

Services Membership AGM 2025 Derbyshire County Conference Report

Our Service exists to support beneficiaries to live fulfilled lives



We are delighted to share this year's County Conference Report and highlight some of the incredible work our Services deliver for the Armed Forces Community. In the last year we have implemented new ways of working, fine-tuned our processes and established a function that ensures the quality of the support we provide is of the highest possible standards. We continue to develop and understand the changing needs of the Armed Forces Community. As always, a busy but productive year.

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



We deliver Casework Services across the UK and Overseas, with **162** staff in **23** Teams. This means, we're the largest team at RBL and the largest provider of Casework Services for our Armed Forces Community throughout the UK and around the world.



Casework focuses on:

Finances, Housing, Employment, Independent Living, Physical and Mental Wellbeing and Social Life.

We collaborate with all departments across RBL and through our extensive external network, to ensure that beneficiaries can access services and support, whatever their need may be.



7 days a week from 8am to 8pm

Beneficiaries receive support with urgent needs, on average, in 1 day.

When their needs aren't as urgent, on average, we provide support within 5 days



Casework supported **10,643** beneficiaries throughout 2023/24. Issuing **22,682** Grants to individuals. We make a full assessment to ensure we understand all needs that we may be able to support with



Our Benefits Debt & Money Advice service helped **1314** individual beneficiaries over the last year with a total of **£9,811,758** in financial outcomes, an average of **£7467** per household.



Our Outreach Service supports beneficiaries with complex needs including Homelessness, Mental Health, Addiction, Domestic Abuse and Child Protection. Last year we supported **1109** beneficiaries



Our Independent Living Advice service helped **1645** people last year to enable them to live independently and safely in their homes or to transition to a supported environment.



Our War Pensions and Armed Forces Compensation service helped **724** beneficiaries and gained **£24,510,601** of financial awards.



Our Admiral Nurses support the carers of people living with dementia. Over the last year we helped an average of **2256** beneficiaries per month and received **1548** new referrals for families living with dementia.



Our Recovery services provide programmes through the Battle Back centre, the Invictus Games and Recovery through the Arts. Over the last year we helped **1528** people.

Area Team Update

Digby Bown is the Casework Services Manager for Leicestershire and Derbyshire, overseeing a team dedicated to supporting Legion beneficiaries and those transitioning from service life. With 20 years of frontline experience in third-sector organisations, he leads a team of 4 Case Officers and a Casework Services Co-ordinator. The team have many and varied skills in supporting our beneficiaries, their approach is holistic and empathetic, focusing on addressing the complex challenges and providing tailored, multi-faceted support for their diverse needs.

Many of you will have known Susan Grogan, who worked for the Royal British Legion for over twelve years in different roles as a County Manager's Assistant in Friday Street, an Advice and Information Officer and latterly a Case Officer in Leicestershire and Derbyshire. Sadly, Susan died in September this year after a short illness. Susan was a proud member of Melton Mowbray branch and passionate about supporting the armed forces community. Her impact on the welfare work of the Royal British Legion in the East Midlands and further afield has been profound having supported countless beneficiaries over the years. Her energy, charisma and smile will all be sadly missed.

Grants Summary for Derbyshire for the Period 1 Oct 23 – 30 Sep 24

Category	Volume of Grants	Value of Grants	Average (mean) of Age
Brown goods	88	£68,864	46
Crisis	130	£19,066	42
Debt	20	£17,775	50
Employment	2	£1,544	38
Energy	51	£13,573	52
Funeral	12	£23,837	54
Housing	31	£34,929	49
Misc	12	£3,418	42
Mobility	51	£72,784	66
White goods	55	£21,341	55
Grand Total	452	£277,131	49

Urgent Support Team Update

Amy Johnstone is the Casework Services Manager for the Urgent Support Team and joined RBL in October 2023 after managing Project Nova in the Northwest of England, a service supporting veterans in the Criminal Justice system. Amy has over 20 years' experience working in the charitable and statutory sector providing information, advice and guidance to vulnerable people from disadvantaged backgrounds and has a wealth of experience in crisis intervention and risk management. The Urgent Support Team consists of 3 Senior Case Officers, 5 Case officers and 1 Casework services coordinator who all hold a variety of experience working in either Local Authority or the charitable sector, specialising in Housing, Mental health, Social work, Criminal Justice and substance misuse intervention. This breadth of knowledge drives the Urgent Support team to respond to a variety of urgent needs and assist beneficiaries to make a positive next step.

Case Study 1

David served in the RAF for 4 years and contacted the RBL when he became homeless and had accrued significant debt. Due to poor health, he and his wife were both unable to work and along with their 11-year-old son, they were evicted from their home. They temporarily stayed with family friends in an overcrowded home while seeking support from the RBL.

The RBL coordinated with Shelter and with Child Services to secure temporary accommodation. Unfortunately, the local authority claimed that the family were intentionally homeless and would need to leave the temporary accommodation, however, with support and advocacy from RBL and Shelter, this decision was overturned, and the family were able to stay in place. Throughout this period, the RBL supported the family with essential items such as food, clothing and a digital grant and the RBL's Benefits Debt and Money Advice (BDMA) service worked with the family to ensure they had access to all the benefits available to them.

The family were finally successful in a bid for a long-term home and along with grants from the RBL and RAFBF, the family were able to receive support for furnishings, rent in advance and school uniforms. The support from the RBL allowed the family to start over financially and manage their finances. After years of being in survival mode, the family are now rebuilding their lives and are grateful for all the support.

Case Study 2

John approached The Royal British Legion following a difficult transition from military to civilian life. John presented with OCD, PTSD, Personality Disorder and Complex Trauma, with very high levels of anxiety relating to a traumatic childhood. John lived in his car and spent many months in the woods to hide away from the public. He was unable to work due to his decline in mental health and no fixed abode. He often talked about ending his life, as he could see nothing for himself or his future.

Referrals were made to relevant agencies for support including our Outreach team who worked alongside the Local Authority and Mental Health team. John was supported into a hotel and provided with Crisis Grants for food and clothing.

John was eventually offered a 1 bed new build flat and the RBL supported with grants for brown and white goods, new carpets and the first month's rent. After this we continued support to make sure he had all the relevant benefits in place and that he was able to access local support.

John continues to call in to update us on his progress and we are continuing to support him with tools and techniques to be able to move forward independently.