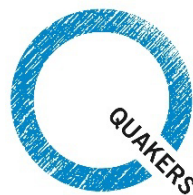


Central England Quakers

**THE PASTORAL FRIENDS’
HANDBOOK**

A GUIDE TO SOURCES OF HELP AND ASSISTANCE



Revised April 2026

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Area Meeting Office

The Area Meeting Administrator works Monday to Friday 9-1.30.

The office phone number is:

 0121 236 2644

(the answer phone is on all the time)

and you can e-mail:

 admin@ceaqm.org.uk

The address is:

Central England Quaker Area Meeting Office, 41 Bull Street,
Birmingham, B4 6AF

Website, Newsfeed and Area Meeting Policies

The Area Meeting website is www.centralenglandquakers.org.uk. You can subscribe to the weekly newsfeed towards the bottom of the home page.

At the bottom of the home page is a section in dark grey. Here you can access the Area Meeting policies and guidance in the areas of property, finance, privacy and data protection, safeguarding and employment. The Trustees Annual Report and Accounts can be accessed in the 'Policies' section. In the 'For Quakers' section you can access the Area Meeting minutes and see what IT and outreach resources can be borrowed from the Area Meeting Office.

Welcome to the Central England Quakers Pastoral Friends' Handbook

1. Appointment of Pastoral Friends

The names of new Pastoral Friends are suggested by Local Meetings and appointed by Area Meeting, usually to serve for a three year term. Area Meeting minute 2024.123 says *'Among this wide range of views and experiences, there is a sense that we as an Area Meeting can trust Local Meetings to discern who in their meeting has the gifts and sense of responsibility to serve as Pastoral Friends. Therefore, if a Local Meeting feels that an attender is suitable to serve in a pastoral role, we as an Area Meeting will treat this nomination as we would the nomination of a member.'*

When the term of service of a Pastoral Friend is coming to an end, the Area Meeting Administrator will contact the Local Meeting asking them to suggest the name of a Pastoral Friend to serve. A list of all elders and pastoral Friends is held by the Area Meeting administrator and shared with members of Area Meeting nominations committee.

2. Role of Pastoral Friends

Pastoral Friends are tasked with the care and welfare of those attending their Local Meeting, to the best of their ability. A comprehensive account of the duties of Pastoral Friends can be found in *Quaker faith and practice* Chapter 12 and specifically 12.13 a - q. (Note: All references in this handbook to *Quaker faith and practice* are to the fifth edition.)

Quaker Faith and Practice 12.13 is entitled 'Eldership and Oversight.' Area Meeting minute 2022.101 reads as follows: *'Following a request from Meeting for Sufferings we have asked our Local Meetings to consider changing the name of Overseer and we have heard from seven of them. Four have adopted 'Pastoral Friend' instead (BOU, BUL, COT, WAL); one refers to its 'Pastoral Care Group' (COV), and another to its Pastoral Support Group (WAR). The seventh (SUT) chose Pastoral Carer initially but subsequently decided on Pastoral Friend, making five LMs that have adopted that terminology. Our Elders and Overseers Support Group has been renamed Elders & Pastoral Friends Support Group.'*

12.13 Eldership and Oversight

Responsibilities of oversight

Some of the responsibilities listed here may be carried out by elders, or by specially appointed groups or committees, but it is important that overseers should see that they are fulfilled. It is laid upon overseers:

- a. to encourage attendance at meeting for worship and to make sure that newcomers to the meeting are welcomed and introduced to other members of the worshipping group;*
- b. to encourage members to attend meetings for church affairs whenever possible and to take their rightful part in them;*
- c. to make opportunities for Friends and attenders to get to know one another so that their diverse needs can be discovered and so that all will become aware of their gifts and experience, which may be of service to the meeting and to the Society – to be valued and needed is an enrichment for all concerned;*
- d. together with elders, to take particular care of the needs of enquirers and attenders;*

- e. *to meet regularly to ensure that the pastoral needs of everyone associated with the meeting are being noticed; to check the membership list frequently, not only for accuracy but also in order to cover unmet needs – each child and young person should be considered as an individual and not solely as a member of a family group;*
- f. *together with elders, to exercise care over the children and young people associated with the meeting, whether in membership or not, and to see that suitable activities are arranged (see also [12.12.i](#)); to encourage them, where appropriate, to take part in gatherings arranged for young people at local or national level, consulting with parents when appropriate;*
- g. *to make opportunities to talk with young people whose parents have brought them into membership about whether they wish to confirm it; at this stage they, and young attenders, may like to address a personal application to the area meeting and to be visited in the usual way; some may, at this point, wish to resign from the membership acquired for them by their parents (see also [11.17–11.19](#));*
- h. *to give advice and information about how to apply for membership both to attenders and to parents who may wish to apply on behalf of their children; some attenders, either through shyness or because of a feeling of unworthiness, may be holding back from seeking membership – they may need encouragement to apply to the area meeting; it will be helpful to remind them that the letter of application to the area meeting clerk need not necessarily be more than a statement of the wish for membership, and that when they meet with the Friends appointed as visitors there is opportunity for asking*

- questions and exploring matters of faith rather than examining fitness for membership (see also [11.10](#));*
- i. to visit members and attenders who have recently joined the meeting or moved into the area and to visit new-born babies; to see that the regulations on notices of change of address ([11.23](#)) and certificates of transfer of membership ([11.26](#), [16.52](#)) are promptly attended to and that certificates are applied for when not duly received; to advise the area meeting on the acceptance or non-acceptance of certificates of transfer;*
 - j. to encourage caring friendship within the Quaker community: should difficulties between Friends arise, overseers may be able to offer help at an early stage so that misunderstandings may be resolved; overseers are encouraged to make opportunities to talk privately with a Friend whose behaviour and manner of life is inconsistent with a Quaker witness, to explore underlying causes and endeavour to restore harmony (see also [11.32–11.35](#));*
 - k. to send recommendations to the area meeting for the termination of membership in accordance with [11.31–11.35](#), once every effort has been made to follow up those who have drifted away from the meeting or have not been heard from for several years;*
 - l. to ensure that young members and attenders living away from home are cared for and made welcome; to maintain contact with Friends residing abroad or in other parts of the country;*
 - m. to advise local treasurers, collectors or finance committees, as appropriate, which members and attenders should and which should not receive contribution schedules;*
 - n. to advise Friends who are in financial difficulty or who need help with education or training of their children about ways of*

- obtaining assistance; to ensure that financial help is available, where this is needed, to enable Friends to attend meetings for church affairs and to accept appointments connected therewith;*
- o. to make sure that those intending to marry understand the principles on which the Society's usage is based and to refer them to the registering officer (see [16.19](#), [16.03](#) and [16.12](#));*
 - p. to see that sick people and elderly people, whether in their own homes, in hospital or in sheltered housing, are visited and cared for; to seek means of alleviating financial hardship; where overseers become aware that an elderly person is no longer able to look after herself or himself, it may be appropriate to offer help in consultation with the person concerned and any relatives or others involved: overseers should try to be aware of the statutory and voluntary provision of residential and other care in their locality, including Quaker homes;*
 - q. together with elders, to respond to the needs of the bereaved at time of loss; to provide comfort and sympathetic listening, however grief may be expressed.*

It is advised that overseers keep minutes of their meetings.

On the participation of overseers in meetings for clearness concerning intentions of marriage see [16.38.b](#), and in other meetings for clearness see [12.22](#)–[12.25](#). See also [12.10](#).

This handbook attempts to give Pastoral Friends some useful information about the Area Meeting and should help them to carry out their duties. Corrections, additions or comments should be sent to the convenor of the Elders & Pastoral Friends' Support Group or to the Area Meeting administrator.

3. Elders and Pastoral Friends Support Group

Members of Elders and Pastoral Friends support group are appointed by Area Meeting, usually to serve for three years. A clerk is chosen from among their number. Names to serve on this committee are suggested by the Area Meeting nominations committee from the Area Meeting list of elders and pastoral Friends. It is hoped that all Local Meetings are represented, or in the event that a representative can not be found, then the Local Meeting will choose a correspondent to keep in touch with the committee and enable a two-way flow of information.

Duties and tasks: The committee shall support Area Meeting Elders and Pastoral Friends by responding to requests for help; by identifying issues; by organising events for Elders and Pastoral Friends, separately or together, within the AM; by facilitating intervisitation and communication between local meetings, and otherwise as led. Support is particularly offered at the beginning of a period of service as Elder or Pastoral Friend. The committee receives and considers Memorial Minutes and recommends editorial work and forwarding of these as Testimonies to the Grace of God in the life of...to Yearly Meeting as relevant.

4. Membership Lists and Membership Matters

Quaker faith and practice 4.10 f & g; 11.38-40

Data leads are expected to keep the contact details of the members and attenders of their Meeting up to date, this may require the support and assistance of Pastoral Friends. The Area Meeting administrator is responsible for keeping the Central England Area Meeting list of members and attenders up to date,

and for producing address books from time to time. They rely for this on data leads informing the office of any changes of address, e-mail and telephone number(s). Data protection procedures should be observed.

See the Data Protection Policy of Central England Area Quaker Meeting <https://centralenglandquakers.org.uk/policies/privacy/>

a. Change of address

Quaker faith & practice 11.20 - 22

Please inform the AM administrator of any changes of address. The change of address can be printed on the Area Meeting record sheet for the next Area Meeting so that Friends can update their membership lists if consent for this is given.

The AM administrator will ensure that the Local Meeting data lead and convenor of Pastoral Friends is aware of the change of address. Where the change of address is to outside the Area Meeting, Pastoral Friends should make contact with the Area Meeting to which the Friend has moved.

b. Internal Transfer

An internal transfer is one in which a Friend transfers from one Local Meeting within Central England Area Meeting to another Local Meeting also within Central England Area Meeting. Either the Friend themselves, or the convenor of Pastoral Friends at the old or new Meeting, should inform the AM administrator of their wish to transfer to a new Local Meeting within Central England Area Meeting. This is recorded on the record sheet at the next Area Meeting.

c. The Area Meeting List, 'Unattached List'

Some Friends are members of Central England Area Meeting but do not wish to be listed with a particular Local Meeting. They are said to be on the 'Area Meeting List', often referred to as the 'Unattached List.' Sometimes Friends will request an internal transfer from a Local Meeting to the Area Meeting List or from the Area Meeting List to a Local Meeting. This is usually recorded on the Record Sheet at the next Area Meeting unless circumstances make this undesirable.

d. Transfer of Membership to Another Area Meeting

Quaker faith & practice 11.23 - 27

Requests for a transfer to another Area Meeting should be sent to the AM administrator. This can be done by the Friend concerned, or by the Local Meeting clerk or convenor of Pastoral Friends. This will be recorded on the record sheet at the next Area Meeting as a transfer out request. The AM administrator will deal with the forms relating to the transfer of membership. Once the transfer is completed, and the Friend has been welcomed into membership of their new Area Meeting, it will be recorded on the record sheet at the next Area Meeting as Transfer Out Confirmed.

e. Transfer of Membership into Central England Area Meeting

The usual procedure is for the Friend to contact the Area Meeting of which they are a member, requesting that their membership is transferred to Central England Area Meeting. That Area Meeting will then send a certificate of transfer to the Central England Area Meeting office. However, if the Friend contacts the AM

administrator directly, then the AM administrator can contact the Area Meeting of which they are a member on their behalf if desired. Once a certificate of transfer has been received, this will be recorded on the record sheet for the next Area Meeting as Transfer In and the Friend can be welcomed into membership of Central England Area Meeting. The AM administrator will ensure that Pastoral Friends and the data lead at the Local Meeting attended by the Friend are aware of the transfer process.

f. Deaths

Quaker faith & practice 11.40

Please inform the AM administrator of the name, age and date of death. The AM administrator can then inform LM clerks of the death. They can also inform LM clerks of the arrangements for funerals or memorial meetings so that Friends across the Area Meeting can be informed.

g. Applications for membership

Quaker faith & practice 11.04-19

Helping attenders into membership of the Religious Society of Friends is an important part of the work of Pastoral Friends.

The attender moving into membership of the Religious Society of Friends should approach a local Pastoral Friend.

Pastoral Friends should either encourage the individual or counsel delay and advise on alternative action for the attender such as study, attending other Local Meetings, courses, reading etc.

When the attender decides to proceed, they should write a short letter or email to the Area Meeting clerks. The AM clerks will check

if local Pastoral Friends support the application and then will write back to the applicant, acknowledging receipt and explaining the membership process.

Pastoral Friends will be asked to forward the name of a Friend from their Meeting to be one of the two people appointed by Area Meeting to visit the applicant. Nominations Committee needs to know if this will be their first visit so that a more experienced Friend can be nominated as the second visitor.

It would be helpful to Nominations Committee if a few brief details about the applicant are made known, with the applicant's permission, such as age, marital status, background, involvement within the Society. Visitors should attend the Area Meeting at which the application is considered.

In exceptional circumstances Pastoral Friends may go straight to Area Meeting with a recommendation to recognise an attender as a member without being visited. Elders & Pastoral Friends Support Group is able to advise local Pastoral Friends on such matters.

For an applicant under 16, Area Meeting may dispense with one or both visitors. The written support of one or both parents and the support of the Local Meeting will be needed.

h. Termination of Membership

Quaker faith & practice 11.31

The decision to initiate the termination of a Friend's membership should not be lightly undertaken. It recognises that a Friend has not been part of our fellowship for a long time. In some cases, contact has been lost. In these cases, vigorous efforts should be

made to re-establish contact before instituting the procedure. The procedure is initiated by local meeting Pastoral Friends or, exceptionally by Elders & Pastoral Friends Support Group (for example in a case involving a Meeting which has subsequently closed or where a Friend is on the Area Meeting (unattached) list). The final decision is made by Area Meeting in session. Area Meeting will want to know the background and reasons for termination.

Area Meeting minute 85/199 reads in part: *"It is suggested that since we have no means of knowing whether or not letters reach their destination, in future final letters to Friends enquiring as to their interest in the Religious Society of Friends should be sent by recorded delivery. We agree to this."*

i. Resignation of Membership

Quaker faith & practice 11.30 & 11.36

When a Friend wishes to discontinue their membership they will usually write either to the clerks of Area Meeting or to the clerks of their Local Meeting.

The Area Meeting clerk will acknowledge receipt of the letter and will consult with the Pastoral Friends at the Local Meeting as to the next steps. The matter will normally be referred to Area Meeting in session.

5. Tabular Statement

Once a year, by 31st January, the Area Meeting administrator returns the tabular statement for Central England Area Meeting to Britain Yearly Meeting. In preparation for this, a letter is sent out

to Data Leads in November or December each year asking them to check the list of attenders and children for their Local Meeting. Data leads may ask for the help of Pastoral Friends with this task. Attenders and children not in membership can be added to or removed from the list but members can only be removed by a minute from Area Meeting recording a transfer out to another Area Meeting, a resignation of membership or a termination of membership.

The question “Who is an attender?” is often asked. *Quaker faith & practice* 11.38 gives the definition ‘An attender is one who, not being a member, frequently attends a specific meeting for worship.’

6. Support for Area Meeting Nominations Committee

Friends to serve on the Area Meeting Nominations Committee, usually triennially, are suggested by their Local Meetings and appointed by Area Meeting. It is important that those appointed should know the gifts and abilities of individual members and attenders, especially in their own Meeting. To this end Nominations Committee representatives may ask those in their Meetings to complete forms giving previous Quaker service and relevant experience. These forms are confidential to Nominations Committee. Pastoral Friends may be asked for their help in the nominations process.

7. Events for enquirers, attenders and new members

From time-to-time meetings, courses and events of particular interest to enquirers, attenders and new members may be held. Pastoral Friends should encourage enquirers, attenders and new members in their Local Meetings to attend.

8. Support for Children, Young People and Families

a. Births

Pastoral Friends of the Local Meeting should consider what appropriate arrangements should be made to welcome the baby. Pastoral Friends or data leads should also notify the Area Meeting office of the names of the parent(s) and the child, with the date of birth. As Area Meeting usually conveys a welcome it is helpful if guidance is forthcoming from Pastoral Friends about whether a visit or letter would be more appropriate.

b. Books for Children and Young People

Pastoral Friends should make sure that young people in their Local Meeting are given a copy of Quaker Faith and Practice on their 16th birthday. They may wish to consider gifting other books to children and young people on particular birthdays or at particular events.

c. Events and Activities for Children, Young People and Families

Area Meeting Children and Young People's Committee organises activities and events for children, young people and families,

including the Area Meeting youth group. To help them in this task, Local Meeting Pastoral Friends or Data Leads should let them know about children in their meeting and encourage children, young people and families to attend events.

9. Marriages

...‘every meeting has a pastoral responsibility for the care of all marriages within it, whether of members or attenders, whether both spouses are active in the meeting or only one, whether they were married at that meeting or another, whether they were married according to the usage of Friends or in some other church or faith or by the civil authorities. In joining in marriage, a couple commit themselves not just to one another but to all around them, and every meeting must reciprocate that commitment. All within a meeting must prayerfully uphold its married people and their marriages’. Quaker faith & practice 16.12

For information about Quaker marriages see *Quaker faith & practice* Ch. 16, Quaker marriage procedure, and contact the Registering Officers for Central England Area Meeting. The AM administrator can be contact for details of the Registering Officers, for 2025 these are Wendy Edwards and Sarah Jones.

10. Funerals, Funeral Wishes and Bereavement

a. Funeral Arrangements

Funeral arrangements are made by elders and funeral advisers of the Local Meeting, in conjunction with the family.

Quaker faith & practice Chapter 17 refers to Quaker funerals and memorial meetings. The leaflet 'Quaker Funerals' is available from the Area Meeting office or can be downloaded from the BYM website <https://www.quaker.org.uk/communities/quaker-worship/funerals-1>

On the same webpage is a form for recording funeral wishes.

b. Caring for the bereaved

Supporting bereaved Friends is always a real challenge and one that Meetings should consider carefully. Bearing in mind that not everyone's needs are the same, think about the following:

- How can you make an opportunity to listen to what the needs of anyone bereaved are?
- Can your Quaker community offer care and support to a person or people who you may not be in contact with face-to-face? If there is more than one person in the affected household, can you offer them support which is tailored to their individual needs?
- Can you arrange a daily or regular call or conversation with someone in your eldership and pastoral care group?
- Can you arrange daily worship in a small group?
- In what way can you be alongside anyone bereaved?
- Is there someone who can offer some practical support such as liaising with the funeral director
- Could someone prepare food and take it to their home?

c. Organisations Providing Support

Cruse Bereavement Care <https://www.cruse.org.uk/> 0808 808 1677

Winston's Wish (support for bereaved children)

<https://winstonswish.org/> 0808 802 0021

Lullaby Trust (death of a baby)

<https://www.lullabytrust.org.uk/bereavement-support/> 0808 802 6868

SANDS (stillbirth and neonatal death) <https://www.sands.org.uk/>
0808 164 3332

11. Mental Health Support

The Quaker Mental Health Fund works to support mental health work, witness and awareness and gives grants to individuals to support them to receive treatment or care

<https://www.quakermhfund.uk/>

Mind can provide information and support

<https://www.mind.org.uk/>

12. Conflict in Meetings

Quaker Faith and Practice 10.21-10.24

Sources of support include:

The Elders and Pastoral Friends Support Group

The safeguarding team, currently Sarah Barker, Tricia Bradbury and Carole Pannell sarah.barker@ceaqm.org.uk

The Local Development Worker, currently Hilary Topp

hilaryt@quaker.org.uk

Quaker Listening Spaces <https://restoringrelations.org/quaker-listening-space/>

13. Support for Older Friends

Oak Tree House

Oak Tree House comprises 16 single self-contained flats and two double flats on two floors

Oak Tree House, 153 Oak Tree Lane, Birmingham, B30 1TU.

☎ 0121 245 1002

<https://www.sjmt.org.uk/oak-tree-house>

The Woodlands and Woodlands Paddock, Wolverhampton

There are places for 30 residents in the Woodlands, and 25 flats at the Woodlands Paddock. There are also 9 beds for older mentally infirm people. Apply to:

The Manager, The Woodlands, 434 Penn Road, Wolverhampton,
WV4 4DH.

☎ 01902 341 203

woodlandsquakers@btconnect.com

<https://www.woodlandsquakerhome.org/>

Resources Directory for Older People

The *Resources Directory for Older People* is a digest of national and regional information for older people and their carers. It was updated in August 2025 and copies are available on the CEQ website in the Eldership and Pastoral Care section or from the Area Meeting administrator.

Quaker Grant-giving Trusts and Funds

Central England Area Meeting Bursaries Committee

This committee gives grants to support members and attenders going on courses, conferences and similar events (e.g. Yearly Meeting) intended to promote individual spiritual growth and the spiritual life of our Meetings. This is different from training for Friends undertaking specific Quaker roles, appointed via the Area Meeting nominations committee, for which Area Meeting provides full funding. Applications should be sent to the convenor of Bursaries Committee or via the CEQ office by local Meeting Pastoral Friends, with a minute recording their support. Normally, bursaries committee will pay 25% of the cost and the local Meeting a similar amount. However, they have discretion to pay a larger proportion of the costs in individual cases where Pastoral Friends consider that more help is needed, or where the local Meeting is unable to give as much financial help themselves.

The Charities of Susanna Cole and Others

The Susanna Cole Trust is primarily concerned with providing financial help for Friends and attenders in Central England Area Meeting who, after receiving all statutory benefits for which they are eligible, still have difficulty in meeting their domestic running costs, rents or accommodation fees, or are unable to afford necessary convalescence, recreation or help in their home. Preference is given to those with small children, those who are seeking education or retraining and those who are retired on inadequate pensions.

Applications should be sent to the Secretary of the Susanna Cole & Others Trust, via the CEQ office and must be supported by a letter

from the Pastoral Friends of the applicant's meeting. The trust will also consider applications for grants from institutions associated with Central England AM or committees of the AM which it sees furthering the objectives above. Grants are usually in the range £250 to £500.

BYM Grants for Friends of Any Age

Hope Grants are available for members or attenders who are unemployed or unable to make a living wage. **Adult Education Grants** are available for continuing education as a mature student. **Prospect Grants** support the move from unemployment to self-employment. Details can be found at <https://quaker.org.uk/our-work/grant-making> grants@quaker.org.uk

BYM Grants for Young Adult Quakers (18-35)

These include the **BYM Financial Relief Grant**, **Quaker Events and Learning Grant** to support with the cost of attending courses and events and the **Living Adventurously Grant** to support young adults in service they feel led to do as part of their Quaker witness. <https://quaker.org.uk/our-work/grant-making> youngadultgrants@quaker.org.uk

Pollard and Dickson Trust

Hardship grants are to help members and attenders who are unable to meet their essential living expenses.

<https://lqpt.org/pollard-and-dickson-trust/>

William Gunn's Charity

This charity exists to support members of the Religious Society of Friends who are in financial need. <https://williamgunnscharity.org> They cannot promise on-going payments but Friends may apply as often as is necessary. All applications require support from a Pastoral Friend. <https://williamgunnscharity.org/>

Quaker Mental Health Fund

This provides grants of up to £1000 to individuals to support mental health www.quakermhfund.uk

The George Gorman Memorial Fund

Supports young Quakers aged 16-35 with educational course fees, creative arts projects, time-limited voluntary work, attendance at QUNO summer school, international travel – visiting other Quaker communities around the world, attendance at conferences or courses. <https://ggmf.weebly.com/> ggmf@hhq.org.uk

The Francis Camfield Trust

The Trust aims to support individual Friends in need engaged in witnessing to Christian and Quaker testimonies. This is usually in the form of help with travel and other costs to Friends in the course of their ministry, rather than education or training costs. <https://www.quaker.org.uk/our-organisation/book-of-meetings/quaker-groups/the-francis-camfield-trust>

Soothern and Craner Educational Foundation

The foundation exists to help with the education of girls and young women under the age of 30 living within the city of Coventry. www.soothernandcraner.org.uk

Quaker Schools

Enquiries regarding bursaries for Quaker schools should be made to the schools concerned.

Glenthorne Quaker Centre

Glenthorne Quaker Centre operates a bursary scheme for those in need due to age, ill health, disability, or financial hardship. This includes rest breaks for carers. www.glenthorne.org/charity-work-bursary-fund/, ☎ 015394 35389

Woodbrooke

Woodbrooke offers bursary and other help to enable those who might otherwise be prevented to attend courses.

www.woodbrooke.org.uk/learn/financial-support/woodbrooke-bursaries/ ☎ 0121 472 5171

Other Organisations That Can Help

Age UK

Age UK can provide all sorts of support for a very wide range of issues, for anyone over the age of 50 <https://www.ageuk.org.uk/>

Support with Clearing Domestic Gas and Electricity or Water Debts

Many energy providers administer such grants. Check with your own energy provider to see what you could be able to apply for.

For example, British Gas operates the British Gas Energy Trust

<http://www.britishgasenergytrust.org.uk/>

Severn Trent Water operates an assistance scheme

<https://www.stwater.co.uk/my-account/help-when-you-need-it/help-with-paying-your-bill/>

Money and Debt Advice

National Debtline <https://nationaldebtline.org/>

StepChange <https://www.stepchange.org/>

Turn2Us <https://www.turn2us.org.uk/>

Money Helper <https://www.moneyhelper.org.uk/en>

Citizens Advice <https://www.citizensadvice.org.uk/>

Christians Against Poverty <https://capuk.org/>

Homelessness Services

SIFA Fireside: *Hot Food & Drinks, Clothes, Showers, Use of the Internet, Health Services and Accommodation Advice.*

42-52 Allcock Street, Birmingham

Crisis Skylight Birmingham

birmingham@crisis.org.uk ☎ 0121 348 7950
<https://www.crisis.org.uk/get-help/birmingham/>

Shelter (Birmingham)

Legal Aid Service, unit 38, The Priory Queensway, Maple House,
Birmingham, B4 7LA ☎ 0344 515 1875
https://england.shelter.org.uk/get_help/local_services/birmingham

St Basils

Homeless Help for 16 to 25-year olds.
<https://stbasils.org.uk/> ☎ 0300 303 0099

Suddenly Homeless

Birmingham - In office hours call ☎ 0121 303 7410
https://www.birmingham.gov.uk/info/20207/homelessness/1196/i_need_accommodation_now

Coventry – 9am-3.30pm ☎ 024 7683 2222
<https://www.coventry.gov.uk/homelessness>

Dudley ☎ 0300 555 2345
<https://www.dudley.gov.uk/residents/housing/housing-advice-information-and-support/homelessness/>

Redditch ☎ 01527 534069
<https://www.redditchbc.gov.uk/residents/my-home/find-me-a-home/homeless-services-and-housing-solutions/>

Sandwell ☎ 0121 268 1166 (option 2) outside office hours 01323 690856
<https://www.sandwell.gov.uk/find-home/homeless-risk-losing-home>

Warwick <https://www.warwickdc.gov.uk/homelessness>

Published by
Central England Quakers Elders and Pastoral Friends
Support Group

The Religious Society of Friends

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April 2026