

# Together

Changing lives with your help now and in the future

ISSUE 4, May 2009

## Tears of relief as Elizabeth Finn Care steps in

Alexanderina Mackintosh burst into tears when she received the letter confirming that she would get help from Elizabeth Finn Care – it was such a relief.

The letter welcomed her to the Elizabeth Finn Care family and she feels that's just what has happened. Alexanderina says: **"I feel like a part of the organisation and can't thank you enough for your help."** The money has given her great emotional support and removed the nerve-wrecking stress from her life, now she no longer has to struggle alone.

Alexanderina has now been a beneficiary of Elizabeth Finn Care for five years. She was formerly a dental hygienist, but her arthritic condition means she can no longer work full-time.

She was prompted to contact us when she visited her local branch



Alexanderina and her daughter were struggling to cope – until Elizabeth Finn Care stepped in

of CAB in Bath. She and her daughter were living in a small flat carpeted with a foam-backed nylon carpet. It soon became apparent that the foam was causing dust, which was getting into their lungs and making them very ill.

Thanks to your support, we were able to give Alexanderina the money to buy new carpets and a bed. She now receives a monthly grant and help for emergencies.

Just that little bit of help has transformed her life. She and her daughter no longer suffer from worrying coughs, and are also able to eat more healthily these days.

Alexanderina now works four hours a week at a hospital doing arts and crafts with people who have suffered head injuries. She is also a member of her community theatre group; one of the things she really appreciates about our support is that it enables her to make an occasional trip to the theatre.

**It's thanks to you that we can help people like Alexanderina regain their health and cope through hard times. Our grants only go to people who truly need our help and we're so grateful to you for making this possible.**

### Donate Your Phone

Donate your mobile to us and turn it into cash for Elizabeth Finn Care. Recycling is easy to do, great for the environment, and won't cost you a thing. Just send your old mobile phone – and charger if you have it – in the enclosed envelope. We will receive £1.75 for each mobile phone we receive, whatever its age or condition. This is money that could be of enormous benefit to those who need our help.



Lynda Bellingham



**I hope you enjoy this issue of Together, which is our way of thanking you for your support and letting you know how it helps to transform lives.**

To commemorate our 112th birthday in May, we are enclosing a copy of Finn Times, which charts our history from its days as the Distressed Gentlefolk's Aid Association.

We've never forgotten the important legacy of those days and our aim remains the same: to help people who have contributed professionally to society and now need help themselves.

In this issue of Together, you can read about the vital role our volunteers and supporters play, and how we are changing lives for the better by providing just a little help. We also report on how people are struggling with the recession – many of them worrying themselves sick about how they will cope.

The recession has brought a significant increase in requests for our help. Over the last year, the number of Elizabeth Finn Care beneficiaries has grown by 12 per cent and this rapid growth shows no sign of slowing down.

Now more than ever, we need your support to continue to help those who are struggling in poverty through no fault of their own.

If you can, please make a donation today. It would make all the difference to those who are relying on us.

**Jonathan Welfare**  
Chief Executive

# A sad goodbye to a good friend

We were saddened to hear of the death of Ann Marie Petty, who was a Volunteer Visitor in South Wales and a great friend of Elizabeth Finn Care.

Ann Marie wrote to us in 2007 to explain why she felt the charity's work was so important, and how privileged she felt to be its "eyes and ears" in her community.

She said: "I can empathise with those in a crisis, having myself experienced the aftermath of divorce. Support during these times is crucial and knowing there are people who care helps one to come through and gather strength. I was fortunate in having my nursing profession to return to and good friends to support me."

At her funeral, friends paid tribute to Ann Marie's love of Wales, her support of the arts, and above all her caring philosophy:

**"Ann Marie was one of those special people and to so many people a very special friend. When you think of Ann Marie, you think of someone passionate in anything she did or took an interest in and the epitome of a caring person."**



## Dearly missed but always remembered

Sue Stewart, who worked as a legacy officer for Elizabeth Finn Care, has died at the age of 68. As 'Suzy Kester', she wrote a book about growing up in Britain and Nigeria, called, "Under My Own Colours", which prompted glowing reviews.

Former colleagues, Shirley Mason, Anne Noel, Sue Lewis and Irene Behl knew her well and say: "Sue had a vivacious personality and was sorely missed when she left Elizabeth Finn Care. She enjoyed life to the full and, as well as writing, loved to travel. We had the pleasure of spending time with her family who were the 'sunshine of her life'. She was a soulmate who will be dearly missed but always remembered."

# Spotlight on volunteering

**Volunteering for Elizabeth Finn Care changes lives for the better. Whether you join one of our County Committees, take part in a fundraising event, visit beneficiaries in their own homes, or act as a friend at an Elizabeth Finn home your support is essential to us.**

And as 46-year-old Joan Evans' experience shows, volunteering can be a lot of fun and a great way to meet new people.

Elizabeth Finn Care must be in Joan's blood: she is the daughter of Volunteer Visitor and fundraiser, Annie Antrobus, who has had a long association with the charity.

In 1999, Annie re-established the Warwickshire Committee and Joan became its secretary. She helps in a very practical way at events by baking, organising raffles and making sure everyone has a good time.

Joan's two sons are at school near Tamworth, where Joan is planning a Big Tea Cosy event on May 8. The school hall will be opened up for tea and cake (Joan is rallying the troops of cake makers at the moment!) She also plans to dress in Victorian costume to talk to pupils about Elizabeth Finn Care: how and why it was started, and the vital work it continues to do. So a history, baking, tea-making and theatre lesson all rolled into one!

Joan took part in our sponsored abseil last summer, and has completed the London Marathon twice for Elizabeth Finn Care, as well as running several half marathons. She recently recruited the owner of her local chip shop to run the next London Marathon for us, ensuring further sponsorship and support.

Joan never misses an opportunity to promote the charity and is always looking for new fundraising opportunities. She says: "I like to get involved in fundraising in my community whenever I can. Organising events and spreading the word about Elizabeth Finn Care gives me a real buzz; plus, it means there's always a great excuse for a get-together!"

If you are interested in becoming a volunteer or helping at one of our regional events, please contact Duncan Watkinson on 020 7396 6695. We welcome people from all walks of life, and no matter how little time you are able to give, you will make a real difference to people who need our help.

If you think you could help by volunteering, call: 0800 413 220 for a guide, or email: [volunteering@elizabthefinncares.org.uk](mailto:volunteering@elizabthefinncares.org.uk)



## **Congratulations to Mrs Jennifer Cursham, who received her Long Service Award last year.**

Everyone at Elizabeth Finn Care would like to thank Jennifer for many wonderful years of service to the charity. Jennifer is shown here with Mrs Nicki Harker, Chair of Northants County Committee and Volunteer Visitor, and Mrs Jenny Cox, Leicestershire Volunteer Visitor.



# Regional round up

**Our County Committees work wonders and we are, as always, grateful to them beyond measure for the imagination and hard work they put into raising funds to enable Elizabeth Finn Care to help those in need.**



Lady Rowley generously invited the Northamptonshire Committee to her home for a coffee morning with Christmas stalls. The sale attracted hundreds of customers and raised over £3,000. Shown here are (left to right): Mrs Hugh de Capell Brook, Lady Rowley, Mrs Tricia Hastings and Mrs Michael Fletcher.

In East Sussex, the Committee's October Fair was a huge success. 700 people browsed stalls offering jewellery, cakes, home accessories, toys, beauty products and clothes, and a profit of £10,000 was made. This is a huge amount to raise from one event and we send our thanks to the Committee for its continued support.

The Lincolnshire Committee's Bridge Lunch in December raised £1,470 – an important contribution to our income. 120 ladies gathered at the Sparling Restaurant in Lytham on 18 March for lunch and a fashion show, organised by the North Lancashire and Cumbria Committee.



The Committee, led by Lady Aitchison also raised £7,000 (to be shared between EFC and the NSPCC) from its Christmas Fair. Visitors enjoyed the stunning setting of the Netherwood Hotel in Grange-over-Sands with fabulous views across Morecombe Bay and stalls selling seasonal gifts.

Just after Christmas, Lady Grey of Codnor and her friends held a Bridge Afternoon in Lower Withington, Cheshire and, with the help of sales of 'Joey's Jolly Good Jam' and marmalade, raised over £2,000.

In Gloucestershire, the autumn started with a lunch given by Mrs Green to thank Mr and Mrs Mully for their enormous contribution to the Committee at the Cotswold Home. It reminds us of the loyalty and commitment of our volunteers everywhere.

During the winter months, out came the South West's bridge tables! Dorset hosted two leagues at the Larmer Tree; the Cornwall Committee gave its second bridge tea at Helligan Barton, followed the next day by a bridge lunch organised by Mrs Cotton at Cross House in North Devon.

The North Devon Committee spread the word about Elizabeth Finn Care by arranging an exhibition for young artists at Halsannery House near Bideford. Not to be outdone, the Plymouth Committee gave its annual autumn lunch at the lovely home of Mr and Mrs Lopes.

This season the Cornwall Committee has entered the world of retailing with a cashmere sale (arranged with Scottish Tradition), and arranged an up-market second-hand clothes sale in March.

With the Christmas season came the third annual Carol Concert at Blandford Church, with a reading by author and actor Julian Fellowes.

The Race Day Committee organised its annual event at Exeter Races, where the Elizabeth Finn Chase took place on 17 March.

And this Spring our Committees have been busy planning events – many of them participating in The Big Tea Cosy. This idea sprang from our founder's Drawing Room Meetings, which were a mainstay of the charity's fundraising for over 50 years. You can read more about The Big Tea Cosy on page 8.

# Update

## Karyn says she can't thank you enough.

**In the last issue of Together, we told you about Karyn Burman, who was in dire straits after being made redundant from both of her jobs. Karyn then developed a heart condition, which meant she could no longer work.**

We stepped in to help and provided Karyn with a grant to treat her damp home and replace unsafe staircase handrails. Karyn also receives regular monthly assistance to help pay her bills, which have escalated in recent months.

Living in a small village with the nearest supermarket ten miles away, transport costs are a major outlay. Therefore, Karyn car pools with neighbours and friends to get to hospital appointments and also to help elderly people in her community.

Most recently, Elizabeth Finn Care provided Karyn with grants to replace her ageing freezer, which had been leaking water for several years, and her broken washing machine. Unfortunately, Karyn's damp problem has returned, but she hopes to be able to afford to treat it in time for next winter. Later this year, Karyn hopes to



get the all clear for a knee replacement, depending how her heart condition responds.

Karyn says: "I seem to spend my life figuring out how to make my money stretch further. The grants I receive from Elizabeth Finn Care are my 'fall back' when there's

just not enough to go around. I shop around and I'm quite used to 'making do' and mending household items, but being able to replace my ageing freezer and washing machine has made a huge difference to my life. I can honestly say that the regular grant I receive from Elizabeth Finn Care has saved my life on more than one occasion and I can't say thank you enough."

We'd like to say a big thank you to all our supporters for enabling us to give this kind of support to Karyn.

Another beneficiary would also like to add his thanks. Mr Dale Harvey of East Lothian wrote to us last month to thank us for providing him with an electric wheelchair.

He told us how thrilled he'd been to be able to attend his daughter's fifth birthday – **"a magic day out"** – saying this was the first time he'd been able to join the family to celebrate without **"masses of hassle and tireless effort"**.

Dale said: **"This has opened another door to the world. A big thanks to you all."**

## It's Lionel Blair's 60th year in showbiz and we want to celebrate with you!

**A star-studded lunch at The Dorchester on Sunday, 31st May. Starting with a champagne reception at 12.30pm, followed by lunch at 1pm and ending with entertainment, auction and raffle.**

**Tickets are £85 each and all profits go to Elizabeth Finn Care.**

To purchase tickets, please send a cheque payable to Elizabeth Finn Care, stating your name, address, email and telephone number to:

Lionel Blair Lunch, Elizabeth Finn Care, 1 Derry Street, London W8 5HY

Alternatively, please call **020 7396 6700** to book tickets via credit/debit card.



# making ends meet



Last year Elizabeth Finn Care saw a 12 per cent increase in the number of beneficiaries we support. This rapid growth is taking place across the UK and shows no signs of abating.

In fact, the phrases “can’t make ends meet” and “struggling to cope financially” are cropping up all too often in the requests we receive.

We are getting more and more applications from younger families, who are worried about making ends meet after being hit by redundancy, rising bills and increased food prices. The average age of our beneficiaries is falling slowly and steadily, and many of those we help have dependent children under the age of 18.

Many of these families have nowhere else to turn. They are finding it increasingly difficult to pay for basics like food or school uniforms. By giving just a little more money beyond State Benefit provision, we can help them cope during the current downturn and give them hope for a better future.

In 2007–2008 we supported 2,943 beneficiaries. During 2008–2009 this increased to 3,324. The table below shows some of the areas where the number of beneficiaries has increased most:

Some of our recent grants:

- A teenager who is the full-time carer for his parents and lives in the rural countryside received a grant to help pay for driving lessons. This will ease the family’s isolation and really improve their quality of life.
- Another beneficiary, who is visually impaired, has been awarded a grant for a video magnifier. This electronic device will enable him to watch television and read books.
- A former farmer has received a lower body exercise machine to help him build up his strength following a stroke. This machine was recommended by his physiotherapist and bought in conjunction with the Royal Agricultural Benevolent Institute (RABI).

## The number of cases has risen sharply in these areas

Beneficiaries	2007–8	2008–9
Buckinghamshire	7	39
Cambridgeshire	27	49
Derbyshire	28	39
Republic of Ireland	19	37
Hertfordshire	26	42
South Lancashire	23	59
London	316	359
Northern Ireland	22	52
Central Scotland	43	64
South Wales	38	54
Staffordshire	10	36
Tyneside	12	23
Yorkshire	130	183



## How will you help

Elizabeth Finn Care has joined the 'Remember a Charity' campaign: a consortium of 140 charities working together to raise awareness for the vital work that can only be done when people remember us in their Wills.

From Elizabeth Finn Care's earliest days, when it was known as the Distressed Gentlefolk's Aid Association – we have depended on your legacies, as you can see in the special issue of Finn Times, which accompanies this Newsletter.

The campaign also sets out to show that making a Will need not be a complicated or expensive process. It is, however, the only way to ensure that your wishes are followed after your death. Many people believe their spouse or partner would automatically inherit their house or other assets, but this is not necessarily true. If you die without making a Will, your possessions could be distributed according to the law, and not as you had hoped.

If you have already arranged to support us in your Will, please accept our warmest thanks. If not, please consider leaving a legacy to Elizabeth Finn Care.

If you would like a copy of our free booklet, 'Planning Your Will' please contact:  
Caroline Bates – 020 7396 6700



## Beat the taxman

You can support Elizabeth Finn Care at absolutely no cost by making the most of the Government's Gift Aid scheme. Gift Aid enables charities to claim an additional 28p from every £1 donated by UK taxpayers.

This means that for every £100 you give, we actually receive £128. We can backdate this help for the last six years, and estimate that we could reclaim approximately £189,000 in Gift Aid if everyone who made donations during that time returns their declaration in time! Just imagine the difference we could make to people's lives with that size tax rebate.

If you have made a donation to Elizabeth Finn Care or wish to do so, please make sure you send back the Gift Aid declaration form by 5 May.



**Irene Asare, our Supporter Services Officer, says: "Every penny counts for the people who urgently need our help. With Gift Aid, we can make your gift worth nearly a third more, which would have a huge impact on their lives."**

So if you are a UK taxpayer, please help us to reclaim the tax on your gifts. It is really simple to do – and won't cost you a thing. But it would make a big difference to people who are struggling to survive on very little.

## Making the money go further

Unemployment is rising fast as the recession continues to bite. Many economists now predict it will go above three million next year – and Elizabeth Finn Care is already seeing a vast increase in the number of people who need our help.

To avoid turning people away, it's essential that we keep our costs to a minimum. To make the money go further, Bryan Clover, our Director of Casework, has negotiated a national contract for major gift items.

In the past, mobility scooters cost us £2,500 each, but now we are able to buy the same model for £1,700 – a massive saving of £800. Other cost savings include reclining chairs which were £1,400 each and now cost £800, and electric beds that are now £1,100 instead of £1,500. This efficiency has resulted in an overall 29 per cent gross savings.

Bryan says: "We are now working directly with the manufacturers, cutting out the third party. This means we are saving huge amounts of money on individual items, and we are able to support more people who come to Elizabeth Finn Care for help".

There are some 13 million men, women and children in the UK who are living at or near the poverty line. Sadly, we can't help them all but we fund our sister charity Turn2Us to help people access money that is available to them through benefits, grants and other financial help.

Turn2Us has a practical website at [www.turn2us.org.uk](http://www.turn2us.org.uk) and a helpline on 0808 802 2000 which is free for most landline and mobile users. Here you can access free, confidential information from trained advisers.

# Whats on?

**It's not too late to organise your own Big Tea Cosy event – just put the kettle on and invite some friends over**



Kate Adie enjoys a cup of tea to celebrate the Big tea Cosy



The Big Tea Cosy is an opportunity to make new friends and help Elizabeth Finn Care fight the loneliness and isolation brought about by poverty.

Our special issue of Finn Times included with your newsletter, describes how the Distressed Gentlefolk's Aid Association – later renamed Elizabeth Finn Care – was founded over a cup of tea. 112 years

later, the charity is still working to help people to turn their lives around. We're celebrating the charity's birthday this May by holding our own tea parties.



Lynda Bellingham raises a mug for the Big tea Cosy

It's easy to take part: just invite a group of friends to your house for a cup of tea in return for a small fee, which will go towards helping Elizabeth Finn Care beneficiaries. No matter how small your event, it will help Elizabeth Finn Care to make a big difference.

Some wonderful personalities are supporting our Big Tea Cosy event including: Billy Connolly, Bill Tidy, June Whitfield, and Lynda Bellingham together with Prime Minister, Gordon Brown, Conservative Party Leader, David Cameron, Liberal Democrat Leader, Nick Clegg and the Mayor of London, Boris Johnson.

Our County Committees are joining in too, with a host of events throughout the UK. Among them is a tea party organised by the Lincolnshire Committee at the home of one of its members – a splendid 'Hall' set in acres of Lincolnshire countryside. They'll have a display of vintage and quirky tea-related items such as tea pots, cosies and caddies, and are asking guests to bring interesting items along to add to the display.

Members of our Warwickshire Committee are even dressing up for their very own Mad Hatters tea party!

For a copy of our free Big Tea Cosy pack, which contains information and ideas, please call :

Duncan Watkinson on 0207 396 6695

or visit our website: [www.elizabethfinncare.org.uk](http://www.elizabethfinncare.org.uk)

## **Help us find our team for the exciting Royal Parks Half Marathon...**

After a sell out first year the race takes place on Sunday October 11th. The iconic route will again wind its way past some of London's most historic sites including Buckingham Palace, the London Eye, Big Ben, Admiralty Arch and, of course through Hyde Park and Kensington Gardens. Our running team will receive regular updates, training and fundraising tips

and a personalised Elizabeth Finn Care running vest for the race itself. We support our runners every step of the way!

### **If you can't wait until October to hit the road**

we still have places for the exciting BUPA London 10,000 on Bank Holiday Monday, May 25th.

If you, or someone you know, would like to join our team contact Duncan Watkinson on 020 7396 6695 or email [running@elizabethfinn.org.uk](mailto:running@elizabethfinn.org.uk).

# In the news

## Dulcibella speeds into the record books at 108 mph!



106-year-old Dulcibella King-Hall, a resident of our Halliwell Nursing home, fulfilled a life-long ambition when she completed four laps around Brands Hatch, reaching speeds of 108mph.

The event was organised as a birthday treat for Dulcibella by Lena Akers, Social Events Co-ordinator of for Halliwell Care Home. Lena says: "Cars are an abiding passion of Dulcibella's; during the Second World War she tested lots of vehicles, and she is constantly asking our mini bus driver 'to go a little faster, please.'"

Dulcibella was driven by Gary Palmer, Chief Instructor at Brands Hatch. He says: "Usually we take a passenger round three times but when I pulled in, Dulcibella asked to go again and who am I to refuse?" When Dulcibella finally stopped, she said how much she'd enjoyed it, although, "it could have been faster."

Rupert Keegan, former Formula 1 star, was on hand to give Dulcibella a magnum of Champagne and Jonathan Palmer, Chief Executive of MotorSport Vision, presented her with a bouquet.

Dulcibella's achievement featured in more than 90 newspapers and websites, including The Daily Express, the Telegraph and the Mail on Sunday. But it's left us with a problem – we don't know how we'll top that experience for her next birthday!

## Turning lives around

Elizabeth Finn Care beneficiary, Alex Scott took part in a live debate on BBC Radio 5 Live's Richard Bacon Show. It followed recent research released by the Charity Commission, which revealed that more than a quarter (28 per cent) of the public admit that they would 'feel embarrassed' to receive help from a charity. Alex spoke movingly about losing his sight and the way his life had been turned around after contacting us for help.

As a regular spokesperson for Elizabeth Finn Care, Alex helps us to generate media coverage to let people know about our services. If you are a beneficiary of Elizabeth Finn Care and think you can do the same, please get in touch with our Communications Team on 0207 396 6700. All enquiries will be treated with the strictest confidence and aliases can be used if you'd rather not reveal your name.

## Celebrity support

Over the past few months, Elizabeth Finn Care's campaigns have featured on BBC Radio Kent, Moray Firth Radio, BBC Radio Lancashire and BBC Radio Cambridgeshire. Many thanks to our newest celebrity supporters – CBeebies presenter Sarah-Jane Honeywell and actor Mark Curry – for promoting our work with such enthusiasm.

Actress June Whitfield recently helped us to publicise The Big Tea Cosy by writing a letter to newspapers across the country, asking people to put the kettle on and get involved in this year's fundraising initiative. Thanks to June's letter, The Big Tea Cosy featured in more than 30 newspapers.

# Home news



## St Patrick's Day at Merlewood

The St Patrick's Day celebrations began at Merlewood with a glass of sherry, before a traditional Irish lunch with Celtic

music softly played in the background. The residents could hardly wait for the very popular Mr. Headly Kaye to arrive that afternoon, to entertain them with traditional Irish songs such as "Danny Boy".

## Halliwell welcomes local students

To coincide with "National Student Volunteering Week", Halliwell staff organised a visit from students at Tunbridge Wells Grammar School for Girls. Expecting just a few visitors, everyone was surprised when three mini buses containing 26 students, three teachers and a large variety of musical instruments arrived! Residents and staff were treated to a very special afternoon of beautiful music.

## Colehaven's Big Tea Cosy

Renovations have been completed at Colehaven, and all eleven cottages are now occupied. Residents are looking forward to an afternoon of fun, tea and cakes at the Warwickshire Group Big Tea Cosy party on May 17.

## A hair raising experience at Rush Court

Rush Court joined in the Comic Relief fun in March, when one staff member raised £200 through a sponsored head shave. The finale of the week was a buffet with a red theme: red carnations on the tables, red napkins and even red food! The week raised almost £500 for Comic Relief.

## Paul O'Grady surprise at the Cotswold Home

Betty James, a residential carer at the Cotswold Home, was surprised to be featured on the Paul O'Grady TV show, which paid tribute to her as an outstanding volunteer. Betty was nominated by staff in recognition of all the hard work she does. Congratulations Betty!

## Merlewood makes its own DVD

Over the past six weeks, students from Royal Holloway College have been spending time with Merlewood residents. A DVD of these visits has been made and residents are looking forward to viewing it soon.



## Diamond wedding at Hampden House

A very special event took place at Hampden House, when residents, Dr and

Mrs Cundall celebrated their diamond wedding anniversary. Friends, family and fellow residents helped them celebrate their special day.

## A new bar for Rashwood

Following a grant from the Davenport Trust and a generous donation from the Friends of Rashwood, refurbishment of the residents bar is due to start soon. This will include a new counter and storage as well as comfortable new chairs. The convivial atmosphere will be complete when a baby grand piano arrives soon.

## Drama at The Lodge

Residents at the Lodge are enjoying reading old radio plays. Everyone has a part to play and the readings are complete with sound effects!



## Birthday celebrations at Greathed Lodge

Mrs Sophia Greene celebrated her 100th birthday recently, surrounded by family and friends. Mrs Greene has three

children, seven grandchildren, ten great-grandchildren and one great-great-grandchild. Her son David refers to it as 'the dynasty'!

## Putting on the Ritz at Eversfield

Eversfield recently 'put on the Ritz' when residents were joined by special guests, the Mayor and Mayoress of Reigate and Banstead and celebrity chef, Tony Tobin. Special thanks to The Ritz Hotel in London and Reigate Grammar School in Surrey for their help. It was greatly appreciated by everyone at Eversfield and helped to make it a really special occasion.

# Accessing money

**Advisors and intermediaries play a key role in helping people in financial need access the money available to them. With further job losses, this role is becoming even more critical.**

Yet a recent survey conducted by Turn2us, in partnership with Adviser magazine, highlights some of the barriers that these professionals face in their job. For example, nearly a third of respondents (**32%**) could not help everyone that approached them. Staff shortages (**63%**) and a perceived lack of help for people in financial need (**42%**) were the main reasons.

Time constraints were another barrier, with a quarter of advisors saying they don't have enough time with each client. Significantly, over half (**52%**) said they were not aware that charities give grants to individuals.

It's clear that advisors are finding it difficult to access the help that does exist for individuals. Many rely on multiple sources with a third (**36%**) relying on word of mouth when deciding which charities would be best for their clients to apply for.

We know there is certainly a great need and demand for the kind of service provided by Turn2us. Around

three quarters (**75%**) of advisors and intermediaries agreed that a free online service with information on welfare benefits and charitable grants available from one place would allow them to help more people.

Turn2us's website – with its wide range of functions and benefits – enables advisors and intermediaries to contact charities, find out which charities are open to application and check applications online – all in a user friendly format.

Meanwhile, Turn2us's pilot helpline – up and running for four months now – has received over **3,000** enquiries across the UK. Trained staff provide an independent, free and confidential service undertaking benefits and grants searches and signposting people to further help.

Given that most advisors and intermediaries (**85%**) expect to see a further increase in the number of people approaching them in financial difficulty over the coming months, we aim to work closely with them to ensure that we can support them in their work on income maximisation.

Turn2us looks forward to working together with you over the coming months.

**Jolanta Lasota**  
Chief Executive, Turn2us



## For further information, contact Elizabeth Finn Care:

by post:

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FREEPOST LON9328,  
London W8 5FY

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## This is me:

Name

Address

Postcode

Telephone

Email

## Please send me:

- A free copy of 'Planning your Will'
- Information about becoming a Volunteer Visitor
- Information about fundraising
- Information about the work of Elizabeth Finn Care

## I wish to make a donation:

- I enclose a cheque / postal order or CAF voucher made payable to Elizabeth Finn Care
- Access / Visa / Mastercard

Amount £

Expiry Date    Start Date  
    

My card Number is

Security number  3 digit code on signature strip

Signed

Date

## Your gift could be worth 28% more to us

The Gift Aid Scheme allows Elizabeth Finn Care to reclaim tax you have already paid on your donations – at no extra cost to you. Simply tick the box and check that your name and addresses are correct.

- I want this and all donations I have made for the last six years and all future donations I make to Elizabeth Finn Care to qualify for Gift Aid until I notify you otherwise. To qualify for Gift Aid, what you pay in income tax or capital gains must at least equal the amount we claim in the year.
- I am not a UK taxpayer
- Tick here if you do not wish to receive any further communications from Elizabeth Finn Care.

*giftaid it*

Registered Charity Number 207812

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