Every day UNISON’s charity makes a positive difference to thousands of members’ lives.

Our mission:

- To be an invaluable service for UNISON members
- To provide quality advice, information and assistance
- To offer financial support to those suffering unexpected hardship
- To deliver services that are relevant and quick to respond

You have lifted a huge amount of stress from me

Thank you very much for coming to my rescue
PROVIDING SUPPORT WHERE IT IS NEEDED MOST

In 2018 every working day we helped improve the lives of members through:

• Rapid response to requests for help
• Help and support which is compassionate, discreet, bespoke and personal
• Quality of life grants
• One-off grants to help with unanticipated and unaffordable expenditure
• Help in securing state benefits and assistance from other charities
• Wellbeing and respite grants
• Face to face support through our branch welfare officer contacts

I had so many thoughts in my head I couldn’t sleep at night. There for you gave me the confidence to talk about my fears. I am stronger as a result

Thank you so much for the assistance. You have proven me wrong as I was thinking there is no help out there

I just wanted to say thank you and unison for the financial support that you have given to me. It will take some of the stress away from my current situation.
MANY MEMBERS FACED MORE THAN ONE CHALLENGE

In recent years, There for You have seen an increase in the complexity of needs faced by members.

- Poor or inadequate housing
- Low income and debt
- Financial and work insecurity
- Relationship problems
- Mental health difficulties
- Need help accessing services
- Bereavement
- Loneliness and isolation

I just wanted to take the time to say how grateful I am that you have been able to help me during this really difficult time in my personal life. When I heard that you were able to pay the bond and month rent for my new property I was overwhelmed as this is my escape route for me and my children. I cannot thank you enough.

I wanted to thank you for everything you did to support my financial assistance application. I made the final remaining payment so that means my fathers funeral bill is now settled which is a huge relief.
FINANCIAL ASSISTANCE

£458,914 given in financial support

2,984 applications received

90% of those helped were of working age

100% of emergency crisis grants considered within 24 hours

2,600 grant payments
FINANCIAL ASSISTANCE

Hundreds struggled to pay their priority commitments and other essentials

£87,640 helped ensure many members had a roof over their head

£16,778 prevented action being taken for non-payment of council tax

£46,880 paid towards fuel costs*

£92,000 helped pay for basic everyday essentials

*Excluding grants paid through Winter Fuel Programme
The number of working homeless has **doubled since 2013**

*Source: Shelter*

Level of **fuel poverty** is highest in the private rented sector

*Source: Annual Fuel Poverty Report 2018*

Many find themselves **priced out of their local area due to soaring rents**

*Source: Shelter*

Council tax arrears rose to **£944m in 2017-18**

*Source: LGA*
MANY WERE HELPED IN OTHER WAYS

286
Essential household items, property repairs and property adaptations

876
Members on low income received a Winter Fuel Grant

809
Children were helped to return to school after the summer break wearing the correct uniform

I’m just writing to thank you for sending me the £50 school uniform grant. This money means SO MUCH to me and receiving £10 more than I hoped for brought a tear to my eye, seriously. I think it’s wonderful that you are helping low income, single parents like me and your help is much appreciated.
WHERE APPLICATIONS CAME FROM

Scotland: 310

England: 2,245

Northern Ireland: 263

Wales/ Cymru: 166

Eastern – 163
East Midlands – 208
Greater London – 229
Northern – 274
North West – 478
South East – 148
South West – 155
West Midlands – 226
Yorkshire & Humberside – 364
ADVICE & SUPPORT

2,300 members received advice on debt, benefit entitlement, housing rights, signposting and more

2,406 members used our online benefits calculator to check their benefit entitlement

1,000+ helped by simply having a branch welfare officer to talk to

I would like to thank you for the support that was extended to us during this difficult time. It was nice to know that someone out there can hear my cry and offer a helping hand. We appreciate the money, the fridge and also above all the follow up calls since my application, to make sure that everything is alright.

I have no words to describe how much I am grateful for your support. I need to say that I have experienced the great customer service from all your staff involved in helping me during this difficult time. I appreciate the professional approach of your representatives in both written and verbal communication and can highly recommend your service to anyone.
INVESTING IN OUR VOLUNTEERS

300+ branch welfare officers took part in some form of training

79 branch welfare officers completed their induction training

120+ branch welfare officers attended the national seminar

17 completed the new ‘Introduction to Benefits’ training

New branch welfare officer handbook

Facilitators were brilliant and encouraged everyone’s participation

Tempo was dynamic and motivating

Great handouts that I can keep and will refer to

Content was excellent, very relevant and up to date
RESOURCES AND PUBLICITY MATERIAL

NEW FOR 2018

- There for You information booklet
- Newsletter template
- New range of information guides
- Powerpoint presentation
SARAH’S STORY

Sarah was diagnosed with breast cancer last year and underwent a mastectomy. Unfortunately, there were complications post-surgery and she was off work for a considerably longer period than was originally expected. When she learnt that her pay was about to stop Sarah contacted her branch welfare officer and asked for help...

Within a matter of weeks, Sarah:

- Learnt that her application for financial assistance had been successful
- Received a payment of over £700 to help meet all her essential expenditure including heating costs
- Had all the information she needed to apply for the various benefits she was entitled to
- Was referred to UNISON Debtline and received advice and guidance for arranging token payments to creditors
- Took delivery of a new washing machine as hers was broken and she was struggling to do any washing by hand
OUR IMPACT 2018

FUNDRAISING

LEGACY INCOME: £115,000

INVESTMENT INCOME: £245,013

UNISON LOTTERY: £102,635

Thank you for my grant of £600 which I so much appreciate. The charity There for you is doing a brilliant job.

I can’t thank you enough for what the charity has done for me. It has really helped me out in so many ways and at long last, I feel I can now focus on rebuilding my life after what has been a very turbulent and distressing eighteen months or so (in particular being homeless for the past few months).
JUST SOME OF OUR PLANS FOR 2019

- Increase the number of members helped
- Introduce online applications
- Continue to raise awareness
- Re-launch wellbeing breaks programme
- Add to the training opportunities for branch welfare officers
- Grow our range of online resources and training tools
- Develop our fundraising activities including legacy giving
WE COULDN’T ACHIEVE ANYTHING WITHOUT YOU

We should all be very proud of what we do and the difference we make together

We gratefully acknowledge the support given by

- UNISON
- UNISON branch network
- Our partners

The hard work of our

- Staff
- Branch welfare officers
- Regional welfare committees and others who volunteer their time