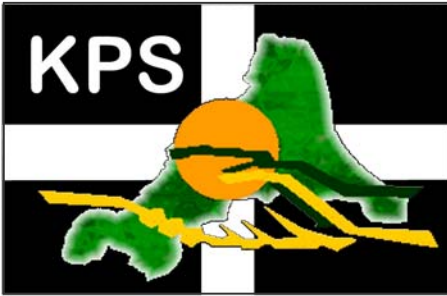


peace of mind hardship fund

Kernow Positive Support

SPECIALISED HIV INFORMATION,
SUPPORT, RESPITE & RETREAT

CLIENT WELFARE
SERVICES



KERNOW POSITIVE SUPPORT

peace of mind fund

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All advocates of applicants to the 'Fund' are requested to read this guide carefully as it contains information for the care and support of those infected/affected by HIV/AIDS, and will be an important resources guide.

KPS Publications would welcome any contribution for inclusion in our range of information.

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Foreword

The Kernow Positive Support (KPS) Peace of Mind Hardship Fund is administered and overseen by KPS Client Welfare Services, hardship fund officers only (*2 Trustees*).

The KPS 'Peace of Mind. Fund' was officially named to commemorate a successful hardship fund established by a registered HIV charity based in the Thames Valley Area. A founder member of this fund, Terry Tunnicliff sadly passed away on 18th December 2003. Terry joined TVPS in the mid-1990s, and was instrumental in helping to establish the TVPS hardship fund, to become what it is today. Terry, was one of their first 'Peace of Mind' officers to oversee the fund, until his untimely death last year. In recognition of his invaluable contribution to TVPS, and in particular the hardship fund, the trustees of TVPS renamed the fund in honour of Terry's memory. Thus, KPS has been given permission to use the old name; Peace of Mind Fund to assist in our endeavours to establish a hardship fund here in Cornwall for those living with HIV.

KPS' new and expanded Peace of Mind Hardship Fund introduces new standards in more areas. The information expresses Kernow Positive Support's commitment to the fundamental values of our Declaration of Trust 'Governing Document' and our self-empowerment and self-help ethos. KPS also pledges to provide a comprehensive service available to all on the basis of the needs of those infected by HIV, regardless of the client's ability to pay.

HIV Service Provision is evolving, responding to advances in medicine and the different ways we live. We want KPS to serve you effectively as both your needs and its capabilities change. This Peace of Mind information resource will help it do so, providing quality service provision into 2004 and beyond.

Bill Sloan - Chair

for and on behalf of Kernow Positive Support

October 2004

Section 1

Introduction

Purpose: To improve the quality of life for those living with HIV/AIDS and their dependent children in Cornwall.

Kernow Positive Support (KPS) will only consider applications when all other avenues of funding are unavailable. The 'Fund' is not a substitute for statutory benefits, and limited to a maximum amount in any one financial year which is dependent on funding available. The current yearly maximum allowance per client/dependant child can be obtained from KPS Client Welfare Services upon request.

All client applications will be required to supply a certificate or statement from a Doctor/GP or Health Advisor confirming their HIV status. Those clients, who have previously received or applied for assistance, need not provide evidence of status. An advocate must submit all applications in writing and/or a registered HIV-positive client of KPS. Applications will NOT be processed if they are received from a client not registered as a service user of KPS, without an official Advocate (Doctor/GP, Health Advisor, Social Worker).

Applications to the 'Fund' will be considered from within the county of Cornwall, also applications to the 'Fund' will be considered from outside these areas where there is no support structure available and the client is a registered client with KPS, although only up to £50 can be granted in any one year in this latter case.

In emergencies funding can be approved within 24hrs of a normal working week, by direct consultation with the KPS Client Welfare Services through an Advocate/Registered client, this, however, must be followed by confirmation in writing, within 3 working days.

Section 2

Emergency Payments

Emergency Payments are defined as:

- i. Threat of 'removal' of essential services i.e. Electricity/Gas/Heating Utilities and/or Water/Telephone.
- ii. An advance to a maximum of £25 can be made available to a client under special arrangements with KPS Client Welfare Services. This is only where finances are required to purchase small items, when the client has no funds available (*Receipts are to be submitted at their earliest convenience, no further grants will be made available until, previous paperwork and/or receipts are completed*)
- iii. Extenuating circumstances i.e. Financial assistance due to a sudden death. Assistance towards funeral and or arrangements. (*all applications for the above will be discretionary*)

Section 3

What can be applied for?

The KPS Peace of Mind Hardship Fund will consider the following:

1. **Electricity/Gas/Utilities** (*1 Quarterly bill per year*) Up to 50%
2. **Telephone** (*1 Quarterly bill per year*) Up to 50%
No premium numbers considered.
3. **Water Rates** (*Annual bill*) Up to 25%

Under special circumstances a one-off full payment for utilities may be considered at the discretion of the hardship fund officers.

N.B. Problems regarding Key/Token and Metered Payment Systems will be looked into sympathetically.

4. **TV Licence** Up to 50%
5. **Domestic Items**
KPS Client Welfare Services will make every effort to assist a client with purchasing/repair of single domestic items
such as:
Washing Machines/Fridge/Freezers
Household Furnishings/Furniture

Applications received for single domestic items must be made by specific advocates in respect of purchases e.g. Social Worker, Health Advisor or Doctor/GP. The Peace of Mind Fund will NOT accept an application for the above from a client alone. Where a client is offered a FridgeSaver scheme and/or acceptable second-hand goods, either via Social Services storage contacts, these options should be considered seriously, before KPS can justify the purchase of items.

N.B. All second-hand electrical items must conform to current safety standards.

6. **Clothing and Bedding**
KPS Client Welfare Services will consider assistance in clothing needs due to loss/gain of weight. New bedding/mattresses. Nightwear and toiletries for hospital/respite will also be considered.
7. **Telephone Installation** (*up to 25%*)
8. **Allowance for dependent children**
KPS Client Welfare Services will consider financial assistance in respect of dependent children, irrespective of their status, for clothing and special needs due to hardship, all requests will need to be negotiated through specific advocacy i.e. Doctor/GP, Social Worker.

9. Joining Fee for Concessionary Travel as required

N.B. All applications will only be considered when all other avenues have been investigated, e.g.

DWP Social Fund
Social Services, under the Chronically Sick and Disabled Act

WHAT WILL NOT BE CONSIDERED BY KPS

The Peace of Mind Fund will **NOT** pay the following:

Rent/mortgages
Council tax
Loans
Motor vehicles
Mobile telephone calls/charges
Personal insurances
Holidays
Any debts in respect of Credit cards/Banks/Companies etc.

Section 4

How you can apply!

Application forms can be obtained from the KPS Client Welfare Services either by writing to the KPS, P.O. Box 85 Bodmin, Cornwall PL31 1ZN or by telephone: 01208 264866 or eFax: 0870 1368493. Alternatively, you can download an application form from www.kpsdirect.com

Information required includes:

- i. Name and address, telephone number of client.
- ii. Name and address, telephone number of advocate. *(if applicable)*
- iii. Income. *(Specific details required are shown on the Application Form)*
- iv. Housing: House/Flat, Owned/Rented, Shared/Alone.
- v. Confirmation of diagnosis from Doctor/Health Advisor if this is clients first application to the Fund, or is not registered with the organisation *(Photocopies will not be accepted)*
- vi. Original copy of bill/estimate for item to be paid, including amount applied for.

N.B. All original documentation submitted to the Fund will be returned to the applicant.

All payments are made by cheque(s) to named organisations and/or companies, e.g. British Telecom, British Gas etc. We are unable to make cheques payable to named advocate or client, other than in special circumstances covered under the 'Emergency Payments' and/or regarding Direct Debit situations with prior arrangement by KPS. Cheques only show 'KPS' to ensure confidentiality

What happens next?

Upon receipt of an Application, KPS Client Welfare Services hardship fund Officer/representative will write/telephone the advocate/client within 3 days of a normal working week, to confirm receipt. KPS Client Welfare Services will make every effort to process applications, other than in emergency situations, within 5 working days.

Approval/refusal will be confirmed to advocate/client within 3 working days. Alternative funding will be researched for applications refused, or not considered appropriate to the Peace of Mind Fund. This will hopefully be covered within 5 working days. Whilst, KPS Client Welfare Services will try to assist all appropriate requests, we cannot guarantee funding, either, through our own funds or other sources. The decision of KPS Client Welfare Services on individual applications is **FINAL**.

Section 5

Notes for Claimants and Advocates

Advocates of clients, should NOT under any circumstances promise or guarantee that a clients application to the 'Fund' will be accepted. Also, it should NOT be taken for granted that essential utilities and services such as Electricity/Gas bills will be paid on a regular basis. Our funds are limited, and we have to consider a large number of applications. Upon acceptance of an application, the relevant cheque(s) will be forwarded to the respective client(s) with a covering letter. Where a client has requested a second/third bill of the same utility/service; they will automatically be informed of budget options available and the necessity to review their personal budgeting.

N.B. Advocates must remember that delay and misinformation, may in many cases cause unnecessary anxiety and stress to the client.

ALL INFORMATION PROVIDED TO THE KPS CLIENT WELFARE OFFICE WILL BE TREATED IN THE STRICTEST OF CONFIDENCE AND COVERED BY THE DATA PROTECTION ACT.

KERNOW POSITIVE SUPPORT (KPS) CLIENT WELFARE SERVICES RESERVES THE RIGHT TO ISSUE CHANGES TO THE ABOVE POLICY GUIDELINES AS AND WHEN THE NEED ARISE, ALL CLIENTS AND ADVOCATES SHOULD ENSURE THAT THEY HAVE READ THE LATEST EDITION, THIS CAN BE CONFIRMED THROUGH THE KPS OFFICE ON 01208 264866.

Section 6

Other assistance offered

Kernow Positive Support Client Welfare Services can also offer the following:

- Information, assistance and advice on DWP Benefits available to people living with HIV/AIDS.
- Advocacy assistance with other voluntary/statutory organisations.
- An introduction to Social Services.
- Assistance and advice on budgeting schemes available for essential utility bills.
- An introduction to the local Citizens Advice Bureaux, who can assist with debt counselling, liaison and budgeting.
- Introduction to the KPS Client Welfare Fund for Respite, Retreat Weekends and associated expenses.
- Information resources in respect of advocates.
- Advocate training in respect of possible client needs regarding Welfare and frontline support services and related issues.

N.B. KPS Client Welfare Services Officers and Advisors are available for discussion and advice on all aspects of funding, assistance and options available to advocates and their clients. From time to time these officers will be available at KPS Peer Support meetings and/or other meetings/training to update and give advice on changes in respect of our service provision offered within KPS Client Welfare Services.