

Kindred

Support We Offer



Kindred registered with us and their partners may be eligible apply to us for financial assistance, depending on their circumstances and financial needs.

We also offer a free Helpline available to all Kindred 24 hours a day, 7 days a week.

Only Kindred who are resident in the UK are eligible to apply for support.

HELPLINE

The Helpline offers information and advice in key areas:

- Health and mental health issues.
- Personal issues, including family, children and relationships.
- Career support, including job seeking and issues of fair treatment.
- Working conditions including redundancy and change.
- People skills such as how to problem solve difficult work relationships as well as personal relationships.
- Financial advice, including benefits and debt advice and signposting.
- A befriending service.
- Counselling.
- Legal advice (available weekdays 9 to 5).
- There is more specialised support available to individuals who need help getting back into work including help with CV writing, interview techniques, phone coaching and support.
- Cognitive Behaviour Therapy for people who are suffering from depression and anxiety.
- A specialist service from Relate.

The Helpline is available to all Kindred regardless of their financial circumstances.

FINANCIAL ASSISTANCE

We are able to offer one-off and regular financial assistance to Kindred in financial need. As our grants depend on the level of your income you will have to provide details of your financial circumstances by completing a form of circumstances, which we will send you when you request assistance. The form is quite detailed but it helps us to properly understand your circumstances, and to make sure that any grant we offer will be sufficient to meet your needs. All information is held securely and confidentially, in line with data protection requirements.

The grants to Kindred in receipt of regular assistance are reviewed annually and Kindred are required to let us know if anything changes. We usually ask for quarterly updates.

Regular Assistance

1. Kindred over retirement age

If you are receiving your state pension and are on a low income and without substantial savings you may be eligible for regular assistance. Once assistance is granted it is often continued on a long term basis (or until your circumstances change). If your circumstances improve, for example if you inherit money which takes your savings over our limit, your assistance will stop. Widows and widowers of kindred are eligible for assistance provided they do not remarry.

2. Adults on low incomes

If you are an adult below retirement age, possibly working but on a low income or unable to work because of ill health or caring responsibilities, you can apply to us for regular assistance.

3. University Students

If you are under 35 and are studying for a first degree at a UK university we may be able to award you a grant towards living costs each year, and also in some circumstances, a grant for relevant extra courses or to help you gain other skills to improve your employability.

Assistance is not available towards university fees.

Students who are over 35 or studying for higher degrees may also apply for assistance but these applications will be considered on a case by case basis.

4. Nursing/Residential Homes

If you are moving to a nursing or residential home and your savings are at a level where you are entitled to the maximum level of state support, we may be able to award you a grant for top up fees if the state support does not cover the full cost of the home.

One-off Grants

These grants are available to Kindred on low incomes for one-off or unexpected costs. (Please note that our Trustees expect Kindred receiving regular assistance to manage most smaller one-off items of expenditure themselves from the support we provide.)

1. Training

If you want to do a course or other training to improve your skills and employment prospects we may be able to help you with the cost of training.

2. Debt Relief

If you have debts the Trustees will expect you to make every effort to deal with them yourself before you apply to us for assistance. In particular we would expect you to take advice on your debts and look into a debt plan. We would expect you to contact

your local Citizens Advice Bureau, Stepchange, National Debtline or a similar organisation that offers free advice. The Trustees are very reluctant to grant debt relief to an individual more than once unless there are exceptional circumstances.

3. Furniture, White Goods and Moving

If you have to buy furniture, white goods or carpets either because your existing items are beyond economic repair or because you are moving to somewhere that is unfurnished and you need to provide them, we may be able to help with the cost of this, and the costs of moving.

4. Boilers

If your boiler is beyond economic repair and you have applied for any available boiler grants we may be able to help with the cost of a new boiler.

5. Dental and Optical

If you need new glasses or dental treatment and cannot afford to pay we may be able to help you. This assistance is usually only available where treatment and supply is under the NHS unless there is a good reason why NHS treatment is not suitable.

6. Transport

We may be able to make grants towards the cost of motor vehicles where a clear need for the vehicle can be demonstrated.

7. Health and Wellbeing

We may be able to help you with medical bills and for equipment including wheelchairs, scooters, stair lifts, etc. We may also be able to help with the cost of counselling. This assistance is only granted if it is not available on the NHS or if there is a long delay before you can get NHS treatment, which will cause you problems.

8. Travelling to Hospital

If you have high costs for travelling to hospital either for treatment yourself or to visit close relatives in hospital we may be able to help with travelling costs.

9. Holidays and Convalescence Breaks

If you have been ill and need a break to help with your recovery or have not been able to afford a holiday for a long time, you can request a grant towards the cost of a break.

10. Grants towards the cost of funerals

If a member of the Kindred dies and the family cannot afford the costs of the funeral we may be able to help. We expect you to apply for state support for the cost under the Funeral Payment Scheme if you are eligible for this.

Please contact the Kindred Team if you have any queries or wish to make an application for our support. Our email is kindred@henrysmithcharity.org.uk and our phone number 020 7264 4970 (select option 4 from the menu).