

OUR IMPACT 2017

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

Our mission:

- Be an invaluable resource for UNISON's membership
- To provide quality advice, information and assistance
- Offer financial support to members who are experiencing unexpected hardship and personal difficulties
- To deliver services which are flexible, relevant and responsive

“Thank you
to UNISON for
standing by me
and my family.”

“This service
is wonderful!”

“The help you have
given has been amazing.
The compassion,
caring and understanding
way you have dealt with
my case has been
1st class.”

PROVIDING SUPPORT WHERE IT IS NEEDED MOST

there
for you

supporting UNISON members
when life gets tough

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.

"Thank you so much for sending me a winter fuel grant – it could not have come at a better time as I have been unwell and have needed to have the heating on more."

"Thank you for the grant which will greatly improve my living conditions."

"While I was off work receiving treatment for breast cancer I was facing financial ruin. I would like to say huge thanks for your financial support and advice."

THE HARSH REALITY

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**"Growing numbers
of people are
living in poverty
despite working."**

**"Benefit cuts
and pay caps
have resulted
in millions
of families
losing money
in real terms."**

**"Household
debt predicted
to reach £2.296
trillion pounds
by 2022"**

*Source: Office for
Budget Responsibility.*

**"29% of low-paid
people have fallen
behind with their rents"**

Source: Living Wage Foundation survey

**"37% of people who are low paid have had to
skip meals for financial reason; 30% walked
to work because they can't afford travel; and
43% fell into arrears with their household bills."**

**"Across parts of the UK,
rents are rising at twice
the speed of wages."**

**"Every day 268 landlord
possession orders are made."**

FINANCIAL ASSISTANCE

£480,158 given in financial support

3041

applications received

12%

increase compared to
previous year

2716

total number of hardship
grants paid

More than

800

grants paid towards fuel
and other utility bills

100%

of all emergency crisis grant
requests assessed within 24 hours

84%

of completed cases
received assistance

WHERE THE MONEY GOES

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Of those that applied:

15%

men

85%

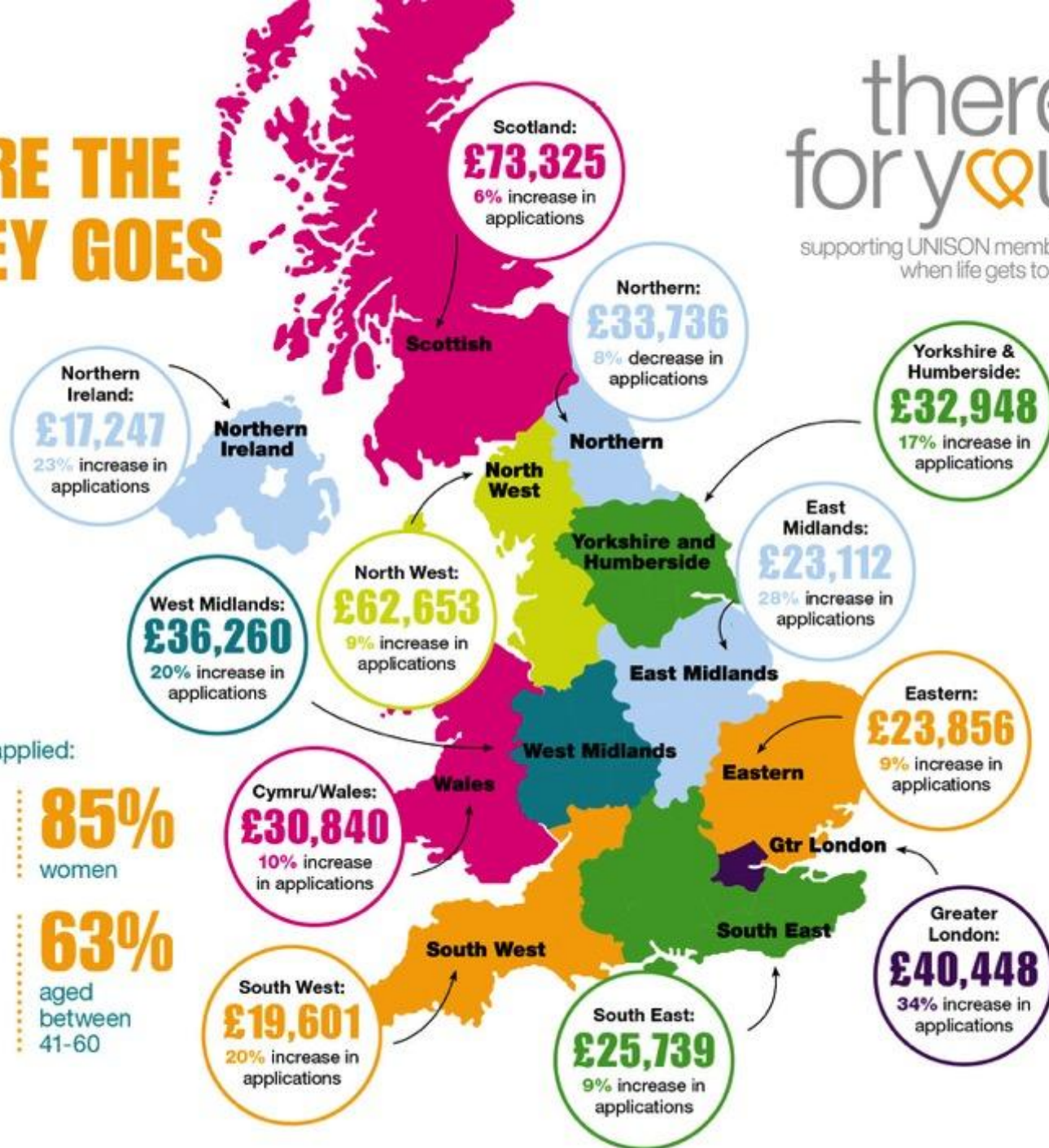
women

21%

aged
between
31-40

63%

aged
between
41-60



SAFE AND SOUND

470 GRANTS

We provided 470 grants for rent deposits, help with mortgage and rent payments, essential kitchen appliances, household furniture and property repairs for members in desperate need of stable, safe and improved living conditions.

Health & Wellbeing

For members experiencing ill-health or disability, we provided financial support towards adaptations and equipment, prescriptions, hospital travel and other costs. Our Wellbeing breaks programme also meant that 42 households were helped to get away for a much needed break following long periods of illness.

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“To come home today and see the cheque I received towards my rent arrears was such a great weight lifted off my shoulders. With your help, I can face the future with confidence”

ADVICE & SUPPORT

4,000
MEMBERS

More than 4,000 members received advice and assistance on a range of issues such as debt and benefit entitlement.

New information guides produced on 'Arranging an Affordable & Meaningful Funeral' & 'Help with Fuel Costs'

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"I'd always managed my money so carefully yet when I went onto half-pay suddenly it felt like I was drowning in debt. The advice I received meant I was no longer afraid to open those brown envelopes and I felt empowered to deal with my creditors."

"My branch welfare officer made time to listen when no-one else would. That made me realise that I was not alone and someone was there for me."



ONE MEMBER'S STORY

MELANIE

Melanie a single parent employed by social services was already coping with bereavement and the aftermath of a divorce when she was forced to leave her new partner after he became violent. He had also been a drain on her finances.

At the time of seeking help through her UNISON branch she was already £23,000 in debt.

There for you helped with a grant of £500 for emergency food, clothing and travel to work. After a while living in a refuge, further help was given when she was offered a new home.



"After years of domestic violence, I was thrilled when I was offered a new home in an area where my family would be safe. To then learn that on top of the help already given, you would supply and fit a new cooker and washing machine.

To also provide beds for my 3 children was simply amazing beyond belief."

INVESTING IN OUR VOLUNTEERS

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We couldn't help as many people as we do without branch welfare officers who play an essential role in delivering our services.

800+

Our work was supported by over 800 Unison volunteers including branch welfare officers, fundraisers and our regional welfare network

187+

We trained more than 187 new and more experienced branch welfare officers

NEW GUIDELINES

Feedback that branch welfare officers provided will provide the basis of a new branch welfare officer handbook to be launched in 2018.



RAISING VITAL FUNDS

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Fundraising remains a vital source of
income for the charity

£26,740

Raised as a result of the Pyrenees
Charity Challenge

£91,695

Lottery

£91,205

Other donations



UNISON lottery

supporting our charity **There for You**

2018 RAISING THE BAR – THE YEAR AHEAD

We remain ambitious to reach and help as many members as we can

- Our aim is to increase the number of members helped in 2018
- We will refresh our branch welfare officer training and launch new guidelines
- We will launch a new range of promotional materials

We recognise that financial assistance on its own very rarely delivers a long-term solution

- We will continue to develop our advice and information programme
- We will ensure members access quality debt and benefit advice.
- We will increase the range of on-line information and guidance materials

We remain committed to providing a service that is relevant to the needs of today's members and those of the future.

- We will carry out a review of our services and involve members in the process.
- We will continue to work on increasing our fundraising activity.

UNISON 25 YEAR ANNIVERSARY

there
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supporting UNISON members
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Celebrating 25 years in UNISON

Just some of our achievements

- More than £16 million given in financial assistance
- Thousands of members given advice and support
- Members helped with over £200million of unmanageable debt.
- Charity Challenge events have raised over £1.3 million in additional funds.
- Top 5% of the benevolent fund sector for handling cases.
- More than 4,000 children have been able to return to school in the correct uniform.
- Similar number helped with winter fuel costs through our small grant programme.
- Farepak collapse – The only charity to set up an emergency fund.
- Campaigned for improved regulation on Pay Day lenders which also saw the introduction of the credit union network.
- Trained volunteers More than 7000 welfare officers have participated in a range of training initiatives.

Most important of all, thousands of members have been helped.

WE COULDN'T DO IT WITHOUT YOU



“Your help has enabled
me to return to work
and in all probability
saved my job.
Thank you There for You.
Thank you UNISON.”

It is thanks to all of our combined commitment that we are able to report on the significant impact we make on the lives of UNISON members. We should 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 at Payplan (UNISON Debtline) and membership service providers.**

The hard work of our:

- **Staff**
- **Branch Welfare Officers**
- **Regional and all other volunteers**

**We support all UNISON members
when times are tough and with
the problems they may have.**

**And, if we can't help, then
we'll always try and find
someone who can.**

“I am so grateful UNISON
has its own charity. You
treated me and my family
with such kindness and
I thank you from the
bottom of my heart.”

ALL IT WOULD TAKE

£50

is all it costs to help a member on low income with their winter fuel bill

£104

would help someone off sick and on reduced income, pay their prescription charges for a whole year.

£150

would help ensure three children went to school in the correct uniform.

£120

would mean someone with caring responsibilities can enjoy some time for themselves

£150

would mean that someone in need of emergency help can put food on the table or feed the electricity or gas meter.

£250

would provide an essential household item such as a cooker or washing machine.

£400

would provide a break for someone suffering a life-threatening illness

£200

would ensure someone who has regular hospital appointments can travel there and back in comfort.

£1500

would mean that someone isn't forced into debt to pay for their loved ones funeral.

UNISON There for You

We support our members when life gets tough to overcome financial and emotional hardship.

Do something amazing today

Donate at: www.justgiving.com/unisonwelfare or call 020 7121 5620.