

Shout!

Official magazine of The Fire Fighters Charity

www.firefighterscharity.org.uk



A young boy with blonde hair, wearing a dark blue school uniform with a crest on the sweater, stands smiling next to a large brown dog. The dog is wearing a black collar with a red and white striped band and a black band that says "ASSISTIVE DOG". They are in front of a red fire truck with "FIRE 311" written on the side and the number "320" on the bumper. The floor is checkered.

TOP DOG

How a special four-legged friend transformed Theo Naylor's life

Virtual Reality

The difference new digital services are making

Summer of Fundraising

Ideas to make your next fundraiser a success



A Gift for The Future

Leave a gift in your Will to support the future of our fire services community.

The donations that supporters kindly leave to us in their wills are vital in helping us to ensure that we can provide health and wellbeing support to the whole fire family, now and for generations to come.

You can find more information about writing your will and our free online service on our website.

Register your interest in our free online will writing service at: www.firefighterscharity.org.uk/free-wills



Editorial



Hello and welcome to the Spring 2021 issue of *Shout!* magazine. As I write this we are still in lockdown, but as we begin to see the first signs of spring in our gardens, we are also seeing the first signs of a way out of this third, and by far hardest, period of lockdown.

I am hopeful, as I am sure you are, that life will be able to return to some kind of normal by the summer. From our perspective, here at the Charity, we have never closed and we have worked hard to ensure that we can continue to provide as much support as

we possibly can throughout lockdown. This has seen us make substantial progressive steps to deliver face-to-face support by virtual means, while also sharing health and wellbeing advice to ensure we can make a difference to as many of our beneficiaries as possible.

Throughout February and March, for instance, we published a wide range of written and multimedia content on the theme of healthy lifestyles. At a time of the year when so many of us struggle to find the motivation to exercise or adequately consider our diets, we wanted to do what we could to help you find ways to do both and make positive changes to the way you live your lives. You can find out

more about this programme of work on page 34.

Of course, we're also looking forward to re-opening the doors to our three centres and once again being able to offer face-to-face support to those of you in need. However, while the work of our fantastic teams at Jubilee House, Marine Court and Harcombe House is incredible, I think we have also proved over the last year that The Fire Fighters Charity of today is capable of positively affecting change amongst thousands, through a multitude of different means. And, pandemic or no pandemic, this is the way we want to continue.

I'm delighted that this issue of *Shout!* reflects this new breadth of support, as well as the new ways we need to raise

funds to allow this work to continue. You'll hear about our digital services, as well as from some of those we've recently supported. You'll also be able to read about some of the exciting ways you can help us to fundraise this summer and discover why looking after your joints is so important.

Enjoy the magazine, stay safe and remember we are always here for you.

Dr Jill Tolfrey
Chief Executive

Contents

- 5 Shout! about it**
All the latest news from The Fire Fighters Charity
- 7 Rising to the challenge**
Meet Corporate, Community and Event Fundraiser Fiona McMillan
- 8 Puppy love**
Find out how the addition of a therapy dog transformed the Naylor family's lives
- 15 Virtual reality**
A look at why the new digital services introduced during lockdown are here to stay
- 18 Lockdown lifeline**
Camberley firefighter Ray Antrubes on how he has been helped during lockdown
- 20 Taking the Chair**
Meet Paul Fuller, new Chair of The Fire Fighters Charity's Board of Trustees

- 22 Brew With A Crew**
Take time out to enjoy a brew with those closest to you and support our latest fundraiser in the process
- 25 The Shout!Podcast returns**
Find out what's coming up in Season Two of our health and wellbeing podcast
- 28 Summer of fundraising**
Ideas to get you in the mood for a summer of fundraising
- 30 Support that lasts a lifetime**
Why continuing to donate to the Charity into retirement is so important
- 33 Volunteer news**
Could you help our online Living Well Groups to flourish? Find out how

- 35 Health and wellbeing**
The latest health and wellbeing advice from our practitioners, including a look back on our healthy lifestyles programme and the benefits of being active outdoors
- 46 Shout+**
News and information for the retired community, including flash backs to times gone by
- 48 Junior Shout!**
Blaze Bear is back with another selection of puzzles and jokes for our younger readers
- 50 Competition**
Your chance to win a prize to savour courtesy of our friends at Frontline Coffee

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

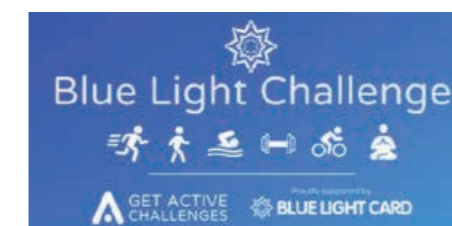
Here's where you'll find out what we and our supporters have been working on over the last six months. We're always on the look out for interesting stories and if you've got something newsworthy that you'd like to Shout! about, let us know: shout@firefighterscharity.org.uk



Time difference

Over the last year the team at William Wood Watches has donated an incredible £10,000 following a successful year of sales of its luxury timepieces, inspired by the incredible story of its founder's grandfather, who was a firefighter and beneficiary of the Charity.

Not stopping there, however, William Wood Watches will be auctioning one of its new limited edition Triumph watches through its *Time For Heroes* charity auction. Launching on 4 May, International Firefighters' Day, bidding will start at £2,150 and you can register your bid during the two-day auction at www.williamwoodwatches.com. Good luck.



Blue Light Challenge success

We're so proud of everyone who generously donated their time this winter for the Blue Light Get Active Challenge. With your determination and support £15,000 was raised in total for The Fire Fighters Charity, The Ambulance Staff Charity, Police Care UK and The Air Ambulance Service. Keep an eye on our website and social media for updates on the next Blue Light Get Active event later this year.

Kirkby Foundation funds new servery

The Jubilee House kitchen and dining room has a fantastic new look and feel after the Kirkby Foundation generously donated £25,000 to fund a new servery and furniture for our centre in Cumbria. Our thanks to the Foundation for this incredible support.



January recycling boost

A huge thank you to everyone who took part in our January Recycling campaign, helping us to Bag and Bank over £40,000.

Due to restrictions of the pandemic, we were unable to launch our annual recycling competition as planned. Instead, we asked all stations across the UK to work together to promote our clothing banks and raise vital funds.

We were overwhelmed by the generosity of everyone who donated their unwanted clothing and made the campaign a success. In the month of January alone,



we collected just over 360 tonnes of clothing, diverting it away from landfill and generating an amazing £41,245.

Free will-making service

We're delighted to have partnered with Bequeathed to offer a new and entirely free will-making service for our beneficiaries, with in-person advice from a legal professional and free storage of your will.

The donations that supporters kindly leave to us in their wills are vital in helping us to ensure that we can provide health and wellbeing

support to the whole fire family, now and for generations to come.

You can find more information about writing your will and our free online service on our website.

Register your interest in our free online will writing service at: www.firefighterscharity.org.uk/free-will



Keeping you in the driving seat

You've taken care of our community, now let us take care of you!

About Motor Source Group

Allied to a 5-Star service, Motor Source Group offer a specialist new car service for all serving and retired Fire and Rescue personnel and are committed to listening to your needs and sourcing the right car for you.



Save money

Our customers save an average of £4,500.



Part exchange welcome

All vehicles are accepted.



Nationwide delivery

Your new car can be delivered direct to your door.

Save up to **35% off** all these makes and models:



Call us on:

01522 500 055

Or visit: www.motorsourcegroup.com



Images for illustration only. Prices and details correct at time of print. Discounts vary between makes and models, please ask for detailed quote. Please ask about local participating dealer handover. Nationwide delivery restrictions and charges may apply. Forces Cars Direct Limited T/A Cars Direct, Forces Leasing and Motor Source, is authorised and regulated by the Financial Conduct Authority (FRN:672273). We act as a credit broker not a lender. We can introduce you to a limited number of lenders who may be able to offer you finance facilities for your purchase. We will only introduce you to these lenders. We may receive a commission payment from the finance or hire provider if you decide to enter into an agreement with them. The nature of this commission is as follows: we receive a fixed fee per finance agreement entered into and we receive a volume bonus if the number of sales we achieve reaches a specific target. You can request for us to disclose the amount of any commission received. The commission received does not affect the amount you will pay under your finance agreement. You may be able to obtain finance for your purchase from other lenders and you are encouraged to seek alternative quotations. If you would like to know how we handle complaints, please ask for a copy of our complaints handling process. You can also find information about referring a complaint to the Financial Ombudsman Service (FOS) at financial-ombudsman.org.uk

Book a holiday and 10% of the total value will be paid back to The Fire Fighters Charity

Remember to mention *The Fire Fighters Charity* when you book



EUROPEAN LUXURY RIVER CRUISES & UK, EUROPEAN & WORLDWIDE ESCORTED TOURS

Whether you're hoping to get away for a short break or perhaps enjoy one of our new tours of the British Isles, we're looking forward to travelling again in 2021. Many departures have limited availability, so be sure to book ahead to secure your preferred dates.

Plus, remember you can change your booking for FREE up to 45 days before you travel*

2022 NOW ON SALE



Past or present members of the fire services community

To find out more, request a brochure or to make a booking

Call **01283 248 304** Visit rivieratravel.co.uk

Email affinity@rivieratravel.co.uk

For group enquiries, visit rivieragroups.co.uk or email groups@rivieratravel.co.uk



Donation (equivalent to 10% of the total basic cost for all that travel) will be made by Riviera Travel to the Firefighters Charity in the month following that of departure for all bookings where The Firefighters Charity was mentioned at the point of booking, or advised to us within 24hrs via affinity@rivieratravel.co.uk if booked online. Applies only to bookings made directly with Riviera Travel, not via any third party and not valid on exclusive departures with our media partners. Some elements of the final cost are not valid for this donation, including room/travel upgrades and supplements plus insurance premiums. Full details can be provided by emailing affinity@rivieratravel.co.uk. *Fully flexible booking policy only valid on new bookings made before 30th April 2021 and can only be used once. Valid until 45 days prior to departure on all 2021 bookings and changes to 2022 bookings must be made by 30th September 2021. See website for full details.



RIISING TO THE CHALLENGE

Rising to the challenge

By Fiona McMillan, Corporate, Community and Event Fundraiser for West Scotland and Northern Ireland

I have been with The Fire Fighters Charity for two years now, supporting fundraising activity in West Scotland and Northern Ireland, as well as recently taking on some additional work temporarily supporting some areas in the South, including Hampshire, the Isle of Wight, Berkshire and the Channel Islands.

Nearly half of the time I have been with the Charity has been spent working from home due to the Covid-19 pandemic. As this has split my time with the Charity so far into two halves, I find it interesting to reflect on the impact of movement restrictions on our fundraising, and it definitely hasn't all been bad, despite everything.

Of course, there have been challenges; not being able to meet people face-to-face and the cancellation of so many events has significantly impacted on our fundraising. But the unexpected positive that has come from lockdown has been the opportunity to be really creative in our thinking.

When lockdown first happened in March 2020, it was definitely a time of adjustment. But our team quickly rose to the occasion, creating The Fire Family Challenge, inviting people to take on any fundraising they could in whatever way they could think of. It was so inspiring to see our supporters get behind the challenge and the Charity, displaying some amazing creativity and enthusiasm.

As time went on and we all became more comfortable with the virtual world of Zoom, Skype and Teams, it became the new norm that conversations became video calls. The great thing about this was that it opened up the whole country to us; suddenly living in Glasgow wasn't a physical barrier to attending meetings elsewhere (hence why I



“When lockdown first happened in March 2020, it was definitely a time of adjustment. But our team quickly rose to the occasion, creating The Fire Family Challenge”

was able to take on additional responsibility for supporting the South). I have loved being able to meet with people from across the country in this way and was delighted to be invited to a virtual Christmas party in Northern Ireland.

Speaking of Christmas, we were faced with further uncertainties and lockdown restrictions in December, at a time when public street collections and festive fundraising are traditionally a massive source of income for us.

But again, thanks to everyone's creativity, Christmas turned out to be one of the most exciting times for fundraising, with fire and rescue services really getting behind lots of new virtual activities, which was fantastic.

Events such as *The Emergency One's Big Night In* were streamed live on social media, with audience members tuning

in from across the UK. Our Virtual Santa Dash, meanwhile, saw over 170 people dress festively and run or walk in their local area. And I have to mention the amazing fire stations who took on our idea for a drive-through Santa's Grotto with fantastic success. By really getting behind this idea, not only did crews give families the chance to visit Santa from the safety of their cars, but they went above and beyond to bring some much-needed Christmas spirit to communities during the pandemic with their fundraising.

Although we're not out of the woods quite yet with Covid – especially in terms of uncertainties around summer events and activities – I actually feel confident and excited for the future. Plus I feel grateful to have an amazing team of colleagues around me who, despite being in lockdown, have become closer than ever this year.

PUPPY LOVE



The Naylor family in Cheshire have had their lives forever changed by support from our Welfare Services Team, who provided financial assistance towards a therapy dog for their 11-year-old son, Theo.

They say that dogs are man's best friend. For 11-year-old Theo, however, it would be more accurate to say that they are a boy's best friend, because of the special relationship he has with a dog named Malone.

Theo is the son of Anthony Naylor, a wholetime and on-call firefighter for Cheshire Fire and Rescue Service. A fun loving and energetic young man, Theo also has autism, which means he finds daily life a struggle.

"Before Malone came along, life had been really difficult for the whole family," says Anthony, who has worked for Cheshire for 10 years. "When Theo was first diagnosed with autism, it was a shock, but it progressed

"BEFORE MALONE CAME ALONG, LIFE HAD BEEN REALLY DIFFICULT FOR THE WHOLE FAMILY."

as he got older and we became more and more aware of it. At the worst point, he was having regular full-blown meltdowns four or five times a day, where he'd be completely inconsolable. He would be like a bottle of Coke, not only bottling everything up while he was at school, but also shaking the bottle. So then he'd come home and just explode.

"It was having a huge impact on family life; we have two other children – Tyler who is 13 and Megan who is seven – who were struggling with the stress of seeing Theo the way he was. My wife and I were just at a loss with what to do. I was working fire service shifts and would leave her alone trying to deal with his issues, while consoling the other two. It was very difficult and the mental health services we could access through his diagnosis were limited at best. We just didn't know where to turn."

One of Anthony's colleagues had a friend who trained assistance and therapy dogs. So the family reached out to see if they might be eligible and were invited to come down to a farm that was home to Autism Dogs CIC, an organisation that provides specialist trained dogs for autistic people of all ages. They were keen to hear more.

"I had heard of dogs like that, but I wasn't fully aware just what they could do or how much difference they could make," says Anthony. "They have a psychologist in the team there who specialises in working with therapy dogs and working on cognitive strategies along with their dog trainers. The dogs just seemed incredibly well trained, with the added skill of being really in tune with what's going on with the people they support. It was a very big decision to make, but it all just sounded brilliant, so we were optimistic."

There was just one problem. To enrol on the course, that would eventually see Theo paired with an assistance dog, it would cost £7,000 and the family needed to pay a deposit of £1,200 to secure their place.

"We could fundraise and contribute ourselves, I could work extra shifts, but we just didn't have the funding to just commit to it then and there," says Anthony. "A close mate at work – Stuart Plaskett, who is also our Charity Station Rep – told me about the support The Fire Fighters Charity had shown to his children and in-laws and encouraged me to ring you guys. So I did."

Anthony was put in touch with our Welfare Services team, who support beneficiaries through all sorts of different issues faced by families.

"I explained our situation and asked if there was anything the Charity could do to help



Shout!



us," he says. Fortunately there was and, after completing a full assessment of the family's needs, the Welfare team was able to confirm funding to cover a deposit. As Anthony reflects; "Having that deposit secured everything for us. It meant we were actually doing this."

Theo began a series of regular meetings with the trainers, who would eventually carefully match him with a dog that suited his needs. This is where two-year-old Malone was introduced to their lives.

"Theo is really sporty, so they matched him with a Labrador red-fox retriever who likes rough and tumble play, just like he does," says Anthony. "The pair of them went through months of basic training, then a bespoke training programme matched exactly to his needs and likes. And then, a year ago, Malone came home with us."

"He's a part of Theo. He's always by his side and doing things with him. Theo has a number of issues, one of which is high levels of anxiety and emotional dysregulation, not able to understand his emotions or how he's feeling. Malone is very much in tune with that, he can see when Theo is struggling and will do what's called 'pressure therapy.' If Theo is lying down having a meltdown, Malone will lie on top of him, comforting

"MALONE HAS ALLOWED THEO TO GET ON WITH SOME SORT OF NORMALITY, AND TAKEN THE EDGE OFF HIS ANXIETY. THE MORE TIME THEY SPEND TOGETHER, THE MORE THEY HAVE TURNED INTO EACH OTHER."

him and distracting him. When you're angry and you don't know why, there's nothing like having a dog run up and lick you on the face. It's hard to stay in that frame of mind!

"Malone has allowed Theo to get on with some sort of normality. He wanted to go to a mainstream school and having time with Malone keeps him in check so he's a lot happier. He's in Year 7 now, having started at high school in September, which is another massive landmark. Malone has taken the edge off his anxiety. Whereas before he'd come home from school and have a meltdown, now he'll come home and spend time with Malone, who is always so excited to see him. The other kids play with him, but we're very clear, Malone is Theo's dog. He's obviously a part of the family, but he's always drawn to Theo and to Theo's feelings. Theo does all his feeds and gives

him commands, which gives him the sense that this dog is only for him and the dog knows that.

"The more time they spend together, the more they have turned into each other. One of their favourite games is to play hide and seek. Theo will tell him to stay and then will go and hide somewhere, before shouting for Malone, who will come and sniff him out. They play it for hours and it's just amazing to watch. But Malone also helps with daily life for Theo; he'll pull the covers off to get him out of bed in the morning and will even pull his socks off for him, which Theo thinks is hilarious. He'll even get on the paddle board when we go to the beach, wearing his own little doggy water shoes and life jacket."

Living in a fire service house where the garden had become neglected, it quickly

JAMES MEADE
— for men - established 1982 —
classic attire for town & country

Sizes
M - 3XL

£10 off
& FREE
P&P

No time
limit product
guarantee

Free
returns

Practical and Stylish Quilted Bodywarmer Fantastic Value!

Current catalogue
price £39

Special introductory
price £29

- saving £10 & FREE P&P

Diamond quilted style with zip front and corded shoulders. Fully lined in soft fleece, this lightly padded bodywarmer offers extra warmth and comfort. Studded front patch pockets with both top and side entry and side back vents. 100% polyester. Gentle machine wash.

Sizes M (38-40") L (40-42") XL (42-44")
XXL (44-46") 3XL (46-48")

7B4 GR **£39 £29**
Postage & packing **£5.50 FREE**

NO TIME LIMIT PRODUCT GUARANTEE

If at any time during its lifetime, an issue arises with the quality of the product please return it for an exchange or immediate refund in full. Returns are post free (UK only).



Ordering and delivery

For credit and debit card orders phone

UK 0333 241 4471

Overseas 00 44 16977 45158

(we are here 9am-6pm Monday-Friday, 9am-5pm Saturday)

Order online www.jamesmeade.com

or complete and return the coupon alongside.

Offer ends 16th June 2021. Allow 7 days for delivery.

(Current catalogue price refers to James Meade Men's April, May and June 2021 catalogues.)

Post to: James Meade, FREEPOST CE451, Dept. SM02,
Crawhall, BRAMPTON, Cumbria CA8 1BR

Offer
code
SM02

BLOCK CAPS PLEASE
Name (Title) _____
Address _____
Postcode _____ Tel _____
Mobile _____ Email _____
Please tick this box if you do not wish to receive emails from James Meade about special offers available to our web site customers (your email address will not be passed on to any third party) See our privacy policy at: www.jamesmeade.com/privacy

REFERENCE	SIZE	QTY	PRICE	TOTAL
7B4 GR			£39 £29	
			P&P	£5.50 FREE
			Grand Total	

I enclose a sterling cheque payable to James Meade or charge my Mastercard, Visa or American Express card no: **Phone UK 0333 241 4471 Overseas 00 44 16977 45158**

Expiry date / security code the last 3 digits on the signature strip on reverse. 4 digits on the front of the card for AMEX.

Post to: James Meade, FREEPOST CE451, Dept. SM02, Crawhall, BRAMPTON, Cumbria CA8 1BR

From time to time, we'd like to send you our latest catalogue and special offers by post. If you would prefer not to receive these, please tick this box

We may in the future occasionally make customers' names available to selected trusted retailers, UK charities and organisations whose products we feel might be of interest to you. Should you prefer not to receive these by postal mailings please tick this box

THE NAYLOR FAMILY



became apparent that their outdoor space was not fit for purpose for Theo and Malone's boisterous play. Having been told not to hesitate to get in touch with the Charity if there was anything else the family needed, Anthony once again picked up the phone.

"I explained that Theo had nowhere to play with Malone and was told the Charity could pay for artificial grass to go down in the garden," he says. "It was fantastic and couldn't have come at a better time, as we managed to have it done just before we went into lockdown in March. It was so special and completely unexpected that the Charity would be able to help us like that. We'd tried to fund it ourselves, but I was already working two jobs and we were still paying for Malone. I'm an on-call Watch Manager at Knutsford Fire Station and a firefighter at Lymm, but the amount of hours I'd have to have put in to afford to have the garden done and we still wouldn't have been

"I HAD NO IDEA TO WHAT EXTENT YOU COULD HELP FAMILIES. SEEING THE DIFFERENCE A DOG CAN MAKE TO A FAMILY, IT'S JUST AMAZING. HE HAS SAVED MY SON. I'M SO GRATEFUL TO THE CHARITY FOR HELPING US GET TO THIS POINT."

able to do it before lockdown. Once again, the Charity made another massive difference to our family.

"I've always been heavily involved with the Charity, but I had no idea to what extent you could help families. I've done fundraising, regular giving, the lottery, car washes, half marathons in fire kit etc. All these crazy ideas I've come up with, I try to do things every year. But I had no idea just how much you consider families to be beneficiaries as well as firefighters."

"Malone's presence has made such a difference to my family. Going from the stress of feeling so helpless to seeing this dog console our son, it just makes you feel so much more reassured and happier. I've noticed I'm less stressed now. We do still have meltdowns occasionally, but if you ask Malone where Theo is, knowing he's curled up in a ball on his bed, Malone will turn it into another game of hide and seek. He'll think he's got a ball in there with him, so he'll nose dive in, making a fuss, licking his face and climbing all over him. It just snaps Theo out of it. And Theo has started talking to us a lot more; if he's had a bad day, he'll ring me up at the station and talk to me about

it. Seeing the difference a dog can make to a family, it's just amazing. He has saved my son. I'm so grateful to the Charity for helping us get to this point."

If you or a member of your family has a complex health diagnosis and you are struggling to cope, we may be able to help. Call us on **0800 389 8820** or make an enquiry online and see what our wonderful Welfare caseworkers could do for you and your family.



What can our Welfare Services team support with?

If there's anyone who knows a thing or two about the unpredictability of life, it's The Fire Fighters Charity's Welfare Services team. Our caseworkers bring support out to the community, working on a case-by-case basis to ensure every beneficiary receives the best support for their specific needs.

Your overall health and wellbeing can be defined as much by the social circumstances in which you find yourself as by your physical or mental health. We're here to support you as you navigate your way through whatever is going on with your life. We deal with the unseen, invisible problems, that may sound small but have a huge impact on your social wellbeing.

Ensuring you get the right support, delivered to you in the right way and at the right time. This is the cornerstone on which our support philosophy is based. We know that everybody is different and that everyone reacts differently to the things thrown up by life. Therefore we'll work with you to find a solution that works for you.

This may include signposting to statutory entitlements you didn't know you were eligible for, providing specialist information and advice or giving financial assistance in an emergency. We may be able to help with the purchase of specialist equipment for you or members of your family, or ensure that your home provides the best possible standard of living for you. Or we may signpost you to local groups who you may find beneficial, or recommend different wellbeing resources.

Whatever it is, our teams will work with you to find the best fit for you.

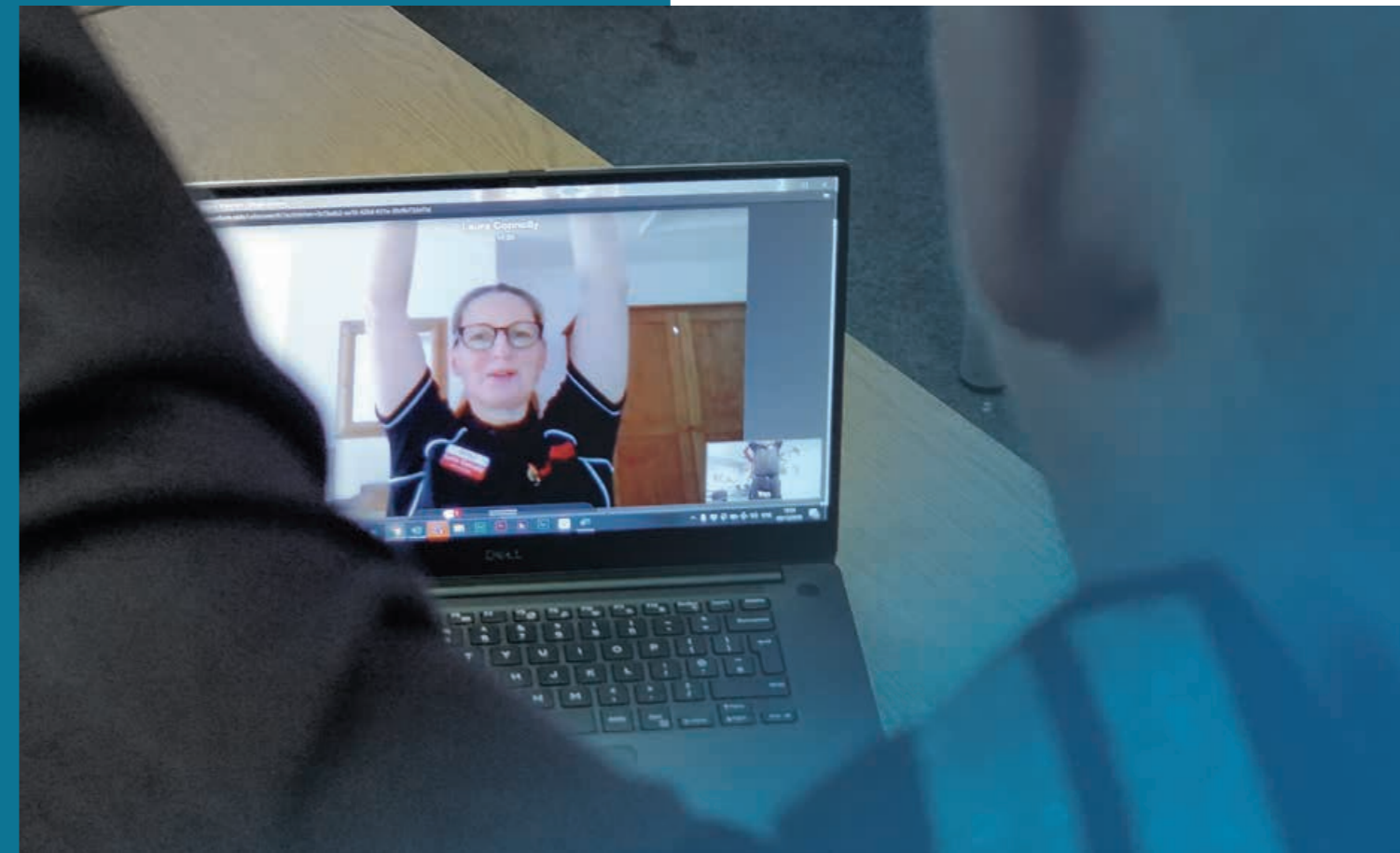
William Wood Watches

have released their most prestigious watch yet - **The Triumph Collection**. A Swiss-Made chronograph series with dials inspired by a fire engine cockpit, one of kind fire alarm caseback, crown made from an original 1920's British brass firefighter helmet, antique brass chronograph buttons, upcycled fire hose straps, impressive fire alarm presentation box, plus for the first time ever, complimentary antique brass William Wood cufflinks (pictured below). 50% of the profit from each sale made through The Fire Fighters Charity Online Shop goes to the charity. To purchase visit the **Charity Online Shop**, or explore the full range at



www.williamwoodwatches.com

VIRTUAL REALITY



Virtual Reality

Remaining open throughout the pandemic has meant that we've had to adapt and innovate to deliver our services in new, virtual ways. Far from limiting the ways we can help our beneficiaries, however, this has added strength and depth to our support arsenal. Here's why our new virtual reality is here to stay.

History will look back on 2020/21 as a year that tested us all. Locked down, unable to leave home, restricted in regard to visiting our doctors and left with little alternative at times but to look online for support. For those members of the fire services community in need, the reality of coronavirus restrictions was, at first, bleak.

However, here at The Fire Fighters Charity we realised early in 2020 that we would have to adapt the way we support our beneficiaries in order to abide by restrictions but still deliver the high standard of support our beneficiaries have come to expect from us. The decision was therefore taken to fast-track investment and plans that had already been drawn up to bolster the way we can support people through technology.

"They say necessity is the mother of invention, so we've spent the last year thinking innovatively about issues beneficiaries are having right now and how we can best meet their needs in real time," says Lead Practitioner Chris Gould. "We'd already done a year's worth of testing on digital platforms beforehand, so the intention




The Assure: life-saving wristband

Comprehensive protection in your home, garden & beyond.

UK manufactured with customer service from our offices near Cambridge.

How would you get help if you couldn't make a phone call?
The Assure® gives you peace of mind

 **SOS Alerts** - easy activation for sudden pain, shortness of breath, security concern, etc.

 **Fall Alerts** - for severe falls when the wearer is unable to move or unconscious.

 **I'm OK Checks** *EXCLUSIVE to ActiCheck*
The easy way to confirm you are up in the morning and OK before bed.

Comfortable and simple to use, the Assure® is waterproof and does not need charging so you get uninterrupted protection for a full year.



Calls to family & friends with optional call response centre

Customer reviews **4.8**
170 reviews

"This is an excellent item and does what most other alarms do not do.

It is easy to use and gives peace of mind to me and my Responders -family and friends.

I would highly recommend it.

Ann from Kent, January 2021

"GoAnywhere" smartphone app included for free.

 **actiCheck**

To order or find out more call:
0345 25 75 080
or visit www.actiCheck.com

From under
£2.50/week



was there, but Covid really pushed our plans along. The scale and pace at which we have had to work opened our eyes as to what else we could do for our beneficiaries. Over the last year, we've been able to offer support to more beneficiaries in more ways than we ever have before."

This determination to innovate and push the boundaries of virtual possibilities has spread across all areas of the Charity's mental health, physical health and social wellbeing provision. Introducing a leading, safe and secure online consultation platform has, for instance, allowed the Charity's practitioners to conduct over 3,000 online video consultations, compared to just 74 during the whole of the year before. Furthermore, we have launched a new online and telephone counselling service; tackled the issue of social isolation in lockdown by expanding our face-to-face Living Well Groups to include new national online Living Well Groups; kept in regular contact with our nursing clients; established a carers' network and provided an extensive library of multimedia resources through our website and social media channels.

The breadth of these new and expanded digital services has allowed the Charity's practitioners to keep in touch with beneficiaries in need, delivering practical advice and guidance via video to support people with a physical injury or need, as well as those needing mental health support and face-to-face time with an understanding psychological therapist.

"There are lots of different arms to the services we offer and technology has enabled us to enhance our responsiveness and flexibility, offering ever-expanding potential," says Chris. "But people are still ultimately looking for the same thing in their interactions with us that they always have done: the appropriate support for every individual, tailored to meet their needs and backed up by a knowledge of the fire and rescue service and experience of the types of problems our beneficiaries may come across during their careers and beyond."

With routes to traditional healthcare complicated by coronavirus, other online options for support have become available throughout the past 12 months. However, as Chris stresses, the Charity's expansion of its digital services has meant that members of the fire services community now have somewhere to turn to get the answers they need, from a team of professionals that understands the unique challenges that can come from a life in the fire service.

"When something is affecting your daily

wellbeing and you can't get answers anywhere, there's nothing like the reassurance of having your concerns or question listened to," says Chris. "For many people speaking to us, we are the difference in them being able to return back to work or not be resigned to daily pain. For those beneficiaries with physical health issues we've had to be creative, developing our questioning and observational skills to see how people move and then put together a clinical impression.

"There are some limitations to digital support, obviously. We can still prescribe exactly the same exercises we would in person and use the same exercise prescription app to do so [Salaso], offering tutorials on exactly how to correctly perform things. But if, for example, someone has significant issues with their balance, a remote digital assessment may not be the best option. We're not able to perform hands-on joint manipulation or soft tissue massages. And we know our nursing clients miss the more advanced options available to them such as the one-to-one treatment and nursing care, access to the hydro-pool and the specialist equipment at the centres. But in my experience over the last year, people have been incredibly grateful for the digital support they have received. And it has really worked."

A further benefit of digital consultations is the ability to check in on people on a regular basis, without the need for them to travel or



attend physical face-to-face appointments. This has meant that we have been able to support more people from across every corner of the UK, a trend that we want to see continuing long into the future.

"Being able to regularly check in with progress, modifying things where needed and having conversations in real-time has been really powerful to help overcome issues for individuals when they arise," explains Chris. "When you can't provide hands-on treatment, you have to focus more on these subjective conversations and look at the whole person and how they function to find the best possible option for them. Doing this virtually, any time, means that we are now a truly UK-wide charity, which is fantastic."

Other online innovations over the past year have included the launch of a new health and wellbeing podcast – *Shout!Podcast* – which discusses health and wellbeing topics on a fortnightly basis (find out more about Season Two of *Shout!Podcast* on page 25). In February, meanwhile, we launched the first of our Living Well health awareness programmes (which you can read all about on page 34), and ran our first series of webinars on alcohol awareness.

Reflecting on the past year and the step change the Charity has taken in regards to digital services, Director of Beneficiary Services, Sharon Bailey, is in no doubt as to the important role online support will play into the future:

"This has been a challenging year in so many ways," says Sharon, "but it has also shown us that digital service delivery works and that we can effectively support people virtually. So there's no doubt that these solutions will play a vital part in our future, allowing us to support many more people remotely, without the need for them to travel to attend face-to-face appointments.

"Of course, our traditional residential and face-to-face services will remain part of our portfolio of services," Sharon stresses. "But adding digital solutions to that portfolio just means that the doors of The Fire Fighters Charity are now open to everyone, wherever they are and whatever their circumstances. We want to offer the whole fire services community the online advice and information they need to make informed health and wellbeing decisions for themselves, while also giving them the suite of tools they need to reach out to us for support when they need it. So, yes, it's been a tough year, but we'll be here long after coronavirus and, for our beneficiaries, we really are now just a click away."



Lockdown lifeline

Sustaining a physical injury during lockdown, Camberley firefighter Ray Antrubes thought his chances of treatment and recovery were slim. However, reaching out to the Charity he found the support he needed via video consultation.

When Ray Antrubes tore his hamstring during training at the beginning of lockdown last year, he thought that would be it for his hopes of a quick recovery and return to work.

“Oh man, it was a bad time to get an injury,” says Ray, who has spent 15 years with Surrey Fire and Rescue Service. “I tried NHS physios, I tried local private physios, I couldn’t get seen in hospital. I was desperate. And then someone suggested The Fire Fighters Charity.”

A wholtime firefighter at Camberley Fire Station, Ray contacted our Support Line and was put in touch with a member of our physio team, who arranged for a video consultation using our clinically approved online system. Straight away, he says, he felt in safe hands.

“When you’re off work sick, stuck in lockdown, sitting at home worrying if you’ll ever be able to climb a ladder again, and on top of that, you can’t find anyone to talk to, it takes its toll on you,” he admits. “All I could see was the worst case scenario. But as soon as you speak to someone with knowledge about exactly what you’re going through, it just feels amazing.”

After an initial consultation, Ray was given a personalised programme of exercises using the Salaso app, accompanied by regular video calls to check in on his progress.

“I used to look forward to our Friday meetings each week,” he says. “Because of the virus, I couldn’t do anything, couldn’t go

to the gym or pool. The only lifeline I had was the support I got from these online sessions.

“Even by video, the range of movements he got me doing was so surprising, looking in depth into how the muscles were working, what I could do and how I was doing it. I didn’t feel pressured or rushed, just constantly reassured that what I was doing was right. And I started to see gradual improvements.”

This support continued throughout the summer. Then, in order to build on the work he had done during online consultations, Ray was invited to spend time at Marine Court in September. It was to be the first time he had seen anyone in person for help since sustaining his injury in March 2020.

He says at first, he thought he was lucky to have received this blend of digital support using technology that was then complemented with a follow-up visit in person, like he was getting some sort of special treatment. But then he realised that everyone is able to access support that is uniquely personalised to their needs.

“The level of individual care everyone received was just unbelievable,” he says. “You felt as if you were the only person they were seeing, but they were looking after so many of us at once. And the team seemed to have eyes in the back of their head! If you were trying to cheat a squat – thinking they were preoccupied with someone else

– oh no, they didn’t miss anything! Right away they’d be next to you encouraging you to squat a bit deeper.

“The level of knowledge and professionalism there is like nothing I’ve ever experienced. I didn’t expect the holistic aspect of the care I received either. I’m still employing some of the meditation techniques I learned and I’m walking more now than I ever have before. I came back a different person, it’s just amazing.”

Upon leaving the centre, Ray continued to have regular contact with the team who monitored his progress and remotely updated his exercises where appropriate, using the Salaso app: “It is so interactive, it’s amazing. I actually spoke to the guys at Marine Court this morning and an hour later, my programme had been updated with new exercises and things for me to work through. Plus Salaso has videos to show you what you should be doing, which is great because seeing a photo doesn’t always convey the same range of movement or ability to see the exercises done properly.”

Ray has made such good progress through his online support and time at the centre, that he is now back to work, something he could not have imagined possible this time a year ago.

“I absolutely love my job, so not being able to do it was really hard for me,” he says.



“I’d wanted to be a firefighter since I was a little kid, seeing the fire engines drive past. Firefighters have a unique way of thinking. It’s not something you can do as a vocation or a hobby, you have to love helping people because you’re running towards dangers in order to do so.

“Plus things keep evolving; every day there’s a new piece of kit to learn, new car technology to understand or new building regulations to consider. No two incidents are the same and no two people you encounter are the same. We keep training in order to keep making a positive difference to people’s lives. That’s the benefit I get from it. So being back at work thanks to The Fire Fighters Charity is just an amazing feeling.”

Since returning to work, Ray has taken on the position of Station Rep at Camberley in order to ensure colleagues not only continue to support us, but also consider our services should they ever need them.

“I can’t find the words to describe the support I received, it’s just phenomenal, so I’ll do whatever I can to help make sure the Charity can go forwards,” he says. “I just can’t stop singing about it to colleagues, it changed my whole outlook on life for the better. So anything I can do to help, I am going to.”

If something is affecting your physical health, mental health, or social wellbeing, let us help. Our team of specialists continue to provide remote support to beneficiaries throughout the pandemic, so call our Support Line on **0800 389 8820** or visit **www.firefighterscharity.org.uk/support** to make an enquiry.



Taking the Chair

Paul Fuller, Chief Fire Officer for Bedfordshire Fire and Rescue Service, explains why becoming Chair of our Board of Trustees means so much to him.

In November 2020, the day after our first virtual Annual General Meeting, Paul Fuller assumed the position of Chair of The Fire Fighters Charity's Board of Trustees. A career firefighter who has served as Chief Fire Officer for Bedfordshire Fire and Rescue Service since 2002, Paul has been a Trustee since 2015. An ardent fundraiser, he has also completed a number of challenges for us over the years, including canoeing, open water swimming and, most recently, climbing Mount Kilimanjaro.

Taking over from previous Chair, Andrew Lynch, Paul takes on the role as the Charity continues to make strides towards the ambitious goals of our 2020-25 Strategic Plan. Sitting down with him a few weeks after the AGM, he was keen to stress how much it meant to him to be given the opportunity to help shape the Charity's future.

"Being appointed as Chair of the Board of Trustees is a massive honour," he says. "I have been involved with the Charity for many

I want the Charity of 2025 to be reaching and helping more people, having more of an impact on the long-term health and wellbeing of the whole community, and doing all this in a sustainable manner.

years and come from a fire service family, so it has been a part of my whole life. It is a real honour to have this opportunity to work with the Board and do what I can to help the Charity over the coming years."

Admitting he has some big shoes to fill when he looks back on all that the Charity has achieved in our 78-year history, Paul is nevertheless in no doubt as to the ambition he holds for his tenure as Chair.

"I really welcome the opportunity to be Chair of the Charity and hope that I will be able to shape and define its future going forward," he explains. "We have shown through innovation and determination over the last year that we will not let challenges like the coronavirus pandemic get in the way of supporting the fire services community. I know that we have got the people and skills we need to endure such circumstances, and then go from strength to strength into the future."

He adds: "What I am going to try to bring to the role is 40 years of service in the fire and rescue service, both as a firefighter and as a leader. And with that comes all sorts of organisational, finance and people skills with which I hope I can offer some advice and support to the Charity's managers and leaders when they have to deal with the tricky situations that people in organisations

like ours inevitably face from time to time.

"I feel that in the 78 years that the Charity has been in existence, I am now standing on the shoulders of the giants that formed it and have brought it to where it is today. So when I finish my term as Chair I hope that I will have done them proud and will be in a position to hand over a robust and diverse Charity to the next incumbent, one that still carries with it the characteristics of care and respect that have always gone hand in glove with The Fire Fighters Charity. But, importantly, I want the Charity of 2025 to be reaching and helping more people, having more of an impact on the long-term health and wellbeing of the whole community, and doing all this in a sustainable manner."

Having been a Trustee for the past five years, Paul explained how he has taken on a number of important roles in the past, which have helped him gain an appreciation of the way in which the Charity works and therefore a good grounding to take the Charity forward as Chair.

"During my time on the Board I have worked

in digital technology to help us reach those who need us today and into the future. I've been delighted to see how we have already risen to this challenge and how central such new approaches to support are in our new Strategic Plan."

Reflecting further on the Charity's 2020-25 Strategic Plan, Paul is excited by the prospect of working with his colleagues on the Board of Trustees to support the Senior Leadership Team in fulfilling the objectives across its four portfolios of work.

"I'm really confident that the new Strategic Plan for the Charity that's been put together after a lot of hard work will confront many of the challenges that we face," he says. "We've got a clear vision and road map for the future there that sets out how we will reach and support more people, while developing as an organisation and investing where we need to in order to ensure the business is robust and sustainable for years to come.

"It is the role of the Board to drive this plan forward and I am really looking forward to

working with my fellow Trustees to do so. We have a great Board that is made up of both representatives with a fire and rescue service background and members who bring specific skillsets with them from different industries, such as digital transformation, finance and the delivery of clinical services. The result is that we have relevant fire service experience coupled with equally relevant technical experience that can, together, help us to recognise all that we want to achieve through the five-year plan. It's very exciting."

Talking personally about the role of Chair and what the position means for him, Paul allows himself a moment's reflection: "The fire and rescue service and The Fire Fighters Charity runs through my veins," he says with a heartfelt passion. "What is distinctive and special about this organisation – and I can personally attest to this – is that it is absolutely there for everyone who is connected to the fire and rescue service. Whether you are serving, retired, a dependant, work in Support or Control, and whatever your role, you are a part of The Fire Fighters Charity and we will do whatever we can to help you when you are in need. This is a really special organisation, we are lucky to have it and I am lucky to be in the privileged position to do what small bit I can to ensure that it is here for those who come after me."

Looking ahead Paul is also clear as to where he believes the immediate challenges lie. "The Charity faces quite significant challenges in the coming years," he says, "Not least in the short-term, after we have seen our fundraising ravaged by Covid. Like so many other charities in this country, our fundraising has been severely restricted, so we need to do what we can now to minimise the impact of that, while planning for a fundraising future that may well need to take coronavirus into account.

"At the same time, we have to ensure that we can continue to deliver services to those in need, regardless of what is happening in the wider world. In both the short and longer term, this means investing and innovating



Enjoy a Brew With a Crew

It's time to put the kettle on, because this spring, we're joining forces with Typhoo Tea to launch an exciting new fundraising campaign.

If there's one thing we can say with some confidence, it's that the British public loves a brew. And firefighters are right up there with some of the biggest tea drinkers around.

"Tea is pretty much the foundation stone on which the fire service is built, you can't set foot on a fire station without being offered a brew," says our Corporate, Community and Events Fundraiser Alan Knell. "It also plays a pivotal role in the way fire crews support each other's mental wellbeing, as they often talk through traumatic incidents over a cup of tea round the mess table."

So we thought, what better way to recognise the efforts the fire services community has gone to during the pandemic than with a cup of tea? Which is why on Tuesday 4 May, in line with International Firefighters' Day, we're launching *Brew With a Crew*, in partnership with Typhoo Tea.

"During the year spent in lockdown, we missed out on so many fundraising events and have had to think creatively about what we organise," says Alan. "So we wanted to celebrate the role the humble cup of tea plays in supporting our nation's firefighters, by bringing people together for a brew with the people they care most about over the next

few months. We're therefore inviting everyone to form their own virtual crew – whether that's with family, children, colleagues or friends – and have a brew over a video call, making a donation to our Charity in the process."

While the first year of our *Brew With a Crew* event will be online, the next two years can hopefully grow in scale and take place at fire locations across the country.

While we're not together in person, we want to bring people together online. So we'll be running *Brew With a Crew* challenges on our social media channels for you to take part in. Just film yourself and your crews and share with us on Facebook, Twitter, Instagram and TikTok using **#BrewWithACrew**

When Typhoo were asked if they'd like to get involved in the campaign, it was a natural fit.

"Typhoo share a lot of the same values and morals as us, and they also wanted to do something to recognise the efforts of the emergency services over the last year," says Alan. "They're local to me – I grew up five minutes from their factory – and we've worked together in the past, so I'm really excited that they've come on board for what will be a three-year partnership supporting *Brew With a Crew*."

HOW TO TAKE PART

To take part, all you need to do is visit our website at www.firefighterscharity.org.uk/brew and complete an online registration form to host your own Brew With a Crew anytime over the next few months. Then you can browse our online toolkit of resources, activity ideas and promotional tips to help make your event a success.

We are asking for all donations to be made digitally this first year, so we advise against taking any cash donations. To donate, you can either create an online fundraising page, share the QR codes in your fundraising pack, or text **CREW** to 70660 to give £5. And remember to share your brews with us on social media using the hashtag **#BrewWithACrew**.

If you have any questions about your virtual Brew With a Crew event, we are here to help. Call our Customer Care team on 01256 366 566 or email Brew@firefighterscharity.org.uk

So get your crew together, organise a session of activities, games and laughs, all washed down with a lovely brew and a cheeky biscuit or two and show your appreciation to the UK's fire services community.



Sign up

Choose a date for your brew event and register online at www.firefighterscharity.org.uk/brew



Plan your event

Browse our online toolkit for top tips for success and create your fundraising page



Have fun

Enjoy your virtual event. Film it and share it with us on Facebook, Twitter, Instagram or TikTok using **#BrewWithACrew**



Donate

Ask your friends to donate via your fundraising page or by texting **CREW** to 70660 to give £5

Text costs your donation amount plus your standard network charge. The Fire Fighters Charity receives 100% of your donation. Please obtain bill payer's permission. Customer Care 01256 366566 Charity registered In England & Wales (1093387) and Scotland (SC040096)

BREW?
'00 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 and use the code CREW20 at checkout

THE SHOUT! PODCAST RETURNS



The Shout! Podcast returns



photo credit John Uwins

Season Two of our health and wellbeing podcast is out now.

If you haven't done so already, subscribe and check out the all new second season of *Shout!Podcast*, available on all the usual podcast platforms now.

Our health and wellbeing podcast has had a bit of a makeover this season, with each episode now focused on a health and wellbeing topic and trimmed down to a pocket-sized 20 minutes, so you can fit it easily into your day.

Once again hosted by Kim Robson, Season Two will feature insight from our practitioners, all designed to help you make informed decisions about your lifestyle, in order to live healthier and happier.

We're also once again featuring some incredible stories from those we've supported. From serving fire and retired personnel, to family members and carers at home, you'll meet some incredible people over the duration of the season.

What's coming up?

We've got 10 episodes (plus some special *Shout!Podcast Plus* extras) all full of health and wellbeing content that is specifically designed for the fire services community. From the impact of shift patterns on sleep habits and ways to work nutritional alternatives into recipes for communal cooking, to looking at ways to adjust to a life in retirement after a fire career and how to make time for self care, there is something for everyone.

How to listen to Shout!Podcast

Available through all the usual podcast channels, you can find us on Spotify, Apple or Google Podcasts. However, if you're newly dipping your toe in to the podcast pool, you can find all the episodes via our website at www.firefighterscharity.org.uk/shoutpodcast. In case you missed any episodes from Season One, you can also find the complete back catalogue online.

Be a part of our show

To get involved in the show, simply visit www.firefighterscharity.org.uk/shoutpodcast and fill out the contact form. Maybe you'd like to share your own experience of receiving support from the Charity, possibly you've used some of our resources to significantly change your lifestyle for the healthier, or you have an idea for a topic you'd really like us to cover. Whatever it is, just visit the website and let us know.



We've got you covered

Whether you're completing an epic challenge for us, or enjoying a BBQ with family and friends, show your support of The Fire Fighters Charity when out and about by wearing our high-quality branded clothing.

1. Round Necked T Shirt - navy blue - £10.00
2. Adult Polo Shirts - navy - £14.95
3. Adult Baseball Cap - available in red and blue - £5.00
4. Adult Hoodie - £24.00
5. Running Vests Mens & Ladies - £14.99
6. Children's Blaze Bear T-shirt - £6.00 (available in sizes 5-6 & 7-8)
7. Children's Neenaw the Fire Engine T-Shirt - available in red and blue - £6.00 (available in sizes 2-3, 3-4 & 5-6)
8. Cycling top - £39.99



Just our cup of tea

We all enjoy a relaxing cuppa, so get comfy in your favourite chair and take a moment to check out our range of Charity-branded mugs.

1. NEW! Fire Fighters Charity mug in black - £5.00
2. Classic Fire Fighters Charity mug in red - £5.00
3. Fire Fighters Charity stainless steel travel mug - £5.95
4. Engraved Fire Fighters Charity black travel mug - £6.95
5. Neenaw Fire Engine Acrylic mug - available in blue and red - £4.00



These mugs would be a great addition if you're taking part in our Brew with a Crew campaign too! Read more on page 22.

Get involved! Why not take a "mugshot" with your new mug and post it to our social media? #ffcmugshot

Exciting news

After a long wait for rules and regulations to be confirmed, we are thrilled to announce we are now able to dispatch our Fire Fighter Charity merchandise to the Channel Islands. Get in touch with us if you'd like more information.

Visit our online shop to purchase all these gifts, and much more www.firefighterscharity.org.uk/shop



DIVE INTO SUMMER FUNDRAISING

Throughout this challenging year you've continued to show great determination and support by taking on creative fundraising activities. Now with a flicker of light at the end of the tunnel, we thought we'd share some perfect summer fundraising ideas that you could host, whatever the social distancing rules. Please continue to follow Government guidelines when completing your Fire Family Challenge, stay safe and have fun!

One I made earlier

Do you have a crafty skill you could share with others? Enjoy an afternoon of knitting, painting, drawing, paper crafting, or any fun arty activity to get your friends and family joining in! You could teach a live class or pre-record and share online, asking for a contribution to be donated.



Gaming for good

British summertime can be unpredictable. So on those rainy days indoors, why not set up a fun online gaming tournament with family or friends? You could ask for a donation to join and even give a prize to the winner! If you have the ability to live stream, you can fundraise for us on your stream using *JustGiving* or *Tiltify*.



Ready, steady, bake

Are you a Mary Berry in the making? Why not host an afternoon tea or bake sale this summer? You could even join our Brew With A Crew campaign and get your loved ones together for a virtual cup of tea and a cheeky biscuit or two and show your appreciation to the UK's fire services community. Find out more about taking part in Brew With A Crew on page 22.



Bargain hunter

We all love finding a bargain. If you're happiest when rummaging for that special vintage or quirky item at a car boot sale, in a junk shop, or online, could you sell your fabulous finds and donate the profits? Don't forget that you can do so through eBay For Charity too: www.charity.ebay.co.uk/charity/The-Fire-Fighters-Charity/3172157



Family adventure

If you're feeling adventurous this summer, how about creating a family scavenger hunt or treasure hunt? You can create a fun fact sheet with helpful tips and clues. And you can set the minimum fee for your friends and family to enter. Get inspiration from our very own family scavenger hunt by going to www.firefighterscharity.org.uk/scavenger-hunt



Virtual car wash challenge

If you're unable to host a car wash at your station, how about completing a 999 Virtual Car Wash Challenge instead?

Taking part is simple. Race against the clock to wash your car in 9 minutes, donate £9 to The Fire Fighters Charity and nominate 9 of your friends, family or colleagues to take part in their very own virtual car wash. Find out more by going to www.firefighterscharity.org.uk/national-car-wash



Things to remember

- Check social-distancing restrictions in your local area before you start an event
- Whatever you're doing, make sure you make it clear where donors' funds are going through clear signs or posters. If there is a cost element, please make it clear that all profits will go towards The Fire Fighters Charity.
- We have an 'in aid of' logo that should be used on all promotional materials. Find it on our website.
- Any food being sold or offered as prizes needs to have relevant allergy information clearly stated.
- Ask people to complete a GiftAid form so we can claim an additional 25% on their donations.
- Don't forget to apply for event insurance. Our Public Liability Insurance provides cover up to £10m. Find more information on our website.

Support that lasts a lifetime

No matter how long ago you left the fire service, whether it was a few months or a few decades, we're here to support you with whatever is affecting your health and wellbeing. Our support lasts a lifetime, which is why we need your support as well



We know that retiring from the fire service can be difficult, however long ago you left, and that making the transition into life after the fire family can provide unforeseen challenges.

You may miss the camaraderie of your colleagues, or the feeling of being a part of a team. Possibly you're feeling the long-term effects of wear and tear on your body or adjusting to a life-changing health diagnosis. Or a change in social circumstances may be having an impact on your daily sense of wellness.

Whatever it is that's weighing on your mind, we are here to support you. When we say our support lasts a lifetime, we mean it. No matter how long ago you left the fire service, if you have completed five years or more (or two if you were made redundant) or had to retire on medical grounds, you're a beneficiary for life.

But we can only be there with your help. We rely on donations to enable us to continue to provide this support to you and

"We have to support it and we have to use it. Regular donations? Abso-flipping-lutely."

your loved ones through all stages of your career and retirement.

That's why our regular donors are the lifeblood of the Charity. The stability provided by this regular income allows us to continue to plan for all that we want to achieve in your name.

One of our regular donors is Peter Miles, who left his role with Leicestershire Fire and Rescue Service after three decades, looking forward to retired life. But not long in, Peter's health took a sudden nosedive and he became seriously ill.

"Never mind the dent to your pride of not being able to provide how you once did," he says, "I don't think I realised how shaken to my core I was at how ill I got at the worst point."

During his career, Peter would often

signpost colleagues to the Charity. When he realised he was in need of help with post-surgery recovery, he knew who to turn to. "I never imagined it would be me who would need to call upon the Charity's support, but I knew how good they were, so I didn't think twice."

He was invited to spend time at Jubilee House, our residential centre in Cumbria for physical and psychological support. His week there, he says, was transformative.

"I went there determined to get the most out of it I possibly could and I was not disappointed," he says. "I'd always known the Charity was good, but it isn't just good, it's off the flipping charts. It's lottery win, it's up there. We have to support it and we have to use it. Regular donations? Abso-flipping-lutely. You're getting my donations until the day I peg it, it's the least I can do after what you've done for me. I can't thank you enough."

If you donated through payroll throughout your career, please take the time to transfer your donation to a direct debit. Or if not, please join the incredible men and women who continue to support us into their retirement.



Visit www.firefighterscharity.org.uk/donate today.

Delivery Direct To Your Door!

"The Perfect Wisteria... 'Amethyst Falls'!
Guaranteed To Flower This Year AND Every Year
Introductory Offer – SAVE £10.00! "

It's true! At long last you can buy a Wisteria that will flower in the very first year!

Unlike other varieties which can take years to flower, 'Amethyst Falls' will be smothered in blooms from May in the first year. What's more, it will repeat flower at the height of summer so you'll get nearly four whole months of flowers every year! It is more compact than other varieties too, growing to 3m tall over ten years – perfect for any porch, pergola, or archway – yet still produces full-sized, classic pendulous amethyst-blue blooms, each carrying a wonderful fragrance! Grow them in a sunny spot and enjoy them for decades to come!
Delivery from Early April.

- Unlike other wisteria it flowers in the first year!
- Repeat flowering from May to August!
- Beautiful garden-filling fragrance
- Compact – perfect for a pergola or archway
- Totally hardy and very easy to grow

Wisteria 'Amethyst Falls'

Established Potted Plant on 50cm Trellis – Item Code: 550238

ONLY £19.99

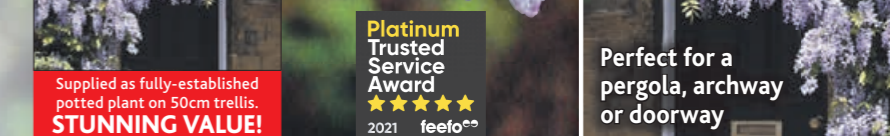
YOU SAVE £10.00 TODAY!

WISTERIA
'AMETHYST FALLS'

ONLY

£19.99 +P&P

SAVE £10.00!



Supplied as fully-established potted plant on 50cm trellis. **STUNNING VALUE!**

Platinum
Trusted
Service
Award
★★★★★
2021 feefo®

Perfect for a
pergola, archway
or doorway

3 EASY WAYS TO ORDER NOW!

0844 502 0050
Calls cost 5p per min plus your network's access charge.

USE CODE
SHOUT102

www.YouGarden.com/SHOUT102

or by post using coupon below to: Offer SHOUT102 YouGarden, PO Box 1468, Peterborough, PE1 9XL

HALF PRICE BONUS OFFER

Strawberry 'Sweet Summer'

'Sweet Summer' gives a heavy crop of large, sweet and juicy berries. It's an 'everbearer' variety which will fruit throughout summer in autumn, each plant producing as much as a kilo throughout the season. Plants are not troubled by disease and very easy to grow. Supplied as a pack of 20 fresh bare rooted runners, ready to plant straight out. Item 320070.



Was £19.99 Now £9.99
HALF PRICE SAVE £10!

PLEASE SEND TO: Offer SHOUT102, YouGarden, PO Box 1468, Peterborough, PE1 9XL

YOUR ORDER DETAILS

Item	Description	Price	Qty	Subtotal
550238	Wisteria 'Amethyst Falls' Established Potted Plant on 50cm Trellis SAVE £10.00	£19.99		
550218	Go Small 1 x 10.5cm Wisteria 'Amethyst Falls'	£9.99		
These SPECIAL OFFERS go perfectly with your Wisteria 'Amethyst Falls'				
320070	Strawberry 'Sweet Summer' 20 bare rooted runners. HALF PRICE! SAVE £10.00!	£9.99		
100062	Blooming Fast Superior Soluble Fertiliser PLUS - The complete plant food! 500g Pouch - SAVE £2.00!	£7.99		
JOIN THE YOUGARDEN CLUB - Get £20.00 FREE vouchers & SAVE 10% on EVERY ITEM you order!				
820005	Renewal Subscription Membership*: SAVE £15.00!	£5.00		
820001	1 Year Membership: SAVE £10.00!	£10.00		
DON'T FORGET: Deduct 10% (10p in every £1) if you joined the YouGarden Club.				
				Add PP&L
				£6.99
				TOTAL ORDER VALUE
				£100.00

*We'll automatically renew your membership every year, so you can keep saving - AND the price will NEVER go up. **GUARANTEED!** Full details at YouGarden.com/Club. Offer subject to availability and in the event that this offer is oversubscribed, we reserve the right to send suitable substitutes. Delivery to UK only and a £6.00 surcharge will apply to the following postcode areas: AB, BT, DD8-11, GY, HS, IM, IV, JE, KA27-28, KW, PA20-80, PH19-50, TR21-25 & ZE. See website for full terms & conditions. Following Brexit there are a number of changes that prevent us from trading in N. Ireland. For further details please visit www.yougarden.com

YOUR PAYMENT DETAILS I enclose a cheque/Postal Order payable to YouGarden (name & address on back) for £

Or charge my Visa / Mastercard / Maestro card:

Card No. Issue No.

Start Date Exp Date

DELIVERY DETAILS

Mr/Mrs/Ms/Miss Initial Surname

Address

Postcode

Email

Tel

My DOUBLE GUARANTEE to you!

1 If you're not totally happy with your order, please tick here . We think you'd enjoy some of the latest products and selected offers by post from other trusted retailers, charities, finance, travel, FMCG and utility companies. If you do not wish to receive these, please tick here . Full details at YouGarden.com/Privacy. © YouGarden 2021.

2 Should any handy plants fail to thrive thereafter, we'll replace free of charge. You just pay the P&P.

Peter McDermott, Head Gardener

AD CODE **SHOUT102**

Become a Company Member in 2021

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

Attend our AGM and cast your vote in best interests of the Charity's future.

The ideal Company Member has a genuine interest in the Charity and a commitment to undertaking the key duties of the role.

Closing date **24 May 2021, 9am**



To find out more visit www.firefighterscharity.org.uk/companymember or email companysecretary@firefighterscharity.org.uk

Copyright © 2021 The Fire Fighters Charity. All Rights Reserved. The Fire Fighters Charity, Level 6, Belvedere, Basing View, Basingstoke, Hampshire, RG21 4HG. Registered charity in England and Wales (No. 1093387) and Scotland (SC040096)

Royal Patron Her Majesty The Queen



Opportunity knocks

The latest opportunities and updates for our fantastic volunteers.

Help our Living Well Groups

Throughout lockdown, our online Living Well Groups have continued to meet, bringing members of the fire services community together from across the UK. As well as restarting our face-to-face meetings as soon as we can, we'll be continuing to meet online and we're on the lookout for some volunteers to help us with both types of Living Well Groups:

People persons

Part of the success of our Living Well Groups has been down to the fact that they have welcomed guest speakers to talk on a wealth of topics that interest those that attend including, fire-related and health and wellbeing topics, giving geographical information and interests. So, we're keen to find people who can help us to source guest speakers, for both our online and face-to-face groups across the country.

If you've got a bulging contacts book of people or organisations who you think could bring something of interest to a Living Well Group, or if you like the challenge of finding fascinating folks to share their experiences with others, we'd love to hear from you.

Skill sharing

Do you have a hobby or interest that you'd like to share with others? Could you lead an online group on your specialist subject? If so, we'd love your help with our online Living Well Groups.

Perhaps you're a yoga or a Tai Chi instructor, or maybe you're an artist, an author or a well-practiced gardener. You might have IT skills that can help our members, or you might be able to inspire them to become better photographers, bakers, poets, bird watchers or walkers. Whatever you're good at, your enthusiasm could help our members to try something new, share their knowledge and enjoy the company of others.

If either of these opportunities appeal to you, please get in touch with our Communities Development Lead, Clare Hannaford by emailing channaford@firefighterscharity.org.uk for more details.

Thank You

The past year has proven to be one of the most challenging periods in our 78-year history. We have stayed open through the delivery of digital support, even though we have not been able to deliver residential services directly from our centres. Out of necessity we have had to place many of our employees on furlough leave and almost all fundraising events have either been cancelled or moved online.

Throughout this testing time, however, we've continued to see some incredible support from our volunteers, especially in regard to fundraising, as Volunteer Lead Kate Harrison confirmed:

"We're so grateful for the continued support of all our volunteers over the last year," she said. "Those who have helped to organise fundraising events wherever they can, working around restrictions in order to do so. We're also incredibly grateful to all our volunteers who would, under normal circumstances, help us in face-to-face situations. They've continued to offer their support where they can and we look forward to being able to meet again in the not too distant future."



Find out more

You can find out more about upcoming volunteer opportunities by keeping an eye on www.firefighterscharity.org.uk/volunteering

LIFESTYLE CHOICES

Reports suggest almost half of the UK population feels more motivated to make positive lifestyle changes due to the coronavirus. So, to help you capitalise on this motivation, we've created an online hub full of inspirational content to help you make healthier choices with the way you live.

Earlier this year we launched the first in a new series of awareness programmes designed to help you, and others across the fire services community, to live well. This first programme focussed on making healthier lifestyle choices and, as Nursing Services Lead Kath Savage explains, such choices could pay dividends in the future:

"Good health is an asset we should all be investing in throughout our lives, not

something to take for granted, neglect or put off. Investing in yourself now means you will be able to have enjoyment at all stages of your life, including in your later years."

We have therefore created a wealth of resources to inspire you to make positive, healthy changes for the benefit of your mental, physical and social wellbeing.

"As we continue to live with the Covid-19 pandemic, it has never been more important to make healthy lifestyle changes," says



Kath. "Doing so could increase your chances of being able to fight the disease, should you contract it."

Over 90% of Covid deaths have been in people with at least one pre-existing health condition, with diabetes, cardiovascular disease, chronic kidney disease and lung disease among the most common. While some of these are age-related, excess weight at all ages has also been linked with positive tests, hospitalisation, prolonged treatment and even death.

This comes at a time when 28% of adults in England are living with obesity and 26% are overweight, as well as one in four people aged between 55 and 64 being physically inactive.

"The challenges thrown up by the coronavirus pandemic have made it even more abundantly clear how important it is to lead a healthy lifestyle," Kath explains. "So we want to encourage and support you to make positive changes to your health behaviour, starting today."

According to latest figures, almost half of the population feels more motivated to make positive lifestyle changes due to the coronavirus. And we're all for it.

That's why we've created a number of interactive videos, articles, podcast episodes and useful downloadable resources, all designed to inspire you to make positive, long-term change for the benefit of your present and future self.

Whether you're looking to introduce more physical activity into your routine, boost your emotional resilience and mental wellbeing, learn healthier habits for your food and drink, reduce your alcohol intake or quit smoking, master long-term success, or just learn how you can make time for a bit of self care, there is something for everyone.

Because when it comes to investing in yourself, there is no time like the present to make the first step.

You can find the full suite of information online at www.firefighterscharity.org.uk/living-well.

WHAT DOES A HEALTHY LIFESTYLE LOOK LIKE?

While the full suite of information regarding our healthy lifestyle programme can be found online, here is a taster of some of the key areas it focuses on and the reasons why they are so important for us all

LONG-TERM SUCCESS

They say Rome wasn't built in a day, and when it comes to making significant changes to your lifestyle, it's a marathon not a sprint.

We are all creatures of habit so establishing a new routine can take a little time, especially if we are substituting unhealthy behaviours for healthy ones.

Whilst the first step is absolutely vital, it is persistence that ensures new habits and routines become established, and is vital for long term success. This is why perseverance is so important, even when you don't feel like it or things get tough.

PHYSICAL ACTIVITY

Getting up and getting your body moving is one of the best things you can do to promote good physical and mental health.

Leading an active lifestyle can prevent a range of chronic conditions, including Type II diabetes, coronary heart disease and hypertension. It also reduces your chances of being admitted to intensive care, should you contract Covid-19.

An England-wide survey of over 5,000 adults found that 80% of those asked have made an active decision to make changes to their lifestyle in 2021, 41% said they'd committed to exercising more and 68% of these said they were motivated to do so because of the coronavirus.

MENTAL WELLNESS

Being as healthy as possible in our mind and body, and

actively seeking steps in order to achieve this is essential to the idea of wellness, taking small, incremental steps to improve those factors that influence our daily sense of wellness.

What factors and influences personal wellness will be different for everyone as we all work within our own possibilities and limitations. Emotional, physical, intellectual, environmental, financial, occupational, social, spiritual factors... pretty much anything you encounter in your daily life has the possibility to influence your sense of wellness.

This brings with it positives and negatives. Things that influence our wellness for the better and enrich our lives should be encouraged and nourished. Hobbies we enjoy, people we like to have around us, foods that make us feel good, taking time to relax, physical activity, feeling safe and secure, appreciation, routine... all of these can have a positive impact on our sense of wellness.



SELF-CARE

On an aeroplane, one of the first things you are taught is that if something should happen to cause oxygen masks to come down, you have to put on your own before tending to someone else. That's because you can't be of use to others if you can't help yourself.

The same is true of self-care. Taking time out for yourself on a daily basis and finding the balance between what you need and what others need of you is so important to your wellbeing.

In the fire and rescue service, you're used to putting other people's needs before your own. But self-care isn't selfish. It doesn't mean only thinking about yourself. It means self-preservation, taking time out of your day, even if it's just 15 minutes, to do something that's just for you.

Self-care looks different for everyone, because we're all different. But essentially, it means finding time in the day for some 'me time' and putting yourself first.



KNOW YOUR NUTRITION

We know that a healthy lifestyle incorporates things such as eating a nutritious well-balanced diet, getting adequate physical activity, sleeping well and managing our stress levels, all of which will help to boost our immune system.

Sometimes it's not so much about what you're eating or drinking, but rather the habits you've built up around them. When it comes to making changes to your diet, behaviour change is just as important.

ALCOHOL AND SMOKING

New research suggests that eight out of 10 UK adults have been inspired to make at least one change to their health and wellbeing in 2021, by taking a more positive approach to their lifestyle. With both drinking and



smoking habits having crept up, cutting back on your alcohol and cigarettes could be just the step you need to see short and long-term improvements in your overall health and wellbeing.

Has your drinking increased during lockdown and you'd like to cut back? Are you curious to learn more about the impact alcohol has on your physical and mental health? Did you miss Dry January but would still like to take positive action towards improving your drinking habits? If the answer to any of these questions is yes, you're not alone. And if so, you may wish to watch our *Alcohol and Me* webinar, featuring expertise from our psychological and nursing teams. You can find them online at www.firefighterscharity.org.uk/alcohol-and-smoking.

TIPS FOR SUCCESSFULLY MAKING HEALTHY LIFESTYLE CHANGES

When it comes to our wellbeing, we must take an active approach. We can't improve things by being passive, just sitting back and hoping things will improve. Taking affirmative, positive action will make all the difference to our overall mental and physical wellbeing.

- If you can, develop a good self-care strategy, allowing some 'me' time every day.
- Develop a healthy sleep routine.
- Exercise regularly, doing something you enjoy.
- Eat well, with a nutritious, balanced diet.
- Pace yourself, listen to your body and go at your own pace.
- Use SMART goals: make your objectives specific, measurable, attainable, relevant and timely.
- Develop a strategy to cope with challenges in the workplace and/or at home.
- Ask for help if you need it, talking things through with someone you trust and value.
- Make small changes to your habits, don't try to do everything at once.
- Recognise your strengths and abilities and try not to dwell on the negative.
- Try different relaxation techniques to find one that suits you.
- Take up a hobby or reinstate an old one, doing something you love and find rewarding, inspiring or restful.
- Develop an inner-supporter instead of an inner-critic.

There's lots we can do to improve our sense of wellbeing and make healthy lifestyle changes, but you don't have to master it in one day. Start small. Pick one thing you're going to do differently for the benefit of your future self. This approach will lead to steady progress that is more likely to be sustained.

BODY WORKS

The physical demands of their role means that firefighters' bodies are put through a great deal over the course of a career. The importance of good musculoskeletal health is therefore central to the long-term wellbeing of those working in physical roles, as well as for the rest of us. With our next health awareness programme focussing on healthy joints, Nursing Services Lead Kath Savage explains more.

Musculoskeletal conditions affect over 17 million people at all stages of life in the UK alone, causing pain, disability, fatigue and often depression and social isolation. But prevention, early detection and swift treatment can help us all to stay in good health, remain independent and stay connected to our communities.

WHAT DO WE MEAN BY MUSCULOSKELETAL?

Sometimes referred to as MSK conditions, musculoskeletal conditions refer to anything that is affecting your musculature and bones together, and are often one of many long-term conditions. MSK conditions can include inflammatory conditions (such as rheumatoid arthritis), conditions associated with pain (such as osteoarthritis or back pain) or conditions brought about and/or made worse by an injury or a fall, such as fragility fractures of osteoporosis.

HOW DOES LIFESTYLE AFFECT MUSCULOSKELETAL CONDITIONS?

Although your genes play a role in determining the size and strength of your bones, the way you live is also an important factor.

Investing in your 'bone bank' when you are younger will pay dividends in your later years, helping you to minimise

the loss of bone density and ensure good bone strength. It also helps to keep your bones and muscles strong throughout your life, giving you the best chance of staying active as you age. This is an investment worth considering.

MUSCULOSKELETAL CONDITIONS ACROSS SOCIETY

We are an ageing population. A steady increase in average life expectancy over recent decades means there are now an estimated 500,000 people living in the UK aged over 90, predicted to go up to 3.2m people aged over 85 by the year 2041.

But while people are living longer, they are not necessarily doing so in the best health, particularly those living in more deprived areas of the country. As well as the impact this

can have on our physical and mental health and wellbeing, it also puts extra pressure on our health and social care systems. Plus, as we've said, MSK conditions can affect people of all ages – many before retirement age – who may be unable to work due to ill health.

Musculoskeletal issues are fuelled by physical inactivity and obesity, and are an increasing issue for our NHS, with 20% of people in the UK each year seeing their GP for an MSK-related problem. They also put extra strain on the workforce, with MSK conditions being cited as the second biggest cause for days lost to sickness, after stress, depression and anxiety.

MUSCULOSKELETAL ISSUES IN THE FIRE SERVICES COMMUNITY

We are passionate about

helping our beneficiaries in the fire services community to take early steps to improve their bone health, for the benefit of their present and future wellbeing.

Our next health awareness programme will therefore look at how we can empower you to look after your bones to make sure you have the best possible bone health throughout your life. We will be sharing resources designed to equip you with the knowledge, skills and confidence to make informed decisions about how best you can invest in your bones throughout your working life and into your later years.

Keep an eye on our website throughout the summer for regular updates and information.



EXERCISE IN THE TREATMENT OF ARTHRITIS

Living with arthritis? You may think resting your joints is your best option, but Jubilee House's Exercise Therapist James Wilson is here to explain why regular activity is actually the best thing you can do for yourself.



We may think of arthritis as something that only affects older people, but there are more than 10 million people in the UK who have arthritis or similar conditions that affect their joints and they are of all ages, including children.

The two most common forms of arthritis are osteoarthritis and rheumatoid arthritis.

OSTEOARTHRITIS

This is the most frequently occurring form of arthritis in the UK, affecting nearly nine million people, usually in the hands, spine, knees or hip where joint cartilage is broken down, resulting in pain and stiffness. It can occur at any age and often comes as a result of an injury, although the exact cause is unknown. Despite common belief, wear and tear isn't the problem when it comes to osteoarthritis, as constant use actually keeps cartilage healthy. Previous or existing conditions,

age, family history and/or obesity can also increase your risk of developing osteoarthritis.

RHEUMATOID ARTHRITIS

This is a chronic autoimmune disorder, affecting more than 400,000 people, where your body can mistakenly attack cartilage, making joints stiff, swollen and painful. When experiencing joint pain, you may think the best treatment is rest, in the hope it goes away by itself. However, exercise is actually one of the best things you can do for arthritis, as keeping joints moving promotes the release of their natural lubricant, synovial fluid. Not moving joints can make them feel even more painful or stiff. General aerobic fitness and improving muscle strength are also crucial to maintaining support for your joints.

DEALING WITH DIAGNOSIS

When you're in pain it can be difficult to find motivation, or

to know what to do to improve things, rather than make matters worse.

So the first piece of advice we can offer you is this: instead of searching for a cure or a quick fix, sometimes accepting a diagnosis is an important part of controlling your pain and its effects on your health and wellbeing. As we've said, it can affect anybody of any age, so it's nothing to feel embarrassed of; it is neither an indicator that you're getting old, nor is it a condition you can't do something about.

Acceptance, followed by the right exercise programme and going at the right pace for you are fantastic tools you can employ to help you take back control.

THE ROLE OF EXERCISE

The right exercises will strengthen muscles around joints, maintain bone strength, improve your sleep, control your weight, improve your balance, and generally improve your mental health.

The NHS recommends we do at least 150 minutes of moderate aerobic activity each week, plus two or more days that include strength exercises that work the major muscle groups. Initially this may not be possible for you, depending on your pain and activity levels, so find the right balance between exercise and rest for you and build gradually.

If you're in any doubt about what exercises you should be doing, get advice. We can offer you a video consultation with one of our physiotherapists, who will give you a personalised programme of exercises you can complete at home.

Arthritis doesn't have to stop you doing what you love. So if you'd like to discuss your options, get in touch with us. Call our Support Line on 0800 389 8820 or send us an enquiry online, and we'll see what we can do to help you move forwards positively with your life.

TIME TO RETHINK PAIN

While not very pleasant, experiencing pain is completely normal. In fact, it can be useful to try and think of pain in a positive light. Lead Practitioner Juliette Dean explains why.



Like many other systems in our body, pain is a protector. It tells us when to move, when to react and when we need to change our behaviour. Without pain, we could be in a lot of trouble.

Clinical Scientist Professor Lorimer Moseley describes pain as being 'an unpleasant feeling that is felt somewhere in the body that urges us to protect that body part.' We use this definition within our rehabilitation programme for two reasons.

Firstly, because when thinking about pain, it is important to consider the whole person, not just the area where pain

is being experienced. And secondly, because pain is produced in the brain. Nerves in the affected part of the body inform the brain something has happened, for example, we've shut our finger in the car door, and the brain then decides how to interpret this and react.

ROLE OF THE BRAIN

Our body has millions of nerves interacting with each other with messages going to and from the brain all the time. How we react to our finger in this example is dependent upon a whole list of other factors for our brains to consider: our immediate environment and whether we're in danger, what we were doing at the

time of injury, our role or responsibilities (work, family, pets etc.) whether we've injured this area in the past, our age, personal beliefs and upbringing, past experience of pain and whether we're planning on injuring ourselves again. Only after sorting through this information will the brain decide whether the finger hurts.

In the 1960s, a forward-looking scientist came up with the 'biopsychosocial' model, which highlights the influence of three aspects of someone's life on their pain: the biological (what's going on in our bodies), the psychological (how we're feeling emotionally) and the



social (who we're with and what we're doing). After all, we're not the same person with our families as we are with work colleagues, and we react to things differently when the sun is shining compared to when it's raining.

Crucially, these three elements cannot be separated when it comes to their influence on pain. Each of them will always have an influence, however large or small. This is why a whole-person approach is now widely adopted within rehabilitation.

INFLUENCES ON PAIN

To explore this idea of influence, let's return to our person who has shut their finger in the car door. Let's say they did so on the way to the airport for a dream holiday. It's likely they will soon forget about it, caught up in the excitement of other things.

But what if their car had just broken down, on their way back from a discussion with their solicitor on splitting finances during a divorce and they

caught their finger as they got out? It is likely they will feel the pain much more in this scenario.

Even though in both cases, the contact between the finger and the car was identical, it is their reaction that is different. And when considering pain, this is crucial.

Pain is a learned experience. This means it is the accumulative experiences of being exposed to pain during our lives that will influence our own reactions to pain.

Occasionally the pain response goes wrong and people experience what is known as persistent pain (previously known as chronic pain). This is where pain continues long after the tissues are healed and it's important to then assess what factors are influencing our pain.

PERSISTENT PAIN

If you experience persistent pain, you may like to ask yourself the following questions, and possibly identify some patterns in your answers.

First of all, when your pain is

bad, what is happening around you? Who are you with? What are you doing? What are you thinking about?

Secondly, when your pain is less, apply the same questions. What is influencing you? Who have you been speaking to? What activity are you doing?

Recognising the factors that influence our pain is the first step towards being able to manage it better.

If possible – and it isn't always possible – try to reduce or remove some of the factors that worsen your pain. At the same time, try increasing those factors that have a positive influence on your pain.

You don't need to be on the way to your dream holiday but maybe you could surround yourself with your favourite influences that will have a positive impact on your pain. Possibly you could try to rethink your assumption of pain, or consider the way your upbringing might have influenced how you experience pain.

Finally, I leave you with this thought. Your nerve cells have thousands of detectors that sense the world around you, looking out for danger and reporting it to your brain. These sensors are like butterflies. They only live for a few days, so your sensitivity is continually adjusting to your environment. So, if you are really sensitive right now, don't worry, because these butterfly sensors can change really quickly.

You can help this process by removing factors that worsen pain in your life and seeking more of those factors that have a positive influence.

So remember, pain is normal and we need it. But it is influenced by many things, some of which are in your gift to change. When it comes to managing your pain, the most important person is you.



THE GREAT OUTDOORS

Why does being outside make us feel good? Psychological Therapist Kerri Wright explores why getting outdoors could be the best thing you do for yourself today.



If there has been a silver lining to the Covid pandemic, it is that many of us are spending more time outdoors and enjoying the benefits this has on our mental wellbeing. As our usual leisure pursuits have stopped, we've turned to nature both for entertainment and social connection.

But this is nothing new for human beings, as the wellbeing benefits of being outdoors have been recognised for centuries. Within the last 40 years, however, scientists have begun to look into why this is the case, overwhelmingly finding that being outdoors has a positive impact on our wellbeing.

IMPACT ON THE BRAIN

Research shows activity in the

brain's frontal cortex – where we analyse and make sense of experiences – is reduced after 90 minutes spent outdoors. This part of the brain is often overactive in depression and anxiety, linked to overthinking, trouble sleeping, repetitive thoughts and rumination. Being in nature, therefore, helps reduce these symptoms of anxiety and depression.

Our bodies are soothed by nature sounds, such as waves, birdsong or wind blowing through trees. These calm our body's flight or fight response, which prepares us for action by raising our blood pressure, tensing muscles and making our mind alert and focused. Sounds of nature slow this response and help us to relax, lowering blood pressure and

moving us from an alert state to a calm one.

BENEFITS OF NATURAL ENVIRONMENTS

Natural environments can reduce mental fatigue, caused while focusing so strongly on a specific task that we ignore other stimuli around us. In urban environments, busy offices or while out on a stressful incident, where there is constant stimulation, we continually need to make decisions about what we focus on. But being in nature – or even looking at a scene from nature – allows our focus to relax, which aids recovery from mental fatigue.

Being outdoors also stimulates our senses, which can help us feel good and detract from

negative thoughts or feelings. Nature is full of different smells, sights, feelings and sounds, all of which can release feel-good chemicals in our bodies, such as serotonin and oxytocin.

We can stimulate the same response in our body by imaging these places; visualisations can help us to imagine we are in nature. By carefully stimulating all the senses as we visit that place again in our mind, we can help to distract ourselves, taking our focus to a place with positive associations and by doing so relax our body.

BEING OUTSIDE

To gain the benefits from being outside we must know we are outside. By which I mean we must be there with our mind

as well as body; going for a walk when our mind is still back at work does not have the same benefits. We need to have our attention on the scenery and sounds so we can notice them. When we are preoccupied by thoughts this is not easy, but by practising bringing our attention to our senses when we are outdoors and just noticing what is around us, we will get more benefit from this experience.

There are other benefits to being outdoors that may sound a little out there to

some of you, but that are beginning to gain scientific recognition. These include the practise of 'forest bathing' (where we inhale chemicals emitted by plants that reduce our stress response), the comparison of negative and positive ions in the natural air compared to urban areas, and the idea of 'earthing' or 'grounding', which documents the benefit of spending time with our skin in contact with nature.

WELLBEING BOOST

The evidence is clear that

spending time outdoors in natural environments has a positive effect on our wellbeing. Science is only just beginning to discover how intricate our connection as humans is to the natural world and how important nurturing this connection is for our physical and mental wellbeing. What is clear though is that we need to hold onto that sliver of silver from the dark cloud of this pandemic and keep getting outside and connecting with our natural world.



How to improve your wellbeing outdoors.

Exercise outdoors: If being outside is good for mental wellbeing, exercising outdoors takes the mental benefits to a whole new level.

Pick places of interest: Take time to walk where you have a view you enjoy or spend time enjoying the shapes or colours in your community. If you can't get outdoors, find imagery of a beautiful scene or woodland, or watch a TV programme that shows scenery you enjoy.

Listen: Spend time listening to the sounds the natural world has to offer, even if you think you're in an urban area. Can you hear birds tweeting or the wind blowing? Certain apps, podcasts or YouTube videos can stimulate these sounds for you, which can be particularly useful when trying to relax.

Observe wildlife: If you don't have access to countryside, bring wildlife to you. Invest in a bird feeder, make a bug hotel, or plant flowers that bees and butterflies will love.

Get creative: Connect with your inner child and get crafty. Take photos, do leaf rubbings, make sandcastles, balance stones or fly a kite.

Nurture plants: Whether in your garden or looking after a potted house plant, learn what conditions your plant needs to thrive and take care of it.

Care for animals: While we may not all have a pet to cuddle, you can achieve the same benefits of caring for animals by feeding local wildlife.

Gain some perspective: Nature comes and goes without any help from us, so letting go of worries and enjoying things like the wind, seasons changing, strength of a wave, and even rain, can all be very relaxing.

Get tactile: Put the theory of earthing to the test and try walking barefoot on the grass or sand, put your hands in the soil, sit against a tree, dangle your hands in a river or stream.

UNDER THE SKIN

Despite knowing more about sun damage than ever before, skin cancer rates continue to increase. Mary Beresford-Jones is one of our registered nurses. Here she explains the signs of the most dangerous and most common form of skin cancer, malignant melanomas.

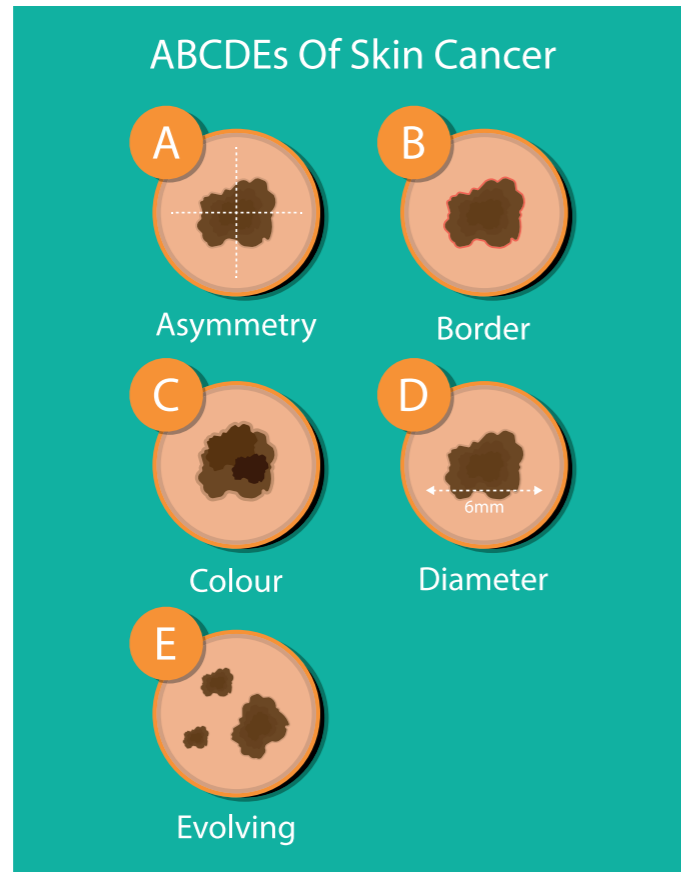


We are more aware of the dangers of the sun than ever before, knowing how important it is to cover up and apply sun cream. But despite this, skin cancer rates continue to increase. Particularly melanoma, one of the most aggressive forms of skin cancer, which can spread to other organs in the body if left unchecked.

There is no such thing as a healthy tan, because a tan is caused by UVA radiation penetrating to the lower layers of the epidermis where blood vessels and nerves are found, causing skin cells to develop abnormally.

Just because someone doesn't burn in the sun does not mean that they are protected against skin cancer and associated problems.

There are different types of skin cancer, including basal cell carcinoma and squamous cell carcinoma, both of which can usually be completely cured with simple treatment or minor



procedure. But melanoma behaves differently. It grows quickly and needs to be treated early.

Melanoma can affect people of any age, and accounts for 90% of skin cancer deaths. While the sun is the main culprit, sunbed overexposure can also result in melanomas developing, with the biggest risk being damage from burning when you were young.

Certain skin types are more prone to melanomas, for example someone with lots of moles or pale skin. People with red or blonde hair may also be more

susceptible, as can someone with a close family member who has had melanoma.

It is so important to check our skin regularly, whether with a mirror or by enlisting the help of a loved one.

Most moles are flat, although some are raised. They can be pink, brown or black. If you notice a new mole or that an existing one has changed – become itchy, started bleeding or won't heal – don't delay in getting it checked out by your GP. It may be harmless, but the sooner you get it looked at the better.

How to check your moles

When it comes to checking moles, use the ABCDE test to help you to remember what to spot.

Asymmetry: non-cancerous moles are often symmetrical. Is one half of the mole different to the other?

Border: are the edges uneven or rough or does it merge into the surrounding skin? Non-cancerous moles will have smooth, even borders.

Colour: is it one shade of colour or is it showing multiple colours?

Diameter: melanomas are usually larger than 6mm

Evolving: moles don't usually change, so speak to your GP if it's showing any new symptoms.

Your doctor will determine whether the mole is malignant – aka cancerous – or benign, which means non-cancerous.

If a melanoma is found to be malignant, the treatment will usually involve surgery. The earlier you can spot it and get treatment, the more likely a successful outcome.

Whether applying liberal amounts of sun cream and dressing appropriately for the sun (especially if you're in one of the riskier groups) or checking your skin regularly, prevention is always better than cure.

PEN POWER

Welfare Services Lead Carrie Pearce explains how writing a letter to someone you care about can boost your wellbeing.



In a world where so much has gone online, one concept possibly considered old-fashioned by some is currently enjoying a resurgence: the humble letter. Research from Royal Mail shows one in five UK adults sent more cards and letters in the post than usual during lockdown, with 74% of people saying they feel doing so has a positive impact on their mental health.

During the strange and often isolating times of the last year, we have all craved social connectedness in different forms, missing the feeling of being loved, cared for and valued. Strong ties with family, friends and our community provide us with happiness, security, support and a sense of purpose, all of which are important for our wellbeing.

Social connectedness has been proven to have physical and mental health benefits, including a reduction in anxiety, depression and loneliness, an improved immune system, enhanced

self-esteem, improved sense of belonging, a generally more positive attitude and an overall happier and healthier lifestyle.

During the Second World War, the British Army's postal service delivered roughly two billion letters around the world, providing vital moral boosts while keeping people connected to homes and family.

In more recent times spent in lockdown, we have explored a variety of ways of keeping in touch. Whether through social media, video calls, text messages or chatting on the phone, staying connected with loved ones has never been more important.

But when communication can be so instant, there is something quietly uplifting and powerful in the slowness of writing and posting a letter; taking time out from our busy lives to sit quietly and put pen to paper is so good for our mental wellbeing.

Capturing and sharing important moments in your life with another

confirms the importance of your relationship, not only to them, but also to you; it reminds you that you have people with whom you want to stay connected.

Plus, it shows your loved one they are worthy of the extra effort; taking the time to write a letter or a card (and getting round to buying a stamp!) shows you're thinking about them and how much you appreciate them. It says that you cherish the relationship and want to invest in it.

Reading a letter has been described as reading a small chapter of someone's life story written with you in mind. Receiving a handwritten letter or card that can be carried around and re-read at any time can help to ease the pain of separation and really brighten the recipient's day.

Unlike an email or a text message, letters can be treasured. Finding an old letter in a drawer or box in the attic is nostalgic, transporting you back in time to relive special

moments, which can be incredibly thought-provoking.

Plus there is more to letter writing than simply showing a loved one you miss them. There are thought to be nine million lonely people in the UK, four million of whom are older and find constant loneliness the hardest to overcome. With an absence of friends and family in their lives, many care homes are asking for volunteers to become pen pals with their residents.

If you are feeling lonely or would benefit from having someone to keep in touch with, our Welfare caseworkers are here to help. We can put you in touch with local support groups in your area, can help find a local befriending service, introduce you to our living well groups or keep in touch by telephone and virtual chats.

And you don't have to send us a letter to seek our support. You can just give us a ring on **0800 389 8820** or visit **www.firefighterscharity.org.uk/support**.



Shout+

Retire, renew, refresh, review and rewind

FLASH BACK

A photographic flashback to a moment in time, supplied by the Shout+ community. This issues' contributions come from retired firefighters Sean Michael and from Trevor Pollard.



The Champions of King's Langley

Retired firefighter Sean Michael is no stranger to competition. In 1986, with a team of retained firefighters by his side (Sub/O Jim Todd, LFM Rin Hodges, FM Neil Fancourt and FM Danny Roberts), he scooped the prestigious annual fire service technical knowledge competition, a prize the team went on to win for a second time, with Sean as top points scorer.

Having previously been supported by the Charity, Sean was determined to give

something back and has taken on a number of fundraising challenges over recent years, including a My 75 Miles challenge in 2018, a 5,000 steps a day walking challenge in 2020 and a spot in the Fire Family Santa Dash.

Sean commented: "I cannot thank The Fire Fighters Charity enough for its support. No matter if you are retained or wholetime, the Charity is there for you and everyone should support and donate to help it."

Keep smashing it, Sean! And thank you so much for your continued support.

A career to be proud of
After serving in the RAF, Trevor Pollard became a firefighter in 1961 and served over 20 years at Dorset and Wiltshire Fire and Rescue Service. He was stationed at Red Hill fire station and has many fond memories of his career. His daughter, Tracey, is so proud of her father that she sent us some wonderful images of his career achievements to share.

Sadly, Trevor suffers from Parkinson's, so his daughter took this opportunity to celebrate

and share his career highlights with the Shout+ community, saying; "I know it will bring a smile to his face." One of Trevor's proudest moments is shown in this picture, carrying out a box of fireworks in 1966 after a fire broke out at Beales Department Store in Bournemouth.

While serving, Trevor took part in many fundraising events for The Fire Fighters Charity, including dressing up as Santa for a charity float tour. And even after retirement, he continues to be a great supporter of the fire service and of the Charity.



We've all got special photos from times gone by, perhaps of past colleagues, events, awards, occasions or celebrations. If you'd like to share yours with our retired fire services community, you can do so by emailing it to shout@firefighterscharity.org.uk. Be sure to include a brief description, outlining why the photo means so much to you, and it could be featured in a future issue.

COMMUNITY SUPPORT FOR PULMONARY FIBROSIS

Seventeen years ago, Clive Green retired as Sub Officer from Greater Manchester FRS.

He suffers from Pulmonary Fibrosis (PF) a little known, incurable lung disease. After years of uncertainty and coping day-to-day with the effects

of the condition, in April 2018 Clive set up the Tameside Pulmonary Fibrosis Support Group (TPFSG) with his wife, Sue, to raise greater awareness of the illness.

Prior to lockdown, this husband and wife team organised frequent events to support

patients, families, friends, carers and anyone affected by Pulmonary Fibrosis/Idiopathic Pulmonary Fibrosis. They held talks from local organisations, respiratory consultants, hosted quizzes and arts events, and even featured in a regular monthly slot on a local radio station.

In February 2019 they began the #aroundtheworldwithTPFSG campaign and asked their supporters to take the TPFSG poster on holiday with them, taking a photo while away and posting it on social media. Since the beginning of the campaign, Clive and Sue have received over 850 photos from friends, family, ex-colleagues and even some celebrity faces, including Anton du Beke, Jenson Button and Team GB Olympian, Sir Chris Hoy.

With many Group members in shielding since the beginning of lockdown, their campaign and events have been put on pause. However, this has not stopped Clive and Sue, who are determined to continue

reaching out to those needing comfort and support.

"It's been a very challenging time" says Sue. "Many of our members are having severe issues with loneliness and isolation, and sometimes their families find it difficult to understand. They need our help more than ever, so we reach out to people as much as we can to offer our support by telephone, email, social media and video calls. To continue the community spirit, there is even a closed Facebook group, a monthly newsletter and regular video calls. We just want people to know that we are here if they need us."

If you would like more information on Pulmonary Fibrosis or the TPFSG, please contact Clive and Sue on **07533 802 620** or email tpfsg1@gmail.com

Or if you are struggling and would like to speak to someone from our Charity in confidence, call our Support Line on **0800 3898 820** anytime Monday to Friday from 9am to 5pm.



Living Well Groups get digital boost

Our nationwide digital Living Well Groups have grown in number over the last year, offering a much-needed place to socialise and discuss wellbeing matters with fellow retirees in a safe and relaxed environment.

One couple who are regular faces on the Living Well Group Zoom calls are retired Luton firefighter Les William and his wife, Wendy. Since retiring, Les has struggled with memories of incidents he had attended, which had knocked his confidence. But attending the Living Well Groups helped him to come out of his shell, as Wendy explains.

"He said to me, 'one day I'm a firefighter helping people, and today I'm a nobody.' He got extremely low and spoke

to his GP. But then we were asked if we'd like to join the Zoom calls, having been to a few in person in Devon, so we went along. I began to see such a change in Les. He's less introverted than he'd become and we've gotten more comfortable talking to people, even though they're all spread across the country. You get friendly because you see each other regularly and while they may not be from the same area, you're with people who understand, like that community is still there for you, getting chatting about the old days and shouts they've been on."

If you'd like to join our virtual Living Well Group, get in touch with our Communities Development Lead Clare Hannaford

by email channaford@firefighterscharity.org.uk. If you're concerned about technology, Clare invites everyone to do a practice run with her before the group goes live.

And don't forget, we're here for whatever may be affecting your mental, physical or social wellbeing in retirement. To read more, visit www.firefighterscharity.org.uk/retirement



BLAZE of GLORY



Blaze's Banter

I love a good joke, so here are three of my favourites. You can send me yours at blaze@firefighterscharity.org.uk and I'll print them in the next issue.

What musical instrument is found in the bathroom?

A tuba toothpaste.

What do you call an alligator in a vest?

An investigator!

What do you call a droid that takes the long way around?

R2 detour.

Hi gang, welcome to another Junior Shout! I've been reading a lot about mindfulness recently and how great it can be. Being mindful can be as simple as doing some colouring, going for a walk or just sitting quietly for a bit. And did you know that taking a bit of time to do something mindful can help you focus on your work at school and feel less stressed when things all get a bit chaotic? Great, hey! Everything in today's Junior Shout is therefore about being mindful. So, find somewhere quiet, sit back for 20 minutes and let's be mindful together.

Blaze Bear



Wordsearch and Rescue

I've hidden 15 mindful words in the grid below, can you find them all?

PEACE	REFLECT	THINK
QUIET	LISTEN	CALM
MINDFULNESS	TASTE	HAPPINESS
RELAXING	CREATIVE	PATIENCE
STOP	STILL	SPACE

Q Q C S N R J S S W
 X U T R F E G D C I
 N O I C E L T S E P
 P E W E S A N S Y A
 J T F C T X T X I S
 T S N A I I M I H L
 U A Q P L N E L V W
 P T H S L G I X A E
 T C E L F E R L I C
 P E A C E K N I H T

Taste the difference

Hands up if you like chocolate? I know I do. Well, here's a great way to enjoy a little bit of chocolate and be mindful at the same time. All you need to do is find somewhere quiet, grab a small piece of chocolate (a chocolate button is perfect), sit down on the floor, close your eyes and really think about the piece of chocolate. You could...

1. Think about how it feels in your hand and between your fingers
2. Think about how it smells. Does that smell remind you of anything?
3. How does it feel when you pop it on your tongue and let it sit in your mouth for a moment? Don't chomp it down quickly. Let it melt on your tongue and chew it super slowly.
4. What is the texture like? Think about what's popping into your mind as you're eating?

You can try this with any kind of food. Why not give it a go with some raisins, a slice of apple or something else that you love. Do different foods make you feel different?



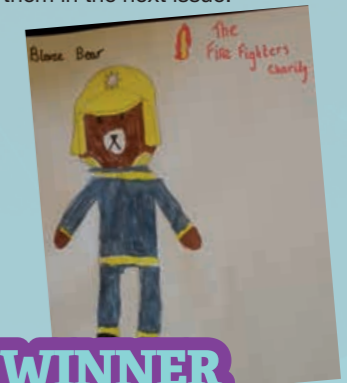
Ten to Spot

Here's a lovely sunny picture of Harcombe House, which is one of The Fire Fighters Charity's centres in Devon. Can you spot the ten differences between the two pictures? And, when you've finished, have a think about somewhere you like to be when it's a sunny day.



Picture perfect

Thanks for sending in your pics and photos over the last few months, here are a few of my favourites. Keep them coming by sending yours to blaze@firefighterscharity.org.uk and see them in the next issue.



WINNER

Marvellous Miriam

Check out this AMAZING picture of me. I love it. Thanks so much Miriam, I can't believe you're only eight. It's brill and there's a cuddly Blaze Bear on its way to you.



RUNNER-UP

Bucket-tastic

Here's Archie fundraising at his local supermarket with his firefighter Dad. Nice one Archie.

RUNNER-UP

Technicolor dream kit

Three-year-old Lauren has designed an entirely new kit for me. I love all the colours and would love to see firefighters wearing something like this. Thanks Lauren.



FRONTLINE COFFEE

FOUNDED BY FIREFIGHTERS

Win a gift bundle from our friends at Frontline Coffee.

Frontline Coffee is an exciting, small-but-perfectly-formed batch coffee company that's helping to fuel frontline heroes across the UK. Set up by Matt and Tom in 2018, the company has sent over 20,000 cups of coffee to frontline staff all over the country and raised over £20,000 for frontline charities to boot. And for this issue they have generously donated a fantastic bundle of goodies exclusively for *Shout!* readers. The prize includes:

- 10% discount code for use on their website
- 2kg of Thin Red Line, The Fire Fighters Charity dedicated coffee
- Branded T-Shirt and measuring spoon

To win this prize, simply send your answer to the question relating to one of the articles in this issue of *Shout!* below, together with your name, address and contact phone number to: shout@firefighterscharity.org.uk

Question: In which month last year did Paul Fuller become the new Chair of The Fire Fighters Charity's Board of Trustees?

- A) September
- B) October
- C) November

The winner will be picked at random from all correct entries received on or before 30 September 2021 and will be notified via email or telephone.

Your information: The information you provide will be used by the Charity to fulfil your request. Your details may be used to keep you informed about the Charity – please call 01256 366 566 if you do not wish us to contact you.

THE MOBILITY FURNITURE COMPANY SALE!

ORDER BY PHONE!
We have chairs & beds in stock for quick delivery.

Truly made-to-measure rise & recline chairs and adjustable beds

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

Rise & Recline Chairs

• CHOICE OF width, • CHOICE OF depth, • CHOICE OF height
• 20, 25, 35, 50 and 70 stone models available



£300
Part exchange for your old furniture
OFF
THE 1ST ITEM

50%
OFF
THE 2ND ITEM*

- ✓ FREE Home trial
- ✓ FREE Home delivery/setup
- ✓ FREE Nationwide service
- ✓ FREE Removal of old furniture
- ✓ No cold calling
- ✓ We always ask if you need someone with you for your FREE home demonstration

Flexible Finance Packages Available

5 YEAR
WARRANTY INCLUDED
FREE WITH EVERY MECHANISED ITEM

Wide range to choose from

Adjustable Beds

• CHOICE OF length, • CHOICE OF width, • CHOICE OF height



Beds & Chairs for Home Care

A wide range of specialist beds & chairs available



“Key benefits of elevating the legs include less swelling, enhanced healing & improved mobility”
Dr Rob Hicks



For a **FREE** home demonstration or 68 page brochure call **FREEPHONE**

0800 810 8750

www.mobilityfurniturecompany.co.uk

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





The
Fire Fighters
Charity

We can't do what we do without supporters like you.

With your support we can continue to be there
for our fire and rescue services community.

As you can see from the stories and articles in this issue of Shout!, over the last 12 months we have been able to continue to provide remote health and wellbeing support for those in need in our fire and rescue services community.

This is made possible by amazing supporters like you who continue to donate to us directly. Thank you to everyone who continues to support us.

You can make a quick donation by scanning the code below with your smartphone camera app and taping the link. You can now donate using Google Pay, Apple Pay, PayPal or credit/debit card.



Scan me now to donate

Scan this with your phone to donate. Use your camera app, Google Lens or other QR reader app, or follow this link - www.firefighterscharity.org.uk/shoutdonate.

