

A year of changing lives



Annual Review for the
year ended 30 June 2012



IETconnect
The IET Benevolent Fund



IETconnect

The IET Benevolent Fund



“To us achievement is improving the quality of life of IET members and their families when they have most needed it:

- helping people to help themselves
- being there to listen and to care
- providing individuals with the means to live more comfortably especially when life is at its most difficult.



There is no prescribed answer – we view each person as unique and work together to help resolve or reduce their difficulties in the most effective way”

George O'Neill, Chairman of Trustees



A year of promises fulfilled

In the Financial Year ending 30 June 2012, at IET Connect – The Institution of Engineering and Technology Benevolent Fund - we're proud to say that we have reached out to and helped many more people than ever before.

A campaign to raise awareness of our work was so successful that we had to increase Helpline staffing threefold.

During the year our dedicated Helpline staff had 7,749 contacts with beneficiaries or potential beneficiaries (a 42% increase from 2010/11, which in itself had been a 47% rise from 2009/10).

We created a new post of “External Relations Manager” whose task was to look at ways of reaching out to students and to working age members - particularly those in employment.

As a result many more people have contacted us for help. Requests from the 30 to 49 age bracket have increased from 19% to 30% in 12 months.

But it's not just about money and services. We provide emotional support and little

touches like birthday cards to many socially isolated beneficiaries so they know that we're always there for them.

We are delighted to report that in 2012 we made real and long lasting impacts on the lives of many and we intend to redouble our efforts in the year ahead.

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Activities

Flexibility and responsiveness characterise IET Connect's approach. If we identify a need we will create a response that is entirely bespoke.

Personal Contact

Personal contact is a vital part of the service that IET Connect provides. We often carry out home visits which help to build trust and enable us to discuss and provide the most effective assistance.

"My wife and I are overwhelmed by the love shown to us by all of you at IET Benevolent Fund. Thank you very much."

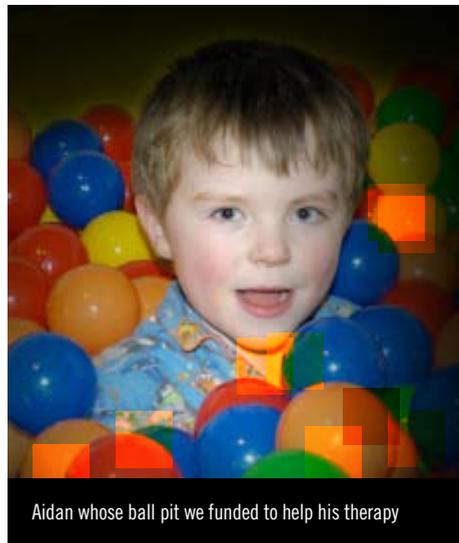
Financial Assistance

One-off grants may be issued for a specific purpose such as the purchase of a washing machine or for adaptations to a home. Monthly grants are also issued for a fixed period.

"I am deeply indebted to IET Connect for the help given to Mum following the death of my Father... I appreciated especially how you funded her special recliner chair. It was in daily use until the day before she died and she loved it... On behalf of mum a huge thank you for all the years of support and kindness that improved her quality of life."

Care and Support for Carers

Help and advice about care and caring is now a key part of what we offer. Where possible, we aim to support independence in the home and to help carers whose own needs often go unnoticed or are neglected. We can contribute towards the cost of care, whether it is respite, short-term or on-going.



Aidan whose ball pit we funded to help his therapy

Advice and Guidance

Benefits Advice

IET Connect has developed the level of one-to-one advice it can give on State welfare benefits and this now forms an integral part of our work.

"I should like to thank you for initiating my application for re-assessment of my Disability Living Allowance which has released far more than I initially imagined."

Legal Advice

The legal helpline provides telephone advice directly from solicitors and barristers with a wide range of specialisms including employment, redundancy, landlord and tenant, consumer and personal and family matters. Legal Advice is increasingly in demand and during 2011/12 there were 499 calls to the Legal Helpline.

Money Advice

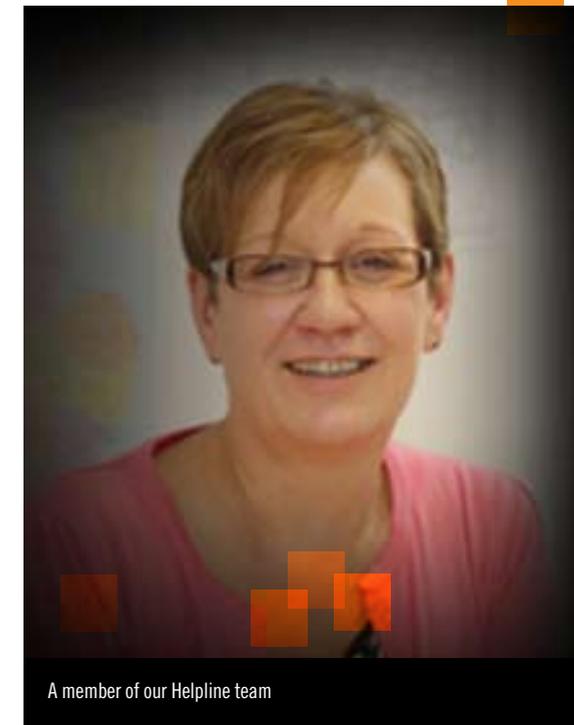
We can refer individuals to free independent debt advice services for help resolving money problems and arranging debt management plans.

Employment Support

An intensive individually tailored outplacement programme helps to develop a greater understanding of skills and potential and includes a series of one-to-one coaching sessions to explore career options, self-marketing techniques, interview training and how to develop an effective CV.

Of those who completed the programme during the year, 72% found some form of employment.

Directing people to independent, specialist organisations which deal with specific concerns that may be impacting on their lives.



A member of our Helpline team

Real lives

It is wonderful to hear, first hand, how positively lives have been changed.



Help for a Young Carer

Niamh, aged 9, is a carer for her mother. Her mother was concerned that she was under pressure and missing out on her childhood. Niamh's dream is to be involved in the theatre so we paid for her to have weekly drama lessons to give her some respite, spend time with children of her own age and have some fun. As a direct result she appeared as the lead in a production of "Annie". "Annie" is particularly appropriate as it is a musical about never giving up hope. Niamh's success has not only helped her, but given the whole family a boost.



"This has not only boosted Niamh's confidence but has given a real boost to the whole family and it's all down to you."

Disability and Illness Support

A father with motor neurone disease approached us for help in coping with his disabilities. Following a number discussions with him and a home visit we were able to fund an adapted vehicle and a mobility scooter. Furthermore, we were able to pay for a respite holiday for him, his wife and their 7 year old twins.

Before the respite holiday:

"Wow that is absolutely fantastic!! Thank you very much indeed. I printed out your e-mail and gave it to my son saying "See if that puts a smile on your Mum's face". She came upstairs with the biggest smile I've seen in a very long time. Thank you so much."

After the respite holiday:

"The kids have declared that they have just had 'the best holiday ever!' My wife and I also had a great time."

Employment Support

A 43 year old IET member who suddenly found himself out of work and struggling to make ends meet was given 3 months financial support and a place on the outplacement scheme. He was one of the 72% of people for whom we paid for outplacement who got back into employment within 6 months. He was delighted with the support that he received from the scheme.

"The outplacement support was first class, although I had been to similar companies in the past and was initially sceptical of the value it would add, it very quickly became apparent the service was highly focused on the needs of the individual needs of each client."

Emergency Support and Help with Independence

A 45 year old IET member, working overseas, had to return home very quickly when his wife had a catastrophic, almost fatal, accident which resulted in the permanent and total loss of her sight. We were able to swiftly make an emergency grant to help pay for accommodation close to the specialist hospital and to cover travel costs for their teenage children to visit. Once the immediate crisis had passed, we then looked at how we could assist his wife in becoming as independent as possible. We provided a grant to pay for the specialist equipment for which she had been recommended. Not only were the couple very appreciative of the grant but also with the speed with which we were able to get it to them.

"I was very touched by our conversation today, and how you were very understanding. I am overwhelmed by the financial help you have given ... with the help that you have given I will stay closer to her next weekend and give the children a rest from the hectic commuting and late night returns to home. ... I worry about them so much."



Listening Ear

John who cares for his wife called us. Her health had deteriorated and he was liaising with the local authority to have a stair lift installed. The anxiety about his wife and concern about the formal assessment procedures he had to go through were causing him a lot of distress. Through regular telephone contact, one of our caseworkers was able to support him through this stressful time until the work was satisfactorily completed.

Help for Carers

Refat was considering leaving university because she was finding it increasingly difficult to cope with studying and looking after her mother who had schizophrenia. In particular she was unable to fund the travel costs for the 240 mile round trip to home and back to university. We gave a grant to pay for regular home visits. Having helped to reduce her anxiety and financial worries she is now able to plan work and visits and focus more on her studies. She has now successfully completed her second year and also become more involved in university life.

“I would like to thank everyone involved in making the decision to approve the award. It is unlikely that I would have been able to complete my course without this extra help.”

Disability of a Dependant

When we heard from an engineer with a severely disabled daughter who has a life limiting condition we knew that we could be of considerable assistance. So far we have funded the deposit for a Motability vehicle, paid a grant for sensory and communication aids and funded specialist training for the parents and carers to aid interaction and communication.

IET Connect Ambassadors

Shyam is the son of an IET member and was born with a degenerative disability. He is dependent on his parents for all of his care needs. We have been able to help Shyam and his family in several ways and we were delighted when he offered to become an IET Connect Ambassador and agreed to represent IET Connect at the IET’s annual dinner in London. It was great to let IET Members have the opportunity to hear first-hand, the impact of our support.



Nigel Fine, IET CEO, Graham Paterson IET Connect, Deputy Chairman, Purshottam and Shyam Chandegra and Gerry Austin, IET Connect member of staff



IET Connect Financial Year 1 July 2011 - 30 June 2012

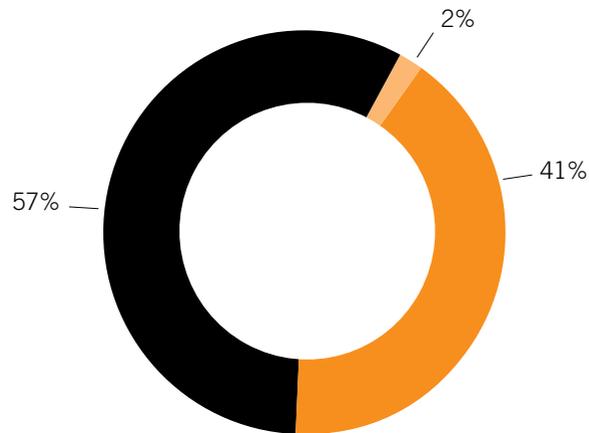
The summary financial information shows the income raised for our activities, the cost of raising the income and the amounts spent on our charitable activities. The information is taken from the full financial statements which were approved by the Trustees on 4 February 2013. In order to gain a full understanding of the financial affairs of the Charity, the full audited financial statements, trustees' annual report and auditors' report should be

consulted. Copies can be downloaded from IET Connect's website www.ietconnect.org.
Signed on behalf of the Trustees



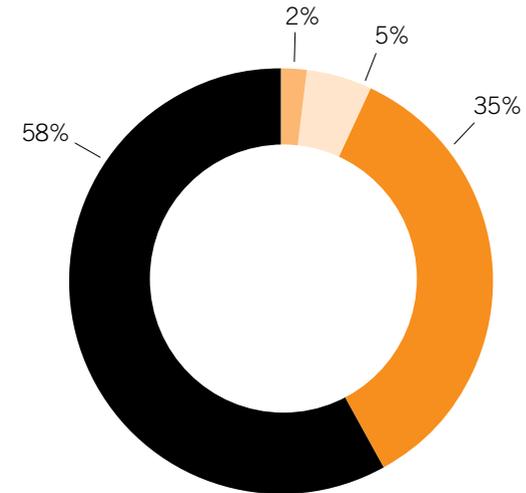
A G O'Neill
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Where our money came from

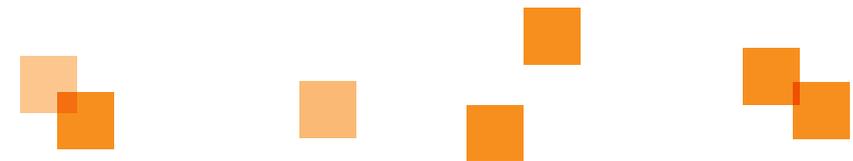


Investments	£593,000
Donations (annual, one offs)	£428,000
Funding events	£14,000
Total	£1,035,000

How we spent our money



Financial assistance	£621,000
Welfare advice, legal helpline, employment support	£368,000
Fundraising	£17,000
Governance	£54,500
Total	£1,060,500



IET Connect provides much needed support to people in genuine need. The difference we make is immense.

"I want to say my heartfelt thank you to Christine Oxland (CEO of IET Connect) and her team at IET Connect for the beautiful Christmas card and her very personal letter. Your card was the first Christmas card I received and I am so happy."

"Thank you for coming into our lives and making it possible to have fewer worries. We appreciate your wonderful sympathy and empathy. I no longer feel alone."

"You have really lifted my spirits quite unbelievably."

"Thank you very much for coming out to see us after my wife's stroke. It was well appreciated by both of us and will never be forgotten. Thank you."

"Thank you, thank you, thank you."

Helpline number - 0845 685 0685

Website address - www.ietconnect.org

