



ICE BENEVOLENT FUND

REVIEW AND IMPACT REPORT

HOW WE SUPPORTED ICE MEMBERS & THEIR FAMILIES IN 2015

OVER 150 YEARS OF SUPPORT FOR MEMBERS

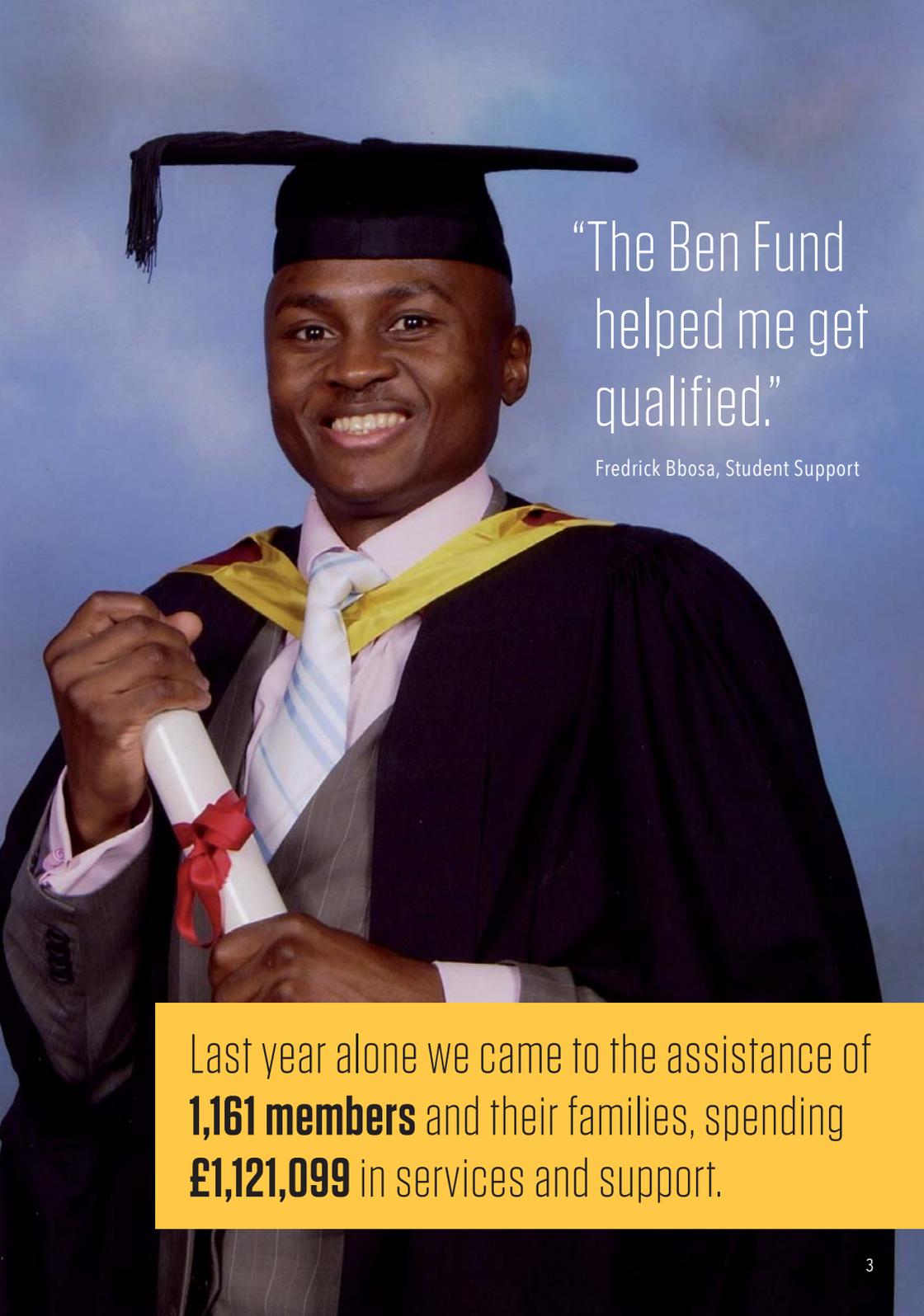
The ICE Benevolent Fund is dedicated to helping ICE members in need of support. It provides help and advice to members, former members, and their loved ones, who find themselves facing hard times.

Our services include:

- Financial assistance and advice
- Back to Work support
- Self-development workshops
- Student support
- Counselling
- Telephone Helpline
- Online wellbeing portal
- Housing in Sussex, UK

The Ben Fund was formed on 20 December 1864. The charity was the brainchild of Sir Frederick Joseph Bramwell, a member and President of the Institution of Civil Engineers, who wanted to ensure fellow members would be supported in hard times. The founding members made donations of about £20 each.

Since the Ben Fund was started we have helped over **31,500** people worldwide.



“The Ben Fund
helped me get
qualified.”

Fredrick Bbosa, Student Support

Last year alone we came to the assistance of
1,161 members and their families, spending
£1,121,099 in services and support.

2015 AT A GLANCE

154% increase

in the number of people supported from 457 in 2014 to 1,161 in 2015.

73% of people

we supported accessed our preventative services, such as the online wellbeing portal and the self-development workshops.

551 members

accessed the online wellbeing portal, visiting 2,717 pages of resources.

Financial planning and personal resilience workshops have proved extremely popular.

98% delegates

would recommend the workshops to others.

Of the **169** members who received benevolence,

88% (148)

were based in the UK and 12% (21) were international members.



“We’ve seen an amazing increase of 154% in members using our services, since expanding our offer and introducing our new eye catching brand.”

Kris Barnett, CEO of the Benevolent Fund

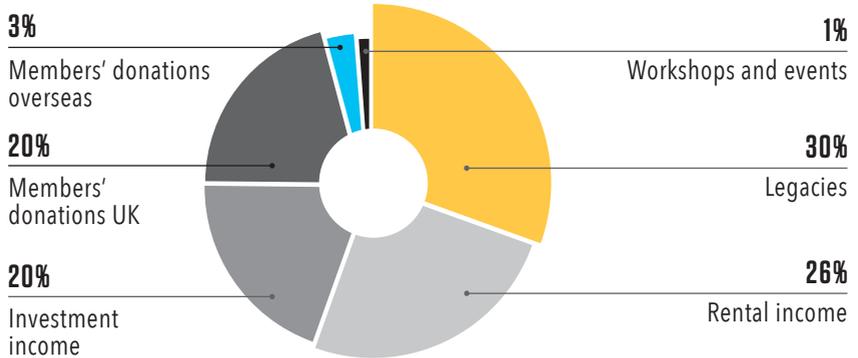
100% of our membership donations

is spent helping members in need of our services and support. We are in a very fortunate position that enables membership funds to be exclusively used to help our beneficiaries, while our organisational costs are covered by alternative income streams.

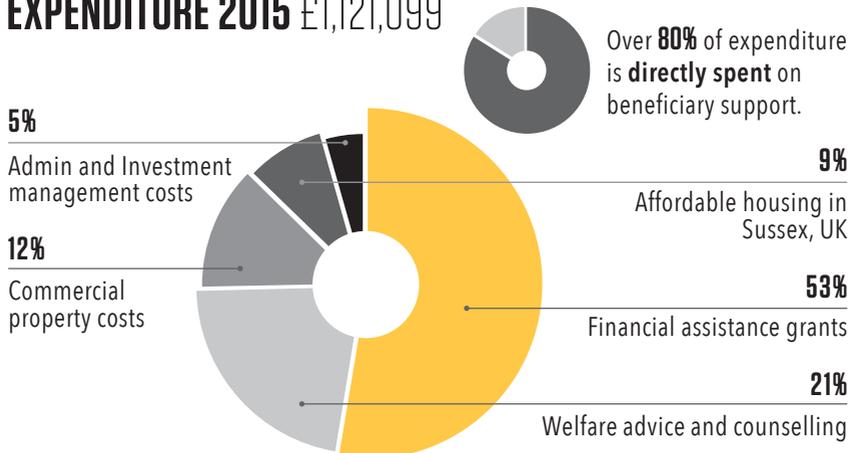
Members' donations
2015: **£361,952**

Grant payments
to members 2015:
£460,469

INCOME STREAMS 2015



EXPENDITURE 2015 £1,121,099



WHO AND HOW WE HELP

Our Caseworker, Lindsay Howell, processed 140 applications, half of which resulted from 220 new enquiries received in 2015.

CUSTOMER SERVICE RESULTS

98% of members surveyed were very satisfied with their level of support and how their application had been processed.

65 new cases of support were opened in 2015.

61%

Ongoing support

39%

New beneficiaries



NEW BENEFICIARIES

We have a fairly even split of helping men and women:

57% men

43% women

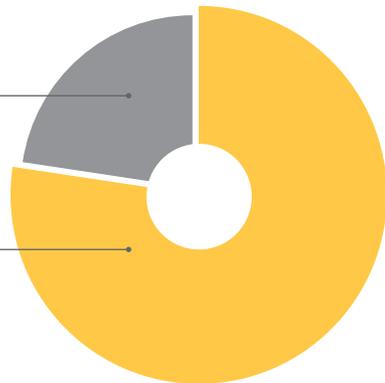
38% of new beneficiaries are under 44 years of age.

23%

Non working age

77%

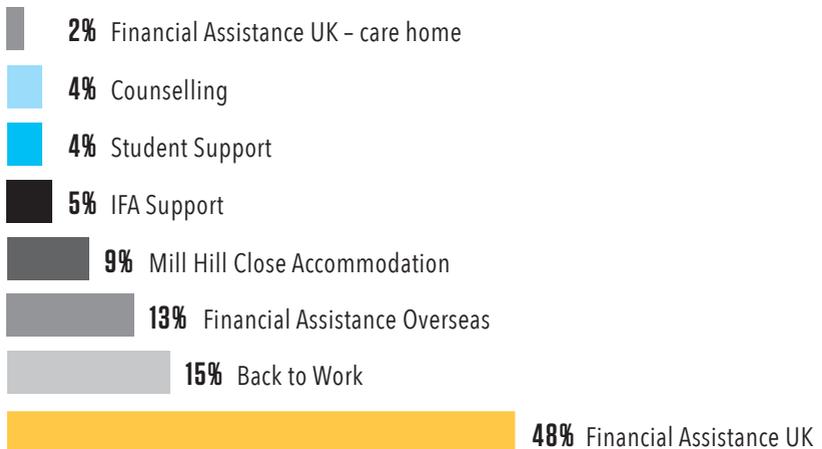
Working age



TYPES OF SUPPORT

Grant payments make up the vast majority of our traditional benevolence support. In 2015, 63% of beneficiaries were given financial assistance.

WHAT TYPE OF SUPPORT IS ACCESSED?

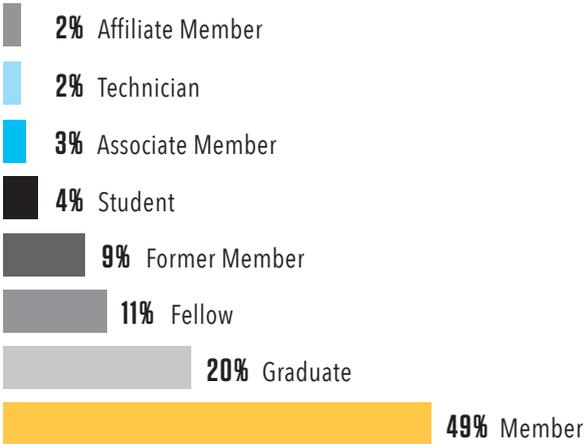


Lindsay Howell, the Ben Fund Caseworker.

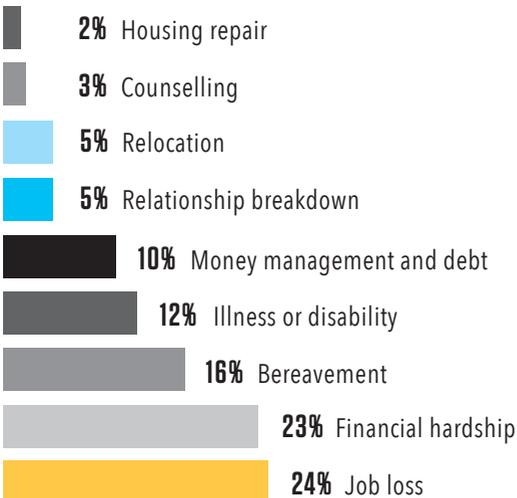
“I am not sure where I would be now if it wasn’t for their generosity, support and ability to be impartial and not judge.”

Support is accessed by all levels of ICE membership. From student member through to ICE Fellow, we are here to help you.

SUPPORT ACCESSED BY ICE MEMBERSHIP GRADE



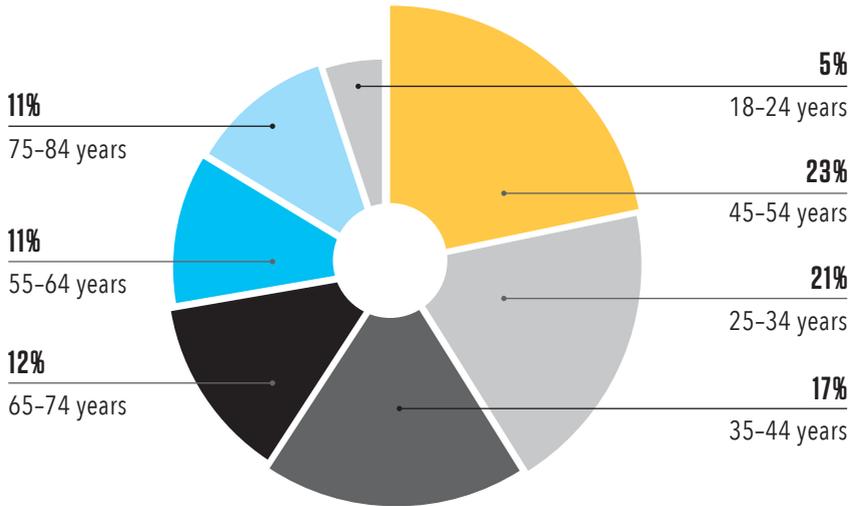
WHAT PROMPTS PEOPLE TO GET IN TOUCH?



47% of people we support approach us because of job loss and financial hardship.

The Benevolent Fund is here to support you from the start of your career, throughout your career path and into retirement.

THE AGES OF PEOPLE WE HELP



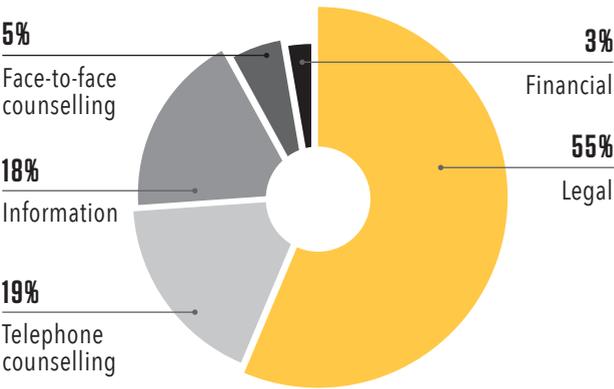
“I was awarded some financial help. I felt like a massive weight had been lifted off of my shoulders and I could breathe again.”

HELP IS ALWAYS ON HAND

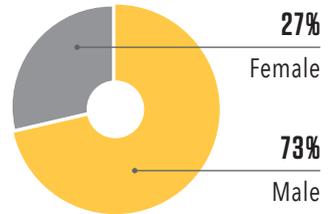
The ICE Benevolent Fund Helpline is a free service available to all ICE members in the UK and abroad. Members can call the helpline 24 hours a day, 365 days a year.

The most common enquiries concerned legal advice, followed by telephone counselling, general information enquiries, requests for face-to-face counselling and financial information requests. To call the UK helpline, dial **0800 587 3428** or **+44 1865 397 497** if you live overseas.

HELPLINE QUERIES



PEOPLE ACCESSING THE HELPLINE



94 members called our 24hr helpline in 2015, an increase of **9%** on the previous year.

“The legal people I spoke to explained everything in simple terms...
...I was very happy with the service which was informative and valuable.”

A Ben Fund Helpline user

ONLINE SUPPORT

Our online Wellbeing Portal is an extensive resource that provides support for members, including wellbeing tips, health calculators and advice on your personal and work life. Users describe it as a “good, easy to use system, which is a relevant resource to modern life” with various “helpful tips and advice.”

HOW OUR MEMBERS USED THE PORTAL

Members used calculators and self-help programmes to assess and improve personal wellbeing. You can log on and browse the resources today at www.icebenfund.com/your-support/wellbeing



551 members accessed the online wellbeing portal, visiting a total of 2,717 pages.

80% of those surveyed would recommend the portal to others.

BUILDING FINANCIAL AND PERSONAL RESILIENCE

We've had an excellent response to our new workshops that help members to build their personal and financial resilience for the future.

The workshops provide practical advice that helps to equip individuals to deal with life's challenges. Some topics can also contribute to a member's continuing professional development record.

Workshop topics:

- Lifetime financial planning for early and mid-career
- Personal effectiveness and resilience
- Pre-retirement planning



283 members engaged in **24** workshops across **8** regions.

98% of attendees would recommend the workshops to others.

The new workshops are proving to be a popular planning tool for members.



“I thought the workshop was absolutely brilliant, even better than I’d hoped. It’s fantastic that this new resource is available to ICE members. I feel it will help me in all aspects of my life – lots of practical techniques.”

SUCCESS STORIES FROM OUR BENEFICIARIES

HELPING AT TIMES OF ILLNESS AND DEBT



Sophia had to take time off work due to treatment of cancer of the parotid gland and had accumulated financial commitments which were causing her a great deal of worry

and were insurmountable. After reading a Ben Fund email, she decided to apply for assistance.

“I wasn’t sure if I was going to get help, as I thought it was for people out of work or with serious injury, but since I was really struggling, I had to give it a go.”

EASING FINANCIAL BURDEN

Mark and his partner were finding life difficult following the birth of their twin boys and the additional financial demands this created. Mark was struggling to pay off debts and kept finances quiet to start with, as he didn't want his partner, who was also suffering from health problems, to worry.

Sophia has a good career and a strong work ethic and simply needed one-off financial assistance to set her on the right path. The Ben Fund’s IFA helped her re-organise her finances and she was awarded a one off grant. She also attended the Ben Fund’s early career financial planning workshop.

“The workshop was so useful, I learnt so much especially how to save, plan for the future and stay out of debt.

I thank the Ben Fund so much for their support. There’s no way I would have been able to come out of this situation without their help.”

“I was feeling like a failure as a dad and a provider. I felt really uneasy about asking for help and admitting my failures but I encourage anyone struggling to contact the Ben Fund.”



A BETTER WAY TO LIVE

Sofiane Merdaci, a graduate member, originally approached the Benevolent Fund for help in finding a civil engineering job. Leigh Jones, one of our Benevolent Fund Visitors, met with the family to see how we could help. Leigh provided advice and support and mentored Sofiane whilst he was on the Back to Work programme. Sofiane is now employed for VolkerFitzpatrick.

Sofiane, his wife Kinga and their two children Anass (4yrs) and Safiya (2yrs) were living in a one bedroomed flat in London. Through the Ben Fund they were able to move into one of our two bedroom homes at Mill Hill Close. Their new home is easy commuting distance from London, and with lower rental costs the family were able to save money.

IMPROVING THE WELFARE OF ALL THE FAMILY

Andy's son Ben, has MEF2C, which causes delayed development and severe autism. He has no sense of danger and will frequently sit up rapidly and unexpectedly from a deep sleep and start to rock or bounce in his bed. This is manageable at home, as Ben has a high sided bed which keeps him safe.

However, holidays and staying away from home used to be very difficult. On holiday Ben needed to share a bedroom with his parents or sleep on a mattress on the floor. Helen or Andy would have to sit and comfort Ben for a few hours every night until he was fast asleep. Knowing he could wake up at any point meant they would not sleep well, leading to sleep deprivation.



“Thank you for your generous award. The ICE Benevolent Fund changed my life to one I would not have dreamt of: helped me step into the world of the construction industry and live in a beautiful home. Thank you, I hope one day to help others, as you have helped me when I needed your financial support.”

With funding from the ICE Benevolent Fund the family bought a travel pod. The gift has given the whole family a better quality of holiday, knowing Ben was safe even if he awoke suddenly, and giving him a safe place where he could fall asleep without the need to be watched continually.



“I would like to thank all the team at the ICE Benevolent Fund and all the members of the ICE for the funding. It has helped Ben and the rest of the family greatly.”

BUILDING ON A SOLID FOUNDATION

Our focus has always been to channel as much money as possible into the support of those who need our beneficiary services. This year we achieved another major step forward in that objective.

We invested in new apartments built on our own land at Mill Hill Close. These realised £153,576 in new rental income from commercial tenants which was enough to finance a substantial proportion of our head office costs and overheads. This means that every single pound donated by ICE members now goes to help those most in need of support. We also completed the double glazing in our original 1940's properties, which has been greatly appreciated by our beneficiary tenants.

We installed **double glazing** in many of our original 1940's properties during 2015:

“The lounge is so much warmer.”

“Job well done – gas consumption reduced.”

Right: New development of 11 x 2 bed apartments and 3 x 1 bed apartments.





£153,576 income collected
from new housing.

SPREADING THE WORD

We've been working hard to let our members know more about services such as our financial assistance in difficult times, housing support, job training to help members get back to work, and how we can help in times of mental or physical illness or in the event of family trauma or bereavement.

As part of our drive to increase awareness of all our services to members, we were really excited to launch two new information videos this year. The films have been played over 3,000 times and we've had lots of really positive feedback. So if you haven't seen them yet you can watch them by following the link vimeo.com/icebenfund/beingacivilengineer and vimeo.com/icebenfund/hellosuperhero

“Another useful tool in your constant endeavour to get the message heard.”



Our new video has an interesting twist that brings home the importance of supporting our work.

OUR WONDERFUL SUPPORTERS

Over 70 people attended our Visitor and Trustee training day in London, where volunteer supporters found out more about our services and practice.



“The Ben Fund makes a massive impact to turn people’s lives around. I’ve been a visitor for 3 years now and have dealt with a number of members experiencing distressing personal situations. The outcomes following support have all been positive and the experience has been personally very rewarding.”

Leigh Jones, Ben Fund Visitor

“I’ll never forget what Leigh did to help me out.”

Sofiane Merdaci, an ICE graduate member

28% increase in Just Giving donations.

154% increase in the use of our services by members.

Our Trustees and volunteer visitors donated around **48 weeks** of their time in 2015, visiting, advising and supporting our beneficiaries.

A BIG THANK YOU!

Thank you for your donations. With your help we are able to improve the lives of so many members who need our support. 100% of your donations go towards helping ICE members in need. Some of our supporters told us why they donate to the Ben Fund:

"I know of applicants to the Benevolent Fund who, without the support, would have less of a quality of life due to unexpected and sudden adverse circumstances."

"A lot of people donating a small amount make a big difference."

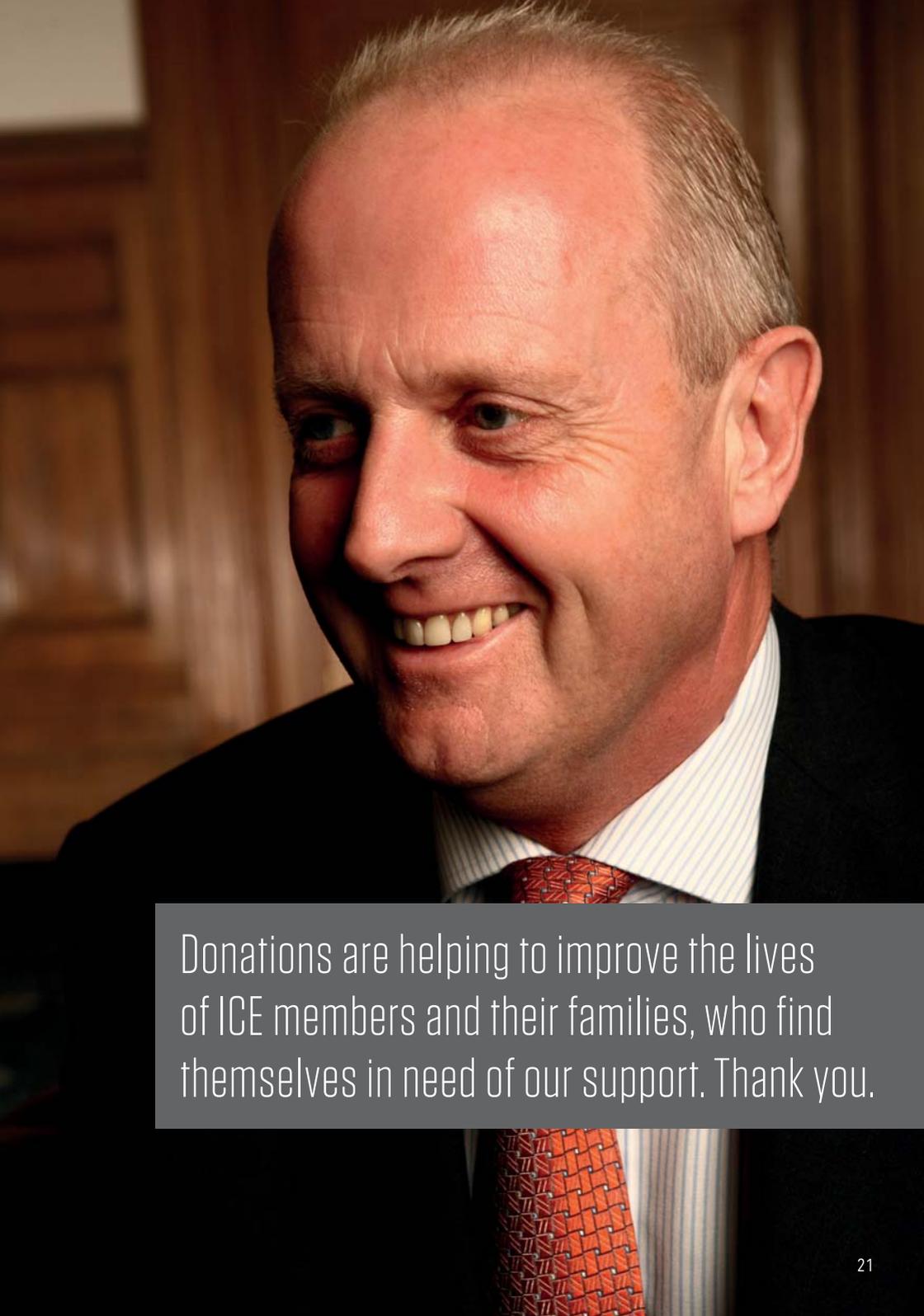
"None of us are exempt from accident, unemployment and illness. It could be me."

"It is a simple act of supporting individual engineers and their families."

"The Ben Fund changes lives, in many ways, when they really need this help most."

"Civil engineers are very generous in their donations to the Ben Fund. It's up to the Trustees to make sure it's well spent – whether that's assisting ICE members at a time of great need, or providing courses that help them plan their lives, finances and retirement."

David Orr CBE, FEng, FICE
Chair of the ICE Benevolent Fund, 2015
Past President of ICE
(pictured right)



Donations are helping to improve the lives of ICE members and their families, who find themselves in need of our support. Thank you.

WAYS TO DONATE

You can make a donation to the Ben Fund via Just Giving at www.justgiving.com/ice. Alternatively, contact the Ben Fund on **01444 417 979** to set up a standing order. You can also make an annual donation alongside your annual ICE subscription.

WHY DONATE EACH YEAR?

The Ben Fund operates as a separate charity to ICE and does not receive any proportion of a member's subscription. However, you can donate to the Ben Fund at the same time you pay your ICE subs.

Please ensure that the voluntary donation to the Ben Fund is included on your subscription invoice. A minimum donation of £10 is suggested. To help make the money go even further please ensure you have opted to pay gift aid on the donation.

DONATION POLICY

All donations received from ICE members are awarded to beneficiaries in the same year.

Thank you for your support! Visit our website if you wish to donate today: www.icebenfund.com/donate

31,400 members donated to the Ben Fund this year which is an extra **900** members donating than the previous year. Just Giving donations increased by **28%**.

GET IN TOUCH

ICE Benevolent Fund Head Office

5 Mill Hill Close
Haywards Heath
West Sussex RH16 1NY

Telephone +44 (0) 1444 417 979

Email info@icebenefund.com

Office hours Monday – Friday, 8.45am–5.00pm

Free 24hr helpline 0800 587 3428

Free overseas 24hr helpline + 44 1865 397 497

Free online wellbeing portal www.icebenefund.com/your-support/wellbeing

Twitter twitter.com/ICEBenefund

LinkedIn www.linkedin.com/company/ice-benevolent-fund

Facebook www.facebook.com/icebenefund



Head office team (left to right) Val Colville, Kris Barnett, Lindsay Howell, Samantha Payne, Marie Taylor.



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