

Bank  
Workers  
Charity

# How we can help

**Free, confidential and  
independent** support  
when you need it



**Supporting the banking community past and present**



0800 0234 834



hello@bwcharity.org.uk



bwcharity.org.uk

The Bank Workers Charity is the working name of the Bankers Benevolent Fund, a company limited by guarantee in England (No. 19366) and a charity registered in England (No. 313080). Registered office: Salisbury House, Finsbury Circus, London, EC2M 5QQ.

# How we support you



## Our Client Advisers

Our Client Advisers provide advice and guidance, working with clients to identify how best to support them.

Where appropriate, they signpost to supportive organisations, make referrals to our expert partners for specialist support, and can help with grant applications.



## Our Caseworkers

Our Caseworkers support people who are particularly vulnerable, require an in-depth assessment of their needs or require assistance with accessing our services.

They can liaise with organisations on your behalf in helping you claim benefits you may be entitled to, access support from local authorities / welfare providers and other organisations to resolve issues you may be facing.



## Our website

Our website is designed to provide you with guidance and advice on a range of wellbeing issues, from mental health and money management to bereavement and relationship support.

You'll find a variety of apps and online tools on our website - designed to help you manage your wellbeing.

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Neurodiversity

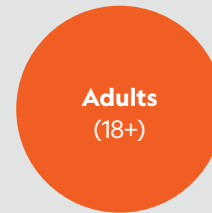
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Other support for adults  
Domestic abuse, money management, and work

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# Mental health



	Expert partner support	Relate	Relate	Vita Health Group Relate
	Apps, tools or online courses	○	Kooth	My Possible Self Stress Check Resilience Check
	Examples of grants available	School activities e.g. class trips and swimming lessons Play therapy Technology e.g. a laptop / tablet and stationery equipment	School activities e.g. class trips and swimming lessons Technology e.g. laptop / tablet	General living expenses e.g. food and household bills Gym membership Alternative therapies (for help with managing a condition or recovering from treatment)

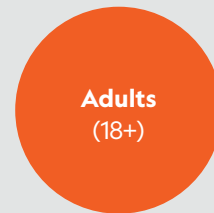
# Relationships



**Children**  
(5-10)



**Young people**  
(11-18)



**Adults**  
(18+)



**Expert partner support**

Relate

Relate

Relate  
Law Express



**Apps, tools or online courses**



Kooth [↗](#)

Retirement planning



**Examples of grants available**

Wellbeing activities and therapies

Wellbeing activities and therapies

Moving costs e.g. removals, rent advance and deposit  
Home starter e.g. furniture and white goods

# Bereavement



**Children**  
(5-10)

**Young people**  
(11-18)

**Adults**  
(18+)



**Expert partner support**

Relate

Relate

Relate

Vita Health Group  
Law Express



**Apps, tools or online courses**



Kooth [↗](#)



**Examples of grants available**

Educational and support grants (for help with accessing laptops / tablets; funding private education, school trips, and bereavement counselling)

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Funeral costs  
General living expenses  
Wellbeing breaks

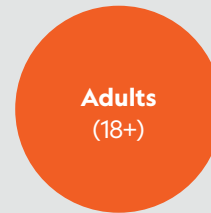
# Disability and caring



**Children**  
(5-10)



**Young people**  
(11-18)



**Adults**  
(18+)



## Expert partner support

Leonard Cheshire  
OT Practice  
Law Express

Relate  
Leonard Cheshire  
OT Practice  
Law Express

Vita Health Group  
Relate  
Leonard Cheshire  
OT Practice  
Law Express



## Apps, tools or online courses



Kooth [↗](#)



## Examples of grants available

Educational and support grants  
Grants for young carer activities or respite breaks  
Mobility equipment e.g. wheelchairs and sensory aids  
Home adaptations  
Assistive technology

Educational and support grants  
Grants for young carer activities or respite breaks  
Mobility equipment  
Home adaptations

Household appliances  
Respite care  
Mobility equipment  
Disability aids  
Home adaptations  
General living expenses  
Transport costs  
Moving costs e.g. removals, a rent advance / deposit

# Neurodiversity



**Children**  
(5-10)

**Young people**  
(11-18)

**Adults**  
(18+)



## Expert partner support

Leonard Cheshire  
Law Express  
The OT Practice

Leonard Cheshire  
Law Express  
The OT Practice

Leonard Cheshire  
Law Express  
The OT Practice



## Apps, tools or online courses



Kooth [↗](#)



## Examples of grants available

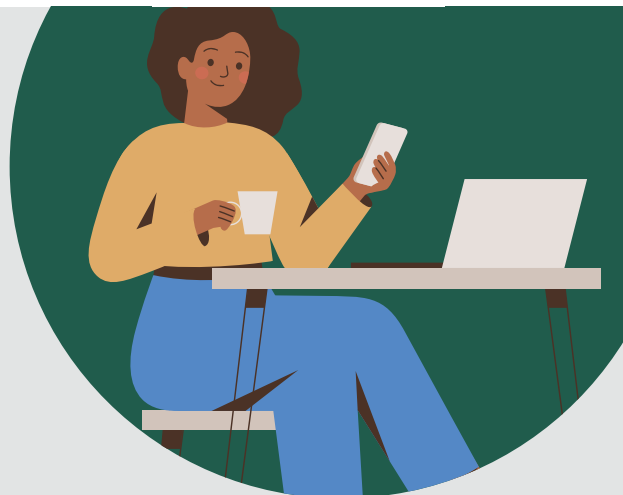
Occupational therapy assessments (if statutory support is unavailable)  
Assistive technology  
Sensory aids  
Home adaptations  
General living expenses

Assessments  
Assistive technology  
Sensory aids  
Home adaptations  
General living expenses

Assessments  
Assistive technology  
Sensory aids  
Home adaptations  
General living expenses



# Other support for adults



**Children**  
(5-10)

**Young people**  
(11-18)

**Adults**  
(18+)



## Expert partner support

Relate  
Vita Health Group  
Law Express

StepChange  
Turn2Us

Renovo  
Law Express  
Leonard Cheshire



## Apps, tools or online courses



Financial Resilience tool  
Retirement planning

Workfriend [↗](#)



## Examples of grants available

General living expenses  
Moving costs e.g. removals,  
a rent advance  
/ deposit  
Clothing

Rent / mortgage arrears (in  
exceptional circumstances)  
Utility arrears  
Bankruptcy fees  
Debt relief orders  
General living expenses

General living expenses  
Education and skill courses

# Client quotes

The help I received from the Bank Workers Charity was invaluable and it came in the moment I needed it more.

Blown away by how prompt and professional the support I received was. I'd been putting off contacting the Bank Workers Charity as I was unsure what to expect but wish I'd contacted them sooner as they've been amazing.

The service is great. I contacted due to phone anxiety and knowing the live chat option was there made it easier for me to get help.

I couldn't commend enough about the help and compassion that I was extended whilst in bereavement.

# Get in touch

Bank  
Workers  
Charity

## Call our Helpline

0800 0234 834

We're open 9am–5pm Monday to Friday  
(except bank holidays)

## Visit our website

[bwcharity.org.uk](http://bwcharity.org.uk)

## Email us

[hello@bwcharity.org.uk](mailto:hello@bwcharity.org.uk)



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TO HELP

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