



WARWICKSHIRE
VISION
MAGAZINE

AUTUMN 2024

**RUGBY
ROUNDUP**

*A closer look at
a thriving hub*

**GREAT
GADGETS**

*Equipment to make
your life easier*

**GLOBETROTTING
WITH A GUIDE DOG**

*The joys and frustrations
of travelling together*

WELCOME



I hope you've enjoyed a good summer.

Despite being the holiday season, it was a particularly busy summer for the team at Warwickshire Vision.

In addition to organising and delivering our normal services, we attended several community events, launched a new online service and contended with the upheaval and disruption from the renovation of our premises at Market Place in Warwick.

We obtained a brightly coloured and highly visible gazebo at the start of the summer, providing a backdrop as our team of staff and volunteers promote the charity at different community events.



I'm incredibly grateful to everyone who gave up their time during the summer to represent us and support our work.

The event at Art in the Park was very well attended with literally thousands of people viewing the contents of the Warwickshire Vision gazebo and many stopping to find out more about the charity.

I'm also extremely grateful to the efforts of the people who used the warmer summer weather to raise funds for us.

I especially liked the efforts of Ivy Crawshaw, featured later in the magazine, picking and collecting together the ingredients to make jam which she sold to

raise funds - she also gained her Brownies Charity Badge, well done Ivy!

I should also highlight the incredible efforts of Ryan and Morgan Hinch who took on the Tough Mudder challenge, an arduous 15 kilometre run over obstacles, under electrified wires and as the title suggests, all in mud. Both tell me they enjoyed the experience and are planning something even more challenging!

Autumn promises to be just as busy for us as the team are looking forward to completion of the **renovation of our premises** and being able to move back in from temporary accommodation.

It's been a major transformation of an old and largely unloved building, to create a modern and welcoming new home for us.

The upper floors of the building have been converted into rentable spaces that will



generate a regular source of income for the charity, with space on the ground floor opened up to provide a new resource and function room that we will use to host and deliver training and other services for people who have experienced sight loss.

The formal opening of the building will be a major milestone in the history of Warwickshire Vision - more will follow on this in the next edition of The Magazine!

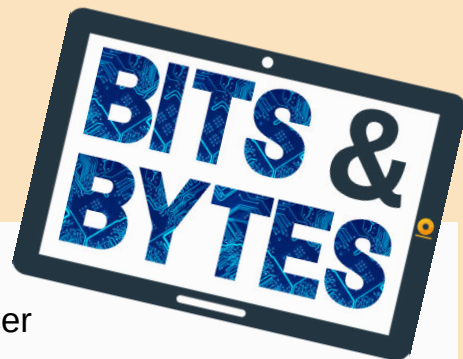
With my best wishes,

Keith

Keith Eales
Chief Executive Officer

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By Ruth Okey,
Technology Officer

Popular app feature that's now available on Windows!

Be My Eyes
Free (iOS/Android/Windows)



The **AI** element of the popular mobile app is now available in a **Be My Eyes** app for Windows from the Microsoft Store - with it you can:

Describe my screen

Describes what is on your computer screen, if there is text this will be displayed as part of the description.

Describe picture

Select a picture stored on your computer and the app then describes it. If there is text within the picture this will be displayed as part of the description.

Take a picture

Takes a picture using a connected camera - it can be used to read a letter as well as describe a scene.

Describe clipboard

This describes an image (not text) that you have copied to the clipboard (ctrl + c). The results aren't read aloud, so a screen reader or the Magnifier's speech capability could be used.

Note: *This app uses Artificial Intelligence, so it may not be 100% accurate. It uses the internet to process information.*

Need help with your tech? Book an IT appointment at a weekly support centres on 01926 411 331.

BE SCAM AWARE

By Ed Hodson, Social Policy Research & Campaigns
Officer - Citizens Advice South Warwickshire

Scammers seem to be everywhere these days and often target vulnerable people. Citizens Advice's Ed Hodson explains how to "Spot, Stop and Report" Scams.

October 21st-27th is National Scams Awareness Week, a joint public awareness campaign promoted by Citizens Advice, Trading Standards and others.

Scams come in all shapes and sizes and can be in-person, online, via the post or over the phone.

We are all vulnerable, without exception, and it only takes one scammer to empty your bank account.

Here are some top tips:

- 1. Never be pressured into making spending decisions, or sharing personal information, by anyone you don't know and haven't checked out.**
- 2. If in doubt, end the conversation and take advice from someone you trust.**
- 3. Remember there is always someone to help you to reduce your chances of being scammed - or if you do get scammed: You are not alone!**

Need support?:

To report a potential scam:

Citizens Advice Consumer Helpline
0808 223 1133.

If you think you have been scammed,
call Action Fraud on **0300 123 2040.**

If you ever believe you are in personal
danger from a scammer call **999.**



Learn more:

How to spot, stop and report scams:

Visit the Citizens Advice website at

<https://shorturl.at/dRSLZ>

Keep up with the latest scam warnings:

Trading Standards:

<https://shorturl.at/ySmcE>

**To become more personally active in
the fight against scammers:**

visit www.friendsagainstscams.org.uk
and see about becoming a 'scam
champion'.

**Remember, if it sounds too
good to be true, it probably is.**

Don't let scammers win...

**Let's spot, stop and report
scams.**

COULD YOU GET A FREE 'ALEXA'?

By Helen Jones,
Vision Support Officer

People living with sight loss in the UK can apply for a free Alexa device under a new scheme from sight loss charity **British Wireless for the Blind Fund (BWBF)**.

Smart speakers are great for people living with sight loss who want to access audio entertainment and information.

But, according to **BWBF**, many people they support are missing out - so they have teamed up with digital accessibility charity, **AbilityNet** to ensure people can access the scheme and then get support in using with the device.

How do you claim?

To qualify for a device from **BWBF** you must meet the following criteria:

- UK resident
- Living with Sight Loss
- Receive Disability Living Allowance (DLA), Personal Independent (PIP) / Attendance Allowance (AA) or receive a means-tested benefit (or parent/guardian if under 18).

Support to set up an Amazon account and activate your device will be available from **AbilityNet**.

For more information, contact **BWBF** on **01622 754 757**, or via email to **sarah@blind.org.uk**, or online at <https://blind.org.uk/referrals/>



... OR HELP WITH YOUR TV LICENCE?

By Rebecca Bourton,
Community Services Manager

Did you know that you can get a discounted, or even a free TV licence, depending on your circumstances?

Are you eligible?

If you're **75 or over** and receive **Pension Credit** you can claim a free TV licence.

It'll cover you and anyone you live with, regardless of their age.

If you're **blind or have a severe sight impairment** you can claim a 50% discount on your licence.

If you live with anyone else, the licence needs to be in your name in order for your household to get the discount.

How do you claim?

Contact TV Licensing online or by calling **0300 790 6117**.

Once you turn 75 you need to apply for your free TV licence – they're not given out automatically.

For a discount based on a visual impairment (must be SSI/Blind), you will need to provide a copy of your certificate of visual impairment.

We can provide this document for you so just call 01926 411 331 or email enquiries@warwickshire.vision



GLOBETROTTING WITH A GUIDE DOG

By Keith Eales, Chief Executive Officer

David Adams, a WVS trustee and treasurer shares the joys and frustrations of travelling with his trusty guide dog, **Jimbo**.

In the past year or so David and Jimbo have been to Canada, the USA and Antigua in the Caribbean, as well as a dozen business trips to EU countries.

David is president of the European Guide Dog Federation (**EGDF**) an organisation who are committed to improving access for guide dogs, so he takes his guide dog on every trip.

Jimbo thoroughly enjoys travelling and has never misbehaved or become stressed, even on the 10-hour flights to and from Vancouver.

Guide dogs are allowed to fly free of charge in the cabin with their owner, but it comes at a cost of time, money and frustration.

Post-Brexit Challenges

Before Brexit, Jimbo could fly to most destinations with his UK pet passport, which remained valid provided it still had



empty pages and up-to-date vaccinations recorded as required.

Since January 2021, the UK pet passport has been replaced by a single use animal health certificate from a qualified vet at a cost ranging between £150 and £300 for each trip, plus the cost of required travel treatments abroad.

It takes several days to complete the process, so last-minute travel is no longer feasible.

When flying to another country, some UK airports require paperwork in advance of the outbound and return flights; they then send a permission to fly letter to present to the airline - even meeting the returning flight to check the paperwork.

Some UK residents who have a second home in an EU country have successfully acquired an EU passport, which allows their guide dog to travel throughout Europe as easily and inexpensively as before Brexit.

Jimbo is fortunate to have an EU pet passport, but it cannot be used for returning to the UK from a non-EU country.

Paperwork for travel to North America is even more costly and complicated, needing a different form which must be completed by a vet at the destination and

then sent away to be embossed and endorsed by the overseas government.

The form cannot be completed too far in advance and once completed, must be scanned or photographed and sent to the animal reception team at the UK airport before flying home.

This can cost anywhere from £400 to £900 in vet fees and requires hours of form-filling and appointment-making.

It is often difficult to find vets abroad who will see a one-off customer at short notice and their prices can vary enormously.

The Devil's in the Detail

On David's most recent trip to the US, the vet copied the date of Jimbo's rabies vaccine incorrectly onto the GB health certificate.

The animal reception team at Heathrow noticed the error when they compared David's emailed copy to the information they keep on file.

They said that because the endorsed certificate could not be changed, they would accept it with the error when he returned.

David said it "confirms the new expensive and complicated system is nothing more than a bureaucratic nightmare!"



Will Things Improve?

Recently the US government proposed a new system for dogs entering the US, similar to that adopted by the UK in 2021.

There has been much opposition by airlines, disability organisations and other governments and following feedback many of the proposed requirements were abandoned or simplified.

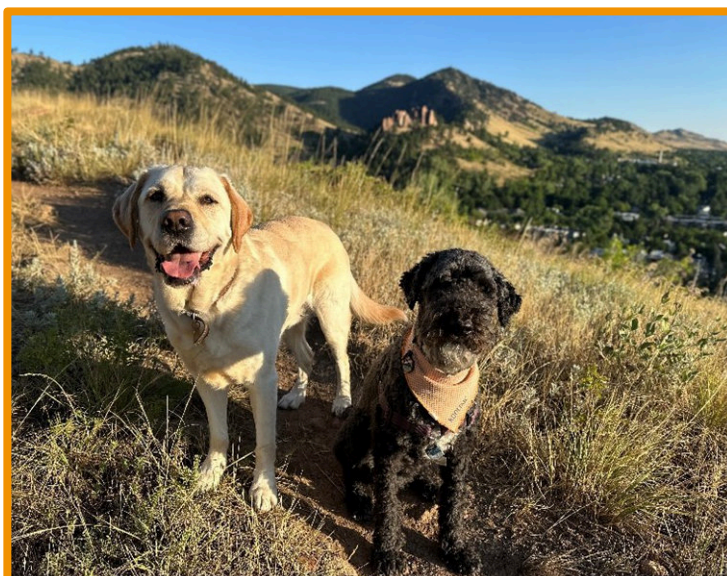
EGDF and other disability organisations are working to make the UK government simplify their system as well.

David has not taken Jimbo to other parts of the world; for example, travel time to Australia was 24 hours and Jimbo would have had to be quarantined for two weeks upon arrival.

Unfortunately for disabled people, an assistance dog is the only disability aid subject to so many costs and restrictions when travelling abroad.

If you have difficulty travelling with your guide dog, contact EGDF for help and advice on **01327 720 027** or on email at **info@EGDFed.org**

STOP PRESS: Just before this article went to press, David was invited by DEFRA to join a working group looking at the problems of crossing borders with a guide dog - let's hope this leads to some better outcomes!



RUGBY ROUNDUP

We take a whistle-stop tour of some of the group activities happening in and around the town of Rugby.

Rugby Vision Support Centre

Jenny Lewington, Vision Support Officer

“We meet each Wednesday morning at 9.30am at the Rugby Baptist Church.

Jackie Goodyear and I, along with a great team of volunteers, run the sessions for around 25–30 people each week.

The sessions give support and information with a variety of guest speakers and we demonstrate equipment that can help visually impaired people in their homes.

Our regular quiz sessions are always popular too!”

Rugby VIP Club

Rebecca Bourton, Community Services Manager

“We are very lucky that we can rely on a fantastic group of dedicated volunteers – led by Kay Shaw - to run this monthly social club on a Wednesday afternoon.

The program is always lively, varied and fun - some of my highlights have been the Rugby Male Voice Choir and the Rugby

Phoenix Ukelele Band to name just two - to say nothing of the home-made cakes!

It’s no wonder there is a waiting list to be able to join this lively club!”

Hillmorton Social Club

Willy Goldschmidt, WVS volunteer, Rotarian and Club Leader

“We meet at 7pm on the 3rd Monday of the month and enjoy a chat, some great entertainment, sandwiches and a raffle.

I help arrange transport for those who request it.

Entertainment is organised by the talented Amie Boyd who sings, plays a variety of instruments and runs quizzes.

The audience is often spellbound and look forward to whatever Amie will organise for the next meeting!”

Below: A few scenes from some of the amazing groups in Rugby





A TOUCH OF HISTORY

By Jackie Goodyear,
Vision Support Officer

Rugby Art Gallery and Museum recently teamed up with us to host some tactile craft and heritage sessions.

Led by Senior Learning and Engagement Officer, Phoebe, the most recent 1960s-themed event sparked all sorts of conversations from making jewellery out of shillings to meeting the Beatles as participants explored vintage objects and shared personal memories.



These workshops inspired the launch of 'Bright and Early Opening,' offering a dedicated hour with brighter lighting for blind and partially sighted visitors, with the first one taking place from 9am on 15th November.

The museum also provides verbal descriptions, large-print guides, and audio features and a full access review is underway to ensure everyone can enjoy the space - amazing!

Learn more at www.ragm.co.uk

VOLUNTEER SPOTLIGHT

By Kimberly Byford,
Volunteer Co-ordinator / ECL

Glenys Spencer has kindly shared with us why she loves volunteering at the Rugby Vision Support Centre each Wednesday morning.

She tells us, "I began volunteering for Warwickshire Vision in 2021 after my Dad, Gerry, passed away in November 2020.

I used to bring Dad to the Rugby VSC and he so looked forward to it.

He made new friends in a similar position with sight loss and we both found the help we needed with Dad's diagnosis - we really felt we were not alone.



The friendship is great and I enjoy chatting with people, helping bring the smiles back to someone's life - after all, sight loss is hard to deal with.

Everybody is important and I feel happy to help everyone by providing a cuppa and biscuits and a friendly ear."

Glenys is a popular, welcoming and happy presence within the centre. She has also completed lots of fundraising for the charity in her father's memory.

We're very lucky and proud to have her.

Thank you Glenys!

TRAINING TIME

By Keith Eales, Chief Executive Officer

We spoke to **Delyth Hobden**, a member of our team who has started to train to become a Rehabilitation specialist.

Del Hobden, a member of the WVS team, has recently completed the first year of a two-year rehabilitation apprenticeship programme.

How long have you been with Warwickshire Vision and tell us a little of your role here?

I started my WVS journey as a Volunteer Home Visitor in 2013 whilst working part time for the NHS and being mum to my four young children.

I had worked for the NHS (with a few breaks to have children) since I was 19, but whilst volunteering for WVS my interest in the charity grew.

In 2017 I took the plunge to leave the NHS to work as a Vision Support Officer with WVS, a role that involved working in the Vision Support Centres, supporting our social clubs and looking after volunteers in my designated areas.



As I had first come to the charity through volunteering, I always feel very passionate about our volunteers and in 2019 I was appointed WVS Volunteer Coordinator.

Working with volunteers was very rewarding and I thought that this was the perfect job for me, until I undertook the Eye Clinic Liaison Officer (ECLO) training.

In 2021 started working as an ECLO at Warwick, Stratford and Leamington Rehab Hospitals.

Over the next few years, we built the ECLO service into what has become a valued part of the Eye Clinic.

Again, I thought this was the perfect job for me until, in 2023, it was suggested that I may want to further my career into the vision rehabilitation side of the charity, which meant undertaking a two-year Level 5 Vision Rehabilitation Specialist Apprenticeship, alongside my ECLO role.

What aspects of your role do you enjoy the most?

Part of my ECLO role often involves referring clients to the rehab team for further intervention.

I am really enjoying being involved in these next steps of the client's journey. Working to find solutions, helping to set goals and then seeing the outcome for myself.

It's incredibly rewarding to work with a client and see them gain confidence and independence despite their sight loss.

What made you want to develop your knowledge and skills?

As my children are all becoming adults, I have more time to learn and develop my knowledge.

Working with the charity has taught me so much about different eye conditions and living with sight loss, but now I am learning how I can help our clients live the independent life they would like to.

How have you found the first year of the apprenticeship training in the first year?

The first year has been very intense with assignments, case studies, observational assessments, lots of reading, and training days in London.

I have also been shadowing different members of the rehabilitation team and, whilst developing my own skills, I'm also learning so much from their different styles of working, all to achieve the same goal.

What are you looking forward to in the second year of the training?

The second year will focus more on the practical side of the role and will involve me working independently with clients, whilst the rehabilitation team oversee my work.

This year will give me a chance to put what I have learnt in the classroom into practice.

I will spend more days in London with the apprenticeship training team, wandering around the streets blindfolded whilst learning and teaching how to navigate the streets, cross roads safely and use public transport... I can't wait!



WHY YOU SHOULD JOIN THE PSR

By Rebecca Bourton,
Community Services Manager

The Priority Services Register (PSR) is a free service from utility companies that offers extra support to customers who may need it due to age, disability, or health conditions.

The benefits are:

Enhanced Communication gives information in multiple accessible formats.

Priority Support During Emergencies means visually impaired individuals can get help more quickly during outages.

Regular Safety Checks can be arranged for an engineer to visit and check appliance safety.

The Nominee Scheme allows customers to nominate a trusted friend or family member to manage their account on their behalf.

Peace of Mind from knowing there is extra support available.

You only need to meet one of a wide range of eligibility criteria based upon either age, health conditions, family circumstances or communication needs to qualify for the free service.

Find out more from ofgem's website here:
<https://shorturl.at/DY7QD>

GREAT GADGETS

By Graham Buckingham-Underhill & Kathy Woodley, Vision Support Officers

A look at just some of the amazing equipment we're able to demonstrate at our Vision Support Centres.

Arx Vision Headset

First up is a new AI-enabled talking camera that connects to Android smartphones and uses a free app to translate visuals into audio.

The audio is transmitted via bone-conduction speakers, so only the wearer can hear the audio, whilst still being aware of their surroundings.

You can listen to the AI assistant and ask it to describe what the camera is seeing, such as "What are the vegetarian options on this menu?" or "Read the house numbers on this street"

Featuring text reading, facial recognition, product identification and navigation support.

It really is an impressive piece of kit that can provide visually impaired users real-time audio assistance that can help with independence and confidence.



Max Detail Reading Glasses

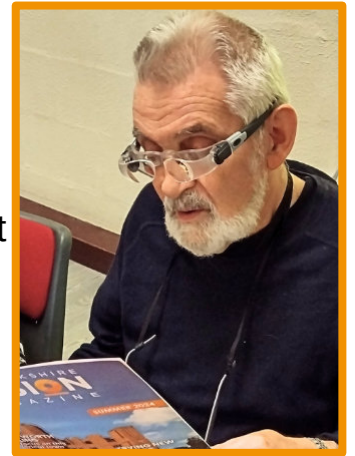
From high-tech to more traditional ways of enhancing the reading experience.

These glasses are telescopes which can be adjusted to offer magnification to each eye individually.

The Max Detail reading glasses are a sister device to the Max TV glasses which use the same technology but are set for a room distance, where a TV might be.

They're very useful for reading things like books, newspapers, the print on computer screens, labels, or menus in restaurants.

They are hands-free and each eye lens can be focused separately.



All-Terrain Walking Cane

Navigating with a cane when you are not on smooth pavements can be a challenge.

These canes are tough and purpose-built for anyone who uses a long cane, struggles with uneven pavements or wants to go on more adventurous hikes.



As well as these we have some 'No jab' canes which have a compression joint built in to prevent the cane from jarring when hitting a bump or obstacle.

We regularly demonstrate useful gadgets at our Support Centres. If you're interested in a particular piece of equipment, please call us on 01926 411331 so we can arrange a demonstration at a nearby centre.

Talking Air Fryer

We've recently demonstrated the Cobolt Systems Talking Air Fryer, at some of our Support Centres and cooked up a storm with our famous bacon sandwiches that were thoroughly enjoyed by all who tried them!

Air Fryers are a quick, often healthier and less expensive cooking option and this one has the benefit of speech.

With a 4 litre capacity and simple-to-operate, raised tactile touch-sensitive buttons, the fryer will announce "rearrange the food" halfway through the cooking cycle and has a spoken countdown timer.

For safety, once complete, the fryer will announce "fryer temperature high" every 20 seconds for 2 minutes.

All functions are spoken in a clear, male voice and the detachable pan is dishwasher-safe for easy cleaning.



Try this BBC Good Food recipe for Air Fryer Mince Pies!

These pies can be ready in just under 15 minutes thanks to the ready-made pastry.

Ingredients:

500g shortcrust pastry
350g mincemeat
One egg
Icing sugar, for dusting



Method:

Roll out the pastry onto a lightly floured surface until it is around 0.5cm thick. (Pre-rolled pastry is usually that thickness).

Using an 8-10cm biscuit cutter, stamp out as many discs as you can, re-rolling the pastry until it is all used up.

Spoon 1 tbsp of mincemeat into the middles of half the pastry discs then beat the egg and brush lightly around the edge of each mincemeat-topped pastry disc.

Next, place the lids onto them before brushing a little more egg wash over each pie and making sure they are fully sealed.

Poke a little hole in the top of each pie to let the steam escape during cooking and to avoid any mince pie explosions.

Arrange the pies on a plate or baking tray and chill for at least 30 minutes.

Heat the air fryer to 180C and lay a square of baking parchment in the basket before placing the pies on top, fitting as many as possible into the basket.

Cook for 8 minutes, then turn the mince pies and cook for a further 2 minutes to brown the bottoms.

The pies will be golden brown - and piping hot, so leave them for around 10 minutes before sprinkling icing sugar on top.

The pies can be frozen before cooking for up to 2 months - a handy snack!

FUNDRAISING FOCUS

EVENT ROUND-UP

By Martyn Parker, Community Engagement Officer

It's been a busy summer crammed full of highlights including unveiling our new gazebo at the Whitnash Family Fun Day and our stand at the Sunday fringe event for the Warwick Folk Festival.

It was a lovely day with great music and a chance to showcase our work in front of our premises in Warwick's Market Place.

For the first time, we joined Leamington's Art in the Park festival and over both days spoke to hundreds of people and gave out lots of information (and sweets!).

We were joined by visually impaired photo artist Nivi Morales, who has Retinitis Pigmentosa and has been developing her photographic talent for several years.



Nivi Morales with our CEO, Keith Eales

Nivi told us "It was great to be able to exhibit my photos at Art in the Park and raise money for a charity that has supported people just like me."

Events like these are vital for us, but they couldn't happen without our wonderful volunteers and staff who give up their free time - thank you all!

Got a fundraising idea?

Let us know!

SWEET SUCCESS!

By Graham Buckingham-Underhill
VSO & ECLO

My granddaughter, Ivy Crawshaw and I were talking about how we could help her get her final Brownie badge before she has to leave to join the Guides.

She was keen on the Charity badge, so we had a brainwave - given that I live in an area surrounded by blackberries, why not make jam together?

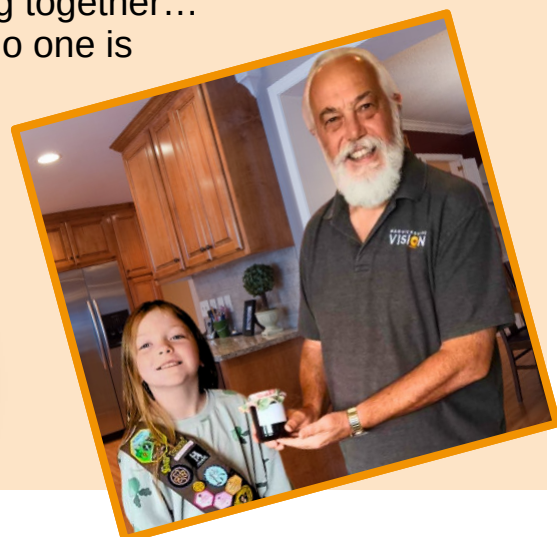
But which Charity she should choose?

Without too much prompting we decided upon Warwickshire Vision!

Together we made over 20 jars and as part of her earning the badge I was interviewed about what WVS do and how we make difference to the community.

We asked people for donations for a jar of jam (as the jars we had were of all different sizes) and thanks to the generous contributions of friends, neighbours and family we managed to raise £142.50!

It shows what can be achieved by working together... and that no one is too young to help!



WHEN AND WHERE

Come and join us at one of our Support Centres!

We have guest speakers, equipment demos and they're a great social setting to build friendships and peer support.

We only charge £1 a session and provide tea, coffee and biscuits!

Our Clubs are a great way to socialise and make friendships too!

Please contact Rebecca Bourton on 01926 411 331 for more details on any of the Support Centre or Clubs we provide.

	Area	Location	Date	Time
Weekly Centres	Leamington Spa	Chandos Court, Chandos St, CV32 4YU	Every Monday	9:30 to 11:30am
	Stratford-on-Avon	Samaritans Community Hub, Tyler House, CV37 6TY	Every Tuesday	9:30 to 11:30am
	Rugby	Rugby Baptist Church, Regent Place, CV21 2PJ	Every Wednesday	9:30 to 11:30am
	Nuneaton	Newtown Community Centre, Newtown Rd, CV11 4HG	Every Thursday	9:30 to 11:30am
Monthly Centres	Southam	Graham Adams Centre, St James Rd, CV47 0LY	1 st Tuesday of month	2:00 to 3:30pm
	Bedworth	Johnson Memorial Pavilion, Miners Welfare Park CV12 8JH	1 st Friday of month	9:30 to 11:30am
	Coleshill	Coleshill Community Centre, Temple Way, B46 1HH	2 nd Thursday of month	1:30 to 3:30pm
	Kenilworth	Kenilworth Snr Citizens Club, Abbey End, CV8 1QJ	2 nd Friday of month	9:30 to 11:30am
	Alcester	Malt Mill Lane Community Centre, B49 5QR	3 rd Tuesday of month	1:30 to 3:30pm
	Atherstone	St Mary's Church Hall, Sheepy Road, CV9 1EX	3 rd Friday of month	9:30 to 11:30am
	Shipston-on-Stour	Stour Court, Old Road, CV36 4HE	4 th Tuesday of month	2:00 to 3:30pm
Our Clubs	Area	Date	Time	
	Atherstone	Every other Wednesday	10:30am - 1:30pm	
	Kenilworth	2 nd & 4 th Tuesday of month	2pm - 4pm	
	Leamington Spa	1 st & 3 rd Wednesday of month	10am - 12pm	
	Nuneaton	2 nd Tuesday of month	2pm - 4pm	
	Rugby Hillmorton	3 rd Monday of month	7pm - 9pm	
	Rugby (VIP)	2 nd Wednesday of month	2pm - 4pm	
	Southam	3 rd Wednesday of month	2pm - 3:30pm	
	Stratford-on-Avon	Every other Thursday	2pm - 4pm	
	Coleshill	4 th Thursday of month	1:30pm - 3:30pm	
	Bedworth	3 rd Thursday of month	1:30pm - 3:30pm	

Advertisement



We'll donate £25 to
WARWICKSHIRE
VISION
for every new policy
sold throughout Autumn 2024



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