

PRISM

PILKINGTON RETIREMENT INFORMATION AND SUPPORT MAGAZINE • www.pilkingtonfamilytrust.com



ROYAL MAIL

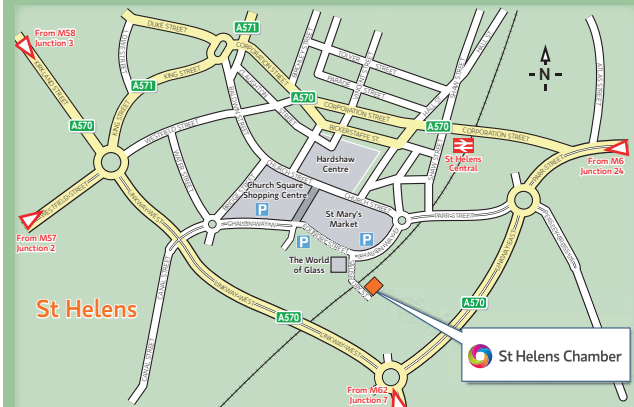
Letters from Buckingham Palace and Sandringham keep dropping through the letterbox of Beverley Langford of Stourbridge thanks to her life long support of the Royal Family. Beverley writes to them on every special occasion, whether it be a celebration or a sad occasion, even when there was a fire at Windsor Castle causing considerable damage and always receives an acknowledgement.

Her first correspondence goes back to when the Queen, then Princess Elizabeth, became engaged to Prince Philip. In those early years she was just happy to send her letters without acknowledgement but then around the 1990s she was thrilled to begin receiving letters back and often photographs. Her most recent photographs are from Prince Harry and Meghan on their engagement. Now there is never an occasion when an acknowledgement is not forthcoming. She has dozens of letters with the Buckingham Palace and Sandringham stamp on the envelopes and reads them over and over again.

Beverley, a widow whose husband worked for Triplex Kings Norton, is a true and dedicated fan of the Royal Family subscribing religiously to the "Majesty" magazine. She reads all the royal columns in the press and can tell you the forthcoming commitments/diaries of each member including the "lesser" royals. She follows their engagements every step of the way and defends them avidly from

critical remarks she hears, insisting that the "firm" are a hardworking lot of people.

No doubt Beverley will soon be putting pen to paper again on the forthcoming birth of Prince Harry and Meghan's child and another royal letter will be dropping on her door mat!



OFFICE MOVE

On the 1st November 2018 the Pilkington Family Trust moved to new office premises in the St Helens town centre, across the road from our previous office.

Our new address is:

Pilkington Family Trust
The Enterprise Centre
Salisbury Street
ST HELENS
WA10 1FY

Telephone number: 01744 742 516
Fax No: 01744 742 001



3 A LOO WITH A VIEW
The most idyllic WC in the world?



4 ADMIRAL NURSES
Providing much needed support



5 A FINE BODY OF MEN
Do you recognise anyone?



7 MODEL RETIREMENT
Neville Eastment's terrific talent

EDITOR'S NOTES

Welcome to the Winter edition of PRISM.

Firstly on behalf of everyone at the Pilkington Family Trust I would like to wish you a happy, healthy and peaceful New Year.

What a fantastic summer we had. It's been a long time since we had such a long period of constant good weather. It was so nice we even had to have a hosepipe ban in many areas. What would we Brits do if we couldn't talk about the weather.

The last year has been a busy one as usual for the Trust Fund culminating in moving away from our Chalon Way offices to offices in the St Helens Chamber building. Actually we have only moved about 100 yards across the road. One of the funniest sights during our move was of staff wheeling their chairs and cabinets across the car park and carrying boxes of their belongings. We did hire removal vans but somehow it seemed easier to move some things ourselves. We had been in the Chalon Way offices for 34 years so you can imagine how much paper, files and office equipment we had gathered and hoarded over the years. It was definitely time for a de-clutter. We are now settled and very happy in our new home. Details of our new address and telephone number can be found in this edition of PRISM.

During the year we have said goodbye to a few members of staff and welcomed new ones. New members of staff can be seen on this page. In January Ruskin Lodge will welcome new manager Joanne Knowles who brings with her a wealth of experience in care home management.

Talking of Ruskin Lodge, well done to everyone who helped the home to

achieve a platinum award (pictured left) from St Helens' council for its work on falls prevention.



Managing Director Paul Morgan visited beneficiaries in South Africa and when he tells stories of the conditions in which many people live, it certainly makes me count my blessings.

I hope you enjoy this edition of PRISM. Don't forget this is your magazine and we would love to hear from you and perhaps include some of your stories in future editions.

Finally, whatever the New Year brings, I hope 2019 is a good year for you.

Best Wishes,

Diane Swift,
Editor



For details of how to contact us, see page 6



Special Birthdays

Congratulations to those who celebrated extra special birthdays:

Miss Veronica Fox, St Helens, who celebrated her 100th birthday with friends and family on the 9th November 2018.

Jean Hynd, who celebrated her 100th birthday in Lymm on 27th September 2018.

Nancy Darwin, Billinge, who celebrated her 100th birthday on 1st August 2018.

William Darlington, who celebrated his 100th birthday in Skelmersdale on 25th July 2018.

Mrs Catherine Barnes, Crewe, celebrated her 100th birthday on 2nd December 2018.

Harry Jones, who celebrated his 100th birthday on 6th Nov 2018 at home in Billinge.

Mrs Evelyn Cookson, Birmingham celebrated her 101st birthday on 16th December 2018.

Mrs Lilian Smee, St Helens, celebrated her 102nd birthday on 7th December 2018.

Miss Winnie Cubbon, St Helens, who celebrated her 103rd birthday on 26th October 2018.

Mrs Irene Fairclough, of St Helens who celebrated her 104th birthday on 14th September 2018.

Mrs Eunice Davies, Birmingham, who celebrated her 105th birthday on the 24th July 2018.

Welcome to new staff

A warm welcome to the following new members of the team.



Joanne Knowles
Ruskin Lodge Manager



Chelsea Greenall
Care Assistant



Wanda Gildart
Cook



Paul Howard
Weekend Meals Driver



Tommy Reeves
Coach Driver/
Day Centre Assistant

Helgelandskysten is the longest of the 18 classified scenic routes in Norway, stretching from Holm in the south, crossing into the Arctic Circle and heading north towards Bodo.

A loo with a view

Norway has opened what might be the most idyllic public convenience in the world - with a lot of help from glass walls made of Pilkington Insulight™ Protect insulating units.

Taking a private comfort break in the toilet's toughened laminated glass with translucent white interlayer is a never-to-be-forgotten experience.

Situated on the Ureddplassen - an attraction along Helgeland coast - this wave-shaped facility forms part of a nine-metre-wide terrace with views over the fiord, sea, and the

snow-capped mountains of the Lofoten Wall.

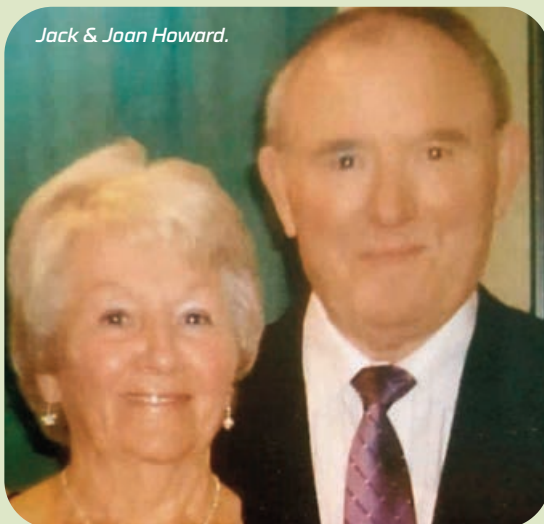
The stop-off is more than just a toilet, however. Ureddplassen is also a memorial paying tribute to the 42 men who died in February 1943 when their Royal Norwegian Navy submarine, the HNoMS Uredd, meaning Fearless, hit a mine laid by the German ship Cobra and sank.

Anniversaries

Congratulations are sent to the following couples who have or are about to celebrate their special anniversaries.

Sapphire Wedding

Kenneth & Joy Kilgour, Glasgow - 12/12/18
Alfred & Irene Hunt, St Helens - 19/12/18



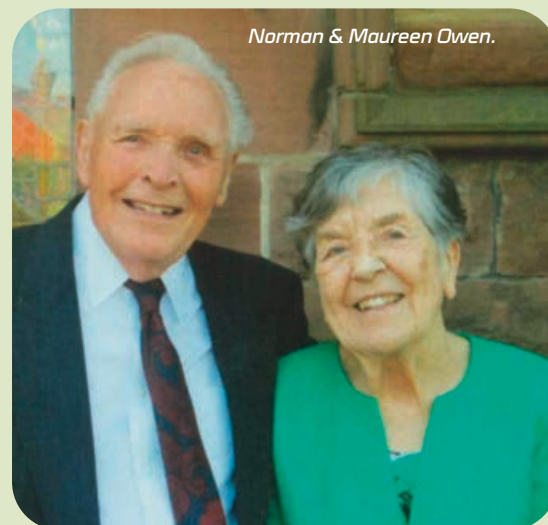
Jack & Joan Howard.

Diamond Wedding

James & Margaret Booth, Rhyl - 1/3/18
Derek & Valerie Boyes, St Helens - 12/3/18
Francis & Jean Hall, Prestatyn - 6/9/18
Norman & Maureen Owen, St Helens - 27/9/18
Albert & Eileen Sherer, St Helens - 27/9/18
William & Iris Watkinson, St Helens - 25/10/2018
Lawrence & Jennie Pilkington, St Helens - 22/11/18
Alan & Marianne Halliwell, Wigan - 6/12/18
Joseph & Brenda Carney, St Helens - 13/12/18
Jack & Joan Howard, Wigan - 20/12/18
Alan & Barbara Duckitt, Doncaster - 20/12/18
Ronald David & Veronica Jones, St Helens - 30/03/19
The late George Philbin & Catherine Philbin, St Helens - 13/9/2018

Golden Wedding

Michael & Ann Davidson, Southport - 30/3/18
John A & Sylvia Davies, St Helens - 31/8/18
Bernard & Christine Parker, Wigan - 12/10/18
Geoffrey & Vivien Siddons, Alfreton - 12/10/18
John & Veronica Croke, St Helens - 26/10/18
Walter & Joyce Critchley, St Helens - 16/11/18
George & Patricia Hoy, Warrington - 31/12/18
Donald & Christine Ross, Wigan - 1/3/19



Norman & Maureen Owen.



Oh, how times have changed!

Many thanks go to Mr J. Fenton of St Helens who very kindly donated his Cullet magazines to the Family Trust.

The magazines include the first Cullet produced in 1928 and it makes very interesting reading! It includes retirements, weddings and the news from the 'Home Depots'. Details of the upcoming drama production in the Staff Theatre of 'I'll Leave it to you' a comedy by Noel Coward. Sections for Folk Dancing and the Allotment Association, plus the chance to enter a competition to write a Limerick on Vita Glass and win 5 shilling!

Summer 2018 PRISM feedback

Many thanks to Elizabeth Ellis, Angela Cotter, Frank Patton and Juanita Jolly who successfully identified many of the employees stood on the steps of Grove Street Offices.

The picture was taken to celebrate Monica Atherton's 40th year of working for Pilkington Brothers. Monica was front and centre of the photograph holding the flowers.

The other employees identified were, John Pennington, Lawrie Moncrieff, Tony Jackson, Leo Hill, Frank Patton, Richard Burrows, Alan Bibby, Mary Joyce Dingsdale, Dorothy Hart, Irene Armson, Ann Brabin, Roy Barron, Tony Rutherford, Bert Beddows, Freddie Markland, Henry Arnold, Frank White, George Abbott and Eileen Hart.

"I wish I had known about Admiral Nurses when I needed one"

There are over 850,000 people living with dementia in the UK and this is set to rise to over one million by 2021. A diagnosis of dementia can come as a shock to the person with the condition and those around them. And support and help is vital for everyone involved.

The Pilkington Family Trust established its Admiral Nurse service in 2016. The service works in partnership with families and people with dementia to offer specialist support, information and advice. Referrals for the service usually come through the Trust's team of Welfare Officers. However, referrals have also been received from the Later Life and Memory Service, the Frailty Team, District Nurses, the Carers Trust and the Admiral Nurse Dementia Helpline.

The Trust's Admiral Nurse sees families during assessment, shortly after diagnosis, when families are experiencing difficulties in caring because of the signs and symptoms of dementia, towards the end of life and bereavement. The Nurse can provide psychological support to families, ensure they are aware of services available, refer on to specialist services as well as providing strategies that may help people live well with the condition.

In the six months from March to September 2018 54 families have been supported by the Admiral Nurse. Since the start of the service 132 families have had contact with the Trust dementia support team.

Gill Connor, the Trust's Admiral Nurse says: "I am a Dementia Nurse Specialist but also have experience as a carer having helped both my mum and dad when they were living with dementia. I wish that I had been able to access the support of an Admiral Nurse at the time as I found negotiating my way through the various services to get the care that suited my family frustrating and time consuming. Sometimes you were too busy or too tired to try. I would have appreciated an Admiral Nurse but there were none in the area."

The Trust's Admiral Nurse service is for the St Helens area but there are currently 264 Admiral Nurses in the

country. The numbers are rising but there are still more needed. You can check if there is a service in your area by looking on the Dementia UK website www.dementiauk.org.

Sometimes they are NHS nurses or have a host service like the Pilkington Family Trust. The Royal British Legion, for example, employs Admiral Nurses in some areas for veterans of service. If you do not have access to a local Admiral Nurse, Dementia UK runs a helpline 0800 888 678 or helpline@dementiauk.org. The helpline is open 7 days a week: 9am to 9pm weekdays and 9am to 5pm weekends. Run by Admiral Nurses the Helpline will offer help and advice regarding any queries or concerns about someone you care for, or yourself.

Dementia UK website has helpful leaflets and short films dealing with situations faced by people; such as changes in behaviour, confusion or making the home more dementia friendly.

Supporting the Trust's Admiral Nurse is a Dementia Support Worker, Maralyn Devlin who provides short term intervention which helps people access other services to promote independent living. Maralyn can also provide help in various ways following the Admiral Nurse intensive support. It could be by visiting people on a regular basis to discuss any concerns or offering information as new processes become available. This is particularly useful for people living on their own or who don't want to worry family. Also a short sitting service can be available to encourage the carer to leave their loved one and have a couple of hours' respite; this will then provide confidence to develop into moving



forward to an agency sitting service or to participate in a local day centre. This has already been successful for six beneficiaries.

Maralyn also informs of the social opportunities within the borough in addition to the social events organised by the Pilkington Family Trust such as Afternoon Teas and lunches. Currently these events are enjoyed by up to 40 people on a monthly basis. Coach trips for lunch to various venues are arranged whilst Maralyn also supports monthly visits to the Saints Reminiscence Cafe run by Saints Community Development Foundation at St Helens Rugby Club's Totally Wicked Stadium. The Reflections Group (run by the Activities Co-ordinator Kath Shaw) is a good social event for people living with dementia providing a buffet and entertainment. Over the past three years the events have increased three fold and continue to do so. All the social events are crucial to the wellbeing and stimulation of both the carer and the person living with dementia providing warm, friendly environments to socialise with people in the same situation.

The unique dementia expertise and experience the Admiral Nurse and dementia support worker bring is a lifeline – it helps families to live more positively with dementia in the present, and to face the challenges of tomorrow with more confidence and less fear.

For more information contact your Welfare Officer on 01744 742516.

Edward Carroll, who worked for Pilkington for 40 years and spent some time in Sheet Works, St Helens, has very kindly sent this photograph of the 'Pilks Recs' Rugby Team from the 1950s.

Edward is on the back row, third from the right and advises the photograph was taken at the Liverpool Rangers Ground. Does anyone recognise themselves or their relatives in the photograph?

Fine body of men



Graduated Retirement Benefit.

We have been contacted by several beneficiaries who have been awarded a small pay-out from the Aviva Insurance Company under the above scheme.

GRB was an early form of earnings related pension, intended to top up your basic pension. It was based on graduated contributions on earnings between 1961 and 1975 and is paid to those people who paid into this scheme through Pilkington. The administration of the GRB was handed over to an insurance company, now Aviva.

Neither the Pilkington Family Trust nor the Pensions Department have any details of this scheme, however should you think you are entitled to any benefits under this scheme, please contact Aviva Pensions directly on 0800 953 1777 or you can write to Aviva Pensions Dept., PO Box 520, Norwich, NR1 3WG.

You will need to quote your own personal policy number. If that cannot be found, then your name, NI number and current and previous addresses will be required. Please quote 'Pension Defined Benefit', when contacting Aviva.

Please do not contact either the Pilkington Family Trust or Pensions Dept. as unfortunately, we have no information or documentation.

Summer 2018 PRISM feedback

Missing Golf Trophies: We didn't have any response to the missing Lord Cozens Hardy Cup or Spring Cup.

However we now have in our possession the Chance v Pilkingtons Challenge Trophy and the Chance Golfing Society's Presidents Prize, thanks to Elizabeth Roberts of Pershore.



Claire House donation

During the summer the staff at Ruskin Lodge came together to raise money for Claire House, a charity for children based in Bebbington on the Wirral.

The staff took part in a sponsored walk around Ruskin Lodge and then various events followed including a sack race, an egg and spoon race and a relay. The whole day was a great team effort and was thoroughly enjoyed by the staff and the residents of Ruskin Lodge. An outstanding £860 was raised for Claire House. Well done to all those who took part.

Evesham Get Together



Leslie and Ina Bullock opened their home for a super buffet lunch for the Evesham Social group.

Deaths

Below is a list of deaths for the period July 2018 to December 2018 inclusive

It is with regret that we report the deaths of the following pensioners:

AGR

James Brazier

Automotive Eccleston

Brian Turton

Automotive Kings Norton

June Stocks
Martin Coley
Norman Roger Yates

Birch Stigmat

Patricia Foster

BP R&D

Richard Chappell

Chance

Sydney Smithson
Gordon Grove
Maurice Blount

Chance Propper

Roslyn Salmon

City Road

William Curties
John McGrath
Hugh Wesby
Gerald Fairclough
Albert Bonney
Margaret White

Cowley Hill

Roy Scott

John Sephton
Kevin Mullen
Brian Burrows
Catherine Critchley
James Unsworth
Allan Marsden
Leslie Briers
Harry Anders
Henry Harrison
William Williams
Michael Evans
Edmund Henshaw
Ralph Kilshaw
James White
James Roughley
Henry Storey
Richard Daniels
James Mayor
Harold Williams
Kathleen Armitage
Alexander Harrison
John B Crosby

CP St Asaph

John Roberts
Joseph Titterton

Doncaster

William Wardman
Terence Calladine
Denis Dennison
Pamela Ratcliffe

Fibreglass Ravenhead

William Atherton

Catherine McGilvray
Edward Cartwright
Edward Hardman
Ronald Wallis
Arthur Gaskell
James Davies
Thomas Dickinson

Fibreglass Wrexham

Stanley Barritt

Flat Glass

George Dickinson

Greengate

Margaret Abbott
Eric Hand
Robert Rigby
John Watson

Grove Street

Albert Symes

Head Office

Clifford Chetter
Harold Brownbill
Mark C Bishop
Edward Tomkinson
John Adamson
David Young
Eric Roughsedge
George Lancashire
Keith Waring

Lathom

John Bradshaw
Kenneth Fox

Jane Greengrass
John Barrow
Kenneth Andrews

P.O.P. Limited

Valerie Sutton
James Thompson

PIL Pontyfelin

David Dix

Pilkington Group Limited

Lorraine Irwin
Idris Thomas
Edward Smith
Kevin Walsh
Gerald Maguire
Alfred Fee
Pauline Bickley
Leslie Sumner
Janet Thomas
Arthur T Pickup
Joan Ball
Kenneth Jones
Kathleen Hignell
Alan Booth
Harold Bimpson
Joseph Kerriger
William McGiveron
Ethel Neilson
Brian Woodward

Pilkington Insulation Ltd

Bernard Ruggles

Pilkington Retirement Services

Ruth Coxhead

Pilkington Special Glass

Clifford Twamley

Pontypool

Pamela Evans

PPE St Asaph

Ailsa Jones
David Barron
John Jones
Allan Anderson
Bryan Palframan
Leonard Vaughan Burgoyne
John Williams

PUKL

Barry Kendall

PUKL Bradford

John Fenton

PUKL Leeds

Stephen Kelly

Ravenhead

John Green
Monica Dunne
Thomas Bailey

Triplex Eccleston

Brian Leonard
Donald Llewellyn
Arthur Carr
Leonard Johnston
John Mitchinson

Walter Ashby
David Powell

Triplex Kings Norton

Geoffrey Dille
Robert Quinn
John Robinson
Lisa Vaughan
William Barker
Gordon Smith

TRS Queenborough

David G Carter
Roy Cowleard

Watson Street

Malcolm Jones
Francis Joseph Hunter
Denis Black
J Griffiths
Terence Foster
John O'Brien
Joyce Tickle
Robert Johnson
Norman Simms
Thomas Cunliffe
Henry Molyneux
George Philbin

Weldall

Geoffrey Barnbrook

Retirements

Below is a list of retirements for the period July 2018 to December 2018 inclusive

AGR Redditch

Alan Chester

Aftermarket

Dawn Lutwyche

Bradford

Stuart Denton

Kings Norton

Keith Smith

Steven Brelsforth

Lathom

Eric Appleton
Andrew Quickfall

Pilkington Retirement Services

Jacqueline Innes

Plyglass

Stephen V Lewis
Kevin Chambers
Ian Bush
Malcolm Wyatt
Nigel Varty
Christopher Riley
Richard J Spencer

Raymond Gratton

Karl Brudenell
Neil Roberts
Ian Godber
Susan Woodward
David Fisher
Stephen Brooks
Richard Caudwell

David Day

Keith Burton
Kevan Hill
Michael Newbold
Jacqueline Watson
Brian Simms
Steven John Formon

Watson Street

John Seddon
David Griffiths
Kenneth Hilton
Anthony McWalters
Philip Bradshaw
Colin Dixon
Ian Devereux

Contact us...

By telephone: 01744 742 516

In writing: Pilkington Family Trust
The Enterprise Centre
Salisbury Street
ST HELENS, WA10 1FY

e-mail: enquiries@pilkingtonfamilytrust.com

If you prefer you may wish to complete the slip and return it to the above address, and we will get back to you as soon as possible.



Name, address and telephone number of sender:

.....

Nature of enquiry:

.....

Every effort is made to ensure that details and information in the magazine are correct at the time of going to press.

Queen's Commonwealth Canopy Project at Ruskin Lodge

Helping to save forests as part of the Queen's Commonwealth Canopy (QCC) project recently saw Ruskin Lodge specially selected to receive a special delivery of silver birch, rowan and hazel trees.

These were part of fifty thousand free trees which winged their way across the UK as part of the project in a partnership between the Woodland Trust, Sainsbury's and ITV. Each specially-labelled tree pack contained five UK-sourced and grown native broadleaf trees for people to plant as their own contribution to the Queen's Commonwealth Canopy initiative.

The giveaway was in support of a landmark documentary, The Queen's Green Planet, screened on ITV in April. It followed Her Majesty the Queen and the ambitious QCC legacy project which brings together her deeply held commitment to the Commonwealth and her love of trees.

At the heart of the film by ITN Productions was a conversation between the Queen and Sir David Attenborough filmed in the gardens of Buckingham Palace last summer.

QCC is creating a network of forest conservation initiatives across all 53 Commonwealth countries to mark Her Majesty's lifetime of service to the Commonwealth. Countries include Singapore who have dedicated six hectares of rainforest in the Singapore Botanic Gardens and 163 hectares of Singapore's Bukit Timah Nature Reserve forest to The Queen's Commonwealth Canopy.

Although Ruskin Lodge can't compete with Singapore, it chose a small area within Ruskin Lodge grounds for a special planting ceremony as its contribution to conservation in the name of the Queen's Commonwealth Canopy project for future generations.



Planting tree at Ruskin Lodge Care Home.



Model Retirement

We are continually amazed at the creativity of some of our beneficiaries in their retirement.



The pictures shown here and on page 1, are models made by Neville Eastment.

Mr Eastment worked at Watson Street and Lathom, and retired from Pilkington after 17 years.

Shortly after he retired he was looking for a hobby and decided to scratch build model boats/ships/trams etc.

They are not to scale, nor based on real life, but he adapted them from drawings in a book and scaled them down himself.

We are sure you will agree they are outstanding models.

Mr Eastment recently moved to Southport from Warrington and unfortunately had to downsize so couldn't take all his wonderful models with him.

What's on

Please ring 01744 742509 for further details

DONCASTER

Silver Leaf Club: 2.00pm-4.00pm.
2nd Thursday in the month at Pilkington Recreation Club, Kirk Sandall. All Pensioners and Non-Pilkington Friends. Membership fee applies, £10 per annum.
Day Club: 10.00am-3.00pm, Wednesdays every week at Pilkington Recreation Club, Kirk Sandall. Fee applies- £5.00.
Contact Angela Shepherd 01302 891212.

NORTH WALES

St Asaph Self-Help Group: Meets 1st Tuesday every month at Rhuddlan Community Centre at 2.00pm.
More information: Mr G Jones on 01745 332517.
Monday Club: 11.00am-2.00pm. First and third Monday each month. Community Hall, Rhuddlan.
Contact: Peter Greulich 01745 814341

SOUTH WALES

Self-Help Group: Fortnightly (Wednesdays) between 2.00pm-4.00pm PILCS Social Club, New Road, New Inn, Pontypool.

WEST MIDLANDS

Sourbridge/Weldall Group meet for coffee mornings on Fridays every 3 months at Age Concern.
Contact: Carol Priest 01384 637604
Evesham Self Help group meet approx 3 times a year. Chance people are welcome to come along to this too. Contact: Carol Priest on 01384 637604.

ST HELENS WELFARE LEISURE CENTRE

Monday
Sewing Group: 9.30am - 12.30pm (Patchwork quilting etc).
Men's snooker group, Monday, Wednesday and Friday afternoons
Tuesday
Art Group: 9.30-12.30 pm
50+ Ladies Keep Fit: 2.00pm-3.00pm
Pilkington Choir: 7.45pm
Wednesday
Ramblers' Coffee Morning: 10.30am (1st Wednesday in every month).

Thursday

Ladies Crown Green Bowling 1.30pm-5.30pm.
Indoor Bowling – November to March: 1.00pm - 6.30pm.

Fridays

Alternate Fridays
Companions: 2.00pm.Bingo

SELF-HELP GROUPS

There are six geographically dedicated groups in and around St Helens. Each group meets once a month and participates in a varied programme of events.

Sutton

The Blue Room, Shining Light, Sutton Manor Primary School, Forest Road, Sutton.
1st Wednesday of each month 10.30 am-12 noon.

Eccleston

St Luke's Church, Knowsley Road, Eccleston.
1st Thursday of each month 10.30am-12 noon.

Haydock

St James Church, Church Road, Haydock.
2nd Wednesday of each month 10.30am-12 noon.

St Ann's Social Group

St Ann's Millennium Centre View Road, Rainhill.
2nd Monday of the month 10.30am-12 noon.

Moss Bank Social Group

Moss Bank Mission, Moss Bank Road, St Helens.
Last Tuesday of the month 10.30am-12 noon.

Thatto Heath

St John's Church, Crossley Road, Thatto Heath.
3rd Thursday of the month, 1.30pm-3.00pm.

SOUTH AFRICAN VISIT

PAUL MORGAN - MANAGING DIRECTOR

It seems like a distant memory now when I touched down in Johannesburg in the hot sun.

I met our coordinator Marlene McAdam the next morning. The trip as ever began with me meeting our team of volunteers who do such a terrific job in reaching out to our people who live on the townships and more remote areas. We discussed the main issue, which is hunger amongst our retirees, and decided on our strategy going forward to try and alleviate that problem. Unfortunately, yet another new president seems unable to turn the country into a prosperous economy and when you consider some of the natural resources they have it is difficult to believe.

That afternoon I visited many homes in the township and once again was humbled by the greeting I received. The next day we held our get together which sees all our retirees invited to lunch. The hymn of praise sang for the meal is uplifting to say the least. Directly from the meal, we headed to some more visits and then on to the airport and flew to Durban where we stayed overnight and met a small group of retirees the next day for lunch. From there we took a very early flight to Port Elizabeth where our largest group of retirees now live.

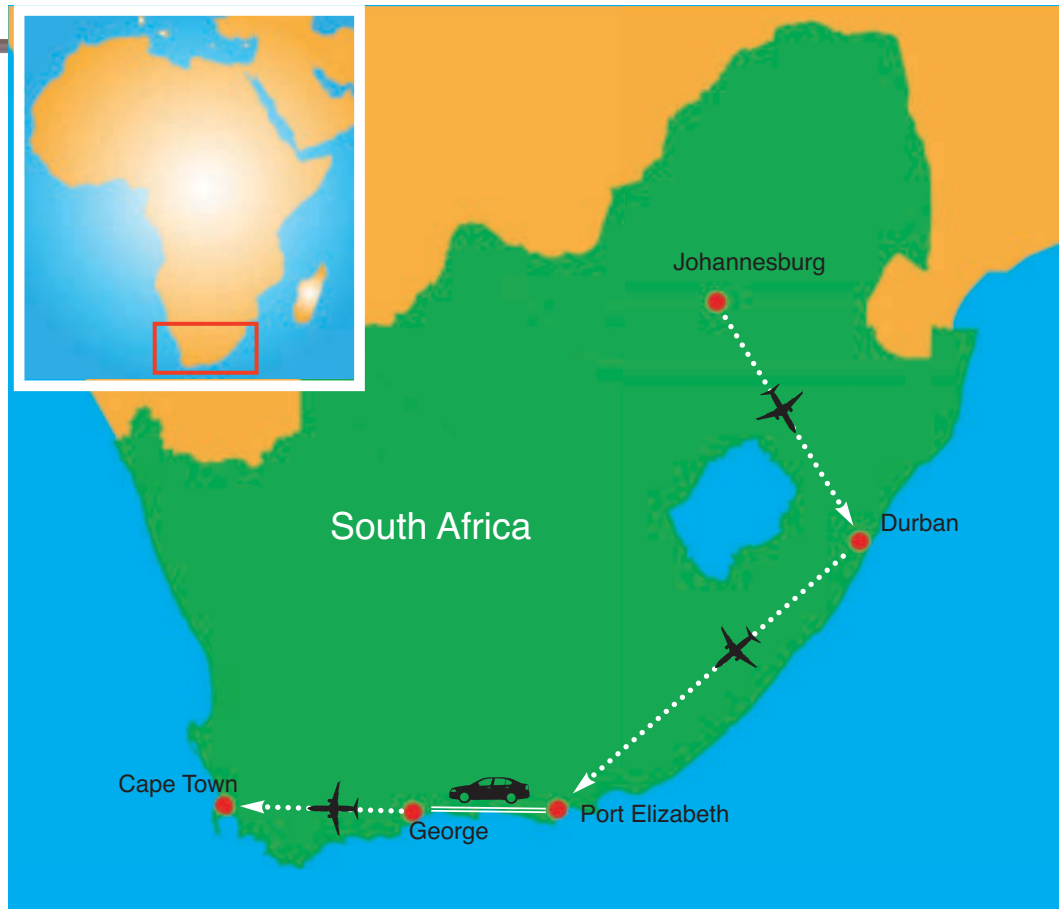
We had an early morning meeting with our volunteers and discussed the particular issues they face. Sadly, the main topic of discussion was violence in the townships and general civil unrest. One of our volunteers had recently been shot in the leg, thankfully it was not life threatening. We agreed a way forward in reaching our retirees that minimised risk to our visitors. That afternoon I visited the townships to witness the situation first hand. Thankfully the day passed without incident. The following day we had a most pleasurable reunion which

was thoroughly enjoyed by all. It was nice to see people relaxed and happy to see old friends.

We picked up a car the next morning and I drove to George, which is a town on the Garden Route between Port Elizabeth and Cape Town. The following day we met our beneficiaries for a brunch which allowed retirees to renew old acquaintances.

Because of the distances people had travelled many had not seen each other since I last visited three years ago. Eventually the group dispersed, which allowed us to catch an afternoon flight to Cape Town, and the next day we met a small group of people for lunch before heading for the airport taking the evening flight home to the UK.

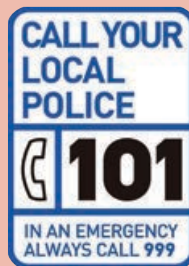
The whistle stop tour never fails to leave me touched by the issues that the vast percentage of our retirees face each day and accept as part of life. Whilst we in the UK moan about the weather.



Metropolitan Police advice on fraud

Remember these ten golden rules to help you prevent fraud and beat the scammers.

1. Be suspicious of all 'too good to be true' offers and deals. There are no guaranteed get-rich-quick schemes.
2. Don't agree to offers or deals immediately. Insist on time to get independent or legal advice before making a decision.
3. Don't hand over money or sign anything until you've checked someone's credentials and their company's.
4. Never send money to anyone you don't know or trust, whether in the UK or abroad, or use methods of payment you're not comfortable with.
5. Never give banking or personal details to anyone you don't know or trust. This information is valuable so make sure you protect it.
6. Always log on to a website directly rather than clicking on links in an email.
7. Don't just rely on glowing testimonials. Find solid, independent evidence of a company's success.
8. Always get independent or legal advice if an offer involves money, time or commitment.
9. If you spot a scam or have been scammed, report it and get help. Contact Action Fraud on 0300 123 2040 or at Action Fraud. Call us on 101 if you know the suspect or they're still in the area.
10. Don't be embarrassed about reporting a scam. Because the scammers are cunning and clever there's no shame in being deceived. By reporting it, you'll make it more difficult for them to deceive others.



GDPR reminder

The General Data Protection Regulation (GDPR) came into force on May 25 2018 and was designed to modernise laws and protect the personal information of individuals.

GDPR applies across the entirety of Europe but each individual country has the ability to make its own small changes. In the UK, the government created a new Data Protection Act (2018) which replaced the 1998 Data Protection Act.

As a consequence of the new legislation the Pilkington Family Trust updated its privacy notice

outlining its use of personal information in relation to beneficiaries. All beneficiaries were sent the updated privacy notice and asked for their consent to the Trust continuing to process their personal data. So could anyone who has not yet returned their consent form please do so to allow the Trust to continue providing services.