



20/09/2023

## Branch Community Support Update

Firstly, we'd like to thank you for your patience and perseverance over the past 6 months with changes to Branch Community Support (BCS). Earlier this year we carried out a review of BCS, to ensure all supporters had up-to-date training and an in-date DBS, as we have a responsibility, both legally and within the framework of safeguarding, to ensure the protection of both our supporters and our beneficiaries.

To keep you abreast of what's happening in BCS, here are some updates:

### Home visits, hospital visits and telephone buddies

We want to distinguish between roles which are focused on one-to-one beneficiary support (home visits, hospital visits and telephone buddies) and those in the wider community, which may include awareness events, bereavement support and local touchpoints. Lone working in one-to-one sessions presents a different level of beneficiary referral, support and risk. As a result of the changes, we are refining BCS to just incorporate the home visit, hospital visit and telephone buddy. All referrals for BCS must be triaged through the contact centre.

The other community activities mentioned above will form the vital work falling within Camaraderie, Kindness, Fundraising, Remembrance and Knowledge, but will no longer be part of BCS.

Home visits, telephone buddies and hospital visits will require BCS training, online modules and a DBS, whereas wider-community-based activities will not.

### BCS Reporting

We are developing a new reporting system to allow us to have: a greater oversight of supporter and beneficiary visits/calls, improved data analysis on the impact BCS has, and strengthened safeguarding preventions, to be able to refer beneficiaries quickly into RBL's welfare services if required. We also want to be able to recognise and reward supporters efficiently, which is a function we will build into this system.

For the time being, we encourage you to continue using the BCS App, however, we hope to be able to introduce our new reporting structure by January 2024. We will involve a focus group in the piloting process, so we will be asking for your input with these developments. Guidance will then be provided to help support branches and supporters with operating the new system.

### BCS Training

To become a BCS Supporter you will still need to do BCS training, online modules, and a DBS. Following this, you will need to complete a refresher of the BCS training every 2 years, refreshers of your online modules when required and a DBS every 3 years. Your Membership Engagement Administrator (MEA) continues to be your point of contact for this.



BCS Training for new supporters is now delivered by our Learning and Development team, rather than local teams. This will be face-to-face, over 4 hours, delivered across the country. For new BCS Supporters, please advise your MEA, who can support you to enrol on a particular date.

### Yearly plan of face-to-face training

Date	Day	Time	Area	Venue	Address
14/10/2023	Saturday	10:00 – 15:00	Central	Tilehurst RBL Club	Downing Rd, Reading RG31 5BB
29/11/2023	Wednesday	17:30 – 19:45	Overseas (Session 1)	Teams	
06/12/2023	Wednesday	17:30 – 19:45	Overseas (Session 2)	Teams	
21/10/2023	Saturday	10:00 - 15:00	East Midlands	Oadby RBL Club	4A Wigston Rd, Oadby, Leicester LE2 5QA
18/11/2023	Saturday	10:00 - 15:00	North East England	Easington Social Welfare Centre	Seaside Ln, Peterlee, SR8 3PL
02/12/2023	Saturday	10:00 - 15:00	North Wales	Flint RBL Club	Allt Goch, Flint CH6 5NF
09/12/2023	Saturday	10:00 - 15:00	North West England	Manchester Office	
03/02/2024	Saturday	10:00 - 15:00	South East England	Wittering RBL Club	Legion Way, East Wittering, Chichester PO20 8PA



09/02/2024	Friday	10:00 - 15:00	Republic of Ireland	SSAFA, Dublin	SSAFA, 26 South Frederick Street Dublin 2 D
10/02/2024	Saturday	10:00 - 15:00	South Wales	The Ivy Bush Royal Hotel	11 Spilman St, Carmarthen SA31 1LG
10/02/2023	Saturday	10:00 - 15:00	Northern Ireland	Belfast Office	51-53 Fountain Street, Belfast, BT1 5EB
24/02/2024	Saturday	10:00 - 15:00	South West England	Ferndown RBL Club	Church Rd, Ferndown BH22 9ET
09/03/2024	Saturday	10:00 - 15:00	West Midlands	Knowle RBL Club	1611 Warwick Rd, Knowle, Solihull B93 9LU
23/03/2024	Saturday	10:00 - 15:00	Central	Haig House	Lister Meeting Room
06/04/2024	Saturday	10:00 - 15:00	East Midlands	Oadby RBL Club	4A Wigston Rd, Oadby, Leicester LE2 5QA
20/04/2024	Saturday	10:00 - 15:00	North East England	Fox Barracks	5 FUSILIERS, Fox Bks, High Pit Rd, Cramlington, Northumberland, NE23 6RA
04/05/2024	Saturday	10:00 - 15:00	North Wales	TBC	



25/05/2024	Saturday	10:00 - 15:00	North West England	Westfield War Memorial Village	1 Sir Thomas Storey House, West Road, Lancaster, LA1 5PE
08/06/2024	Saturday	10:00 - 15:00	Northern Ireland	Belfast Office	51-53 Fountain Street, Belfast, BT1 5EB
18/06/2024	Tuesday	17:45 - 19:45	Overseas (Session 1)	Teams	
25/06/2024	Tuesday	17:45 - 19:45	Overseas (Session 2)	Teams	
21/06/2024	Friday	10:00 - 15:00	Republic of Ireland	SSAFA, Dublin	SSAFA, 26 South Frederick Street Dublin 2 D
06/07/2024	Saturday	10:00 - 15:00	South East England	RBLI Capel Morris	Hall Rd, Aylesford ME20 7NL
20/07/2024	Saturday	10:00 - 15:00	South Wales	Tredegar Scouts	Georgetown Hub, James St, Tredegar NP22 4JE
03/08/2024	Saturday	10:00 - 15:00	South West England	Whitchurch and Pensford RBL Club	Staunton Lane, Whitchurch, Bristol, BS 14 0QF
17/08/2024	Saturday	10:00 - 15:00	West Midlands	3 Hill Street	Hill St, Lydney GL15 5HW



## Learning Management System

From January 2024 the Legion will be replacing Roadmap online training with an improved system called 'Discover'. We will provide guidance on how to use this.

## Roles

In light of these changes, we recognise that there will be a wider role for the BCS Rep and the CCSC in supporting branches to engage with their wider community. We will work with you to discuss how best we can develop these roles so that branches can continue to carry out the amazing work that they do.

Best regards,

The Membership Development team