet, restful and cosy."

Carol Doyle, Surrey

**REDUCES ENERGY BILLS**

"I've already turned the underfloor heating down. Lovely job guys, thank you!"

Anne Bird, Bristol

**QUIETER IN BAD WEATHER**

"For the first time in 10 years we do not have to close the door to the conservatory when it rains, as the noise is minimal and before I found it difficult to hear the TV over the loudness of the rain on the old roof."

Mr & Mrs Bailey-Webb, Warsash

*"It's the best home improvement we have ever made. Our conservatory is now our dining room in the garden."*  
Mike Millis, Middleton On Sea



Get a price for your conservatory roof  
**0800 08 03 202**  
[www.greenspaceconservatories.co.uk](http://www.greenspaceconservatories.co.uk)



Terms and Conditions apply. Green Space UK, Unit 8 BH24 1PD, Registered No. 8542786, as shown on FCA authorisation, trading as Green Space UK, is a credit broker and is authorised and regulated by the Financial Conduct Authority. Subsidies are limited by area and not guaranteed. Putting off your enquiry could reduce the potential subsidy available to you.

# Editorial



Welcome to this Spring/Summer 2022 issue of *Shout!* from The Fire Fighters Charity. After a long winter it's great to be able to look ahead to a summer of celebration as we come together as a nation to mark the Queen's Platinum Jubilee.

Her Majesty Queen Elizabeth II has been our patron for 69 years, almost as long as she has been serving the nation and Commonwealth as our Head of State. Throughout that time, she has been a loyal supporter of our Charity, writing to us ahead of every Annual General Meeting, attending

our Golden Jubilee celebration and, I often hear, asking after us when awarding honours to deserving members of our fire services community.

We are immensely proud to have Her Majesty as our Patron and it has been lovely to hear the memories of those beneficiaries and employees who met and spent time with her at our Golden Jubilee celebration event in 1993. You can read more about this memorable day on page 12.

I've also been delighted to see so many of you joining *My Fire Fighters Charity* since we launched our new health, wellbeing and social space last November. You'll find QR codes and links to lots of great MyFFC content throughout this issue of *Shout!* and, if

you haven't joined MyFFC yet, please do take a look at it as I can guarantee you'll find something of interest and relevance to you.

Indeed, the success of MyFFC is, I hope, indicative of the work we are currently doing across the Charity to reach more of our beneficiaries, provide more proactive and preventative information to the whole fire services community and to diversify our services. The health and wellbeing section of this issue of *Shout!* features some of the new programmes and initiatives that we have been running recently, more of which will follow in the months ahead.

Of course, the evolution of your Charity and the realisation of our ambition to help every

member of the fire services community to help improve the health and happiness of every member of the fire services community, is only possible thanks to your continued support. Furthermore, as you'll read on page 27, you can also help us in unexpected ways, like reaching out to corporate organisations you know or work with, often with incredible results.

Enjoy the issue, and have a healthy and happy summer.

Dr Jill Tolfrey  
Chief Executive

## Contents

- 4 Shout! about it**  
All the latest news from The Fire Fighters Charity and MyFFC
- 7. Leaving a legacy**  
The most important gift you might ever give
- 8. A brighter future**  
How your donations have helped retired firefighter Dean Nelson to look towards a brighter future after a life-changing accident
- 12. A Golden Day**  
Looking back on the day Her Majesty Queen Elizabeth II, our Patron, joined us for our own Golden Jubilee celebration
- 15. Ready, Reset, Go**  
What is a day on our new Reset Programme like? All you need to know.
- 16. PULLOUT POSTER: Healthy Joints**  
Find a fitting noticeboard for this pullout poster to help you deal with nagging joint pain
- 18. Road to Covid Recovery**  
Find out about the different ways we can support you after a Covid diagnosis
- 20. Student nutrition**  
Help the students in your family with top tips for cooking on a budget
- 21. Children's anxiety**  
Advice for helping your child with their fears and anxieties
- 24. Our Lottery Turns 20**  
Celebrating twenty years of The Fire Fighters Lottery
- 25. Fire friends**  
You could be just the person to help us launch our new telephone befriending service
- 27. Corporate Partnerships**  
How you might be able to help us secure our next major corporate partnership
- 28. On your bike**  
The incredible story of The Longest Ride, a £54,000 fundraising cycle from Land's End to John O'Groats
- 29. Living Highlights**  
What's going on with our online and face-to-face Living Well Groups? Find out here.
- 30. Events**  
A selection of great challenges and events to sign up for over the coming months

Registered Office: The Fire Fighters Charity, Level 6, Belvedere, Basing View, Basingstoke, Hampshire, RG21 4HG. Charity registered in England & Wales (1093387) and Scotland (SC040096)  
Disclaimer: The Fire Fighters Charity believe that the information given in this magazine is correct at the time of going to print. We cannot accept any responsibility for any errors or omissions. The opinions expressed in the magazine are those of the writers and not always that of the Charity. Where external links are provided - to other websites or social media accounts - we do not endorse the content carried on these sites and readers visiting them do so at their own risk. Although all advertising is expected to conform to the appropriate advertising standards, inclusion or insertion of such material in this magazine does not constitute a guarantee or endorsement on The Fire Fighters Charity's behalf of the quality or value of any products or of the claims made for them by the advertiser. Readers are advised to verify product information with the advertiser.

**Shout! about it** Contact the editorial team on [shout@firefighterscharity.org.uk](mailto:shout@firefighterscharity.org.uk) or 01256 366566



# Shout! about it

Here's where you'll find out what we and our supporters have been working on over the last six months. We're always on the look out for interesting stories and if you've got something newsworthy that you'd like to *Shout!* about, let us know: [shout@firefighterscharity.org.uk](mailto:shout@firefighterscharity.org.uk)

## Celebrating our Patron this Summer



This summer we will join the rest of the nation to mark Her Majesty Queen Elizabeth II's Platinum Jubilee. However, as well as celebrating her 70 years of dedicated service as Queen, we will also be celebrating the 69

years of service she has loyally given to our Charity, as our Patron.

In June, we will plant a tree at each of our three centres across the UK, in line with the Queen's Green Canopy initiative, and dedicate new mindfulness benches in places where our beneficiaries can enjoy a moment of quiet reflection. Later in the year we will also be dedicating a special garden at Jubilee House, in honour of Her Majesty's Platinum Jubilee.

John Baines, Chair of the Board of Trustees, said of the celebration: "Her Majesty The Queen's seven decades of support as Patron of The Fire Fighters Charity is a remarkable undertaking. On behalf of each individual and family the Charity has supported over the years, together with

those for whom we exist to support today, I wish to humbly thank Her Majesty for such dedication, support and service to us, together with that afforded to the wider UK fire service community."

For those of you also keen to celebrate our special link with Her Majesty, we're asking as many of our supporters as possible to raise £70 this June. Whether you're holding a *Brew With A Crew*, running a marathon, climbing a mountain, taking part in a sponsored silence or sitting in a bath of beans, if you're able to raise £1 for every year of the Queen's reign, we'll reward you with a Platinum Jubilee Badge for your MyFFC profile.

Search #PlatinumJubilee on MyFFC to find out more.

## Free heart-warming children's book for fire families

We're delighted to announce the publication, on 4 May, of The Fire Fighters Charity edition of *The Wolf Was Not Sleeping*, a beautifully illustrated children's book that we are giving away as an exclusive gift for members of the UK fire family.

Designed to help you share the pride you feel in your job and to help you talk about it with the young people in your life, the book by children's author Avril McDonald also features a special foreword from HRH The Duke of Cambridge.

The brainchild of a New Zealand firefighter, our special edition of *The Wolf Was Not Sleeping* has been adapted for the UK fire services community and comes with a reference sheet offering advice and question prompts for you to use as you come together to read the tale of Wolfgang, a young wolf whose father is a firefighter.

To order your free copy, simply scan this QR code, fill in your details on our website and we'll pop one in the post to you from 4 May onwards.



[www.firefighterscharity.org.uk/wolforder](http://www.firefighterscharity.org.uk/wolforder)



## Thank you for supporting our Winter Appeal

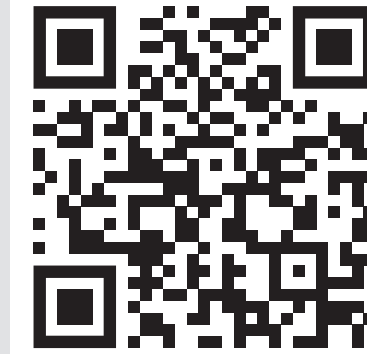
We launched a winter appeal at the end of last year, following unprecedented pressures on our fire and rescue services throughout the pandemic - and thanks to your generosity, we've raised £27,375 from 580 gifts, so a HUGE thank you to all of you!

None of our emergency service personnel should have to take their work home with them, but the mental health burden on many members of our dedicated and hard-working community means that many have been doing just that. Now, your donations have helped ensure we can continue to be there for more of our fire services community when they need us most, offering health and wellbeing support throughout their lives.

## Readers' Survey - Win a £25 Amazon Voucher

We really value your opinion, so to make sure that we continue to provide you with all the articles and information you want - through *Shout!* magazine and our other channels - we'd be hugely grateful if you could complete our short Readers' Survey.

Just scan the QR code here, spend no more than 10 minutes answering our questions and enter our prize draw to win a £25 Amazon voucher, as a thank you for your time.



## HOPE for the future

We're delighted to say that our popular online mental health courses, run in partnership with HOPE, are set to continue after we agreed to run a further 17 programmes over the coming year.

There are three courses running in May, including a dedicated HOPE programme for carers, a course in July and three further courses in September, including a course for parents of children with complex needs.

For full details, dates and to sign up for any of the courses, just visit [www.firefighterscharity.org.uk/hope](http://www.firefighterscharity.org.uk/hope)

## Join MyFFC and win a Samsung S20FE

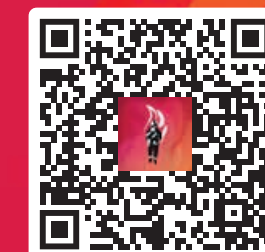
We're giving away three Samsung S20FE smartphones to lucky My Fire Fighters Charity users this spring.

All you need to do to be in with a chance of winning one of these great new phones is to join My Fire Fighters Charity - our new health, wellbeing and social space - before the end of May, and the sooner you join, the more chance you have of winning.

We'll be picking a winner at random from all registered MyFFC users on the last day of March, April and May. So, if you join in April, you'll be in with a chance of winning in both the April and May draws.

Of course, as well as potentially winning a new phone, joining MyFFC will mean you have access to a vast library of health and wellbeing information and multimedia resources, can connect with friends and colleagues across the UK and access support from us quickly and easily.

Simply scan the QR code of visit [www.firefighterscharity.org.uk/myffc](http://www.firefighterscharity.org.uk/myffc) to register today. Good luck.



## William Wood Watches motorbike auction

Our friends at William Wood Watches have teamed up with Saltire Motorcycles to create the world's first William Woods Watches 'Always Ready' motorcycle, and they're giving it away through a prize draw, with all profits donated to us.

The special Indian Scout bike will be given away to one lucky winner, picked at random from just 300 ticket holders. Tickets cost £100 and are on sale from 20 April, 2022.

Find out more about the bike and buy your ticket at <https://tinyurl.com/WWWatches>



## Time to Reset this Spring

It's been a long winter and a tough few years for many of us, so as the weather hopefully picks up over the coming months, what better time is there to Reset and recharge your batteries?

Our Reset Programme at Harcombe House offers you the opportunity to develop and improve your resilience and overall mental fitness, with a programme of workshops and activities tailored to your individual needs.

So, if you're feeling stressed or anxious, living with a long term health condition that's impacting your wellbeing, struggling to get a good night's sleep or dealing with issues such as chronic pain, our Reset programme could be just the thing you need this Spring.

Find out what a typical day on the programme is like at [www.firefighterscharity.org.uk/reset](http://www.firefighterscharity.org.uk/reset) and access support through MyFFC or via 0800 3898820.

## MyFFC - Make the most out of Shout!

To get the most out of this issue of *Shout!* make sure you have downloaded MyFFC and registered. Then, keep an eye out for the QR codes throughout the magazine that will take you to the content, groups and pages on MyFFC, where you can find out more, comment, take part in discussions and tell us what you think. Enjoy.



Retired or Serving

# Firefighter?



## Competent DIYers Wanted – Recruiting from the Emergency Services Nationwide

Provide vital relief caretaker and site support to schools. Choose between flexible part-time or full-time paid opportunities.

We need friendly, proactive, team players who want to make a difference.  
Covering 98% UK schools, paid work usually within 20 minutes of your home.  
Option to job share. Assignments generally range between 1 week and 6 months.

No qualifications required but you should be a competent and confident home DIYer.  
H&S training provided online, further training provided on site for each assignment.

Support schools on a temporary worker (zero hours) PAYE contract benefitting from reliable payment, mileage (over 10m), annual leave entitlement and paid lunch breaks (full days). Alternative self-employed contract is available, existing trades please enquire for details.

Tasks vary with each assignment and might include: security (open / lock up), deliveries and portage, perimeter security checks, setting up meeting rooms, checking fire escapes, supervising cleaning staff, regulatory checks (training provided), liaising with contractors, minor repairs and maintenance.

Choose your available hours around your shifts or other commitments

Register online to receive alerts when schools near you need help

[www.tibservices.co.uk/work](http://www.tibservices.co.uk/work)



LEGACIES



## The most important gift you'll make

Retired firefighter Rob Leeson on why, after years of putting it off, he finally got round to making a will – with the help of free will-making service Bequeathed – and decided to ensure he left a lasting legacy for the firefighters of the future by leaving a gift to us in it.

It's one of those things many of us avoid – and when it came to making his and his wife Jane's wills, retired firefighter Rob Leeson was no different.

However, after years of putting it off, he says he jumped at the chance to make one when he saw we had partnered with Bequeathed to offer a quick, easy and entirely free will-making service – which can be done completely online.

Rob, 63, who worked for South Yorkshire Fire and Rescue Service for 30 years, has seen many of his colleagues helped by us over the years and, knowing we're there for him and his wife for life, he generously decided to pledge money to us.

"I always knew about this Charity because we'd do the Car Washes and things like that. I could have used its services a few times myself, because I've had trouble with my knees and in recent years I've had cancer and a heart attack. It's reassuring knowing you're there," says Rob.

And for Rob, being able to have the support of our partner, Bequeathed, when making his will gave him the boost he needed to finally do it.

Bequeathed takes you through the process of making a will online, in three simple steps. Once you've completed an interview to draft your will, a member of staff from one of Bequeathed's partner legal firms will advise

you on how best to go forward in a free 30-minute appointment, in person or over the phone.

Once your will is complete, the firm will help you with getting it signed and witnessed, as well as storing it for you for free.

"I always think The Fire Fighters Charity is primarily supported by people that have been affected by their line of work, or have worked in the service, so I wanted to help," says Rob. "With my background, this Charity is a good place to leave money to."

Rob ended up doing a Zoom call with one of the Bequeathed experts for his will and says: "It's not the normal way you'd do it, but it worked really well."

"They tell you the information you'll need beforehand, so we'd gathered all that together, and then it was easy from there. If you're doing it online, they're there to help you too."

"It was a relief to have it done and knowing it's in safe hands. I almost wish we'd done it earlier, but saying that, we wouldn't have had this facility with The Fire Fighters Charity and Bequeathed if we had."

"I'd encourage anyone to do it. No-one likes to think about this stuff, but you do need to. Me and my wife don't have any kids, so it was quite simple, but I know with a lot of families it can get complicated."



"This Charity is changing people's lives and you can't predict when you'll need it. It's not just for firefighters, it's for your families, that's such an amazing facility to have so it's a shame not to support it."

Visit [www.firefighterscharity.org.uk/free-wills](http://www.firefighterscharity.org.uk/free-wills) to find out more about making your free will online with Bequeathed.

### Share why a legacy is important to you



Join our 'Share Your Story' group in MyFFC to tell us why you've decided to leave us a legacy in your will and help the firefighters of tomorrow. Just visit the 'Groups' tab at the top to find that and more.





# A brighter future

We've been supporting former firefighter Dean Nelson after a devastating accident left him with serious injuries and forced him to retire from the job he loved. Your donations have since ensured we could help him come to terms with his long-term conditions, as well as completely transform his home so he can manage in a wheelchair in the future.

**H**aving to leave the fire service early in your career due to medical reasons is devastating enough, but for Dean Nelson, it was just the start of his ordeal.

The father-of-four, 36, who spent 10 years as a firefighter with Durham and Darlington Fire and Rescue Service before medically retiring in 2016, sustained serious injuries to both his knees and right shoulder while attending a building fire and collapse in 2013, but initially thought he'd recover in a matter of months.

However, he went on to develop osteoarthritis in both his knees and was told he'd need them replaced, but the procedure couldn't be carried out until he was older. It now means Dean will need the use of a wheelchair for a number of years before he is able to undergo the knee replacement surgery.

Dean was initially supported at Jubilee House, our centre in Cumbria, when he was first injured. However, he says it's the support he's since received from our Welfare team – who helped him to have his home adapted – that's changed his life.

And it's all thanks to your generous donations.

"I was crushed in a building fire on a job," says Dean. "I tore the cartilage from my left knee, tore the cartilage and meniscus in my right knee, compressed the ligaments in my right shoulder and damaged the brachial plexus in my right upper chest."

Before he realised the full extent of his injuries, however, Dean reached out to us and was offered a stay at Jubilee House in 2014.

"The support there was absolutely fantastic," he says. "Obviously there were underlying issues that I didn't realise at the time, but the physio that saw me worked out that there might be other issues, and they advised me to go back to the doctors and query them.

"That's what triggered the extra tests and they found the more serious underlying issues."

Realising this was going to be a long-term issue, Dean says he soon came to understand that his career as a firefighter would never be the same. As there were no office jobs at the time, Dean eventually took the decision to medically retire.

**"Everything came crashing down...how do I pay my mortgage? How do I pay for the children's food, clothes?"**

"I had no choice. For myself, I was still a young man – I was only about 30 at that time – I'd worked all my life and never claimed any benefits, so it was really hard," he adds.

"I'd never asked for any financial support or help before. In my mindset, I had to do everything myself because if I didn't, then I was failing somewhere... I've always been a provider for the family, I have four kids – two boys, two girls – so there's quite a lot of pressure on myself.

"Everything came crashing down at once. I was thinking, 'how do I pay for my mortgage, how do I pay for the children's food, clothes?"

"Going from being a very physically active individual, to then being told you're now not physically capable of undertaking all these tasks which you used to undertake with ease, it was a real earth-shatterer for me."

Due to Dean's brachial plexus injury, he went on to develop a chronic pain condition called CRPS (Complex Regional Pain Syndrome) in his right arm. At its worst, Dean says his arm would swell up and ulcerate and he was even told at one point it may need to be amputated. Luckily, medics were able to manage the condition.

On top of that, his knees began to deteriorate and basic tasks like walking and climbing stairs became painful.

"My surgeon told me I'll need both knees replaced but I'm too young for it at the moment," says Dean. "I've got to wait until I'm 45, earliest."

"Due to some of my injuries that are progressively getting worse, my wife and I realised we needed to make adaptations to the house to help us prepare for further deterioration, which I now know is coming."

Dean and his wife, Lydia, began pulling together the savings they had, as well as borrowing from family, to try and see what they could afford to do to their home to allow wheelchair access.

"We got to the point where we'd found a builder, cut everything back to what we really needed as opposed to what we wanted, and we were just off the mark," says Dean.





"It was totally by chance that I was talking to a former colleague and he suggested I speak to the Charity about it. That was around Christmas, before Covid. Initially, I was just asking if you knew of anywhere I could turn."

Dean adds: "The team were fantastic. They pointed me in all the right directions and told me what to do, and I was able to qualify for PIP (personal independence payment) – something I didn't realise I qualified for at all. That was a massive help straight away."

"They also informed me that, thanks to supporters' donations, you could help towards some of the more essential costs, such as heating and plumbing, which to be honest I was gobsmacked at. I was overjoyed."

With our support and advice, Dean was able to access grant funding and finally managed to organise the extension to his home that he needed.

"We've since had a seven-metre extension out on the ground floor of the house," he says. "That's an extra bathroom, a bedroom (for when I can't handle the stairs anymore) and space for a utility area for me to change in. Then there's access straight out to the garden."

"On the first floor, we extended out four metres and were able to put an extra two

bedrooms in for my two boys. Now they all have their own room.

"We've made the doorways wider for wheelchair access and widened some of the walls in the kitchen too. There's no restriction anywhere for me now, if I'm in a wheelchair."

Dean also received advice about insulating his home from us, which meant the cost was far lower than he'd expected.

"Some of the bedrooms upstairs had started to have damp problems, because the insulation was so old, and there was no insulation in the top part of the house," he says.

"I was able to get in touch with a company who was able to suck out all the old insulation and put in new stuff. It's made a big boost to the eco efficiency of the house now."

Carrie Pearce, our Welfare Services Lead, says: "Dean was amazing throughout the build, not only project managing and getting hands on with the works during the days where he could, but spending evenings completing endless forms to help with the funding."

"Dean was responsible for raising the money he needed and did this with the help of some savings, financial support

from family and grant funding."

While Dean's CRPS is lifelong, it's under control other than the odd flare-up. However, it does mean he's had to massively modify how he uses his upper body.

"Everything's going in one direction, but knowing we've now got everything we wanted in the house done, it's such a relief for the whole family – it's a huge weight off. And that's all down to you and your supporters," says Dean.

He has not enquired about further physio support from us yet, but says as his condition deteriorates in the coming years, knowing we're there for him is a relief – and he feels sure he'll be in touch.

"My advice to anyone is to speak to the Charity – even if you don't think they can help," says Dean. "There's things they've helped me with that I had no idea at all that they could."

"Knowing there's somebody there that's going to be impartial and going to listen to me, not judge in any way, while doing everything they can to give me some relief in whichever way it is, is a huge reassurance."

### Share how we helped you on MyFFC

MyFFC has a dedicated 'Share Your Story' group where you can read about more of our beneficiaries' experiences, as well as finding out how you can share your own story. Just visit the 'Groups' tab at the top to find that and more.

There is also a wealth of exclusive content on everything from our welfare services to our mental and physical health support. Use the search bar to find exactly what you're looking for or browse all our content in the 'Library' tab at the top. You can also watch a video of our interview with Dean in the *Shout!*Extra group. Register at [www.firefighterscharity.org.uk/myffc](http://www.firefighterscharity.org.uk/myffc)

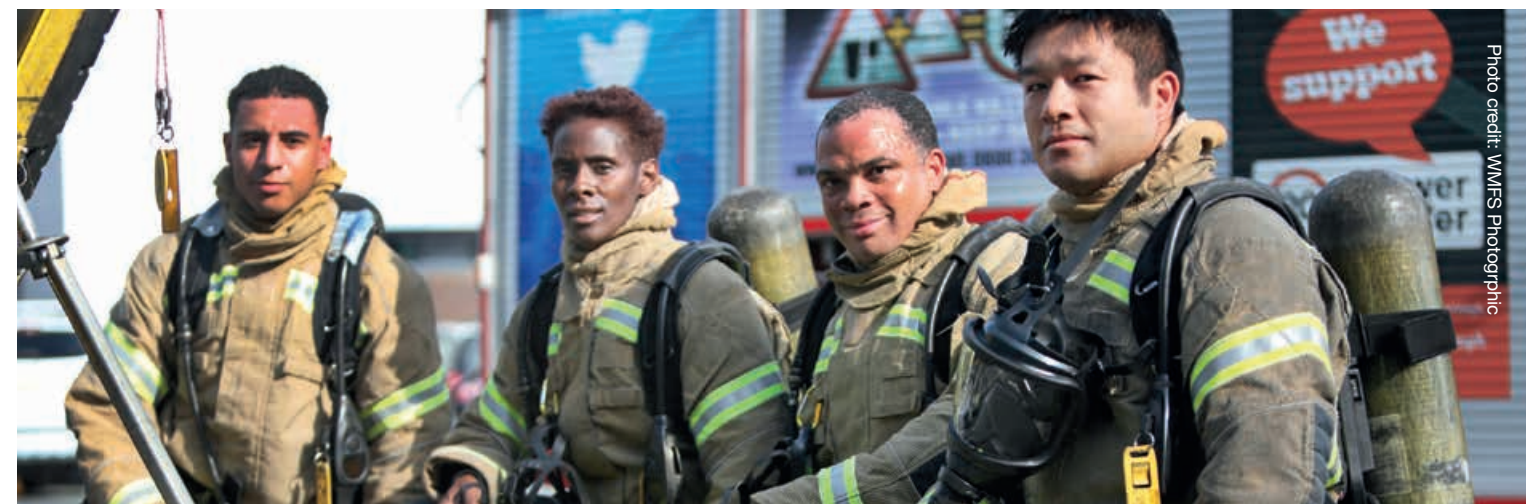


Photo credit: WMFS Photographic

## Become a Company Member in 2022

We are seeking FRS individuals to support the Charity's governance.

Attend our AGM and cast your vote in the best interests of our Charity's future. The ideal Company Member has a genuine interest in our Charity and a commitment to undertaking the key duties of the role.

Closing date: 23 May 2022, 9am

To find out more visit [www.firefighterscharity.org.uk/companymember](http://www.firefighterscharity.org.uk/companymember) or email [companysecretary@firefighterscharity.org.uk](mailto:companysecretary@firefighterscharity.org.uk)

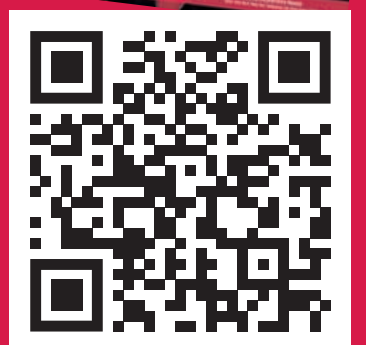


## Share your feedback for a chance to win a £25 voucher.

We really value your opinion, so to make sure that we continue to provide you with all the articles and information you want – through *Shout!* magazine and our other channels – we'd be hugely grateful if you could complete our short Readers' Survey.

Just scan the QR code here, spend no more 10 minutes answering our questions and enter our prize draw to win a £25 Amazon voucher, as a thank you for your time.

Scan or visit [www.firefighterscharity.org.uk/shoutsurvey](http://www.firefighterscharity.org.uk/shoutsurvey)







# A golden day with our Patron

When Her Majesty Queen Elizabeth II attended our Golden Jubilee celebration on 10 June 1993, she had marked her own Ruby Jubilee a year earlier and was halfway through her 40th year as Patron of the Fire Services National Benevolent Fund, as we were then known.

This year, the country will come together to mark Her Majesty's Platinum Jubilee and to celebrate her 70 years of service, 69 of which will have included serving as our Patron. To mark this incredible milestone and to thank her for her loyal support of our Charity throughout her reign, we spoke to those who met her in person on a special summer's day in 1993.

## The Reception

Held at London's Guildhall, the Fire Services National Benevolent Fund's Golden Jubilee commemoration event was hosted by The Corporation of London and included 900 guests.

With representatives from every UK fire and rescue service, as well as retired fire service personnel and beneficiaries of all ages, guests came to the Capital from far and wide to attend the invitation-only event.

Our Chair of the Board of Trustees at the time, Fire Master (CFO) Ian Adam (Central Fire Brigade, Scotland), greeted Her Majesty outside at around 12 noon to the sounds of bellringers, before speeches were delivered inside – one of which Ian himself gave. He then accompanied the Queen around the Guildhall's various grand gothic rooms, introducing her to a few of

the guests and sharing some of the ways we had helped them.

### My memories: The Chair – Ian Adam

"We'd just had the big fire at Windsor Castle, which meant the Queen had good knowledge of the fire brigade. I mentioned in my speech about the Guildhall being destroyed by fire many years before.

"Then, during the walkabout, I was beside the Queen while my wife walked a few paces behind with her Lady in Waiting. They'd divided the place up across a library and another two halls and there were about 12 groups of people for her to meet, who I was introducing her to.

"There's one particular memory that stands out... there was a buffet ready in each room for after the Queen left, but after we walked from the library into a little corridor to go to

the next room, the PA system announced that the buffet was open by mistake. It had not been switched off in the hallway, so she heard it!" Ian says.

"The Queen quickly turned and put her hands up, laughing. Her words were something like, 'Mr Adam will be knocked over in the rush!'

"That one mistake gave us a really spontaneous reaction from her and the photo is fantastic.



"She was smashing to speak to and she was very interested in particular in the children there and families," says Ian. "There were one or two children in wheelchairs, who were recipients of our support, and she spoke to all of them personally.

"As we left the Guildhall – and she'd run over time – we had a table set up with photos and memorabilia that went back to 1947 and the war years.

"Her mother and father were in the photographs too and there were a lot of things she remembered from the war and the work of the fire service. She was very interested in it. I got a lovely letter afterwards saying how much she'd enjoyed it."

### My memories: Richard Aldridge



Richard, second from left, meets the Queen

**Richard Aldridge was just 11 years old at the time. His father, John, was a firefighter with LFB but sadly died in a car crash shortly after leaving the service. Richard, now 40, his mum and their family were supported by us – in particular by our Welfare team – in the years that followed.**

"I was about six when my father passed away and then the Benevolent Fund supported us financially in the time immediately after he died.

"I remember the day in 1993 well. I was one of the ones picked to stand in line as the Queen walked down and spoke to people and someone had mentioned to me that it was Prince Philip's birthday. Immediately, I wished him Happy Birthday when I spoke to her! She replied something like, 'I'll be seeing him this evening, I'll mention that to him'.

"I've got the video that I've shown my other half. She said, 'you can spot you a mile off, everyone's standing there patiently and you're popping up and down!'"

### My memories: Martin Reece

**Martin Reece, 70, was a Watch Commander with Merseyside FRS at the time – as well as a Charity Trustee. Martin retired in 2002, the same year he**



Martin, far right, was awarded an MBE in 2002

**received an MBE at Buckingham Palace from Prince Charles for his charitable work with us.**

"You could see a lot of people that the Queen was presented to were quite dumbstruck! When she got to me, she asked me about the support we offered. It so happened we had a little girl there whose parents had died. I was explaining to her what we would do for her and she was so interested."

"We're so lucky to have such a high standard of facilities there to look after us. It meant a lot that the Queen saw that."

### My memories: Frank Mullen

**Frank Mullen, 79, was a firefighter in Merseyside FRS at the time and attended with his late wife.**

"It was amazing arriving there. There was some lovely food and drinks, I remember we were given a plate – it was unusual, you'd put your thumb through and you'd have your glass attached to it!

"I've been supported by you myself over the years, at Marine Court and later Harcombe House... I'd already been when I attended the event in 1993 so I knew first-hand how important it is to support you, and the work you do."

### My memories: Gary Markwell



Gary Markwell has kept hold of his invitation

Gary Markwell, 58, represented non-uniform staff for Durham & Darlington FRS on the day.

"I worked in transport and supplies for Durham and Darlington, and I was nominated to represent non-uniform staff.

"It was a very proud day... I remember meeting other people from around the country and talking to one lady who indicated that her son was a serving firefighter and unfortunately passed away. You were supporting her family, and I remember thinking what a nice thing that was."



## Share your own memories on MyFFC

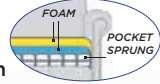
Were you at the Golden Jubilee event? Or have you attended another memorable event in aid of us? You can let us know, as well as hearing from other beneficiaries about their experiences, on MyFFC. Visit the 'Groups' tab and join our online community today.





## TRULY MADE-TO-MEASURE RISE & RECLINE CHAIRS AND ADJUSTABLE BEDS

Ultra comfort pocket sprung AERO-seat option



### RISE & RECLINE CHAIRS



Choose from our extensive range of chairs and selection of 400 fabrics & upholsteries



BOTH SEATS RISE & RECLINE



£300 OFF THE 1<sup>ST</sup> ITEM

50% OFF THE 2<sup>ND</sup> ITEM\*

5 YEAR WARRANTY INCLUDED FREE WITH EVERY MECHANISED ITEM

Flexible finance packages available



✓ CHOICE OF WIDTH ✓ CHOICE OF DEPTH ✓ CHOICE OF HEIGHT

### ADJUSTABLE BEDS



CHOICE OF HEIGHT

DRAWERS FOR EXTRA STORAGE



- ★ FREE home demonstration
- ★ FREE home delivery and set up
- ★ FREE nationwide service
- ★ NO cold calling
- ★ FREE removal of old furniture



## Time to Reset

Our Reset Programme is designed to help you build resilience and move forward positively with your life. Here, we explore what a typical day on the programme looks like and how it could help you.



Whether you're feeling stressed or anxious, you're living with a long-term health condition or you're struggling with chronic pain, fatigue or another life-altering issue, our Reset Programme could help you.

The programme offers the opportunity for you to develop and improve your resilience and overall mental fitness, with a programme of workshops and activities tailored to your individual needs.

Hosted at Harcombe House, our centre in Devon, the programme offers a relaxing environment for you to escape the pressures of day-to-day life, so that you have the space and time to focus on improving your overall wellbeing.

Our expert practitioners will be on hand to support you throughout, offering guidance, advice, tips and tools to ensure you get the most out of the experience and improve your quality of life going forwards. The programme will also offer the chance for you to support others in the group and spend quality time together.

**So, is it for you?**  
Could the programme be beneficial for you? Start by asking yourself:

- Do you feel stressed or anxious... is this starting to affect your overall wellbeing?
- Are you living with a long-term health condition that's impacting on your wellbeing?
- Are you struggling to get a good night's sleep? Are you irritable and unable to cope due to fatigue?

- Are you struggling with chronic pain that is stopping you living the life you want to lead?

If the answer to any of these questions, or similar, is yes, then the Reset Programme could help you.

#### Working in groups

The Reset Programme is largely group-based, so it's best suited to people who may be struggling with everyday life but are happy to engage with others in a group setting, sharing experiences and spending supportive time together.

It offers a series of sessions on everything from goal setting and Tai Chi/yoga, to pool sessions and relaxation, all tailored to meet your individual needs. Meanwhile, you'll also have the chance to attend workshops on everything from nutrition to sleep and managing stress, as well as taking part in group walks and chats.

#### What does a typical day look like?

Every day will vary, but a typical stay at Harcombe House will involve:

1. Three meals a day as a group: our chefs will prepare a healthy and nutritious breakfast, lunch and dinner for you.
2. Sessions spread throughout the day covering everything from goal setting, gym and pool sessions and yoga through to group walks, relaxation sessions and more.
3. Interactive and inclusive workshops covering everything from nutrition, sleep

and managing stress through to mind and body connection, understanding pain and more.

4. Time to explore the stunning grounds around Harcombe House, enjoying a walk outdoors and soaking up the nature around you.

5. Free time to have a rest inside or catch up with others on the programme

You don't have to face what you're going through alone. In order for you to feel and be the person you want to be, change needs to happen and we're here to support you during this challenging time.

To discuss how we might be able to support you right away, call us on **0800 389 8820**.

#### Find out more on MyFFC



Take a look inside our Reset Programme and find out more on MyFFC.

Call **FREE** today for a **FREE** brochure & home demonstration

**0800 810 8759**

[www.mobilityfurniturecompany.co.uk/sale](http://www.mobilityfurniturecompany.co.uk/sale)

\*The 50% offer is taken from the least expensive item and must be ordered at the same time.



## Head

- Acute and chronic pain also affect our emotional wellbeing, so why not try some mindfulness?
- Struggling with chronic pain and feeling out of control? Try practicing relaxation. There are several guided relaxations you can try on MyFFC.
- Try slowing your breathing down and breathing from your tummy – which may in turn relieve tension.
- The more you practice, the more effective these tools are, which in turn makes you feel in control and helps you sleep better.

## Neck

- If your role is sedentary, try standing every 10 minutes to relieve the pressure to your neck. And, if you are sat at a computer, make sure it's at eye level.
- When texting or looking down at a phone or tablet, raise your device to eye level and minimise the amount of time you use it.
- Keep well hydrated during the day to help keep your discs pliable and strong.

## Back

- Keep moving and continue your normal activities as much as possible.
- Try hot and/or cold packs, for example, placing a hot water bottle or a bag of frozen veg on the painful area.
- Relaxation is key! Try some mindfulness or relaxation activities and sessions, some of which you can find on MyFFC.

## Shoulders

- Move objects to a lower, more accessible location.
- When getting dressed, place the arm with the painful shoulder in clothing first.
- Gently move your shoulder regularly; sitting with a cushion behind your lower back may also help.

## Hips

- Painful hips at night? Try placing a pillow between your knees to add support.
- Improve your posture by sitting with your knees bent to 90 degrees and your feet flat on the floor – but make sure you move regularly.
- Keep your home a fall-free zone by removing any clutter, lighting darkened areas and wearing sturdy shoes.

## Knees

- Always step round rather than twisting round when turning.
- Maintain a healthy weight to lessen the load on your joints.
- Try some low impact exercises like swimming, biking or walking to help support and strengthen the legs (just be careful of breaststroke as the kick action can be aggravating).

# Joint pain, go away

Pain protects us, it tells us when to react and when we need to change our behaviour, but it can be a problem when it impacts day-to-day life. Here are some top tips to manage joint pain in different parts of your body, in a pullout poster for your office or Station wall.

Scan for more on MyFFC



For exercise tutorials, recipes and cook-along videos, expert advice, videos and much more to help you with your joints and musculoskeletal health, scan this QR code to follow our Healthy Joints topic on MyFFC.



# ROAD TO COVID RECOVERY

Whatever point you're at in your recovery from Covid-19, we can support you in a number of different ways – from online programmes to centre stays and social wellbeing advice.

**O**vercoming a Covid-19 infection can prove a long and difficult journey for many people, whether it's due to on-going effects on your physical health or the subsequent impact on your mental or social wellbeing.

However, there are a number of ways we may be able to support you, depending where you're at in your recovery.

From a Covid Recovery Programme at our three centres that's specifically designed to meet the needs of those with 'long Covid' – or post-Covid syndrome as it is now called – symptoms, to welfare support if you've been struggling financially following time off work and a number of online groups and programmes offering the opportunity for you to meet others, our dedicated teams are here to help.

So, begin by asking yourself...

- Have you been struggling with ongoing or long-term symptoms following Covid-19?
- Are you more fatigued than usual?
- Has Covid-19 impacted your work or social connections?
- Have you noticed an ongoing impact on your mental health following Covid-19?
- Are you struggling financially due to ongoing symptoms from Covid-19?

If so, below are just a few of the ways we may be able to support you. Simply get in touch with us on **0800 3898820** or visit the Access Support tab on MyFFC and we can work directly with you to look at the best way to meet your individual needs.

## RECUPERATION STAY AT A CENTRE

Falling ill with Covid-19 may not only impact your physical health, but your overall wellbeing too. And for some people,

taking some time out from the stresses of everyday life can be really valuable.

We could offer you the chance to get away and enjoy some relaxation time at one of our three centres – Harcombe House in Devon, Marine Court in West Sussex or Jubilee House in Cumbria – depending on your particular needs.

These breaks are not only great for some much-needed self-care, but you also get the chance to spend time with other fire and rescue service personnel or their families in a safe environment, with the opportunity to speak with our practitioners regarding possible next steps in your Covid recovery.

## COVID RECOVERY PROGRAMME

We launched a Covid Recovery Programme last year, aimed specifically at anyone struggling with ongoing symptoms – or 'Long Covid' – following a Covid-19 infection.

Available at all three centres, the programme includes a five-day residential stay with a holistic programme created for each individual, along with a series of group sessions with others who have experienced the impact of Covid-19. These include appropriate-level activity sessions and workshops on everything from more effectively managing fatigue, pacing of activities and breathing exercises, to nutrition, stress and sleep – as well as online sessions before and after your stay.

You are also offered the opportunity to meet with a psychological therapist or welfare caseworker to discuss additional support that may be available to you, both within and outside our Charity.

## WELFARE SUPPORT

For some people, a battle with Covid-19 – particularly when symptoms continue for a long time – can impact financially. Perhaps you're still working towards a return to work

duties that you were performing before your Covid infection, or looking at a change in role?

Whatever the circumstances, our Welfare Services team is always working to help you find your way through difficult times, whether it's by providing a listening ear, signposting to local services or helping during times of financial hardship.

## DO YOU CARE FOR SOMEONE?

There are a number of ways we can support our caring community, both in our centres and online.

If you care for someone and you're struggling to cope, whether it's due to you or another carer struggling with long-term Covid symptoms – or the person you care for experiencing the effects of Covid - we may be able to help you.

We have a dedicated Carers and Caring group in MyFFC, our health, wellbeing and social space, where you can chat to like-minded others, join online quizzes and calls and speak to some of our expert practitioners to get valuable advice.

## Join our Carers and Caring group on MyFFC



## MENTAL HEALTH SUPPORT

Meeting the mental wellbeing needs of our community is of the utmost importance to us and there are a series of ways we may be able to help you with your recovery from Covid-19.

Recovery from Covid can be very personal and may often involve several variables, impacting people differently and in many different ways, including stress, anxiety and depression related to these areas. So let us be there for you.

From one-to-one counselling over the phone or online, to a stay at Harcombe House on our Reset Programme (details of which can be found on page 15), there are various ways we may be able to meet your individual needs.

We began working with social enterprise Hope for the Community last year on delivering a series of innovative online mental health courses specifically designed to support the wellbeing of our fire and rescue services community.

The free, six-week online group self-management programmes will equip you with a range of tools and strategies to build your resilience and improve your mental fitness. The programmes cover topics like: managing stress, smarter goal setting, gratitude, character strengths, physical activity, eating well, coping with fatigue, practicing mindfulness, communication and relationships.

## ONLINE SUPPORT FOR RETIREES

Our Living Well Groups offer our retired community the opportunity to meet like-minded others – whether in an online environment, or face-to-face.



If you've had to spend longer periods of time indoors due to self-isolation or a battle with Covid-19, why not join one of our online calls and chat to other retired members of the UK's fire and rescue services community?

Perhaps you are now more isolated than before the pandemic? Whatever the reason, there's no need to feel alone.

You can find out more about the groups on page 29. To get involved, direct message @ClareHannaford on MyFFC or email [channaford@firefighterscharity.org.uk](mailto:channaford@firefighterscharity.org.uk)

We're rolling out more programmes this year, so take a look at page 5 for details and keep an eye on the News and Updates group in MyFFC.

## Join our News and Updates group on MyFFC





# BUDGET NUTRITION TIPS FOR TEENS

Our Health Improvement Lead, Dr Greg Lessons, outlines 10 simple strategies for budget-friendly student food preparation:



### 3. STOCK UP ON SOME DRIED HERBS AND SPICES

Seasoning food with salt is not recommended as too much can increase blood pressure. Instead, plenty of flavour can be achieved by using herbs and spices, so stock up on a few favourites such as jars of pepper, chilli, basil, etc.

### 4. LEARN TO MAKE A SIMPLE TOMATO SAUCE FROM SCRATCH

Jars of ready-made sauce are generally expensive and too high in salt, sugar and fat. A healthy pasta sauce can be simply made using chopped tomatoes/passata, a little onion, garlic and some dried herbs. You can find a good pasta sauce recipe below.

### 5. COOK EXTRA AND FREEZE FOR FUTURE MEALS

As a student living in shared accommodation, freezer space is precious, but frozen food lasts a long time. To avoid arguments, use freezer bags where possible, to take up less space.

### 6. TRY SINGLE-POT RECIPES

These tick all of the boxes for busy students who are cooking on a budget with limited cookery skills and equipment. We will be sharing some one-pot recipes over the coming months on MyFFC.

### 7. STOCK UP ON WHOLEGRAINS

Wholegrains are much better for health than refined grains. Bags of oats, pasta and rice have a long shelf-life, so stock

up on the wholegrain varieties of these foods.

### 8. STOCK UP ON FROZEN/CANNED FRUIT AND VEG

This is just as nutritious as fresh fruit and veg (sometimes more) and will save money whilst lasting much longer.

### 9. PLAN YOUR MEALS

Planning your meals for the week will help you avoid buying unnecessary items from the supermarket (which can become an expensive habit).

### 10. COOK WITH YOUR HOUSEMATES

Why re-invent the wheel? Learning isn't confined to the lecture room. Learn from other students in your shared accommodation by watching them cook.

**W**hen studying, energy levels, mental clarity and overall wellbeing are incredibly important, so establishing routines and habits when it comes to healthy meal preparation is key – instead of resorting to those tempting takeaways and ready meals. Here are my top tips:

#### 1. GET SOME NON-STICK COOKWARE

It's important to minimise the amount of oil we cook with when shallow frying, to reduce unnecessary calorie intake. Non-stick cookware allows us to use the minimal amount – and try to stick to rapeseed or olive oil, as these are healthier.

#### 2. GET SOME DURABLE COOKING UTENSILS

Get some basic cooking utensils early on, such as a spatula, a serving spoon, sieve, colander, potato peeler, garlic crusher, whisk and some chef's knives, so you're ready for any recipe.

### Classic Italian pasta sauce

Serves 8

#### INGREDIENTS:

- 3 medium brown onions, chopped
- 8 garlic cloves, finely chopped
- 2-4 hot chillies or dried chilli flakes
- 1.5kg Italian sieved tomato passata
- 2 tbsp dried basil
- Several grinds black pepper

#### METHOD:

1. Heat 1.5 tbsp oil in a medium-sized saucepan and cook onion until browned.
2. Add chilli and cook for 2 mins, then add garlic and stir fry for one minute before pouring in the passata and mixing.
3. Stir in basil and pepper and simmer for 20 mins, stirring occasionally.
4. Serve over wholemeal pasta or turn into bolognese using lean minced beef.



### Join our Nutrition Group on MyFFC

Greg hosts a nutrition group on MyFFC, where he shares exclusive recipes and cook-along videos. Scan to join.



# IS YOUR CHILD FEELING ANXIOUS?

Understanding when your young children are feeling anxious is really important. Here, our Psychological Therapist, Zenia Bond, shares some tips to help you talk openly with them about any fears they may have.

**C**hildren can feel anxious about a number of different things, depending on their age and situation, and it can differ from child to child.

It's important to know that fears and concerns are a normal part of growing up, but when those anxieties start to impact their day-to-day lives, it's essential that parents can identify them and talk to their children about anything they may be worried about.

Just one of those fears may relate to a parent working as a firefighter, often with irregular shift patterns – particularly if working on-call – which means they may need to rush out of the house at a moment's notice. As they start to grow up and understand a little more about what you do, this may then change slightly and some may worry about you at work and what you may be facing.

With that in mind, we are now working with the children's author Avril McDonald on the release of a special firefighters-specific version of her delightful story, *The Wolf Was Not Sleeping*, which aims to ease anxieties in children whose

parents work in the emergency services. You can find out more information about this on page 4.

To mark its release, we have pulled together some suggestions for how to support your child if you feel they may be experiencing some anxiety, whatever the cause may be.

#### 1. ENCOURAGE YOUR CHILD TO TALK

Children may know what they're scared of, but may not have the words to explain it to you, so it can be helpful to encourage your child to talk openly about their feelings by asking questions. For example, 'how are you feeling about Mummy/Daddy going to work tonight?' If they then express anxiety or fear, you can ask more specific questions, for example, 'what is it about Mummy/Daddy going to work that makes you scared?'

#### 2. HELP YOUR CHILD LEARN TO RELAX

Taking the time to talk to your child when they are calm can allow for you to explore some anxiety management techniques together, in a non-pressured way. Try pretending to blow up a big balloon with them to get them breathing deeply, or distract



them by asking them to look for five things in the room of a particular colour, or listening to a soothing piece of music or story together.

#### 3. TALK TO YOUR CHILD ABOUT WHAT YOU DO

Children have wonderful and vivid imaginations, the difficulty is they can imagine huge, terrifying monsters as easily as they can imagine superheroes who save the world. Talking to your child about yours or your partner's station, fire engine and crew means you can play a vital role in building a picture of the world you are in when you're away from home, that isn't so scary.

#### 4. GET SUPPORT

We offer recuperation and residential breaks away for families to support their wellbeing. Parents can also access mental health support through our psychological therapy team, and the Welfare team can help with any wider issues that may be putting added pressure on the family.

### Pre-order your FREE copy of The Wolf Was Not Sleeping

Scan the QR code below to pre-order your free copy of *The Wolf Was Not Sleeping*. And if you or your family are struggling, call our Support Line on 0800 3898820 to access support.





# Make us your **1st choice** for gifts

Looking for a gift for a friend, colleague or loved one? Look no further than our online shop, where every purchase also raises money for your Charity.

## Commemorative Collection

- 1. Mounted Presentation Axe **£155**
- 2. Mounting Board **£30.00**
- 3. Presentation Axe **£90.00**



- 4. NEW: Queen's Platinum Jubilee Enamel Medal Ribbon **£4 each**
- 5. Long Service Enamel Medal Ribbon **£4 each**
- 6. Queen's Golden Jubilee Enamel Medal Ribbon **£4 each**
- 7. Queen's Diamond Jubilee Enamel Medal Ribbon **£4 each**

Self-adhesive and pin badges options available



- 8. Personalised Brass BA Tally **£35.00**
- 9. Mounting board for BA Tally (Oak or Mahogany) **£11.50**



- 10. Replica Miniature Fire Helmet **£230.00**



- 11. Statuettes from **£72.00 (BB1)**



- 12. Crystalware from **£28.80**



# Luxury gifts for someone special

Why not treat that special someone in your life to a gift they'll cherish.

## Elvis & Kresse

Accessories from **£15.75 to £310.00**



## William Wood Watches

from **£495.00**



Follow us on the Merchandise Offers and Updates group on MyFFC for the latest news and product releases.

100% of profits from our shop goes to your Charity, helping to fund vital health and wellbeing services for the fire services community across the UK.





# Two decades of winners

Celebrating 20 years of The Fire Fighters Lottery



Total raised:  
**£20,024,105**



Total won:  
**£5,187,276**



Winners:  
**6,541**



Total number of players since launch:  
**70,313**

Total active players as of February 2022:  
**26,424**

Founding players who are still playing monthly: **1,902** (out of 5,613)

Rollover winners:  
**16**

Lucky multiple winners:  
**936**

**I**n November 2002 we held the first monthly draw of the Fire Fighters Lottery with 5,613 players in the running for a prize. Twenty years later and it has grown to include over 26,400 active monthly players with a regular monthly jackpot of £25,000. Our Lottery is now a key source of regular income that continues to grow, allowing us to support even more people in need in our fire and rescue services community.

We are so thankful to all those of you who choose to support us regularly through our Lottery, and a special thank you to the 1,902 people who have continued playing from the start! This dependable monthly income is so valuable to us and makes it possible to plan future investment into our health and wellbeing services.

Over 6,500 people have won a prize since we launched the Lottery, with the total handed out in prize money topping over £5million. A rollover was also introduced in 2012 and since then it has been won 16 times.

To celebrate our 20 year anniversary draw in November, all players will have extra chances to win another 20 bonus prizes.

Everyone who plays our main lottery draw will be entered into the draw for the bonus prizes.

Join today to be in with a chance to win £25,000 every month and 20 bonus prizes in November. Just scan the QR code or go to [www.firefighterscharity.org.uk/lottery](http://www.firefighterscharity.org.uk/lottery)



### Lottery Gift Vouchers Available

Last year we launched our Lottery Vouchers so you can buy entries into our Lottery for family and friends. It's a simple gift that gives them a chance to win big while supporting our fire and our fire services community.

### Share your lottery story

We'll be featuring more about our Lottery in the next issue of Shout in the autumn so if you're one of the winners or have been playing from the start and have a story to share, email us at [Shout@firefighterscharity.org.uk](mailto:Shout@firefighterscharity.org.uk).

### In a winner's words

Emily Smith, 32, whose partner is a firefighter with Hertfordshire Fire and Rescue Service, won our February 2022 jackpot of £25,000:

"I hadn't really considered that I might win. It was so out of the blue when I got the call! I genuinely nearly fell over."

Read our full interview with Emily on our Lottery webpage.



# Fire Friends

We are launching a new telephone befriending provision to support our retired community, offering the chance to make a valuable connection and simply have a chat. Here our Communities Development Lead, Clare Hannaford, shares more about befriending and how you can get involved.



**T**he pandemic has affected everyone over the last couple of years, whether you were working from home or on the frontline, home schooling or unable to leave your house in the ways that you were used to.

And for our older community, there were additional worries about potentially being more vulnerable to the virus. It meant that for many, who may already have been restricted by health or mobility issues, leaving the house became too risky.

During this time, we introduced regular phone calls to engage with this valued community. These calls weren't to offer advice they were simply providing the opportunity to make a connection all while having a chat about all sorts of things.

Now, while government restrictions have eased, some may still feel anxious about social mixing again. And, as people get older some find that they spend more time on their own which can feel boring or lonely and can add to missing family or friends.

As a befriender, I've heard stories about people's childhoods, meeting spouses, careers, and many other life experiences.

I've learnt so many things; how to bake bread so that you get a good crust on it (always essential!), what it's like to live in a different country, what it was like to live during the Second World War and often

their deep connection with the UK's fire and rescue services and what it's meant to them during their lives.

I've had the privilege to talk to extraordinary people about their lives, often chatting about the smaller aspects, but occasionally hearing more profound or unexpected things.

These chats have been incredibly valuable and really can help to alleviate feelings of loneliness. But as someone who is a befriender, I can tell you that it can be a wonderful experience for you too.

We now want to expand our befriending, to reach more of our retired beneficiaries who might be feeling lonely or isolated or would just like to chat. If you think that you could spare 45 minutes a week to volunteer and chat to an older person, we would like to hear from you. We are looking for people who are good at listening, able to initiate topics of conversation and enjoy chatting on the telephone; we will match you with someone with similar interests. You will need to have a smartphone or tablet with internet access to log onto our platform and make the call. The safety of everyone is our priority so volunteering as a befriender is subject to a successful

application and completion of induction and training.

If you would benefit from a chat or would appreciate a call, please get in touch.

You can message Clare directly on **MyFFC (@ClareHannaford)** or you can email [channaford@firefighterscharity.org.uk](mailto:channaford@firefighterscharity.org.uk) or telephone **07970 107933**.

### Get in touch with Clare on MyFFC

You can direct message Clare about the Befriending Service directly through MyFFC





**BREW?**  
'oo please!



Typhoo Tea is proud to be supporting Brew with a Crew and The Fire Fighters Charity



To receive 20% off and free delivery if you spend over £25.00, please visit [Typhooteashop.com](http://Typhooteashop.com) and use the code **CREW20** at checkout

## Who do you know?

We have developed valuable partnerships with a growing number of corporate supporters, and some of them started out thanks to fire and rescue service personnel getting in touch for fundraising support. Here's how two firefighters did just that – and how you could too...

**A**re you an on-call firefighter working for a large business in your day job? Do you have a relative, friend or contact that works for a corporation which supports charities? Or are you simply looking at new ways to fundraise for an event or challenge you have coming up?

If the answer to any of these is yes, you could help us to build up our corporate supporter base by reaching out to a business and asking for support for your charity – it really could be as simple as that.

In the last year alone, a firefighter has secured a £50,000 donation for us, while

another started off a four-month charity partnership with a leading forecourt retailer, simply by sending one email.

So, why not do the same?

We're asking you to consider any businesses or larger corporations you know of that could either offer a donation to us or consider us as their charity of choice when it comes to their fundraising efforts.

If you're an on-call firefighter, the company you work for could offer support to us, particularly if you can explain to them a little more about the work we do. Similarly, if you have a family member or friend

who works somewhere outside of the fire service – perhaps they could offer support too? Knowing someone first-hand could make such a huge difference.

Meanwhile, many businesses have a corporate team you could get in touch with directly to ask for support with a fundraising event, especially if they're local to you.

If you'd like to find out more or receive some guidance on how to contact potential corporate supporters, email our corporate team at [corporate@firefighterscharity.org.uk](mailto:corporate@firefighterscharity.org.uk).



## The power of a message

**L**eicestershire firefighter Jon Butler saw first-hand how powerful a simple message asking for support could be last year, when he helped us secure a £50,000 donation from the Barratt Foundation.



Jon was one of several new recruits helping to organise a fundraising challenge in aid of our Charity and began contacting corporates in his area to see if they could offer any financial support.

After contacting The Barratt Foundation through its website, Jon then got a voicemail – and after a few more phone conversations, it offered to make us one of its nominated charities and donated an incredible £50,000 to us.

## Breaking new ground

**L**ancashire firefighter Matt Pendlebury helped us secure a valuable national partnership with leading forecourt retailer EG Group this year, after first approaching them for a donation towards his London Marathon fundraising drive.

Over the first few months of the year we have been EG Group's chosen charity and have had highly visible promotion across its vast network of petrol filling stations and foodservice brands, bringing in a huge amount in donations.



Speak to your local fundraiser on MyFFC

Find and connect with your local Community, Corporate and Events Fundraiser on MyFFC







# The Longest Ride

A team of fire and rescue service personnel raised more than £54,000 for us by cycling from Land's End to John O'Groats last year – while spreading an important message about mental health.

**The Longest Ride** saw 14 members of Suffolk and South Yorkshire Fire and Rescue Services cycle around 100 miles a day – with more of their colleagues supporting them – in September last year, to raise funds for us.

As well as the physical exertion of such a challenge, the courageous cyclists also recorded videos and blogs each day, sharing some of their experiences of mental health struggles and spreading a powerful message: "It's okay not to be okay".

The funds will now go towards transforming the garden and outdoor space at Jubilee House, our centre in Cumbria.

Suffolk Station Commander Darren Cooper, 47, first thought of the idea.

"I had this vision of a team

of firefighters in really smart cycling kit, going from Land's End to John O'Groats as fast as we could do it, 100 miles a day in 10 days – pushing ourselves to the limit," he says.

"We also wanted to look at the mental health side of it... and it grew from there. Then when Covid came along, it was the mental health side of that too."

Darren has struggled with his own mental health in the past and says that knowing we're there for him in the future is a huge reassurance.

"I've gone through quite a few traumatic years with debts, divorce and death in my family," he says. "Then Covid came along. It just felt like it was time to reach out to other people.

"We've got this strapline, 'it's okay not to be okay', and especially with Covid, the

mental health impact is huge."

Darren says it's especially important to him, having been through it himself, to encourage people to speak out and seek help early.

"About six months before the ride, I started realising things weren't quite right. I can't really explain what triggered it – I was shutting down and becoming distant to my partner Hazel and my children," says Darren.

"You turn round and say it's work or other stresses, but I'd go into what I call shut-downs, where I was reliving traumatic moments. Fortunately I identified it early and sought help."

Darren's now calling on anyone who feels they'd benefit from some support in day-to-day life and work to get in touch with us.

## Share your fundraising on MyFFC

Have you organised or taken part in a fundraising activity in aid of us? Head to MyFFC to share your experiences and post photos and videos from your challenge or event. There are several dedicated groups you can join, depending what you got up to and what your hobbies are.



# Living Highlights

The latest from our online and face-to-face Living Well Groups

## Facing a positive future

Our Living Well Groups are an opportunity for beneficiaries or members of our retired fire services community to come together to learn how to enhance their health and wellbeing, maintain connections, make new friends and share experiences.

With the pandemic impacting our face-to-face Living Well Groups over the last two years, technology has come into its own and we've successfully held many nationwide digital sessions with members of our retired fire services community.

Now, we're delighted to announce that we've begun hosting face-to-face Living Well Groups once again across the country and hoping to run more over the coming months.

Run by our amazing volunteers, and including a diverse range of different guest speakers, we're looking to host new groups across several locations.

Clare Hannaford, our Communities Development Lead, says "It's great that we are able to get back to face to face groups after all this time. The opportunity to share stories and leave behind day-to-day concerns for a couple of hours is something that we haven't been able to take for granted recently. Reviving our Living Well Groups is a welcome return to a more normal existence for our beneficiaries and will hopefully provide a boost to wellbeing."

We will continue to offer online Living Well Groups and keep an eye on our social media, MyFFC and website for news



on how we're hoping to expand our group wellbeing programme soon.

If you're interested in becoming a Living Well Group volunteer or would like more information

about upcoming Group events, direct message Clare on MyFFC @ClareHannaford, email [channaford@firefighterscharity.org.uk](mailto:channaford@firefighterscharity.org.uk) or give her a call on 01626 855270.

## In their own words

**Jane:** "There's camaraderie still between the retired staff who share their stories"

The pandemic left many people feeling more isolated than ever before, but for Jane Rose-Greenberg, it came just months after her husband sadly passed away.

Jane, who previously worked for Wiltshire Fire and Rescue Service for five years and then for Mid and West Wales, faced months separated from her usual support network, while struggling with grief and complete exhaustion from caring for Michael before his death.

Having heard about how the Charity supports beneficiaries such as herself, she reached out to enquire about support and was pointed towards our virtual Living Well Groups.

Jane says she found the



Groups beneficial and instantly felt a sense of community: "Some of the talks were really excellent, there was one on sleep, one on dreams, one on balance which just blew my mind. I thought, 'I can do this'. It was also a really good opportunity to speak to people at a time when a lot of us felt very isolated. Now,

attending the groups, there's still the camaraderie between the retired staff – the chance to share stories together is brilliant. All the operational staff understood what the other meant straight away."

Read Jane's full story by going to [www.firefighterscharity.org.uk/jane-rose-greenberg](http://www.firefighterscharity.org.uk/jane-rose-greenberg)

Join our Living Well Group on MyFFC

Connect with digital and face-to-face Living Well Group members on MyFFC today.





# The Diary

Whether you fancy taking on an epic challenge, hosting a fundraiser, or attending an event, here's a few of the many activities taking place over the coming months.



## The Great North Run

11 September 2022

We have the last few remaining race entry places available for the world's biggest half marathon.

If you managed to secure a ballot place, why not join our team of runners and raise money for us through all your hard work?

Register your interest online at

[www.firefighterscharity.org.uk/great-north-run](http://www.firefighterscharity.org.uk/great-north-run)



## London Marathon

2 October 2022

If you have secured your own ballot place for the TCS 2022 London Marathon and want to join our team, let us know so we can help you out and cheer you along on the day. You can also join our dedicated London Marathon group on MyFFC to meet the rest of the team.

Find out more about running for us with a ballot place at

[www.firefighterscharity.org.uk/london-marathon](http://www.firefighterscharity.org.uk/london-marathon)



## Firefighter challenges

There are a number of incredible firefighter challenges this year in aid of our Charity, designed to push firefighters to their limits.

### British Firefighter Challenge

Date: 30-31 July 2022

Location: King Edwards Street, Hull, HU1 3RL

Website: [www.britishfirefighterchallenge.co.uk](http://www.britishfirefighterchallenge.co.uk)

### Cheshire Firefighters Challenge

Registration date: 1-14 May 2022

Location: course to be set up on home station with equipment specified on their website

Website: [www.cheshirefirefighterchallenge.co.uk](http://www.cheshirefirefighterchallenge.co.uk)

### Welsh Firefighter Challenge

Date: 5 June 2022

Location: at Parc Y Scarlets in Llanelli

Register your place: [www.firefighterscharity.org.uk/welsh-firefighter-challenge](http://www.firefighterscharity.org.uk/welsh-firefighter-challenge)



## Fire Family Fundraiser

Ready for a challenge this year? Whether you run, walk, swim, cycle, bake, game or get crafty, the only limit is your imagination! Join our Fire Family Fundraiser community by planning an activity of your choice to raise money for our Charity.

Get started at [www.firefighterscharity.org.uk/firefamilyfundraiser](http://www.firefighterscharity.org.uk/firefamilyfundraiser)



## Brew With A Crew

Get the kettle on and find your favourite mug, because *Brew With A Crew* is back for a second year with Typhoo Tea!

We're asking you to get your crew together, whoever that might be, raise a brew for your fire family and fundraise for our Charity.

Find out more at [www.firefighterscharity.org.uk/brew](http://www.firefighterscharity.org.uk/brew)



## Open Days

A fire station open day is a great opportunity to raise money for our Charity while having fun with families in your local community.

Discover fundraising ideas and advice at [www.firefighterscharity.org.uk/open-day](http://www.firefighterscharity.org.uk/open-day)



## National Car Wash

We're excited about the return of face-to-face fundraising this spring, so why not make a splash by joining our National Car Wash?

You can host a car wash any time throughout the year. Find out how to take part at [www.firefighterscharity.org.uk/nationalcarwash](http://www.firefighterscharity.org.uk/nationalcarwash)

## Get More with MyFFC

Share your event fundraising tips and experiences with members of your fire family on MyFFC, or join our 'Runners, riders, walkers and more' group to meet others.



# Why have a stairlift when you could have a real lift?

## A Stiltz Homelift will help you continue living in the home you love.

### Stairlift? No Thanks

A Stiltz Homelift is an ideal and affordable alternative to a stairlift. You can now safely travel between the floors in your home while keeping your stairs the way they have always been.

### Neat & Discreet

A Stiltz Homelift can be installed into almost any room in your home. A Stiltz is uniquely compact with the smallest model taking up just over half a square metre – now that IS discreet. The homelift plugs directly into a standard domestic socket and uses less power than boiling a kettle. The homelifts run on self-supporting rails so there is no need to drill into walls and the motor is fully self-contained within the lift car. Neat.

### Your Forever Home

While some Stiltz customers have an immediate need for a homelift, others are looking to future-proof their existing home for when the stairs do eventually become a challenge. Don't go through the unnecessary

expense and emotional upheaval of moving house or the disruption of adapting your home for downstairs living. Save money instead; live comfortably and independently in the home you love for as long as you want, with a Stiltz Homelift.

*"We've had our lift for 2 years and were so impressed with how it was fitted from our hallway to our landing in what at first appeared to be an impossible space. And in such a short time."*

Mr. Eames

### Peace Of Mind

Stiltz are proud to be rated 'Excellent' by their customers on Trustpilot. They use their own teams of expert installers, so you can choose a Stiltz Homelift with complete peace of mind, knowing you and your home are in a safe pair of hands.

*"Excellent product installed by polite and very competent tradesmen. Fits perfectly into my home. Made a huge difference to my ability to live independently"*

Mark via Trustpilot



*"The through floor lift fits neatly into the house and was quickly and neatly installed. It has been reliable and has enabled us to live a 'normal' home life using the first and ground floors. A stairlift would not have done so."*

Mrs Goddard via Trustpilot - Jan 2021

## Free, No Obligation Survey

A Stiltz Homelifts Consultant can visit your property to help you plan the best location for your homelift.

They can also answer any questions you might have, as can any of the friendly, UK-based phone team.

**So, why not give your lifestyle a lift with Stiltz. Call FREE today.**



## The UK's No.1 Homelift

- Speedy service
- Cost-effective
- Small footprint
- Freestanding design - no wall needed
- Wheelchair model available
- Manufactured, installed and fully guaranteed by Stiltz
- 3-floor travel available

For a FREE brochure or no obligation survey  
Call FREE on 0808 239 9395  
or visit [www.stiltz.co.uk](http://www.stiltz.co.uk)







The  
**Fire Fighters**  
Charity

# Make a lasting difference

Make a life-changing difference to future generations with a gift in your will.

Take advantage of our simple free will writing service, in partnership with Bequeathed, to make a lasting difference to future generations of our fire and rescue community.

To get started simply scan the QR code or visit  
[www.firefighterscharity.org.uk/will](http://www.firefighterscharity.org.uk/will)

