

Services Membership AGM 2025 Northamptonshire County Conference Report

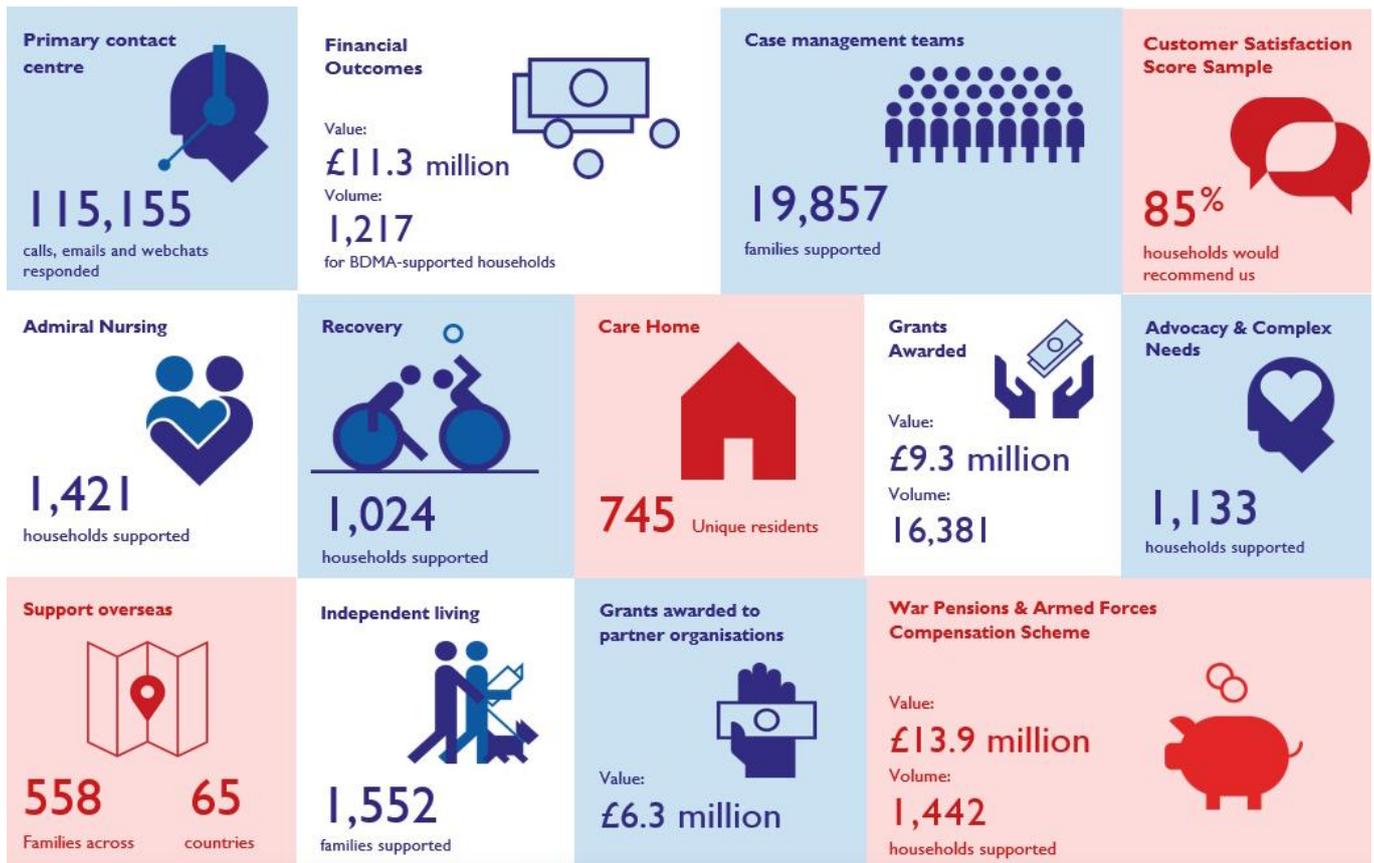
Our Service exists to support beneficiaries to live fulfilled lives



We are proud to present this year's County Conference Report, showcasing the outstanding work our Services deliver for the Armed Forces community. Over the past year, we have embraced new approaches, strengthened our processes, and embedded a culture of quality and assurance in everything we do. Our approach is firmly aligned with the organisation's new strategy, affirming our commitment to delivering support that meets both immediate needs and long-term evolution of the Armed Forces Community. Guided by clear short-term priorities and long-term goals, we continue to adapt and innovate to ensure our services remain relevant, impactful, and of the highest standard. It has been another year of progress, collaboration, and dedication – and we look forward to continuing to build on these approaches.

Director of Grants & Quality: Daniel Elser
 Director of Casework & Recovery Services: Sam Wileman
 Director of Specialist Services: Lyndsey Warren

A year in numbers: Services dashboard 2024 - 2025



Area Team Update

The Royal British Legion provide expert information, advice and support. Patricia Chadwick, Casework Services Manager, leads the Area team in Northamptonshire. The Area Team work closely with a number of other RBL Advisors, also based across the area, to ensure people receive the best information, advice, support and guidance possible and can advise in areas such as - financial assistance, emotional support, benefits and debt, support to access a war pension or armed forces compensation, housing, living independently, challenges with substance abuse and addiction and caring for someone with Dementia. Our Services teams include both current and former service members and bring extensive experience across welfare advice and will work with individuals and their families to achieve the best outcomes possible.

Grants Summary for Northamptonshire for the Period | Oct 24 – 30 Sep 25

Category	Volume of grants	Value	Average (Mean) of Age
Annuity	4	£2,150	74
Brown Goods	28	£16,175	48
Crisis	57	£6,571	42
Debt	2	£2,594	36
Employment	2	£2,127	46
Funeral	5	£4,171	52
Housing	8	£5,610	49
Misc	22	£4,492	47
Mobility	13	£12,396	58
White Goods	28	£12,712	45
Grand Total	169	£68,998	47

Spotlight on Recovery Services

2025 has marked a major step forward for Recovery Services. Following a comprehensive restructure and the launch of our new Recovery Strategy, we are now building a stronger, more consistent service that reflects the evolving needs of the Armed Forces community.

Our purpose remains clear: to deliver high-quality, person-centred pathways that help individuals rebuild confidence, independence, and wellbeing, wherever they are on their recovery journey.

Key Developments and Progress

- 2025 Vancouver Invictus Games: 62 Team UK competitors took part in 11 sports across 11 incredible days. Team UK showed resilience every step of the way from the initial training camps to coming together as a team in Canada.
- Beneficiary Journey: A redesigned Pathway now provides a clear and consistent route from referral and assessment through to programme engagement and onward support.
- Multi Activity Courses (MACs): The Battle Back Centre remains the national hub for delivery of our evidence-based recovery model. From 2026–27, 8 courses will be devolved to the Personnel Recovery Centres (PRCs) at Catterick and Tedworth House to extend reach and meet the needs of serving personnel on Recovery Duty (PRD).
- Programme Pathways: Development continues on courses across sport, adventure training, and the arts, enabling beneficiaries to explore new interests, discover passions, and progress through their recovery journey.
- Digital Access and Resources: Work will shortly begin on an online Recovery Resource Hub, designed to give beneficiaries access to podcasts, webinars, and practical tools
- Momentum is already building for the next Invictus Games in Birmingham in 2027. With the Games taking place on home soil in Birmingham, this event will shine a powerful spotlight on the Royal British Legion, our Team UK athletes, and the extraordinary resilience of the Armed Forces community.

We want to recognise and thank our membership for helping to share the great work that Recovery Services delivers. Your voice across branches and communities is vital in helping us reach veterans who need us most. Your continued support ensures that those who could benefit from recovery support know we are here for them.

Case Study 1

Mr B was referred to the RBL for assistance with his Personal Independence Payment (PIP) appeal and household repairs. Mr B lived alone following the traumatic loss of his brother who was also his carer. It became clear that Mr B had been struggling for some time, with his mental health, and disrepair within the home. He had no boiler or hot water, no working bathroom, water coming through the roof and needed a house clearance. The visit highlighted concerns about cognitive issues including memory difficulties, understanding information, and challenges with completing tasks. We also discovered that Mr B's brother was the legal homeowner and Mr B needed help and advice to obtain grant of probate.

Our Casework team and our Benefits Debt and Money Advice service worked together collaboratively on Mr B's case and were careful not to overwhelm him. The Case Officer liaised with a local support agency to arrange essential repairs to the property, a new bathroom, boiler and a house clearance. The RBL also provided kitchen appliances as the beneficiary had been using a plug-in electric hob for years. The Case Officer also assisted with legal advice to obtain grant of probate for his home and supported with a grant for the legal fees.

Our Benefits Debt and Money Advice service represented him at his PIP tribunal where he was awarded Enhanced daily living and Enhanced mobility for an ongoing period, backdated to August 2023. He received a backdate of circa £18,000 and additional income of £749.80 every 4 weeks. He also received a back date of Employment and Support Allowance (ESA) of £ 8641.

Case Study 2

Jack is the main carer for his wife, Alice, who was diagnosed with Alzheimer's over six years ago. Alice was often disorientated and unsettled in mood, particularly during the night which meant Jack got very little sleep. Alice experienced hallucinations and called out for him in a state of distress. Alice had also become incontinent, and Jack struggled to cope with the volume of washing and support that Alice needed. Alice also had collapsed discs in her spine and used to be prescribed injections and Morphine patches which were stopped, leaving them to manage any pain with paracetamol.

Jack contacted the Royal British Legion and was referred to the Admiral Nursing Service. Jack was in need of urgent respite at the point of his assessment and although he very much wanted to care for Alice at home her care needs were so significant that Jack felt he could no longer cope. Jack felt let down by health professionals as he struggled to liaise with his wife's GP to get the support needed. He also had concerns about the financial implications of paying for care and whether he would be expected to sell their family home.

The Admiral Nurse (AN) liaised with Alice's GP and asked for a referral to be made to the NHS Community Mental Health Team (CMHT) for a review of Alice's mood and mental state and to the continence team for assessment. The AN also asked the GP to review her pain relief. Emotional support and advice and information about dementia and how to manage its symptoms was provided, as well as support to Jack who expressed feelings of guilt and carer strain. AN liaised with the GP and asked them to prescribe medication to support Alice's distress during the day and refer Alice back to the CMHT when the night sedation prescribed failed to improve Alice's sleep pattern and distressed behaviours.

Alice's medication was reviewed, and the management of her symptoms was brought under control, this helped Jack to cope with his caring responsibilities, including pain management which helped with some of Alice's distressed behaviours, and night sedation. Alice improved both physically and mentally which meant that Jack felt able to cope and she remained in her own home. Jack improved in mood and mental state and was able to care for his wife which was his wish.