Autumn/Winter 2026

Open Hand

The magazine of Deafblind UK – putting you in the picture

p13 Building connections across continents



Breaking new ground in deafblind education

Being a deafblind parent

Save money on energy bills

DeafblindUK

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Deafblind UK

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Pass it on
When you have finished with this magazine, please pass it on to family and friends or even donate it to your local waiting rooms.

Welcome to the Autumn/Winter issue of Open Hand!


Nikki Morris

Thank you for your patience while we have redesigned the format of Open Hand. The main differences you'll notice are a brighter and bolder look, with greater use of imagery and stronger links to our website. For some of our articles, if you want to find out more or read a longer interview, you'll be able to continue exploring the story online.

This work is an important part of our build-up to 2028, when Deafblind UK will celebrate its centenary – what an exciting milestone! Thank you for being with us on this long and important journey, as we continue to make a difference for everyone affected by deafblindness, both now and in the future.

As a charity, we have been busier than ever over the last year. We have launched the Deafblind UK Centre for Education and Research at Birmingham City University, a new UK-wide Usher Syndrome helpline and our Winter Wellness programme. We have also held a series of parliamentary events to raise awareness of deafblindness and champion the changes we need to see from decision-makers across government.

Alongside the national, and often global issues explored in this issue of Open Hand, you'll also find stories that are closer to home – including ideas, guidance and personal experiences from across the deafblind community.

I hope you love the refreshed Open Hand as much as I do. Happy reading!

With best wishes,
Nikki Morris – CEO, Deafblind UK

News

Over £10,000 raised at Rainbow Run

On 6 September 300 people gathered for the second annual Deafblind UK Rainbow Run, and raised in excess of £10,000! A fantastic amount that is enough to fund 400 hours of specialist wellbeing support for deafblind people. We're so proud of each and every person who ran, walked or wheeled their way around the Rainbow Run, passing through bursting clouds of coloured powder and reaching the finish line as a multicoloured masterpiece!

For details on the next Rainbow Run and other challenges and events, see page 6.



Discussing Usher syndrome

A new Usher Syndrome Helpline

This year we launched a completely new national helpline service. We have been running the Usher Syndrome Helpline jointly with Deafblind Scotland, allowing us to cover the whole of the UK.

This is a first port-of-call for any enquiries from people living with Usher Syndrome as well as families and carers. You can call us with questions, requests for support or if you just need someone to talk to.

Call: 01733 973 500
Text: 07520 648841

- Free to call
- Open Monday to Friday, 10AM – 1PM (excluding bank holidays)

Our community takes part in PIP review

The people who rely on Personal Independence Payment (PIP) every day are the people best placed to help improve it.

Through workshops, online submissions and phone calls, we gathered the opinions of nine people with deafblindness on the PIP assessment process.

Many described the PIP process as stressful, inaccessible and difficult to navigate. It was also felt that deafblindness was not considered as a distinct disability.

The group developed a number of suggestions to make the system fairer and less stressful.

We will continue to monitor the Review process and push for deafblind voices to be heard.

Head to our website to read more in our blog section.





Deafblind Connections Cymru

We have launched a large-scale project to improve social connections and use of accessible technology for deafblind people in Cymru.

The project is setting up over 100 information hubs in community spaces, and helping local organisations become more inclusive and confident in supporting people with combined sight and hearing loss.

Deafblind UK Events 2026-27

December

Light Up the Night

Date: Throughout December
Location: Anywhere

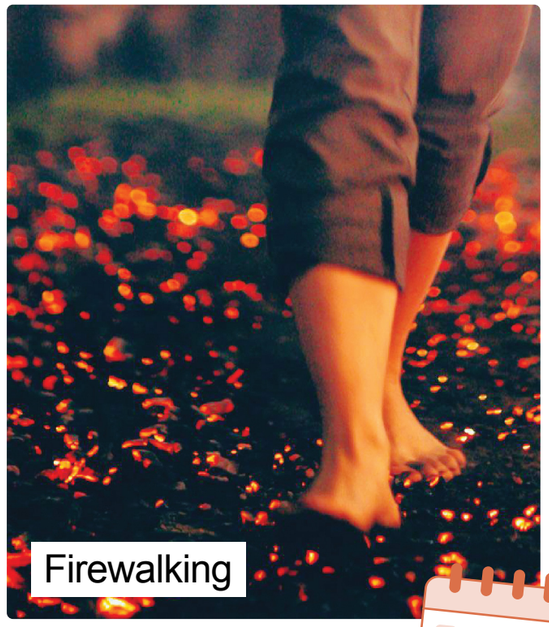
Untangle the fairy lights and decorate the outside of your home, workplace or community space this festive season in support of Deafblind UK

Registration: Simply register to let us know about your display and we will support you with fundraising materials

www.deafblind.org.uk/light-up-the-night-2026



Christmas lights



Firewalking

March

Firewalk

Date: 19, 20, 26 & 27 March 2027
Location: Birmingham, Cardiff, London and Peterborough

Registration:

- **First 100 trailblazers:** £15
- **Early bird entry:** £20 (closes 14 February 2027)
- **Standard entry:** £25 (closes one week before chosen event)
- **On the day:** £30

Sponsorship: A pledge to raise at least £100

www.deafblind.org.uk/firewalk

April

Brighton Marathon

Date: Sunday 4 April 2027
Location: Brighton & Hove

Registration: £20

Sponsorship: A pledge to raise at least £395

www.deafblind.org.uk/brighton-marathon-2027

Manchester Marathon

Date: Sunday 18 April 2027
Location: Manchester

Registration: £20

Sponsorship: A pledge to raise at least £350

www.deafblind.org.uk/manchester-marathon-2027

London Marathon MyWay

Date: 24 or 25 April 2027
Location: Anywhere

Be part of the world's biggest marathon your way on your chosen route and location

Registration: Free

Sponsorship: A pledge to raise at least £100

www.deafblind.org.uk/virtual-tcs-london-marathon-myway

May

Belfast City Marathon

Date: Sunday 2 May 2027
Location: Belfast

Registration: £20

Sponsorship: £395

www.deafblind.org.uk/belfast-city-marathon



Marathon Runners

June

London Bridges Walk

Date: Sunday 6 June 2027
Location: London – Putney Bridge to Tower Bridge

Lace up your walking shoes and embark on a 20km challenge along the River Thames, crossing 14 of the capital's most historic bridges along the way, finishing beside the incredible Tower Bridge!

Registration:

- **Early bird entry:** Adults = £15, Children (under 14s) = £7
- **Standard entry:** Adults = £20, Children (under 14s) = £10
- **On the day:** Adults = £25, Children (under 14s) = £10

Under 3s go free no matter when you register

Sponsorship: A pledge to raise at least £150 per adult (children do not need to fundraise)

www.londonbridgeswalk.org



Tower Bridge

Bridges of Britain Walk

Date: Sunday 6 June 2027, or a date of your choice

Location: Anywhere

Can't make it to London? Every bridge tells a story of connection. By taking on your own Bridges Walk in your own area, celebrate the power of connection in all its forms and helping build bridges to a more accessible and inclusive world for deafblind people.

Registration: Free

Sponsorship: Raise as much as you can!

www.deafblind.org.uk/bridges-walk

Cream Tea Jamboree

Date: 21-27 June 2027 (Deafblind Awareness Week)

Location: Anywhere – your home, school, club, office or community space

Bring people together this summer for a slice of something nice and host your very own Cream Tea Jamboree to support Deafblind UK! Plan a delightful day of cakes, tea, games, chatter, and raise much-needed awareness and support for deafblind people across the UK

Registration: Signup to receive a jam-packed fundraising kit

Sponsorship: A pledge to raise at least £100

www.deafblind.org.uk/cream-tea-jamboree



Cream tea

August

Snowdon Night Trek

Date: 7-8 August 2027

Location: Llanberis, Wales

Hike to the summit of the highest mountain in Wales by torchlight in time to watch the sun rise across Snowdonia National Park

Registration: £45 and choose between self-funding or charity sponsorship options

Sponsorship: Raise as much as you can!

www.deafblind.org.uk/snowdon-night-trek-2027

September

Peterborough Rainbow Run

Date: Sunday 5 September 2027

Location: Nene Park, Peterborough

Get ready to run the rainbow in our inclusive, family-friendly sponsored fun run! Choose a 3k or 5k challenge and get covered in colour as you run, walk or wheel through clouds of brightly-coloured powder to reach the finish as a multi-coloured masterpiece.

Registration:

- **Super early bird (first 100):** Adult = £15, Under 18s = £8
- **Early bird entry (closes 18 July):** Adult = £18, Under 18s: £10



Rainbow Run

- **Standard entry (closes 30 August):** Adult = £20, Under 18s: £12
- **On the day:** Adult = £25, Under 18s: £15

Family savings available. Under 3s go free no matter when you register

Sponsorship: Raise as much as you can!

www.deafblind.org.uk/rainbowrun

The Big Half

Date: Sunday 5 September 2027

Location: London

Registration: £20

Sponsorship: A pledge to raise at least £350

www.deafblind.org.uk/big-half-2027

Swim Serpentine

Date: Saturday 18 September 2027

Location: Hyde Park, London

Registration: Free

Sponsorship: A pledge to raise at least £250

www.deafblind.org.uk/swim-serpentine-2027



Want to register?
If you would like to register your interest in an event, fundraise or help in another way, visit *deafblind.org.uk/get-involved* or email *fundraising@deafblind.org.uk*

Got a question?
Don't hesitate to contact our friendly team!

01733 973 445

Please note:
Some events will launch on the website closer to the time of the event.

Please visit:
deafblind.org.uk/events-and-challenges





Being a Deafblind Parent: Expectations vs Reality

Before my daughter was born, I thought I had a clear idea of what parenthood would look like. But becoming a deafblind parent showed me that reality doesn't always follow the plans we make.

What I didn't realise at the time was that the first obstacle I had to overcome was myself. I had been taught to tell people that I was 'registered blind' but that I could (and must) achieve everything other people could achieve – I just had to work harder. The norm at the time was never to complain and to 'just get on with it'.

Due to the bus times in our area, a round trip into town would take around five hours. My vision and hearing loss meant that I had two unreliable senses that were trying to rely on

each other. My brain was trying to put a jigsaw puzzle together with fragmented, unreliable information. I was exhausted, and this was also very isolating as I never really knew what was going on around me.

Despite challenges like this, I strongly resisted asking for help and support. One day I was on my way into town with my young baby daughter. I was using a white cane and pulling the pram behind me. I remember proudly telling a lady on the bus who asked me about support that I didn't have any.

But in time, having my daughter changed my perspective. It wasn't just about me anymore. I didn't realise how strong and resilient I was until my children were born – my love for them changed me. I was now 'mum' and it felt right, it felt amazing.

Scan for more information

When my daughter was a few months old, I joined a Facebook group for blind mums. I realised that other people had had similar experiences to me, and I found people who I could relate to.

> **"I was now 'mum' and it felt right, it felt amazing."**

Maybe it was ok after all to ask for help? Maybe it didn't mean that there was 'something wrong with me' or that I was a failure?

That realisation marked the beginning of a new journey — one where I would question what independence really meant, and whether accepting the right support might actually help me to be the parent I wanted to be.

Building Connection Across Continents: Deafblindness in New Zealand and the UK



South Island, New Zealand

Photo: Pedro Szekely

“Someone stood up and said ‘We want to dance. We want to eat fish and chips on the beach.’ Our response was simple: tell us what you want to do, and we’ll help make it happen.”

Rod Cullen (Deputy CEO, Deafblind UK) speaks with Kevin Prince (Trustee President of the Deafblind Association of New Zealand), about peer support, community leadership, and what international organisations can learn from one another.

Rod Cullen: Tell us about the Deafblind Association of New Zealand.
Kevin Prince: Our core mission, and the area we receive most of our funding for, is peer-to-peer support - quite literally getting Deafblind people together to share experiences, and feel connected.

RC: How does that look in practice?
KP: Our role is to enable peer support groups, not to control them. We organise transport, venues, and catering, and we try to develop local leaders. What people actually do when they meet is entirely up to them. Most of the time, it involves tea and conversation, but at one conference someone stood up and said, “We want to dance. We want to eat fish and chips on the beach.” Our response was simple: tell us what you want to do, and we’ll help make it happen.

RC: How does Māori culture influence your work?
KP: The Māori worldview is much more holistic than a traditional Western approach. Whānau is a Māori concept that means family, but in a much broader sense, including friends and chosen support networks. While the Deafblind person remains central, there’s also recognition of the wider whānau (family) and community around them. Supporting that network is seen as part of supporting the individual.

That perspective has influenced how we think about information, services, and even how we define deafblindness. Any definition we develop has to reflect both Māori and non-Māori worldviews, otherwise it simply won’t be a true New Zealand definition.

RC: What can our organisations learn from each other?
KP: We are trying to achieve similar things. What I’ve really taken from Deafblind UK is your emphasis on connection. Not everyone can attend face-to-face groups, but not everyone can attend online ones either. What matters is offering alternatives, so people have at least one way to feel connected. That, for me, is what this work is all about.





Top tech tips

Technology doesn't have to be complicated to make everyday life easier. Here are four clever accessibility features worth exploring. Some may already be available on your phone!

Let your phone listen out for you

Google's **Sound Notifications** can alert Android users when their phone detects sounds such as doorbells, smoke alarms or appliances beeping. Alerts can appear on screen, vibrate or flash the camera light, helping you stay aware of what's happening around you. Look for Sound Notifications in your phone's accessibility settings or on Google Play.

Never miss a word

Google's free **Live Transcribe** app turns speech into text on an Android phone in real time. It can help you follow conversations at medical appointments, in busy cafés or when speaking to someone who doesn't know sign language. You can enlarge the text and add names or unusual words to improve recognition. Find it on Google Play.

Make your iPhone read the buttons for you

Struggling to read the controls on a microwave or washing machine? Apple's **Magnifier** app includes Point & Speak, which reads aloud text you point to with your finger. Magnifier can also enlarge small print. Open the app and look under Detection Mode for Point & Speak. You'll need a compatible iPhone with LiDAR.





A helping hand, without lifting a finger

Ray-Ban Meta smart glasses combine a camera and AI assistant in ordinary-looking glasses. They can describe surroundings, read text and connect you to a sighted volunteer through Be My Eyes, using voice commands. They're a more expensive option, but offer an exciting glimpse of how technology can support people with sight loss.

Need a hand getting started?

You don't have to work it all out alone. Deafblind UK's free technology support service can help you explore accessible technology and find the tools that work for you.

Call our helpline on 0800 132 320 to find out more.

Deafblind UK Advisory Group – Your Voice, Your Experience, Your Future


Woman & guide dog

Living with deafblindness brings unique experiences, challenges, and barriers that only those who share this journey truly understand. At Deafblind UK, it's vital that the voices of people living with deafblindness guide everything we do – from the services we provide to the campaigns we lead.

That's why we've created the **Deafblind UK Advisory Group** – and we'd love for you to be part of it.

What is the Advisory Group?

The Advisory Group is a group of Deafblind UK members who meet **three times a year.**

Together with staff, they connect with each other, share ideas and feedback, speak up for people who are deafblind, and work with staff to improve services.

Meetings will be mostly **online**, but sometimes we may meet in person.

What will the group do?

We are currently working with three **groups**:

1. Advisory Group (main group)

Members share their experiences, raise concerns, and help Deafblind UK plan for the future.


People sharing perspectives

2. Technology Group

Members explore technology concerns, or ways technology can make life easier. For example: phones, apps, or communication tools.

3. Research & Policy Group

Members look for ways to shape research and influence government and services. This group makes sure people who are deafblind are heard.

In the future, there may be more groups. If you have ideas, please tell us!

How can I join?

If you would like to join or learn more:

Email: advisory@deafblind.org.uk

Call or text our Helpline: 0800 132320

Please say you are asking about the Advisory Group.

Your voice matters. Together, we can make a difference.

If It's Not Baroque, Don't Fix It – a Participatory Concert of Classical Music

Emma Boswell, the National Coordinator of our Usher Service, shares her experience of a concert curated for a deafblind audience...


Sinfonia Smith Square Hall

On Remembrance Sunday, in the heart of London, I had the pleasure of attending a concert in the Sinfonia Smith Square Hall in Westminster. The performance was entitled "The Sense of Baroque: When the Trumpets Sound" and was curated specifically for a Deafblind audience (along with Interpreters/ Communicator-Guides).

Upon arrival, the audience were provided with an insightful sensory description of life in Baroque France during the 18th century. We were provided with a sensory picture of the experiences of Marie Antoinette, being able to smell the fragrance of her favourite tuberose within the Trianon gardens. We experienced this aroma as it was wafted by a fan, and we explored the different textures of items replicating artefacts from the palace of Versailles.

Before the performances began, every musician personally greeted each audience member using hands-on signing, introducing themselves and their instrument.


Timpani drums


Horn

We were then introduced to the many different types of instruments to feel and explore. The organ was magnificent with its towering pipes of different sizes. It was sensational being able to feel the organ as it played, taking in the vibrations of the music, whilst having social haptics on my back for additional information as I interacted with the instruments and the music; what a unique experience!

Following this we were led on to experience the brass instruments from the Baroque era, such as natural trumpets and trombones. As the musicians played, we were able to touch the instruments and sense the music and changes in pitch and volume. A highlight for me was being able to touch the organist's back whilst he played, and feel the connection he had with the instrument in front of him – a connection which in that moment I also felt I was part of.

The audience immensely enjoyed this multi-sensory experience, some accessing the music through the use of hearing aids and cochlear implants, others through hands-on signing and tactile communication, smell, touch, and social haptics. It was a delight for all of our senses and a day to remember.

Scan for more information

Photo: Sinfonia Smith Square Hall



Using a Braille keyboard

AI & Haptic Technology: New Frontiers for Deafblindness?

Jonathan Reid, Deafblind UK's Head of Research and Education, explores the challenges and opportunities of new technology.

We all know technology is developing rapidly. I believe it could offer exciting new possibilities for people living with deafblindness – from accessing information and communicating to navigating the world around us. But of course the rapid pace of acceleration does not come without its problems.

Deafblindness is highly individualised. People have different levels of sight and hearing, and their experiences can also be shaped by age and order of onset of the condition, other disabilities and many other factors. This means technology needs to be flexible and, crucially, designed around people's individual needs.

For people who cannot rely on either hearing or vision, touch can be particularly important. Haptic technology uses sensations (like vibration, pressure, temperature and movement) to communicate information through the body's sense of touch.

Some exciting developments are already emerging. Smart canes can combine AI, GPS (global positioning system) and sensors with vibrations to help users find their way and detect obstacles. Smart glasses can use AI to provide information about the surrounding environment, while tactile devices such as refreshable Braille displays can provide direct access to digital information. Other



Using a tablet

emerging technologies include haptic gloves and devices that translate information into patterns of vibration or temperature.

But technological progress also brings important questions. Deafblindness is a relatively small and often misunderstood field, so technologies may not automatically account for the needs of deafblind people. **People with lived experience must be involved in designing and testing these technologies from the outset.**

There are also questions around affordability, availability and training. Even the most amazing technologies can have very little impact if people cannot access or learn to use them.

Most importantly, technology should not be seen as a replacement for human connection. Instead, it can help remove barriers and give people greater access, choice and independence.

As AI and assistive technology continue to develop, the opportunity is significant. But we must make sure that deafblind people are not simply recipients of new technology – **they are at the heart of shaping what comes next.**

Life as a deafblind Eye Clinic Liaison Officer

I'm Karen. I'm 55 and live in north Cumbria. I have had dual sensory loss since birth.



Karen Townsend

Growing up it was amazing what I could get away with in terms of masking both sight and hearing loss. Wanting to fit in, appear "normal" with peer groups. I used to memorise the letters on the Snellen eye chart at hospital visits - and hearing aids? Well! I'd try anything to lose them, break them or get out of wearing them.

I went to boarding school aged four. My parents thought they were doing the best for me as told I'd never cope in mainstream. I soon proved them wrong and spent my final two primary years and secondary education in mainstream.

College and university followed (albeit not without challenges).

Fast forward through parenthood to where I am now. Having qualified in Social Work and doing various roles, I commenced my current role as an RNIB Eye Clinic Liaison Officer (ECLO) 18 months ago. I'd wanted to do this for many years. I wanted to be able to give something



Karen's school

back, promote the fact that sight and hearing loss doesn't have to hold you back.

My patients are predominantly elderly, gradually losing sight in later life. The majority also have some degree of hearing loss. Many tell me that one sensory loss impacts heavily on the other. Many feel they are living in isolation and feel cut off. It's not just the older generation. Younger patients, those in their teens or early twenties, often feel there is little appropriate support. Socially, they find it difficult. Stereotypically support is often geared towards the older generation.

"Hearing aids? I would try anything to lose them!"

Cumbria is very rural and like the rest of the country, services and support resources are stretched and underfunded. I'm often left feeling inspired by those patients who, despite adversity live life to the full but there are many at the other end of the spectrum who don't know what to do or where or who to turn to.

Patients are often surprised but positively encouraged when told I also have dual sensory loss. I'm privileged to be able to make a difference, however small every day.



Karen at her Graduation

Breaking new ground in deafblind education



A child learning Braille


Campus


Centre launch


Dr Manford (in green) at deafblind event

We interview Dr Claire Manford (from the Deafblind UK Centre for Education and Research at Birmingham City University) about her latest research.

What have your research interests been in recent years, and what was the topic of your PhD?

My PhD, *Raising Academic and Social Success for Deafblind Learners*, focused on increasing awareness of deafblindness among mainstream teachers and helping schools better support deafblind children.

As part of the project, we co-created a simulation showing how a video clip might appear to a child with sensory loss, alongside a short PowerPoint presentation designed to challenge common myths about deafblindness. Both resources are freely available for anyone to use. They were developed in partnership with young people with lived experience of deafblindness and the co-creation process became a central theme of my PhD.

Ensuring that the voices of people with deafblindness are heard and reflected in research is something I am passionate about and hope to continue throughout my current and future work.

What has surprised you most in the course of your research?

One of the biggest surprises has been realising how variable awareness and support for deafblindness can be. Having spent many years surrounded by professionals who understood deafblindness, it was easy to assume that level of understanding was more widespread than it actually is.

My research highlighted significant variation in provision across England, with some local authorities offering excellent support while others do not even have a QTMSI. In many cases, the greatest barrier is not a lack of effective interventions but a lack of awareness and understanding.

What are your hopes for how research in deafblindness can make a difference in people's lives?

My greatest hope is that research can help raise awareness of deafblindness and improve understanding of what it means to be deafblind.

As a former teacher, I believe that good provision for deafblind children is simply good provision; many approaches to improve access for deafblind learners also benefit a much wider group of children. With schools face significant challenges, ensuring that every child can access learning is one of the most powerful ways to improve outcomes across the education system.

Increasing awareness is the foundation for meaningful change. Once people understand the challenges and experiences of deafblind individuals, we are in a much stronger position to influence policy, improve services and create more inclusive opportunities.



Barbara using our helpline

Winter Wellness

“With a bit of daylight I can see a little bit – enough to do all that I need to do. Once the clocks go back and the dark evenings come in, I close my blinds earlier each day, which closes out the world.

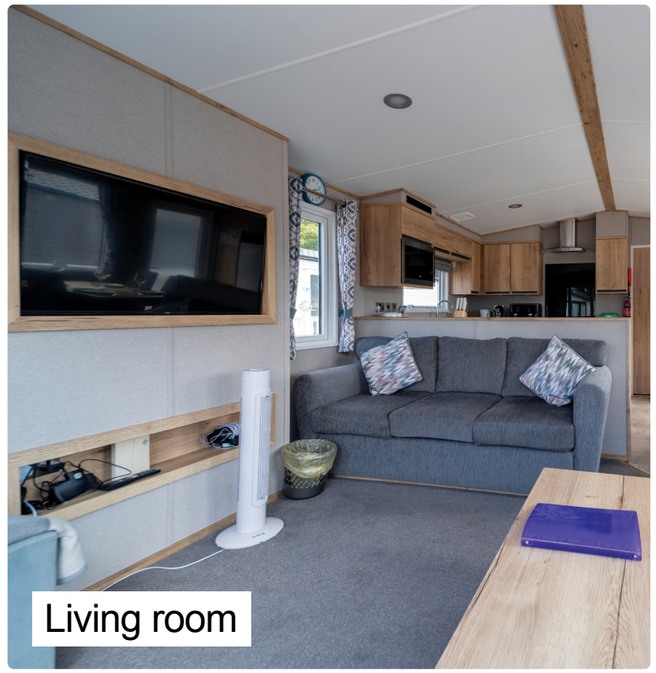
The Winter Wellness programme is such a brilliant idea. It means that you could chat to somebody at the loneliest time of year.”

With shorter days and darker evenings, living with deafblindness can present practical challenges like night blindness, and emotional challenges like loneliness.

Deafblind UK’s Winter Wellness programme can help you stay healthy and connected through the winter months. Contact our team to find out more...

Call us:
0800 132 320
Text us:
07418 371 443
Email:
info@deafblind.org.uk

BSL: Scan the QR code to book a BSL interpreter for a call with us



Living room



Kitchen



Bedroom

Our new holiday home!

Everyone needs a break sometimes, but staying away from home is not straightforward for everybody. To take some of the stress away from finding suitable places to stay, Deafblind UK offers accessible holiday accommodation in Norfolk at discounted rates. And we have recently upgraded to a new holiday home*!

- Set in Haven Holiday Village (AA Holiday Park of the Year 2025)
- Sleeps six people
- Bellman system and many other deafblind friendly features
- Direct access to beach

Why not book your next break?
To enquire, email caravan@deafblind.org.uk or call us on 0800 132 320

**Kindly funded by the Coward Endowment*



Our Norfolk holiday home

Green Doctors: helping save money on energy bills

For over 20 years, Groundwork has helped thousands of households, individuals and families save money, stay warm, and improve their energy efficiency through the Green Doctor programme.

Carolina Castilla, Senior Outreach Officer for Groundwork London recently met members of Deafblind UK's East London Social Group to talk about ways to stay warm, reduce energy costs and access additional support.

Green Doctors are expert energy advisors who provide in-home support to install energy saving measures, tackle causes of damp, mould and condensation and provide advice on billing and fuel debt.



Draft-proofing a window



Consultation



Changing light bulb

What support is on offer?

The programme aims to support households who need it most, helping people save energy and take back control of their energy bill. These savings can make a real difference for people who face the extra costs associated with disability and can help to improve their physical and mental health.

Support is offered via free energy consultations, including referrals to further services to improve health and wellbeing of beneficiaries.

Green Doctor is primarily a home-based service with phone consultation advice available in some areas. Support includes personalised advice on energy bills, installing free energy-saving items, energy-saving tips and behaviour change advice, financial help and signposting to other services for additional support with local organisations.

Who is eligible for a Green Doctor visit?

Support is on offer for people living with a long-term



health condition, disability, aged 60 or over, on a low income, or in receipt of any means-tested benefit.

Green Doctor operates across many towns and cities in England. More information can be found on the Groundwork website.

Why is the service important?

Speaking of the support on offer, Carolina said: "Groundwork is on hand to support older and disabled individuals by providing free, tailored energy advice. From small energy saving measures to help with switching suppliers, we encourage people to get in touch to find out more about how a Green Doctor can help."

Do you or someone you know need support?

To find out more, or to book your free Green Doctor consultation, search **"Groundwork Green Doctor"** or visit: *https://www.groundwork.org.uk/greendoctor/*

You can also visit the resource hub on the Get Energy Help website: *www.groundwork.org.uk/getenergyhelp*

Trouble communicating in-branch? Speak Easy cards might help.

Financial brands already signed up:

AIB Group (UK) p.l.c. · Bank of Ireland · Coventry Building Society · Hinckley & Rugby Building Society · Metro Bank · Nationwide · NatWest · Santander · Scottish Building Society · Skipton Building Society · The Co-operative Bank · Virgin Money · Yorkshire Building Society

Find out more at SigningBanks.UK/SpeakEasy

Developed by Nationwide, for the benefit of everyone.

nationwide

Speak Easy

Live better with sight and hearing loss

There are lots of ways that we can help you to live the life you love.

- Helpline
- Wellbeing and emotional support
- Befriending
- Social groups
- Technology support
- Holidays
- Care and support at home
- Support for carers, friends and family
- Support for children and young people

For more information, contact us in one of the following ways:

0800 132320

07418 371443

info@deafblind.org.uk

Text relay:
18001 then 0800 132 320

BSL:
www.deafblind.org.uk/bsl

This magazine is free to Deafblind UK members. If you have enjoyed reading Open Hand and you feel that you would like to contribute towards it, then please feel free to send a donation to us by either using the form on the back cover, visiting our website: **www.deafblind.org.uk** or calling **0800 132320**.

Deafblind UK
167-169 Great Portland Street, 5th Floor, London, W1W 5PF
Registered charity no. 802976 Company reg no. 2426281

Deafblind UK Donation form OH Autumn/Winter 2026

DeafblindUK

My name:

I would like to make a single donation of:

☐ £5 ☐ £10 ☐ £60 Or your choice £

☐ I enclose a cheque or postal order made payable to 'Deafblind UK', **OR**

☐ Please debit my Visa / Mastercard / Maestro / CAF Charity Card

Card number:

Security code: (Maestro only) Maestro card issue no:

Start date: M M / Y Y Expiry date: M M / Y Y

Name on card:

Signature: Date: D D / M M / Y Y

I would like to set up a regular gift of:

DIRECT Debit

☐ £5 ☐ £10 Or your choice £

Per month / quarter / year * Starting 1st/15th* of 2026 (*delete as appropriate)

Instruction to your bank or building society to pay by Direct Debit

Please fill in the whole form and send it to:

Deafblind UK, Rainbow Court
Paston Ridings
Peterborough PE4 7UP

Service user number: 6 9 1 2 1 3

Reference:

Name(s) of account holder(s)

Bank/Building Society account number

Branch sort code

Name and full postal address of your Bank or Building society

To: The Manager, Bank/Building Society:

Address

Postcode

Instruction to your bank or building society

Please pay Deafblind UK Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Deafblind UK and, if so, details will be passed electronically to my bank/building society.

Signature (s)

Date: D D/M M/Y Y

Banks and building societies may not accept Direct Debit Instructions for some types of account.

The Direct Debit Guarantee

- The Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit Deafblind UK will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Deafblind UK to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Deafblind UK or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when Deafblind UK asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify Deafblind UK.

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Increase your donation by 25% at no extra cost to you!

☐ **Yes,** I would like Deafblind UK to claim Gift Aid on this donation, any donation I have made within the last four years and all donations I make in the future until further notice.*

☐ **No,** I'm not a UK taxpayer.

Name of Donor (if different to overleaf): _____

Signature: _____ Date: D D / M M / Y Y

Address of Donor (if different to overleaf):

_____

_____ Postcode _____

*By ticking the GiftAid box you are confirming that you are a UK taxpayer and understand that if you pay less Income Tax and/or Capital Gains Tax than the amount of GiftAid claimed on all of your donations in that tax year (6 April to 5 April) it is your responsibility to pay any difference. Deafblind UK will reclaim 25p of tax on every £1 you donate.
Please notify Deafblind UK if you would like to cancel your declaration, if you change your name of home address or if you stop paying sufficient tax on your income and/or capital gains.

Data Protection

I would like to receive quarterly information about how I can fundraise for and support Deafblind UK. (How should we do this? please tick one of the following):

☐ **Email – my email address is:** _____

☐ **Post**

How we use your information

The information provided on this form will be used to:

- Process your request to donate to Deafblind UK
- Provide information to Gift Aid in order for Deafblind UK to claim Gift Aid
- Provide you with the information you have requested

How we store your information

- Your details will be stored for 6 years

Updating your preferences and unsubscribing

If your personal details change or you would like to change your preferences please email change@deafblind.org.uk or call 01733 358100.
Alternatively you can ask for your information to be removed at any time.

For more information, read our Privacy Notice online at www.deafblind.org.uk/privacypolicy.

Deafblind UK. Company Registration Number 2426281, Registered Charity Number: 802976.