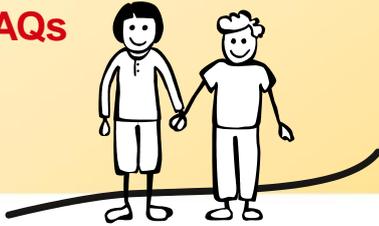


HELPING HANDS



**DHL UK
FOUNDATION**
Delivering a better future

FAQs



Delivering a Better future: Helping Hands

1. What are the aims of the programme?

Helping Hands is intended to ensure that those eligible can be assured a safe, warm, healthy living space from which to lead their lives and assistance in times of financial hardship.

2. Who can apply to Helping Hands?

Current DHL UK employees, retired employees of DHL Exel Supply Chain and those in receipt of an Ocean or Exel pension (and their dependents) can apply to Helping Hands

3. What help is available?

The scheme offers help in kind when the applicant finds themselves with an urgent need which due to personal financial difficulties they cannot fulfil. Please note that we are unable to provide cash loans.

4. Will my application be kept confidential?

Applicants should be assured that their request will be kept strictly confidential at all times and the staff involved in administering the scheme are both sensitive and discreet.

5. How do I apply?

Full personal financial information, including assets, income and expenditure, should accompany every application. All figures provided should be net of tax – ie as received by you. This information is needed to gain a complete picture of the applicant's situation in order that the most appropriate assistance can be given. The application form should be considered carefully and completed as fully as possible. It is important that the information provided is accurate and gives a true account of your situation.

Should you require assistance in completing this form please contact Karen Tatham:

Call or text: 01344 384 756 / 07808 734967

Email: karen.tatham@dhl.com

All information declared in the form is treated in the strictest of confidence. Length of service may be taken into account when considering requests for assistance. Please ensure that the information given is accurate and a true account of your financial situation, failure to do so may invalidate your application. Three independent quotations should be supplied where applicable.

6. Can I get help with the application form?

If you require assistance in completing this form please contact Karen Tatham on 01344 384 756.

7. Do you check any of the information I give?

Where applications are received from current employees the DHL UK Foundation may contact Human Resources and Line Managers for further verification when considering requests for assistance. All statements made by you regarding income or pension will be confirmed with the appropriate payroll department. When applications are received from retired employees or pensioners, the DHL UK Foundation may check information provided, or request additional evidence.

8. Is the amount I can apply for limited?

Yes, the maximum which will be awarded for each application is £700. Or, in the case of funeral costs up to £1,500 (see section 9).

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9. Can you give me an example of what I could apply for?

The following examples will give you an idea of what likely assistance you might expect to receive. The areas detailed are merely examples and the list is not exhaustive – each case will be considered on its individual merits.

'White Goods' (Washing machines /cookers/ fridges/ etc) may be supported subject to a limit of £500.

Television replacements may be supported to a limit of £ 275. Television licence renewals only may be supported in full.

Clothing costs may be provided up to a limit of £350.

Food and supermarket essentials support may be provided up to a limit of £700.

Vehicle Repairs may be supported when the cost of such repair is deemed to be essential, taking into account the age and condition of the vehicle. An upper limit of £700 applies.

Debts/arrears will only be supported where eviction or service cut off is threatened. Prior to any support being given, counselling will be advised to establish the possibility of setting up a repayment plan.

Essential structural work may be supported to create a safe, secure, warm and healthy environment up to a limit of £700.

Health issues may be supported up to the following limits: spectacles £150; dentistry £300. The cost of operations will not be supported.

Mobility Aids such as stair-lifts, wheelchairs, etc will normally be supported up to a limit of £700.

Furniture and Bedding needs may be supported to an upper limit of £500. Special pressure relieving mattresses to a limit of £700.

Holidays, Convalescence and Respite Care up to £500 may be supported for the applicant only.

Heating related applications may be supported up to a limit of £700.

Garden Maintenance costs will be considered when assistance from voluntary bodies for help with mowing the lawn etc, has already been sought and not been forthcoming.

Fencing replacement will be considered in those instances where it has been decided that the state of repair puts the security of the householder at risk.

Funeral Costs may be supported up to a maximum of £1,500 or half of the funeral cost, whichever is lower.

Natural Disasters eg flooding will be considered on a case-by-case basis.

Redecoration for cosmetic purposes will not be supported. A home visit will establish whether the state of deterioration warrants support.

10. Are there any things I cannot apply for?

We try to take all circumstances into account, however there are a few exclusions. Mortgage repayments will not be met and redecoration for cosmetic purposes will not be supported.

Debts/arrears will only be helped with where eviction or service cut off is threatened. The cost of medical operations cannot be supported. If you are not sure, please call Karen Tatham on 01344 384 756, who will be able to guide you.

11. Can I apply more than once?

Yes, you can apply more than once, however previous applications may be taken into consideration and will be referred to when processing a new request. Repeated requests for help in the same area within a calendar year will not be considered.

12. What do you mean by dependent?

A dependant is a spouse or partner, dependent children or other members of an individual's immediate family who are dependent on the applicant for family care or support. Immediate family is defined as blood relations of the first degree, that is, a brother, sister or parent of the individual or of his

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spouse, including an adoptive parent, adopted brother or sister, or a child of a dependant.

13. Will anything I buy with a grant be my property?

Where a grant is given for the purchase of mobility equipment, this will be on the understanding that the item(s) supplied shall remain the property of the DHL UK Foundation so that they may be reused when the applicant has no further need of them. If other organisations have provided part funding for an item, their agreement to this will be sought. If you require advice or guidance please contact Karen Tatham:

Call or text: 01344 384 756 / 07808 734967

Email: karen.tatham@dhl.com

14. Are there any other organisations that are able to support?

You might also look at **Turn2us**, a charity that helps people in financial need to access welfare benefits, charitable grants and other financial help (www.turn2us.org.uk). If you have had even one day's paid work for any of the UK's armed forces, then **SSAFA** (Soldiers' and Sailors' Families Association) may be able to help (www.ssafa.org.uk). The **Citizens Advice** service helps people resolve their legal, money and other problems by providing free, independent and confidential advice. You can find out more by going to www.citizensadvice.org.uk.

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www.dhlukfoundation.org

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