



ROYAL BRITISH LEGION

Central News – July 2026

Membership information, updates and engagement

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Important dates

23 July 2026	Membership Townhall [click to join]
4 September 2026	Membership fee increases from £22 to £24

Membership fee increase

We'd like to kindly remind members that the £2 membership fee increase for 2026 comes into effect on Friday 4 September 2026. New members and those renewing from that date will pay £24. The change will take place automatically at renewal. Please note: our payment provider is *Charles Novacroft* and this may appear on your statement.

The fee increase follows the Motion passed at Annual Conference 2024. This will help us provide the best service to our valued members and ensure that membership remains at the very heart of our charity. If you would like to know more about the fee increase, please visit rbl.org.uk/membershipfees.

If you have any questions or concerns, please call us on: UK: 0800 307 7773 (free); Republic of Ireland: 1800 911 936 (free); Overseas: +44 (0)207 191 1091 (full rate) or reach out to us at membershipservices@britishlegion.org.uk.

We would like to extend our sincere thanks to all our branches and members for your ongoing support and commitment.

Supervision of young people

We'd like to take this opportunity for a reminder of our shared responsibility to young people engaging with RBL. All persons under 18, including Youth Musicians / Standard Bearers and members of youth groups, must remain under the supervision of their responsible adult for the full duration of any RBL activity or meeting.

A responsible adult should be a parent / legal guardian, or an adult member of staff or volunteer from the youth organisation. It should be made clear to them that the young person remains their responsibility throughout the duration of the activity or meeting, and that RBL takes no responsibility for young people attending meetings, events or activities. Thank you, we appreciate your support in ensuring that young people remain safeguarded when engaging with us.

We are continuing the development of our youth offer which will be led by our new Head of Youth, Kelly Wales, who is joining the team on 1 September. Kelly is an experienced youth engagement and education professional with a passion for supporting Armed Forces children, young people and families. We look forward to Kelly continuing this exciting work! In the meantime, Youth Musicians and Standard Bearers under 18 can continue to join for free using the dedicated application form on MAP.

East Midlands Membership Council co-option

Following the recent RBL National Elections, we are looking to co-opt for a vacancy on the Membership Council (MC) for the East Midlands area, serving for the remaining term commencing 3 July 2026 – 9 May 2027. Only members in the East Midlands electoral area and its adjacent areas may nominate themselves.

Serving on Membership Council is demanding but highly rewarding, offering a unique opportunity to influence and shape the work of our charity, both now and for the future. MC Representatives provide leadership, advice and insight into membership activities and, through the Chair, make recommendations to the Board of Trustees. They also guide and support counties and districts in managing membership across the UK and overseas.

Any member may nominate themselves – they do not need to be elected by their branch; however, to be eligible, nominees must *not* have stood in the 2026 MC elections. Nominees should review [the information pack](#) and send the enclosed application forms, a copy of their CV and proof of membership to the Governance team at governance@britishlegion.org.uk. All applications must be received by 5pm, Friday 17 July.

Catch up on the latest membership content

If you missed recent membership events, recordings are available to watch at a time that suits you. You can now catch up on **Annual Conference 2026**, with the [Overseas Forum](#) and [main Conference](#) recordings on YouTube. A photo gallery from the weekend is also available [on the website](#). Thank you to everyone who attended, either in person or online, and helped make the event a success.

Recordings from our **Fireside Chat** series are also available on demand. [Episode two](#), *When the move to civilian life isn't part of the plan*, featuring Paul Findlay MBE, Chief Executive Officer of the Wembley Stadium Foundation, can be viewed on YouTube, alongside [episode one](#), *Gritty leadership lessons that stick – from a soldier's perspective*. Save the date for episode three on 15 September!

Our **Membership Townhalls** are also available online, watch [February's](#) and [April's](#) events to catch up ahead of our next Townhall on Thursday 23 July, 12.30pm – 2pm. In this month's event, we'll be shining the spotlight on some inspiring membership impact stories, annual membership awards, plus a forward look to the Remembrance period. As always, we'll dedicate plenty of time to answering your questions – asked live or [pre-submitted](#). Use [this link to join the Townhall](#) at 12.30pm, 23 July.

Official member Facebook group

Last month we launched our membership-exclusive Facebook group. Thank you to all who have already joined, it's great to have you! The group has been created so that members can share their

good news stories, share thoughts and ideas, and hear updates from RBL.

To join, you need to have a Facebook account. You'll be asked a few questions before joining to verify your membership and agree to the group rules. Once approved by admins, you're in! If you have applied to the group and your application is showing as 'pending', you have not answered the required questions to verify your membership.

The easiest way to resolve this is, either in your computer or phone, click / tap where it says pending. This should then bring up the option to cancel your application. You can then resubmit your application and answer the required questions.

[Find and join the group here](#) or search on Facebook for *Members of the Royal British Legion*. You may share the link with other members. Starting this month, we'll begin sending out email invitations to members, in stages by region, to ensure that as many as possible have the opportunity to join. See you in the group!

Election guidance – impartiality

Ahead of the Greater Manchester mayoral by-election taking place on Thursday 30 July, members are kindly reminded that RBL is bound by charity and electoral law and must therefore remain politically impartial.

If you are aware of any political visits or events involving RBL property or members, please contact publicaffairs@britishlegion.org.uk so we can provide support if needed and monitor RBL's balanced engagement accurately.

If you are involved in campaigning for a political party or candidate, please ensure this work is kept separate from RBL activity, e.g.:

- Conducting party-political activities on a different social media platform than those you use for your RBL work.
- Not including RBL's name in any autobiographical information on election materials or websites.
- Never using the poppy on any party-political material

Thank you for your cooperation. If you have any queries, please contact publicaffairs@britishlegion.org.uk.

Festival of Remembrance 2026 – next steps

The ballot for this year's Festival of Remembrance ballot has now closed. If you entered, the ballot will be drawn on **Wednesday 8 July** for the evening performance, and **Thursday 9 July** for the afternoon performance. All entrants will be informed of the outcome of their entry on these dates.

- **Wednesday 8 July:** Evening ballot is drawn and entrants informed of the outcome.
- **Thursday 9 July:** Afternoon ballot is drawn and entrants informed of the outcome.
- **Wednesday 15 July:** Booking site for the evening performance goes live for successful entrants.
- **Thursday 16 July:** Booking site goes live for the afternoon performance for successful entrants.

For more information, [please visit our website](#). We wish you the best of luck!

Behind the headsets at the RBL contact centre

Seven days a week, the team at RBL's contact centre are often the first voices members of the



Armed Forces community hear when they are most in need. We find out what a day in the life of the RBL's Advice and Information Line can be like

When we asked the team at the RBL's Advice and Information Line to describe their role, "impactful", "compassionate" and "rewarding" were just three of the

responses.

Every day, the team sees first-hand how the RBL supports the Armed Forces community - and no two days are the same. Advisers hear from people facing a range of problems including homelessness, poor mental health or sudden crises. So, every conversation must be met with careful judgement, empathy, and a real understanding of what support is needed.

And then there are the procedures that need to be followed. Identities must be verified, personal information protected, and accurate records created.

Once a case file is opened and essential personal and service-related information gathered, advisers can then turn to asking targeted questions to understand what support is needed and to identify any risks or urgency.

"By listening to the beneficiary's concerns and circumstances, the adviser can gain a clear

understanding of the situation and assess which department or team... is best equipped to handle the specific needs," says Georgia, a customer service adviser.

Kate, also a customer service adviser, describes the process as a structured and efficient three-step triage system. "Calls are categorised as 'standard', 'high' or 'urgent'," she explains. Cases are then routed according to the caller's postcode, allowing for a dedicated local caseworker to be assigned to them. "This streamlined approach ensures timely, localised, and effective support for all our clients."

A typical day for the team begins with logging into systems and checking updates. Then the conversations begin: phone calls, emails, live chats and follow-ups, each one different from the last. Jon, a contact support operator, says calls vary but many are about immediate financial pressures such as food, rent, mortgage payments and energy bills. Alongside taking calls, the team keeps on top of emails and updates.

Given the emotional impact of the calls, these are not routine customer service conversations. "It's not just about answering questions," says Kate. "It's about being a compassionate listener and helping people through some of the most challenging moments of their lives."

Georgia agrees. "It's not just about following a script," she says. "It's about actively listening, assessing the situation, and tailoring the support to meet the specific needs of the individual."

The impact can also stay with team members after the working day is over. One call that sticks out for Jon was from an elderly gentleman who needed emergency housing support and somewhere to store his belongings, because his property was close to the sea and in danger of being washed away.

Meanwhile, the team also answers calls on a range of other requests – from individuals simply wanting to know how to buy a poppy, or a request for a standard bearer to attend a funeral. Because of this, it can make the role even more challenging as they cannot know what to expect when they pick up the phone.

Team collaboration is also an important part of day-to-day operations. Advisers regularly share knowledge, ask for input on complex cases and provide support to colleagues. Communication systems allow the team to stay connected, whether working remotely or on site. This enables quick access to advice and helps ensure a consistent approach across the contact centre.

Given the complexity of the job, advisers need technical knowledge as well as interpersonal skills. Some of the team come from a military background, but many do not. Regardless, all receive

training to understand the Armed Forces community and the support available through RBL. Asked what people might find surprising about the job, Georgia says: “Just how emotionally complex and impactful it can be... Another surprising aspect is the level of problem-solving involved.”

Kate says that it does take resilience and a strong team to lean on for support – but it is very rewarding.

Useful information

[Suggestions / ideas submission form.](#)

[Templates for branch to new member welcome emails.](#)

[Link to join the RBL Gamers' Group](#)

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Thank you for reading! The next edition of Central News is due to be published Tuesday 4 August.