



Casework Process

Covering applicants

Version 12 (Approved by the trustees 16/11/2016)

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Registered charity number 326398 in England and Wales

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<http://www.sor.org/sor-benevolent-fund>

1. Introduction

The Society of Radiographers Benevolent Fund is a registered charity (No. 326398) and it assists members, former members and their dependants in the United Kingdom in times of hardship or distress.

This document is intended as a guide for applicants for financial assistance from the Benevolent Fund.

2 Target timescales

The trustees aim to provide timely financial assistance to eligible applicants. Trustees and administrators will endeavour to meet the following target timescales following an application for financial assistance.

Day 1* – Complete application for financial assistance received

By day 8* – Initial administrator tasks complete and application submitted to trustees for decision

By day 22 – Trustee decision made

By day 25* – Administrator communicates decision to applicant

By day 34* - If an award has been made, a cheque for the amount has been posted to the successful applicant or a bank transfer has been made

Please note the above timescales can only be met on receipt of a *complete* application. The biggest reason for delays is information missing from an application.

*The administrator will email the applicant at each step of the process to keep the applicant informed of progress.

4. For Applicants

4.1 Who can we help?

In order to be eligible applicants must:

- Be a Society of Radiographers member (includes student members), former member or financial dependant of a member or former member; and
- Have capital or savings (excluding your residence) no higher than the Department for Work and Pensions limit (currently £16,000).

4.2 When can we help you?

We support eligible applicants who are undergoing financial hardship through redundancy, unemployment, illness, bereavement, disability or accident for example.

All applicants must provide evidence that they are in receipt of (or have applied for) their full entitlement to statutory benefits before the provision of financial assistance can be considered. Applicants under the retirement age not working or seeking work must produce verification of their inability to work. In certain circumstances, the trustees may seek a supporting statement from a relevant source e.g. local SoR representative or employer.

The Benevolent Fund is a charity governed by the Charity Commission and must operate within certain rules. The Benevolent Fund cannot support or replace diminished income on a long term basis. Furthermore, income assistance cannot be given where this would affect an applicant's entitlement to state benefits.

If you have accrued large debts, but not had an accident or been sick, bereaved or unemployed, the Benevolent Fund will not normally be able to help you. The Benevolent Fund does not have access to trained counsellors or debt experts. However, you should try contacting one of the organisations listed in [Appendix A](#). They can provide confidential, practical help and support you through stressful and difficult times. If you have large debts, the trustees recommend that you obtain expert, free, impartial debt advice immediately and then if you still need our help, submit an application to the Benevolent Fund.

4.3 What type of help can we give?

The Benevolent Fund normally makes one-off grants for

- specific items that cannot be funded from another source e.g. equipment; or
- support with household bills for a specified period

There is no fixed limit on the level of awards made. However, trustees have to bear in mind the small size of the fund and the need to match grant expenditure to the resources available. Each application is judged on its merit. It depends on the nature of your financial need, your income and other circumstances. It would help the trustees in considering the application if you could identify a specific item which would, should you own and use it, greatly alleviate your current situation.

Examples of specific items that may be fully or partially covered:

- Aids for temporary or permanent disability e.g. orthopaedic bed, electronic magnifier, stair lift, car adaptation
- Essential building repairs (after all other avenues have been pursued through local authorities e.g. Care and Repair scheme)
- Electrical/gas appliances
- Funeral costs
- Body repatriation (where adequate insurance is not in place)

Where a specific item is to be funded, the applicant must obtain three quotes.

We regret that the Benevolent Fund does not cover:

- Personal or business debts
- Legal costs
- Medical/ Dental Treatment
- Private school fees
- Home purchase
- Repayment of loans
- Private healthcare

4.4 How can you apply for help?

Where possible, we ask applicants to help us by using our online application process. If you are a current SoR member with a password to access the SoR website, you can apply online at <https://www.sor.org/being-member/benevolent-fund/application-for-financial-assistance>.

If it is not possible for you to apply online you can print out the application form and financial circumstances form at the bottom of page <https://sor.org/benevolent-fund-financial-assistance> or contact us at help@sor.org and we can send you a blank paper application pack by post.

A completed application form consists of:

1. the main application form (completed);
2. the financial circumstances form (completed); and
3. all relevant supporting documentation.

Please note that your application form must be fully completed. An incomplete form will result in delays in processing your request.

Completed paper applications should be returned to The Society of Radiographers Benevolent Fund, 207 Providence Square, Mill Street, London SE1 2EW. Please do not staple documents together.

To check eligibility, assess need and quantify any award, the trustees require very detailed personal information. This can be daunting but it is available from your bank statements, household records, and if applicable, medical documents such as letters from doctors or occupational health departments. Please be assured that any information that you send is held securely and remains confidential.

If you have difficulty completing your application, please contact us. Alternatively, you may wish to ask a family member, friend or colleague to help you. The Citizens Advice Bureau or other organisations identified in [Appendix A](#) should also be able to assist you.

We sometimes get requests from third parties to post a blank application form to somebody they feel may benefit from an award. Unfortunately, we can only post an application form to the enquirer making the request. They can then pass the blank application form to somebody else if they wish.

Appendix A – Other sources of help

If you are struggling with debt or have difficulty in managing your finances there are a number of organisations that provide free, confidential and impartial advice which could help you.

Citizens Advice

For advice and information on debt and other topics. Local address in phone book or go to www.adviceguide.org.uk

Money Advice Service

For free, unbiased and easy to access money tools, information and advice visit www.moneyadviceservice.org.uk or phone 0300 500 5000

Stepchange Debt Charity

Provides free and anonymous advice over the phone and online. They provide debt management advice and other debt solutions. Phone 0800 138 1111 or visit www.stepchange.org

National Debtline

Provides a free, confidential and independent helpline for people with debt problems. They give expert advice over the telephone and via email, and will send you a free self-help information pack. Phone National Debtline free on Tel 0808 808 4000 or visit www.nationaldebtline.org

Debt Advice Foundation

A registered national debt advice charity offering free, confidential support and advice to anyone worried about loans, credit and debt. Expert advice is available via a free telephone helpline or online. Phone 0800 043 40 50 or www.debtadvicefoundation.org

Christians Against Poverty (CAP)

A national debt counselling charity with 205 centres based in local churches across the UK. See www.capuk.org

Payplan

Is an advice organisation that provides free, confidential and independent advice over the phone and online. Phone free on 0800 280 2816 or visit www.payplan.com

AdviceUK

Member centres offer debt advice. See <http://www.adviceuk.org.uk/money-debt-advice/>

Debt Action Northern Ireland Service

If you live in Northern Ireland visit <http://www.adviceni.net/advice/debt>

Money Advice Scotland

If you live in Scotland, phone 0141 572 0237 or visit www.moneyadvicescotland.org.uk

Employers' assistance schemes

Provides professional support to staff. The schemes/programmes provide staff with a free and confidential helpline, access to advice, information and counselling support where required. These services are designed to help staff deal with a range of problems either at work or in their personal lives and can be access through HR departments.

Turn2us

Can help you check your entitlement if you are: Unemployed and looking for work, or have disabilities, in work and on a low income, caring for someone, etc. www.turn2us.org.uk