

Welfare Report to the
Somerset County
Conference 2016

www.britishlegion.org

Helpline – 0808-802-8080



Our Mission

www.britishlegion.org

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The Royal British Legion's mission is

*'To be the organisation which is, and is recognised as, the no.1 provider of **welfare, comradeship,** representation and Remembrance for the Armed Forces Community'.*

How To Contact Our Services

www.britishlegion.org

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- **Online:** via an improved digital information base which can be accessed from the Legion's website www.britishlegion.org.uk.
- **Phone or email:** via our dedicated Contact Centre with trained advisers, open from 8am to 8pm, 7 days a week. Calls to this number - **0808 802 8080** - are free from all landlines and most mobile networks.
- **Face to face:** via 16 'Pop In' Advice & Information Centres on the high streets of major towns and cities across the UK. There are also new community outreach surgeries in areas where there is known beneficiary demand.

THE SOMERSET AND WILTSHIRE AREA TEAM

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- In addition to our Swindon Centre, there are a number of outreach surgeries are popping up across Somerset and Wiltshire in places where there is a known demand for our specialist advice and support. Some of these are listed below:
 - The Cottage - RBL Tidworth office
 - Tedworth House - Help for Heros
 - Larkhill Community Centre- The Hive
 - Weston super Mare – Branch premises
-
- In Somerset we are looking at introducing Drop In centres in RNAS Yeovilton and Norton Manor Camp, Taunton

The Area Staff and Their Roles

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Alistair Maxwell – Area Manager

Laura Carey – Advice & Information Team
Leader

Sam Jones – Case Officer Somerset

Gemma Wood – Advice & Information Officer
Somerset

Kerry Webster – Case Officer N Wiltshire &
Swindon

Isobel Thompson – Case Officer Area Office
Swindon

Sandra Long – Case Officer S Wiltshire &
Tidworth

Gemma Carter – Advice & Information Officer
S Wiltshire

Fiona Hedges – Area Administrator

5 Stages of Support

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LIVE ON The British Legion logo, featuring a blue square with the text 'THE BRITISH LEGION' and a red poppy flower.

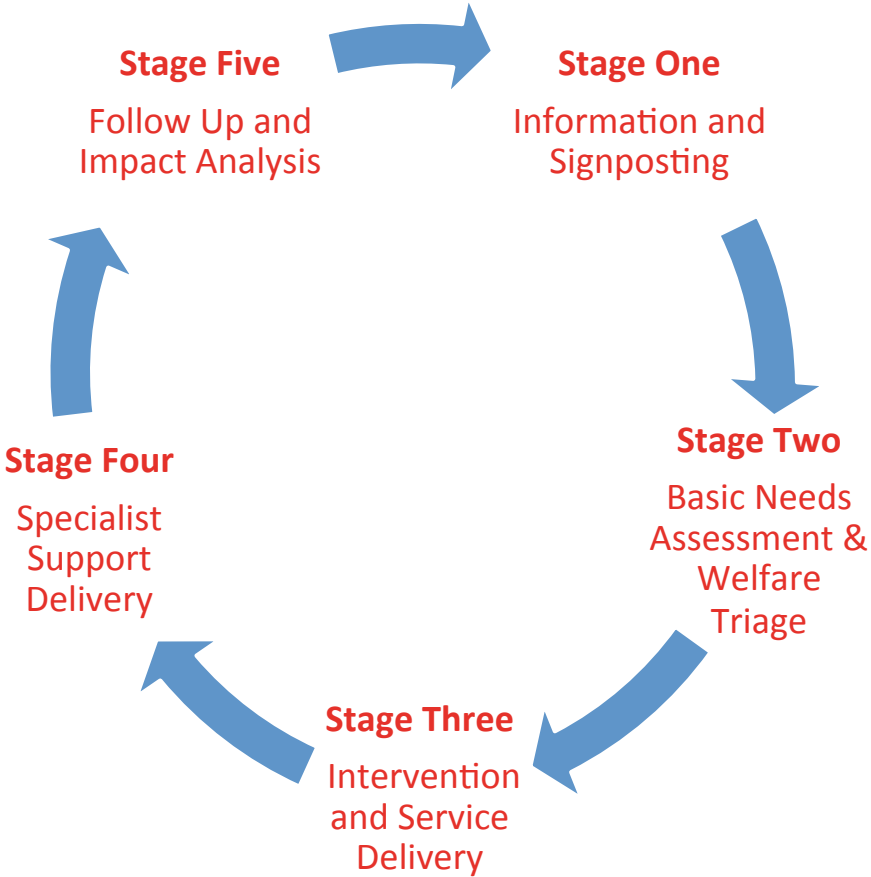
How it Works

Stages One & Two
Contact Centre
Advice & Information Officers (AIO)

Stage Three
Case Officers (CO)
Case Workers (CW)

Stage Four
Specialists e.g. War Pensions,

Stage Five
Advice & Information Team Leaders (AITL)
Area Managers (AM)



An Overview of
Welfare Support In
Somerset & Wiltshire

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Somerset and Wiltshire Area Welfare Expenditure 2015

<u>Category</u>	<u>Awards</u>	<u>Value</u>
Crisis	50	£7,657
Brown Goods	101	£40,895
Debt	39	£17,765
Funeral	26	£17,710
Housing	109	£65,094
Maintenance Grants	32	£8,801
Misc	27	£8,941
Mobility	128	£89,967
Training	24	£10,184
White Goods	69	£18,453
<u>YTD Total</u>	<u>605</u>	<u>£285,467</u>

During 2015, the Wiltshire and Somerset team were assigned **2506** incidents from the Contact Centre, and resolved **1935** of them.

Somerset Welfare Expenditure 2015

<u>Category</u>	<u>Awards</u>	<u>Value</u>
Crisis	23	£2,131
Brown Goods	21	£6,504
Debt	33	£14,366
Funeral	11	£7,000
Housing	37	£21,780
Maintenance Grants	31	£8,701
Misc	9	£1,957
Mobility	97	£65,833
Training	8	£5,700
White Goods	22	£5,289
<u>YTD Total</u>	<u>292</u>	<u>£139,261</u>

During the above period the County Welfare Fund paid out £49,200.44 in Almonisation Grants for the above Welfare Cases. This was paid to the Grants Department at Head Office.

Welfare Contacts for Somerset

www.britishlegion.org

Helpline – 0808-802-8080

For the Somerset Area

Case Officer (CO) Samantha Jones

Sljones@britishlegion.org.uk

Advice & Information Officers (AIO)

Gemma Wood

Gwood@britishlegion.org.uk

Membership Support Officer

Kate Hurley

KHurley@britishlegion.org.uk

Welfare Contacts for Somerset

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Members of the County Welfare Advisor Committee (CWAC)

County Welfare Advisory Committee Chairman

Dennis Cruze denniscruze@btinternet.com

East Mendip Group (Mendip DC)

Bill Southcombe w.southcombe@btopenworld.com

North Mendip (North Somerset CC)

Dennis Cruze denniscruze@btinternet.com

Somer Group (BANES CC)

Vacant

South Mendip Group (Sedgemoor DC)

Phil Maye Themayes2@hotmail.com

South Somerset Group (South Somerset DC)

Tony Moore Tonymoore4@sky.com

Taunton Deane Group (Taunton Deane DC)

Mike Evans Creech.evans@btinternet.com

West Somerset Group (West Somerset DC)

Mike Evans Creech.evans@btinternet.com

Somerset Legion House Report

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LIVE ON 

Welfare Updates

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The Admiral Nurse Service

Welfare Updates

The Admiral Nurse Service

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This service is new to Somerset and was started in the County in October last year. The service is only available to those meeting the Legion's eligibility criteria. It is a service primarily aimed at supporting carers and families of those with dementia. Admiral Nurses are mental health nurses specialising in dementia care. "The service aims to help family carers gain the necessary skills, to assist with care for people with dementia and promote positive approaches in living well with dementia and improving quality of life". The lead Nurse for Somerset is Rachel Clarke. She can be contacted through her Admin Cell, which is run by Petra Soper and is located at DMH on 01823-218-443

Welfare Updates

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More Flexible
Compensation for
Veterans with Cancer
caused by Asbestos

Welfare Updates

More Flexible Compensation for Veterans with Cancer caused by Asbestos

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From:

[MOD](#) and [Mark Lancaster TD MP](#) dated 16 December 2015

Veterans with mesothelioma can now receive lump sums of £140,000, as the MOD makes its compensation arrangements fairer.

Veterans with diffuse mesothelioma can now choose whether to receive lump sum payments, or regular smaller payments, giving them more control of their finances.

The changes to the scheme give it similar features to one for civilians, underlining the government's commitment the Armed Forces Covenant. The Covenant is a promise from the nation ensuring that those who serve and have served are treated fairly.

Mesothelioma is a cancer mainly caused by exposure to asbestos some 40 years or more before diagnosis and there is a short life expectancy afterwards. As such, it is important to ensure the MOD offers the right support to those affected by this disease.

The War Pensions Scheme provides weekly or monthly payments and also benefits for dependents. However, comparisons have been made with the recently introduced Diffuse Mesothelioma Payment Scheme, which provides lump sums for eligible civilians. The Royal British Legion asked the MOD to consider offering lump sums - the MOD has listened and is correcting the disadvantage faced by some veterans when compared to their civilian counterparts.

Welfare Updates

More Flexible Compensation for Veterans with Cancer caused by Asbestos

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Veterans diagnosed from today with mesothelioma as a result of their military service prior to 6 April 2005 will have the option of receiving a one-off payment of £140,000 under the War Pensions Scheme. Claimants who prefer the current arrangements can opt to receive weekly or monthly payments.

Minister for Defence Personnel and Veterans, Mark Lancaster MP, said:

“I have decided that a policy change is required to introduce enhanced arrangements for mesothelioma sufferers. These veterans protected the nation with honour, courage and commitment, and we have listened to their concerns to ensure they are treated with the fairness and respect they deserve.”

Legislative provisions will be made to enable lump sums to be paid from 11 April 2016. Those choosing a lump sum whose claim is accepted prior to this date will receive the current allowances in the interim, until the lump sum is paid. The MOD's Veterans Welfare Service (0808-1914-218) will be on hand to help claimants with understanding the details and choices available. For those currently in receipt of weekly or monthly payments, the MOD is considering whether any further assistance by way of a lump sum can be provided to them

Welfare Updates

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The Branch Welfare Project

Welfare Updates

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Although this project was rolled out Nationally last year, within Somerset and five Branches became involved. Sadly the take up nationally was very poor. This in many ways was due to the way it was introduced . This caused a lot of confusion and the project was put on hold. The project will be rolled out again this year and we in Somerset will do this today at this County Conference.

The basic idea of the project remains the same and that is to try and increase Branches input into local welfare. To do this Branches need to have more involvement in such as home visits, hospital visits and become more involved in the local community by joining in with other local organisations.

The County Contact for this project will be Kate Hurley assisted by myself and we are both willing to attend any Branch meeting to give an overview of the project. Essentially it is taking us back to our roots and a lot of what is being asked of the Branches, they already do.

The Branch Welfare Project

SOME IDEAS AND SUGGESTIONS FROM THE 2014 PILOT

Team up with a local
Community Group



Awareness Events

Less than half* of all Veterans know that they can
access help from the Legion

** 2014 Household Survey*



“Phone a Friend”

Regular wellbeing and social phone
calls to housebound, elderly or lonely.

Social Event

Bingo, Pea and Pie Suppers, Quiz
Nights*

Visitor Volunteers

Tackling loneliness, social isolation, identifying
more support needed –
can your Area Team contact your
Branch to send a visitor?

Hospital visits

** If Branch funds are used for these activities, they must
have a direct welfare related link supporting the Legion's
beneficiary community i.e. tackling social isolation or
loneliness. If in doubt, please email the project team.*

**“Friend Sitting” while carers
run an errand**

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Any Questions?

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Dunkirk Memorial House Report

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Anne Lewin
Manager