

Membership Handbook
Changes to current content

Pg. No.	Section	Sub-section	Current wording	Change
N/A	Throughout	Throughout	County Parade Marshall	County Parade Marshal
N/A	Throughout	Throughout	National Clubs Administration Manager	Clubs Compliance Coordinator
N/A	Throughout	Throughout	RBL Online Accounting Management Software	RBL Online Membership Accounting System
NA	Supporting Forms	MSI / Mid Year Amendment/ MSI for CSB/ MSIA/ MSIB/ MSIC	...and also that you consent to a DBS check being carried out if the RBL requests it.	Removed
NA	Supporting Forms	MSI / Mid Year Amendment/ MSI for CSB/ MSIA/ MSIB/ MSIC	By signing below, I give my consent to RBL to conduct a Criminal Record check if so required.	Removed
NA	Supporting Forms	MSI / Mid Year Amendment/ MSI for CSB/ MSIA/ MSIB/ MSIC	As your role is one on which the reputation of the RBL will rest or you may be managing RBL finances, all roles are required to read the MSI Self Declaration document and must sign below to say that they confirm that the statements are correct.	<p>SAFEGUARDING SELF DECLARATION</p> <p>As your role is one on which the reputation of the RBL will rest or you may be managing RBL finances, all roles are required to read the MSI Self Declaration document and must sign below to say that they confirm that the statements are correct.</p> <p>By signing below, I confirm that: the statements in the MSI Self Declaration to be true and, where a statement is not true,</p>

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				<p>I have made a disclosure(s) to the Safeguarding Team via my MEO which has been accepted by the RBL and does not prevent me from carrying out this role.</p> <p>I will inform RBL of any changes in my circumstances which would affect the veracity of this declaration.</p>
NA	Supporting Forms	MSI / Mid Year Amendment/ MSI for CSB/ MSIA/ MSIB/ MSIC	Declaration 4	Removed
NA	Supporting Forms	MSI	The minimum number of Committee members is three, and the maximum is seven.	<p>The minimum number of Committee members is five, with a recommendation of no more than 11 and an absolute maximum of 15.</p> <p><i>As per motion 4</i></p>
NA	Supporting Forms	MSI		<p>Signatures kept only for key roles; (B.Chair, V.Chair, Secretary, Treasurer and Branch Parade Marshal)</p> <p>Removal of requirement for all committee members to sign</p>
NA	Supporting Forms	MSI	Removal of requirement for all committee members to sign	<p>REMAINDER OF COMMITTEE</p> <p>The committee members listed below are aware of their responsibilities detailed above and have read the Safeguarding Self-Declaration, are aware of the Safeguarding Statement, and confirm that they have nothing to declare.</p>

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				<p>Where members are appointed to the roles, the list below must include Branch President, Membership Secretary, BCC and general committee member.</p> <table border="1"> <thead> <tr> <th>COMMITTEE ROLE</th> <th>MEMBERSHIP NUMBER</th> <th>NAME</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>	COMMITTEE ROLE	MEMBERSHIP NUMBER	NAME																					
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NA	Supporting Forms	MSI		Addition of Branch Parade Marshal																								
NA	Supporting Forms	Mid-year Amendment	Branches	Now inclusive of Counties																								
NA	Supporting Forms	Mid-year Amendment		Space for Branch Name and Branch Number																								
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NA	Supporting Forms	MSIB	STANDARD BEARER DISCLAIMER	STANDARD BEARER AND PARADE MARSHAL DISCLAIMER																								
NA	Supporting Forms	MSIB	<p>I. In accordance with Chapter 6 of the Ceremonial Handbook, I have read and understood the responsibilities and risks associated with Standard Bearing, including but not limited to:</p> <ul style="list-style-type: none"> Standard bearing is a physical activity and so 	<p>I. In accordance with Chapter 6 of the Ceremonial Handbook, I have read and understood the responsibilities and risks associated with being a Standard Bearer / Parade Marshal, including but not limited to:</p> <ul style="list-style-type: none"> Standard bearing / being a Parade Marshal is a physical activity and so I must ensure I am both physically fit and strong enough to carry 																								

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			<p>I must ensure I am both physically fit and strong enough to carry a Standard in all reasonable weather conditions.</p> <ul style="list-style-type: none"> • As a Standard Bearer I will be expected to be able to carry a Standard which is 8ft long and up to 3.5kg in weight (in wet or windy weather conditions Standards may become heavier and difficult to hold upright) • Some actions such as Dips may put a strain on the back and shoulders • Competitions and Remembrance events may prove demanding and stressful for some. <p>2. If I am in receipt of any disability related allowance or benefit, I will inform the appropriate authorities of my intention to undertake the role of Standard Bearer/Deputy Standard</p>	<p>a Standard in all reasonable weather conditions.</p> <ul style="list-style-type: none"> • As a Standard Bearer / Parade Marshal I will be expected to be able to carry a Standard which is 8ft long and up to 3.5kg in weight (in wet or windy weather conditions Standards may become heavier and difficult to hold upright) • Some actions such as Dips may put a strain on the back and shoulders • Competitions and Remembrance events may prove demanding and stressful for some. <p>2. If I am in receipt of any disability related allowance or benefit, I will inform the appropriate authorities of my intention to undertake the role of Standard Bearer/Deputy Standard Bearer/ Parade Marshal as this may affect my eligibility status.</p> <p>3. To my knowledge, I have no physical conditions or disability that could potentially put me or others at harm whilst performing my duties as a Standard Bearer/Deputy Standard Bearer/ Parade Marshal. If I have, or suspect I have, a health problem which means I may not be able to fulfil all duties required of the role safely, I undertake to inform the appropriate Ceremonial Officer in charge of the competition/Remembrance event.</p> <p>As per motion 8</p>
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			<p>Bearer as this may affect my eligibility status.</p> <p>3. To my knowledge, I have no physical conditions or disability that could potentially put me or others at harm whilst performing my duties as a Standard Bearer/Deputy Standard Bearer. If I have, or suspect I have, a health problem which means I may not be able to fulfil all duties required of the role safely, I undertake to inform the appropriate Ceremonial Officer in charge of the competition/Remembrance event.</p>	
NA	Supporting Forms	MS5A		<i>Inclusion of section for legacy info to be contained</i>
NA	Supporting Forms	MS5C		<i>Inclusion of section for legacy info to be contained</i>
95-110; 126-137	Counties	County/Branch Roles	...should have good basic I.T. skills and be able to access the MAP on Microsoft Office 365 (O365), use email and be familiar with social media platforms that the branch and County use.	...should have good basic I.T. skills and be able to access the MAP on Microsoft Office 365 (O365), use email and be familiar with social media platforms that the branch and County use. To comply with GDPR the role holder must be comfortable with using the rbl.community email address allocated to them.
95-110	Counties	County Role Descriptions	N/A - To be added to County Chair, CTO, CRO, CYO, CCSC,	The [role title] is expected to undertake any mandatory training including Data Protection and Cyber Security.

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			Standard Bearer & Parade Marshal ToRs	
126-137	Branches	Branch Role Descriptions	N/A - To be added to Branch Chair, Branch Mem Sec, Branch Sec, Branch Recruiting Advisor, Parade Marshal, Branch Community Coordinator, Standard Bearer and Parade Marshal	The [role title] is expected to undertake any mandatory training including Data Protection and Cyber Security.
69-71	Policy Guidance	The Poppy Appeal	<p>Key timings The Poppy Appeal is the Royal British Legion’s largest fundraising campaign; it launches at the end of October and concludes on Remembrance Sunday. The Poppy Appeal dates will be communicated each year. Street collections take place during this time with London Poppy Day generally being held in early November.</p> <p>Roles and responsibilities The Poppy Appeal is run by a community of just under 4,000 Poppy Appeal Organisers (PAOs). PAOs oversee the behind-the-scenes organisation of volunteers, collection locations and stock, and are inducted and trained before they start their role. Branches should support the PAOs and PAMs in the successful delivery of the Poppy Appeal. It should be noted that individuals</p>	<p>A Shared Purpose Each year, the Poppy Appeal brings people together across the country to honour the service and sacrifice of the Armed Forces community, and to raise vital funds that support the Royal British Legion’s work today.</p> <p>The Appeal is one of the UK’s most recognised fundraising campaigns and remains central to how the RBL funds the delivery of care, advice, and practical support to serving personnel, veterans, and their families.</p> <p>Although the Poppy Appeal is now coordinated by the RBL’s Poppy Appeal Team, its success and delivery continue to rely on the dedication of thousands of volunteers, many of whom are RBL members. While branches no longer lead the Appeal directly, the role of membership in supporting and promoting it remains essential.</p> <p>We’re encouraging all members to get involved: to volunteer, assist their local volunteer Poppy Appeal Organiser, (who may themselves also be a member) and help ensure the Poppy Appeal continues to thrive in every</p>

		<p>appointed as PAOs are not required to be members of the RBL.</p> <p>PAO and volunteer appointment and removal PAOs are recruited and appointed by the Community Fundraising Team who have overall responsibility for delivering the appeal. Please note that new PAOs can only be recruited by the Community Fundraising team and not by branches.</p> <p>As well as the above, the Community Fundraising team also manages the retirement, resignation and, in some cases, removal from post of PAOs. The decision to remove a PAO from post will be at the discretion of the Director/Head of Poppy Appeal only.</p> <p>Charity and trading activity Please be aware that during the Poppy Appeal both charity and trading activities take place. All products sold, or given as a donation should be compliant with a legislative requirement to ensure that they are safe. RBL underscores the utmost importance of strict adherence to legislative requirements governing the sale or donation of products. To</p>	<p>community.</p> <p>Why Your Support Matters Our members have always been at the heart of the Legion’s impact in the community, and we’re inviting you to continue that tradition by supporting the Poppy Appeal in new ways:</p> <ul style="list-style-type: none"> • Support local volunteers and Poppy Appeal Organisers (PAOs) or even become a PAO if there is one needed • Help identify collection sites or venues in your community • Offer your time as a volunteer, even just a few hours can make a huge difference • Champion the Poppy Appeal in your branch, club or community • Support the recruitment of volunteers in your community <p>How the Poppy Appeal Works</p> <p>Key Timings</p> <ul style="list-style-type: none"> • The Poppy Appeal runs from late October to Remembrance Sunday each year • Dates of the Poppy Appeal are communicated via the Poppy Appeal Team and RBL communication channels • Local street collections, house to house collections, supermarket and other private locations host collectors. Tins and boxes are placed, and collections are also held at sporting and major events, including by military collectors on London Poppy Day
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			<p>ensure the safety of consumers and uphold the organisation's reputation, all products must undergo rigorous testing and documentation verification.</p> <p>RBL, supported by an experienced product team and a product safety adviser, meticulously assesses and guarantees compliance for all items available in the Poppy Shop or associated with RBL appeals. It is imperative that all products be procured through approved processes, with branches strictly prohibited from independent procurement.</p> <p>Additionally, the usage of the Seal, incorporating a royal crest, is restricted to specific purposes and cannot be employed for fundraising without the Lord Chamberlain's consent. This comprehensive policy serves to maintain the integrity and success of RBL initiatives, requiring unwavering adherence from all staff members and branches.</p> <p>If you have any questions regarding the difference between charity and trading activity, please consult your</p>	<ul style="list-style-type: none"> • Donations are accepted via cash, contactless terminals, and other cashless payment technologies <p>Roles and Responsibilities</p> <ul style="list-style-type: none"> • The Appeal is delivered by the Poppy Appeal Team, with the support of nearly 4,000 trained volunteer Poppy Appeal Organisers (PAOs). • PAOs are responsible for managing volunteers, collection sites, ordering stock, and count-ing and banking donations within their Districts. • While PAOs are appointed by the Poppy Appeal Team and do not need to be RBL members, support from local Branches is crucial to their success. <p>Volunteer Appointments</p> <ul style="list-style-type: none"> • Only the Poppy Appeal Team can appoint new PAOs. • The Poppy Appeal Team also manages PAO resignations, auditing of Districts, and, if necessary, removals- approved by the Head of the Poppy Appeal Team. <p>Poppy Appeal, Fundraising and Compliance</p> <p>Donation and Trading Activity</p> <ul style="list-style-type: none"> • All products used during the Poppy Appeal, whether sold or given for donations, must comply with safety legislation. • All items must be sourced through approved RBL processes; branches cannot procure products independently.
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			<p>MEO.</p> <p>Where to go to for help and support If you have any questions regarding Poppy Appeal activity or collections, please contact the Community Fundraiser for your area. In the event of a complaint or concern please contact your MEO and they will be able to escalate the issue according to the appropriate procedure.</p> <p>For branch members who are also PAOs, please refer to the PAO Handbook, as this is the primary source of information for the Poppy Appeal. This is reviewed on an annual basis and may be updated, so please ensure you are referring to the most recent version, along with any communications from your Community Fundraiser during the year, such as the seminars and various mailings.</p> <p>Counties and the Poppy Appeal Counties should work with PAMs to ensure that proper arrangements are in place for the distribution of Poppy Appeal materials (poppies, trays, posters, etc.) and merchandise, and</p>	<ul style="list-style-type: none"> • The use of the RBL Seal (which includes a royal crest) for fundraising purposes is restricted and requires approval from the Lord Chamberlain. If you're unsure whether an activity is charitable or trading, contact your Membership Engagement Officer (MEO). <p>How to Get Involved or Find Help</p> <ul style="list-style-type: none"> • Want to volunteer or support your local Poppy Appeal? Contact your Poppy Appeal Manager (PAM), if you are unsure who your local PAM is, your MEO can guide you • Have questions or concerns? Your MEO is your first point of contact and can help escalate issues where needed. • Already a PAO and a member? The PAO Handbook is your key resource, reviewed annually and supplemented by regular updates and seminars delivered by the Poppy Appeal Team. <p>Branches and Counties Supporting the Poppy Appeal</p> <ul style="list-style-type: none"> • We encourage all Branches to work closely with their local Poppy Appeal Manager to support the delivery of the Appeal • Branches and Counties can provide strong support to the Poppy Appeal Team and PAOs, assisting with the distribution of merchandise and collection materials, as well as the secure banking of donations • Merchandise and donations collected during the Poppy Appeal must be used solely for RBL charitable purposes,
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		<p>for the collection, security and banking of the monies received.</p> <p>Remember that this merchandise can be used only for raising funds for the charitable objectives of the RBL and not for the running costs of the branch. Branches must make it clear to their donors if they raise funds (outside of the Poppy Appeal) for the branch funds and not the Poppy Appeal.</p> <p>PAMs will organise regional seminars as required, so that PAOs can be trained and briefed.</p> <p>Counties should also make full use of awards and certificates for achievements in the Poppy Appeal for Counties, branches, clubs, individuals and businesses.</p> <p>Branches and the Poppy Appeal Branches should be guided and assisted by the Community Fundraiser to organise the Poppy Appeal. The Community Fundraiser will appoint a PAO with support of the branch and needs to be kept up to date if the person holding the role of PAO changes.</p>	<p>not branch operational costs.</p> <ul style="list-style-type: none"> • Outside of the Poppy Appeal, Branches must clearly state if funds raised are for branch activities and not the Poppy Appeal. • PAOs can be RBL members, but they don't have to be. They come from all walks of life: from students and retirees to working professionals, military families, community leaders, and first-time volunteers. What unites them is a shared commitment to supporting the Poppy Appeal, raising funds, and helping the Royal British Legion continue its vital work. Each is supported in their role by the Poppy Appeal Team.
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			<p>All fundraising during the Poppy Appeal must be for Poppy Appeal and not the General Fund.</p> <p>Poppy Appeal merchandise can be used only for raising funds for the charitable objectives of the Royal British Legion via the Poppy Appeal and not for the running costs of the branch. Outside of the Poppy Appeal, branches must make it clear to their donors if they are raising funds for the branch funds and not the Poppy Appeal.</p> <p>This is important because charities are subject to VAT regulations when they trade. The PAO does not need to be the member of the branch to be appointed for this role.</p> <p>Please refer to VAT section, under Financial Management.</p>	
27-28	Structure & Organisation	BCS WG	<p>I. Purpose</p> <ul style="list-style-type: none"> • To enable Membership Council to provide assurance to Board of Trustees that Counties and Districts, Branches and Members are fully trained and delivering BCS within communities, whilst adhering to RBL policies, safeguarding, and 	<p>I Purpose</p> <ul style="list-style-type: none"> - To enable the Membership Council to provide assurance to Board of Trustees that Counties and Districts, Branches and Members are fully trained and delivering community initiatives including BCS, whilst adhering to RBL policies, safeguarding and compliance requirements. - Contribute to shaping how branches and counties foster community connections, aligned with the Royal British

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		<p>compliance requirements.</p> <ul style="list-style-type: none"> • Play a part in shaping BCS strategy and policy; advising on procedures and priorities; reporting on the outcomes of branch community support. • Encourage branches to engage in branch community support. <p>2. Membership The Working Group is co-chaired by an MC rep and the Head of Membership Services and Development (member of staff responsible for managing BCS). The staff member co-chair is responsible for writing reports for Membership Council, in collaboration with the MC rep co-chair - providing data, informed advice and guidance on development, training, platforms, policies and delivery activities to support the MC with its responsibilities pertaining to BCS. Other members are representing areas of activity listed above.</p> <p>3. Secretary A note-taker will ensure that the Working Group receives information and papers in a timely manner and will minute and distribute the action points.</p>	<p>Legion’s membership values: Kindness, Camaraderie, Knowledge, Fundraising, Remembrance, and Campaigning.</p> <ul style="list-style-type: none"> - Provide input into the development of the Membership, offering advice on procedures, priorities, and the delivery of community-based initiatives, roles, and services— including Branch Community Support (BCS) — and support reporting on their outcomes. - Encourage and support branches in actively engaging with these community initiatives. <p>2 Membership - The Working Group is co-chaired by an MC Rep and the Membership Development Manager.</p> <ul style="list-style-type: none"> - A staff member co-chair is responsible for writing reports for the Membership Council, in collaboration with the MC Rep co-chair – providing data, informed advice and guidance on development, training, platforms, policies and delivery activities to support the MC with its responsibilities pertaining to branch and county community initiatives. - Other members include staff and volunteers who offer expertise and experience in safeguarding, welfare and membership. <p>3 Secretary - A note-taker will ensure that the Working Group receives information and papers in a timely manner and will minute and distribute the action points.</p> <p>4. Quorum - The quorum necessary for the transaction of business shall be one of the Chairs and at least four other members.</p> <p>5 Frequency of meetings - The Working Group shall meet 12 times per year and otherwise as required. The meetings will take place to align with deadlines for reports into the Membership Council.</p> <p>6 Notice of meetings - Meetings of the Working Group</p>
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		<p>4. Quorum The quorum necessary for the transaction of business shall be one of the Chairs, and four other members.</p> <p>5. Frequency of meetings The Working Group shall meet 12 times a year and otherwise as required. The meetings will take place to align with deadlines for reports into Membership Council.</p> <p>6. Notice of meetings Meetings of the Working Group shall be called by the secretary at the request of the coChairs. Unless otherwise agreed, notice of each meeting confirming the venue, time and date, together with an agenda of items to be discussed, shall be distributed no later than five working days before the date of the meeting. The Working Group is authorised to meet in person or virtually as appropriate.</p> <p>7. Duties Delegated Authority Branch Community Support is a project that requires joint delivery with input from both Membership Council and staff. The</p>	<p>shall be called by the secretary at the request of the Co-Chairs. Unless otherwise agreed, notice of each meeting confirming the venue, time and date, together with an agenda of items to be discussed, shall be distributed no later than five working days before the date of the meeting.</p> <p>- The Working Group is authorised to meet in person or virtually as appropriate.</p> <p>7 Duties Delegated Authority - Branch and County community initiatives require joint delivery from both the Membership Council and staff. The Membership Council has delegated responsibility to this Working Group.</p> <p>8 Review of Terms of Reference - The Working Group's Terms of Reference and the effectiveness of the Working Group shall be undertaken annually and led by the Co-Chairs.</p>
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			<p>Membership Council has delegated responsibility to this Working Group.</p> <p>8. Review of Terms of Reference The Working Group's Terms of Reference and the effectiveness of the Working Group shall be undertaken annually and led by the co-Chairs</p>	
63-64	Policy Guidance	Financial Management	<ul style="list-style-type: none"> • A branch's bank account must have up to four mandated signatories, all of whom must be Branch Committee members At least two signatories who are not related to each other must sign every cheque It is the Branch Committee's responsibility to make sure the list of mandated signatories is up to date when members leave or join the Committee. 	<p>A branch's bank account must have up to four mandated signatories, all of whom must be Branch Committee members. At least two signatories who are not related to each other must sign every cheque and authorise every online payment. It is the Branch Committee's responsibility to make sure the list of mandated signatories is up to date when members leave or join the Committee.</p>
7	Opening & General	Welcome to the Membership Handbook	<p>The Membership Handbook is a vital resource for all members of the Royal British Legion Mandated by the Royal Charter, it provides essential guidance to ensure that our work is carried out in alignment with the principles and legal obligations enshrined in this cornerstone document. The handbook is designed to help members navigate their roles effectively, offering both policy guidance for day-to-day activities and</p>	<p>The Membership Handbook is a vital resource for all members of the Royal British Legion mandated by the Royal Charter, it provides essential guidance to ensure that our work is carried out in alignment with the principles and legal obligations enshrined in this cornerstone document The handbook is designed to help members navigate their roles effectively, offering both policy guidance for day-to-day activities and detailed information about the structure and operation of our membership organisation By following the guidance and instructions contained within, you will not only ensure compliance with UK charity law and the Royal British Legion's policies but</p>

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			<p>detailed information about the structure and operation of our membership organisation. By following the guidance and instructions contained within, you will not only ensure compliance with UK charity law and the Royal British Legion's policies but also contribute to the smooth and successful running of your branch, County, District or Section. This handbook is an indispensable tool to help us work together to achieve our shared mission, and it complements the Royal Charter by providing practical advice and clarity for all aspects of membership activities.</p>	<p>also contribute to the smooth and successful running of your branch, County, District or Section. This handbook is an indispensable tool to help us work together to achieve our shared vision and mission, and it complements the Royal Charter by providing practical advice and clarity for all aspects of membership activities.</p>
16	Structure & Organisation	Membership Council - Where MC sits within RBL	<p><i>Refer to pg. 16 of the March 2025 release</i></p>	<p>Table to be amended to reflect the new structure of Membership Directorate.</p>
24	Structure & Organisation	LCC	<p>This group deals with membership complaints and reports to the Membership Council. It is briefed on all formal complaints and discusses them at meetings, where it decides whether to investigate. The Chair of the group can consult members of Royal British Legion staff if they need to.</p>	<p>Legion Complaints Committee (LCC)</p> <p>This group deals with membership complaints and reports to the Membership Council. The LCC is briefed on all formal complaints and discusses them at meetings, where it decides whether to conduct a formal review. The Chair of the group can consult members of Royal British Legion staff if they need to.</p>

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24	Structure & Organisation	LCC	<p>If the group decides that there needs to be a formal investigation, the group Chair sets up an investigation panel. This panel consists of three or five members and has its own Chair, appointed by the Complaints Committee Chair.</p> <p>If there is a complaint against a member of the Board of Trustees or a member of the Membership Council, the Complaints Committee Chair will refer that case to the RBL's Governance Committee.</p> <p>The Complaints Committee may suspend a member or volunteer from any County, Branch, Committee or sub-Committee for up to 90 days before a formal investigation. The Complaints Committee may revoke or extend the suspension if needed.</p>	<p>Remove, with the exception of the second paragraph which will form part of the section on complaints (pg. 73 – March 2025 release).</p>
24	Structure & Organisation	LCC	<p>Members serve for three years and can serve multiple terms. The Members of RBL staff can be invited to meetings to help with specific agenda items. The RBL's Membership Liaison Officer is the secretary and is required to attend all complaints committee meetings. The secretary convenes meetings, issues an agenda and briefing papers before meetings,</p>	<p>Remove</p>

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			and issues minutes to Complaints Committee members and other relevant people. Four members must be at a meeting for it to be quorate. If the Complaints Committee Chair is absent, another member of the Complaints Committee can take their place. Votes are carried out by a show of hands. If there is disagreement, the Chair decides.	
24	Structure & Organisation	LCC	<ul style="list-style-type: none"> • Enable Membership Council to provide assurance to the Board of Trustees that complaints about members are investigated appropriately and according to the Membership Complaints Procedure; • Action appropriate sanctions against members, as a result of LCC investigations as well as external investigations. • Ensure that procedures are followed, reporting is accurate and timely, and other Directorates are involved and/or updated when necessary. 	<ul style="list-style-type: none"> • Enable Membership Council to provide assurance to the Board of Trustees that complaints about members are reviewed appropriately and according to the Membership Complaints Procedure. • Action appropriate sanctions against members, as a result of LCC reviews as well as external investigations. • Ensure that procedures are followed, reporting is accurate and timely, and other Directorates are involved and/or updated when necessary.
25	Structure & Organisation	LCC	The Committee shall be comprised of up to six MC reps of relevant experience and training, with one of the MC reps appointed Chair of the Committee.	The Committee shall be comprised of up to six MC reps of relevant experience and training, with one of the MC reps appointed Chair of the Committee. The LCC Chair maintains the right to co-opt other suitably qualified members to the LCC from the wider Legion membership.

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			<p>Administrative support will be provided by the Membership Directorate.</p> <p>The Chair is responsible for writing reports for Membership Council.</p> <p>Other members can be asked to join the Committee with relevant experience as required.</p> <p>The Chair is responsible for writing reports for Membership Council.</p>	<p>Members serve for three years and can serve multiple terms. Administrative support will be provided by the Membership Directorate.</p> <p>The Chair together with the Membership Liaison team is responsible for writing reports for Membership Council.</p>
25	Structure & Organisation	LCC	The Membership Liaison Officer will ensure that the Committee receives information in a timely manner to enable full and proper consideration to be given to issues; will minute the proceedings and decisions of the meetings, including recording the names of those present and in attendance.	The Membership Liaison team will ensure that the Committee receives information in a timely manner to enable full and proper consideration to be given to issues; will minute the proceedings and decisions of the meetings, including recording the names of those present and in attendance.
25	Structure & Organisation	Legion Complaints Committee	The Chair is responsible for writing reports for Membership Council	Remove duplicate
26	Structure & Organisation	LCC	<p>Appeals</p> <p>The Complaints Committee Chair considers appeals against decisions by investigation panels initially. An Appeal Committee consists of the Complaints Committee Chair, plus the two</p>	Remove

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			trustees who sit on the Membership Council. If the Appeal Committee decides that there are procedural errors, new evidence to support the appeal or valid grounds for an appeal to be heard, the appeal goes ahead, overseen by an Appeal Panel. If the Appeal Committee decides against an appeal, the Complaints Committee Chair will tell the person in question. The Appeal Panel consists of three or five members of the Membership Council.	
27	Structure & Organisation	MC Working Groups – BCS Working Group	BCS Working Group	Community Connections Working Group
27	Structure & Organisation	BCS Working Group	<p>Terms of Reference Co-Chairs: Membership Council (MC) Rep; Head of Membership Services & Development</p> <p>The members are: Representatives from:</p> <ul style="list-style-type: none"> • Membership Development • Membership Engagement Learning & Development • Welfare • IT 	<p>Terms of Reference Co-Chairs: Membership Council (MC) Rep; Head of Membership Services & Development</p> <p>The members are: Representatives from:</p> <ul style="list-style-type: none"> • Membership Development • Membership Engagement Learning & Development • Welfare • IT • Safeguarding • County Chairs

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			<ul style="list-style-type: none"> • Safeguarding • County Chairs 	
30	Structure & Organisation	Overseas WG	The Working Group shall submit reports to the Membership Council as necessary. To achieve this, the Working Group will request information from relevant teams to form the report, as well as share information through the Executive Board to the Board of Trustees (where required) to support the wider One Legion strategic aims concerning overseas work.	The Working Group shall submit reports to the Membership Council as necessary. To achieve this, the Working Group will request information from relevant teams to form the report, as well as share information through the Executive Board to the Board of Trustees (where required) to support the wider strategic aims concerning overseas work.
33	Structure & Organisation	MFCWG	<p>Terms of Reference Co-Chairs: Membership Council (MC) Rep; Head of Membership Policy & Compliance</p> <p>The members are:</p> <ul style="list-style-type: none"> • Director of Finance; • Membership Compliance Manager; Head of Legacy Management • Head of Risk Management and Insurance • Branch and Restricted Funds Manager • Audit Compliance and Investigations Manager • Membership Compliance Manager 	<p>Terms of Reference Co-Chairs: Membership Council (MC) Rep; Head of Membership Policy & Compliance</p> <p>The members are:</p> <ul style="list-style-type: none"> •Director: Financial Accounting and Business Processes; •Head of Legacy Management •Head of Risk Management and Insurance •Branch and Restricted Funds Manager •Audit Compliance and Investigations Manager •Membership Compliance Manager
37	Structure & Organisation	Training WG	Director of L&OD; Membership Training Manager	Director of Learning & Organisational Development

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43	Membership Council Administration of a County	7.2.	Where no ballot is required as there is only one nominee for the role, then that role will be announced at the meeting.	Where no ballot is required as there is only one nominee for the role, then that role will be announced at the meeting provided the nominee meets the role profile.
44	Membership Council Administration of a County	NEW – 7.6.	N/A	7.6. Whilst the new committee remains under MC Administration the new County Chair and/or committee must defer to the Interim Committee Chair and/or Interim Committee who remain as the delegated authority from the MC. It is expected all parties will work collaboratively together towards leaving MC administration.
48	Structure & Organisation	Membership Council - Elections	N/A	<p>In the event that a Membership Council Area is not filled following an election, the area will be open for a co-option process.</p> <p>An invitation will be put out to all members inviting them to apply for co-option. Application packs will be issued to those who respond which will need to be completed by a specified deadline. Candidates will be expected to submit documents for a DBS check. Following this, candidates who meet the threshold for co-option will be invited to interview with the Chair of the Membership Council and the Executive Director of Membership.</p> <p>On the occasion that the co-option process may result in a significant proportion of the MC areas being subject to elections in the following year, the MC Chair may decide to extend a co-opted MC Rep for one further year to ensure the effectiveness of the MC is maintained.</p>
48	Structure & Organisation	Rules	If only one nomination is received, the candidate is deemed elected.	Membership Council candidates will be subject to a screening process.
48	Structure & Organisation	Rules	The Membership Council Chair must co-opt a member from a branch in	A member from the electoral region which has a vacancy will be co-opted in line with a co-option process to be

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			the electoral region unless more than 15 months of tenure is left – in this case new elections are arranged.	agreed between the Executive Director of Membership & the Membership Council Chair. If more than 15 months of tenure is left, new elections will be arranged.
48	Structure & Organisation	What Membership Council members do	Membership Council members must not be Chair or Vice Chair of Counties or branches or voting members of County or Branch Committees. They can only take the role of a President. Any conflict of interest must be declared	To be moved to MC elections table
49	Structure & Organisation	Elections - County Chair & Vice Chair	Where a CC or CVC is Branch Chair and a replacement cannot be found, threatening the existence of the branch, the candidate can stay in both roles for up to three months until a new Branch Chair is in place.	Upon election to the role of County Chair or County Vice Chair, a member must relinquish any branch chair role held. Where a CC or CVC is Branch Chair and a replacement cannot be found, threatening the existence of the branch, the candidate can stay in both roles for up to three months until a new Branch Chair is in place.
53	Policy & Guidance	Data Protection	Members' details are held in the central database managed by Royal British Legion staff. Branches and members should report any changes, such as changes of address, by emailing membershipservices@britishlegion.org.uk to or via the Membership Self-Service Portal Log In (britishlegion.org.uk). It is the responsibility of those who process people's data to do so within reason and within data protection	Members' details are held in the central database managed by Royal British Legion staff. Branches and members should report any changes, such as changes of address, by emailing membershipservices@britishlegion.org.uk or via the Membership Self-Service Portal Log In (britishlegion.org.uk) It is the responsibility of every member who processes personal data as part of their role to comply with RBL's Data Protection Policy, which can be found here . RBL will process your personal data for a number of purposes. You can read the RBL's privacy policy and promise here .

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			laws. You can read the RBL's privacy policy and promise here.	
53	Policy Guidance	Protecting People's Data	<p>The Royal British Legion is committed to using good practice in the handling of personal data in order to comply with the requirements of the General Data Protection Regulation (GDPR). The RBL aims to be fair and lawful in the way it uses, processes and stores personal data, and will keep members informed about the purpose for which we collect their data, adhering to individual rights of access to their data and any objections they may have regarding the use of their personal information.</p> <p>All general RBL policies and procedures relating to data protection can be obtained from the MEO.</p> <p>Members must inform the MEO or membershipservices@britishlegion.org.uk of any data breaches.</p>	<p>The Royal British Legion is committed to ensuring good practice in the handling of personal data in order to comply with the requirements of the General Data Protection Regulation (GDPR).</p> <p>RBL must only process data in a fair and lawful way, and only for permitted purposes where it has identified a lawful basis to do so.</p> <p>Lawful data processing is everyone's responsibility. If you process an individual's personal data when performing your duties, please familiarise yourself with RBL's Data Protection Policy [https://www.britishlegion.org.uk/about-us/legal/privacy-notice]</p> <p>All RBL policies and procedures relating to data protection can be obtained from the MEO.</p> <p>It is very important that members notify RBL's Data Protection Officer (DPO) of any data breaches or suspected data breaches AS SOON as they become aware of them. Please send an email to the Data Protection Officer using the email address dataprotection@britishlegion.org.uk.</p>
53	Policy Guidance	General Data Protection Regulation (GDPR)	All members, including the Membership Council, County and Branch Officials, who process personal data which includes collecting, accessing and storing, must adhere to the following principles:	Processing personal data includes the collection and storage of personal data, accessing and using personal data, and transferring or sharing personal data. All members who process personal data, including the Membership Council, County and Branch Officials, must adhere to the following principles:

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54	Policy Guidance	General Data Protection Regulation (GDPR) - Obtaining Data	<ul style="list-style-type: none"> • Personal data obtained on the membership application form should be sent to the relevant office as soon as possible, preferably by recorded delivery. Any copies kept locally must be kept securely and destroyed as soon as the new joiner's membership is confirmed. • Members who collect personal data from others must always clearly explain the purpose for which the information is being collected and how it will be used. 	<ul style="list-style-type: none"> • Personal data obtained on the membership application form should be sent to the relevant office as soon as possible, preferably by recorded delivery Any copies kept locally must be kept securely and destroyed as soon as the new joiner's membership is confirmed • Members who collect personal data from others must always clearly explain the purpose for which the information is being collected and how it will be used. They should also explain who to contact if the individual wishes to amend their personal data or exercise any of their 'subject rights' under GDPR. Please refer to RBL's Data Protection Policy for further information.
54	Policy Guidance	GDPR - Accessing Data	<ul style="list-style-type: none"> • Membership listings can be accessed online via Microsoft Office 365 (O365) system. Users must not share their login details with others. Only authorised Branch Officers who signed the form can have access to membership listings. • Membership data can also be obtained via email or post from the MEO or the Membership Department staff. Only Branch/County Officers who signed the MSI (A) form and Membership Council members can obtain membership data. 	<ul style="list-style-type: none"> •Membership listings can be accessed online via Microsoft Office 365 (O365) system Users must not share their login details with others. Only authorised Branch Officers who signed the MSI can have access to membership listings. •Membership data can also be obtained from the MEO or the Membership Department staff. Only Branch/County Officers who signed the MSI (A) form and Membership Council members can obtain membership data, and only for a specific purpose for which they have responsibility.
54	Policy Guidance	GDPR - Storing Data	<ul style="list-style-type: none"> • Personal data must be stored securely. 	<ul style="list-style-type: none"> •Personal data must be stored securely •Hard copies must be kept in a safe place e g locked room,

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			<ul style="list-style-type: none"> • Hard copies must be kept in a safe place e.g. locked room, drawer, cupboard, or box. • Electronic copies must be kept on a device which is password protected (e.g.laptop, memory stick); ideally the folder/file should also be password protected. Members must take care to avoid having the devices lost or stolen. • Where a device, or paper record containing personal data is lost, you must report this as a data security breach to the MEO or Membership Services as soon as possible. • Data should not be kept if it is no longer needed and should be securely disposed of or deleted. 	<p>drawer, cupboard, or box</p> <ul style="list-style-type: none"> •Electronic copies must be kept on a device which is password protected (e g laptop, encrypted memory stick); ideally the folder/file should also be password protected. Members must take care to avoid having the devices lost or stolen. •Where a device, or paper record containing personal data is lost, you must report this as a data security breach to the Data Protection Officer as soon as possible using the email address dataprotection@britishlegion.org.uk •Data should not be kept any if it is no longer than it is needed, and no longer than the periods set out in the Retention Schedule, after which the data and should be securely disposed of or deleted.
54	Policy Guidance	GDPR - Processing Data	<ul style="list-style-type: none"> • Members' data must not be used for any other purpose than communicating information relating to RBL. Mailings or information unrelated to RBL activities, in particular third party marketing materials, must not be sent or emailed. • Membership listings or any other 	<ul style="list-style-type: none"> •Members' data must not be used for any other purpose than performing Membership Council or Working Group responsibilities, administering the duties of the County and Branches, and communicating information relating to RBL •Mailings or information unrelated to RBL activities, in particular third party marketing materials, must not be sent or emailed to members •Membership listings or any other materials based on these listings (e g address labels) should be used within one week

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			<p>materials based on these listings (e.g. address labels) should be used within one week of receipt and then destroyed, as they quickly become out of date. The central database is modified on a daily basis as a result of address changes, lapses, deaths, resignations, changes of membership type and new members.</p> <ul style="list-style-type: none"> • When emailing more than one person, members' email addresses should not be typed into the 'To' field, but placed in the BCC (Blind Carbon Copy) section. 	<p>of receipt and then securely destroyed, (because they quickly become out of date). The central database is modified on a daily basis to reflect address changes, membership lapses, deaths, resignations, changes of membership type and new members</p> <ul style="list-style-type: none"> •When emailing more than one person, members' email addresses should not be typed into the 'To' or 'CC' fields, but placed in the BCC (Blind Carbon Copy) field. This prevents you inadvertently sharing members' email addresses with other individuals without a lawful basis to do so. Such unlawful data sharing would be a breach of RBL's data security requirements and a data breach reportable to the Data Protection Officer.
54	Policy Guidance	GDPR - Retaining Data	<ul style="list-style-type: none"> • Data must not be retained for longer than necessary. General retention rules can be found in the Members Retention Schedule in paragraph 12 below. If you cease to be a RBL member you must hand over to the branch or Head Office any paper materials containing members' personal data such as lists or labels, and delete any electronic formats of membership data you hold. 	<ul style="list-style-type: none"> • Data must not be retained for longer than is necessary to complete the purpose for which the data was collected. Permitted retention periods can be found in the Members Retention Schedule. If you cease to be an RBL member you must hand over to your Branch or Head Office any paper or electronic materials containing any personal data such as lists or labels. You must delete any electronic formats of membership data you hold.
54	Policy Guidance	GDPR - Sharing Data	<ul style="list-style-type: none"> • Members have not given consent for their details to be made available to 	<ul style="list-style-type: none"> •Members have not given consent for their personal data to be made available to anyone except authorised RBL staff

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			<p>anyone except RBL authorised staff and Branch Officers. Consequently, a member's personal details (including addresses, telephone numbers and email addresses) must never be shared with the public, other organisations, other members, unauthorised staff or other volunteers, without the member's prior written consent.</p> <ul style="list-style-type: none"> • All communications relating to RBL business are to be sent from an rbl.community email address by membership formations. Any sent from personal email addresses will be in breach of the data protection policy from 1st April 2024. 	<p>and Branch Officers. Consequently, a member's personal data (including addresses, telephone numbers and email addresses) must never be shared with the public, other organisations, other members, unauthorised staff or other volunteers.</p> <ul style="list-style-type: none"> •If you wish to share or receive a member's personal data, please contact the MEO in the first instance to make sure you have a lawful basis to process the requested data for the intended purpose. The MEO may reach out to the Data Protection Officer for guidance before responding to you. Following this process will enable the MEO to ensure a consistent approach is maintained. •All communications relating to RBL business must be sent from an rbl.community email address by membership formations. •Use of personal email to discuss or transfer RBL data is a breach of RBL's Acceptable Use Policy (find here) unless an exception has been granted.
58	Policy Guidance	Audit & Investigation Criteria	<ul style="list-style-type: none"> • Cheque books, paying-in books, Bank, and BFI statements 	<ul style="list-style-type: none"> • Cheque books, paying-in books, Bank statements, and BFI statements
60	Policy Guidance	RBL Online Accounting Management Software	<p>If you need help with LOMAS, email membershipservices@britishlegion.org.uk</p>	<p>If you need help with LOMAS, email lomashelpdesk@britishlegion.org.uk.</p>
60	Policy Guidance	BFI	Reference to page 16	Reference should be to page 64 (TBC after amends made to check numbering)

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60	Policy Guidance	Finances – Branch Property Trust	If you need more information on your Branch's Property Trust, please contact the Regional Property Manager.	Please refer to the BPT Handbook for information. All direct enquiries can be made at BPT@britishlegion.org.uk or via your Regional Property Manager.
60	Policy Guidance	Finances – The Branch Funds Initiative	See page 16 for the rules and requirements relating to the BFI;	See 'BFI transfers and statements' further down in this section to find information relating to depositing and withdrawing funds from BFIs, as well as interest rates.
61	Policy Guidance	Finances	Having run an internet banking pilot with Lloyds in the first half of 2024, RBL is due to roll out access imminently to counties and branches in tranches based on eligibility and priority. Counties and branches must wait until they are contacted by their MEO with an invitation to set up online banking and are not permitted to do so in advance of that contact.	Having run an internet banking pilot with Lloyds in the first half of 2024, RBL is encouraging all counties and branches to switch to internet banking with Lloyds. Contact your MEO for details about how to do this.
61	Policy Guidance	Financial Management	Branches are not currently permitted to operate a Contactless Terminal, QR code or any similar arrangement for income	Branches are not currently permitted to operate a Contactless Terminal, QR code or any similar arrangement for income. Work is ongoing to find a viable solution to address the increasing cashless society. When available, confirmation about what contactless payment methods can be used will be shared via Central News.
62	Policy Guidance	Financial Management	To withdraw funds from the BFI, you can apply by emailing a completed BFI Withdrawal Form to membershipservices@britishlegion.org.uk or via your Royal British Legion Online Membership Accounting System (LOMAS) account if you are a LOMAS user	To withdraw funds from the BFI, you can apply by emailing a completed BFI Withdrawal Form to branchaccounts@britishlegion.org.uk or via your Royal British Legion Online Membership Accounting System (LOMAS) account if you are a LOMAS user. To deposit funds in the Branch Funds Initiative, complete the BFI deposit form and email this to

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		<p>To deposit funds in the Branch Funds Initiative, complete the BFI deposit form and email this to membershipservices@britishlegion.org.uk To pay by cheque, post your cheque addressed to the Branch Accounts team at Head Office For branches registered for internet banking, to pay by direct bank transfer we will provide you bank details once we have received your completed form; ensure you put your Branch Number and the text “BFI Deposit” in the reference field on the bank transfer.</p> <p>The interest rate paid to BFI accounts is determined by the RBL’s Finance Committee and reviewed regularly The current rate of interest can be found on your latest BFI statement Interest is credited and statements are generated as at each calendar quarter end Statements are available to download on LOMAS for LOMAS users, or emailed to non-LOMAS users, within a maximum of four weeks of the calendar quarter end If a branch has not received a statement this can be requested from their MEO or membershipservices@britishlegion.org.uk.</p>	<p>branchaccounts@britishlegion.org.uk. To pay by cheque, post your cheque addressed to the Branch Accounts team at Head Office For branches registered for internet banking, to pay by direct bank transfer we will provide you bank details once we have received your completed form; ensure you put your Branch Number and the text “BFI Deposit” in the reference field on the bank transfer.</p> <p>The interest rate paid to BFI accounts is determined by the RBL’s Finance Committee and reviewed regularly. The current rate of interest can be found on your latest BFI statement. Interest is credited and statements are generated as at each calendar quarter end. Statements are available to download on LOMAS for LOMAS users, or emailed to non-LOMAS users, within a maximum of four weeks of the calendar quarter end. If a branch has not received a statement this can be requested from their MEO or branchaccounts@britishlegion.org.uk.</p>
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64	Policy Guidance	Rules on cheque and cash handling	Keep the branch petty-cash float as low as possible and reconcile it monthly. Any expenditure above £50 should be reimbursed by cheque.	Keep the branch petty-cash float as low as possible and reconcile it monthly. Any expenditure above £50 should be reimbursed by cheque. However, if the RBL's Finance Department has approved electronic banking by Lloyds bank appropriate procedures are to be observed.
64	Policy Guidance	Financial Management – Rules on cheque and cash handling	Keep the branch petty-cash float as low as possible and reconcile it monthly. Any expenditure above £50 should be reimbursed by cheque. You can find the petty cash policy (SOP3) on Microsoft Office 365 (O365) or request it from your MEO.	Keep the branch petty-cash float as low as possible and reconcile it monthly. Any expenditure above £50 should be reimbursed by cheque. However, if the RBL's Finance Department has approved electronic banking by Lloyds bank appropriate procedures are to be observed. You can find the petty cash policy (SOP3) on Microsoft Office 365 (O365) or request it from your MEO.
66	Policy Guidance	Finance – Funding and insuring branch events	N/A	Please note that RBL equipment should not be loaned to or used by other organisations due to complications around liability in the event of improper use, and the potential for reputational damage.
68	Policy Guidance	Legacies	In all instances where a branch is notified of a legacy, the branch must contact the Legacy Management Team at the earliest opportunity at membershipservices@britishlegion.org.uk or call 020 3207 2100 and ask for the Legacies Management Team.	In all instances where a branch is notified of a legacy (a gift in a Will), the branch must contact the Legacy Management Team at the earliest opportunity at legacies@britishlegion.org.uk or call 020 3207 2100 and ask for the Legacies Management Team.
68	Policy Guidance	Legacies	The Legacy Management Team manages, receipts and allocates all legacy income to ensure that the correct amount is received and that funds are used in the manner specified in our Royal Charter and the Will. All	The Legacy Management Team manages, receipts, and allocates all legacy income to ensure that the correct amount is received and that funds are used in the manner specified in our Royal Charter, and the Will. They are the only team with delegated authority from our Trustees to act in the administration of legacies, and are able to

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			correspondence relating to legacies must be sent to the Legacy Management Team as soon as possible.	provide a formal receipt and discharge to the Executors. Therefore, all correspondence relating to legacies must be sent to the Legacy Management Team as soon as possible.
68	Policy Guidance	Legacies	Where a legacy is specifically gifted to the branch, the legacy shall be paid to the branch if under £5,000; legacies over £5,000 will be placed into a Trust held for the benefit of the branch. The Royal Charter sets out that legacies should only be used for furthering the RBL's objectives which means use is restricted to welfare and Remembrance activities, so it is not possible to place the legacy income into the branches BFI account	Where a legacy is specifically gifted to the branch, the legacy shall be paid to the branch if under £5,000; legacies over £5,000 will be placed into a Branch Trust, held for the benefit of the branch. The Royal Charter sets out that legacies should only be used for furthering the RBL's objectives which means use is restricted to welfare and Remembrance activities, so it is not possible to place the legacy income into the branches BFI account, or simply to generate interest.
68	Policy	Legacies	To make a withdrawal from a Legacy Trust the branch should complete form SOPI63 Appendix A and submit this to your MEO for approval. The MEO will check the planned expenditure is permitted under the Legion's general spending guidelines and confirm with the Legacy Management Team it is also permitted under the restrictions of the legacy before requesting payment to the branch by the Branch Accounts Team. In accordance with	To make a withdrawal from a Legacy Trust the branch should complete form SOPI63 Appendix A and submit this to the Membership Compliance & Policy team for approval (membershipcandp@britishlegion.org.uk). The team will check the planned expenditure is permitted under the Legion's general spending guidelines, and confirm with the Legacy Management Team it is also permitted under the restrictions of the legacy, before requesting payment to the branch by the Branch Accounts Team. In accordance with Charity Commission requirements to prevent funds being held in trusts indefinitely, please do endeavour to spend the funds within a reasonable time frame (3-5 years).

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			Charity Commission requirements to prevent funds being held in trusts indefinitely, the Legacy Management Team will review the Legacy Trust Portfolio annually and, where funds remain unspent, will liaise with the branch to find ways to spend it.	
73	Policy Guidance	Complaints (LCC)	Complaints (LCC)	Complaints
73	Policy Guidance	Complaints	The Royal British Legion takes seriously all complaints about the services it delivers to its members and stakeholders; about the integrity and propriety of all its employees, members and volunteers; and about its policies and procedures. The RBL is committed to making its complaints-management process accessible, fair and transparent. All complaints made will be appropriately investigated as quickly as possible and, where appropriate, the complainant informed of outcomes and any action taken in line with the current complaints and grievance procedures.	The Royal British Legion takes seriously all complaints about the services it delivers to its members and stakeholders; about the integrity and propriety of all its employees, members and volunteers; and about its policies and procedures The RBL is committed to making its complaint-management process accessible, fair and transparent. All complaints made will be appropriately reviewed as quickly as possible and, where appropriate, the complainant informed of outcomes and any action taken in line with the current complaints and grievance procedures.
73	Policy Guidance	Complaints	If you have received a complaint about a member or you want to make a complaint about a member, you can contact the RBL Complaints Committee (LCC) via email membershipservices@britishlegion.or	Membership Complaints: Legion Complaints Committee (LCC) The LCC manages complaints in accordance with the membership complaints procedure. For a copy of this procedure please contact

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		<p>g.uk or on the Membership Administration Portal (MAP) on Microsoft Office 365 (O365). More on handling complaints is covered under the Membership Council section of this handbook. In exceptional circumstances, the Membership Council Chair has the power to expel a member where necessary.</p> <p>If you are unhappy with how your membership queries have been handled, please contact membershipservices@britishlegion.org.uk</p> <p>For complaints about fundraising activities, refer to the Poppy Appeal Organiser Handbook, available through Microsoft Office 365 (O365) or your Poppy Appeal Organiser/Manager.</p> <p>Where you receive a complaint about a BCS Supporter or a BCS Supporter makes a complaint, this should be referred to and dealt with by the Head of Membership Engagement and handled in accordance with the Operational Complaints Procedure.</p>	<p>legioncomplaints@britishlegion.org.uk.</p> <p>Any complaints about Legion members should first be raised with their Branch Chair who should attempt to resolve the matter through informal discussion in line with the principles outlined in the membership complaints procedure.</p> <p>Similarly, where a complaint concerns the actions of a Branch Committee or any Branch Officer or committee member, the complaint should first be raised with the County/District Committee who should attempt to resolve the matter informally at a local level.</p> <p>Informal resolution guidance can be found within the membership complaints procedure.</p> <p>For complaints that concern the actions of a County/District Committee, any County/District Officer or committee member, or involve safeguarding or matters of financial probity, local resolution should NOT be attempted, and the issue should be immediately referred to the LCC.</p> <p>If you have received a complaint about a member or you want to make a complaint about a member, you can contact the Legion Complaints Committee (LCC) for guidance via email at legioncomplaints@britishlegion.org.uk</p> <p>Membership Services If you are unhappy with how your membership queries have been handled, please contact membershipservices@britishlegion.org.uk</p> <p>Fundraising For complaints about fundraising activities, refer to the Poppy Appeal Organiser Handbook, available through</p>
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			<p>Following the investigation, the branch will be informed of the outcome. It should be noted that if a complaint about a BCS Supporter is upheld then action may be taken to remove that person from the BCS role. The branch must uphold any decision made. If you are making or have received a complaint that relates to club membership, the club committee should be approached first.</p>	<p>Microsoft Office 365 (O365) or your Poppy Appeal Organiser/Manager.</p> <p>Branch Community Support (BCS) Where you receive a complaint about a BCS Supporter, or a BCS Supporter makes a complaint, this should be referred to and dealt with by the Head of Membership Engagement (direct to BCS@britishlegion.org.uk) and handled in accordance with the Operational Complaints Procedure.</p> <p>Following the investigation, the branch will be informed of the outcome. It should be noted that if a complaint about a BCS Supporter is upheld then action may be taken to remove that person from the BCS role. The branch must uphold any decision made. If you are making or have received a complaint that relates to club membership, the club committee should be approached first.</p> <p>Board of Trustees & Membership Council If there is a complaint against a member of the Board of Trustees or a member of the Membership Council, the Complaints Committee Chair will refer that case to the RBL's Governance Committee.</p>
74	Policy Guidance	Photography & Social Media	<p>You must not share information deemed confidential or meant for RBL members only. In accordance with GDPR you must not share personal information about another individual.</p>	<p>You must not share information deemed confidential or meant for RBL members only. In accordance with GDPR you must not share personal information about another individual, including photographs, videos or audio recordings of another person (because these are regarded as personal data under GDPR).</p>

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74	Policy Guidance	Photography & Social Media	<p>In order to ensure that RBL has lawful basis in collecting personal data under data protection laws you should always consider getting consent from the relevant person. If you organise an event or activity where you are taking photographs or making visual recordings of a person, you should make it a priority of getting consent from the person before going ahead. If the person is under the age of 18 sufficient consent must be obtained from their legal guardian. In events or activities where consents are not normally sought, you may display a suitable notice. For more information or guidance on this area, please contact membershipservices@britishlegion.org.uk.</p>	<p>To ensure that RBL has a lawful basis for collecting personal data under data protection laws you should always obtain written consent from individuals you plan to photograph or record. If you organise an event of activity where you are taking photographs or making audio or audio recordings of one or more individuals, you should make it a priority to obtain appropriate written consent before going ahead. If the person is under the age of 18 sufficient consent must be obtained from their legal guardian. In events or activities where consents are not normally sought, you should let attendees know that photographs will be taken and the event may be recorded. If any attendees do not want to be photographed or recorded, they should be invited to make themselves known to the organiser or photographer. For more information or guidance, please contact membershipservices@britishlegion.org.uk.</p>
79	National	Sending delegates to Annual Conference	N/A	<p>Branch presidents are entitled to attend as a delegate, but this must be done as a member, not in their capacity as branch president.</p>
85	National	RBL-licensed Bands	<p>Music is a fundamental part of Royal British Legion life and its bands offer unique opportunities to musicians. RBL-licensed bands are allowed to use the RBL's name and logo. Find out more here.</p>	<p><u>RBL-licensed Bands</u></p> <p>The Royal British Legion has licenced bands across the country. From male-voice choirs, to marching bands, to youth bands, our RBL Bands play a key part in connecting the RBL with local communities. For musicians our bands provide an opportunity to develop their skills while being</p>

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				<p>part of a bigger purpose; helping the RBL to be visible, raise funds and recognise the Armed Forces Community.</p> <p>If branches are holding events or have fundraising activities at which they plan to have music, they should consider using an RBL band in the first instance. The contact details for the Bands can be found on the website. Branches can also support their local Band by promoting the opportunities for members who are musicians to join the RBL Band.</p> <p>RBL-licensed bands are allowed to use the RBL's name and logo, but are separate legal entities and therefore, except for during Remembrancetide, they will need to charge for attendance at an event, even where it is RBL organised. Branches cannot provide funding to bands from branch funds. Where the branch and band are fundraising together at an event, it must be clear which organisation the donor's money is for; separate, clearly-marked fundraising tins must be used and band funds must not pass through branch accounts. The Bands Policy can be found on MAP.</p>
87	Counties	Committees and the roles people can hold	<i>Refer to page 87 of the March 2025 release</i>	<p>Committee roles: Chair, Vice-Chair, Secretary, Treasurer (appointed, non-voting), Community Support Coordinator/Committee, County Recruiting Officer, County Training Officer</p> <p>Committee-appointed roles (but not committee members): President; Chaplain (optional)</p> <p>Number of additional committee members allowed: Seven to 15</p>

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				<p>Quorum: Half the members entitled to attend and vote</p> <p>While optional roles are not required, the responsibilities need to be assumed by another committee member in the event the post is vacant.</p>
89	Counties	County Plan	<p>Counties must have a three-year plan based on Royal British Legion aims and policies and the County objectives. County Plans are live agenda items which the County Committee reviews at each committee meeting and should also be reviewed annually by the County Committee at their annual meeting.</p>	<p>Counties must have a three-year plan based on Royal British Legion aims and policies and the County objectives. County Plans are live agenda items which the County Committee reviews at each committee meeting and should also be reviewed annually by the County Committee at their annual meeting.</p> <p>County Plans should not include Business As Usual (BAU) activities e.g., maintaining contact with branches, assisting branches with compliance, encouraging Remembrance activities. The plan should provide specific actions which will support improvement in each area and align to the RBLs strategic objectives.</p> <p>Strong County Plans include activities that increase the visibility and reach of the RBL in communities e.g., re-establishing closed branches, encouraging younger members to take on committee roles thereby promoting the organisation to younger generations.</p> <p>Strong County Plans significantly improve the chances of a successful grant being awarded during the annual County/District Grants Award process.</p>
91	Counties	County Meetings	<p>Following each meeting, the minutes must be submitted to the MEO and</p>	<p>Following each meeting, the minutes must be uploaded to MAP, and submitted to the MEO and the Membership Council Representative within three months.</p>

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			the Membership Council Representative within three months.	
91	Counties	Annual General Meeting	N/A	<p>Quorate Requirements: The quorate is 4 branches or 10% of the branches in the county, whichever is largest.</p> <p>For Women's Section and National Branches the quorate is 4.</p>
94	Counties	County Conference	The corporate address (to be given by the allocated speaker).	The corporate address (to be given by the allocated speaker). The corporate speaker should be allocated minimum 20 minutes for the corporate update and any Q&A.
95	Counties	County President	<p>The County President is an appointment of the County Committee who serves in three-year terms for an unlimited amount of time as decided by the Committee. The County President although an Officer, is not a member of the County Committee.</p> <p>The County President has both a representational and advisory function. The President should have the ability to open doors, establish useful contacts and bring influence to bear in the local community. They should always promote the Royal British Legion's charitable aims, vision and values. Therefore, they should be</p>	<p>The County President is appointed by the County Committee and serves in three-year terms for an unlimited amount of time as decided by the Committee. The County President although an Officer, is not a member of the County Committee.</p> <p>The County President has both a representational and advisory function. The President should have the ability to open doors, establish useful contacts and bring influence to bear in the local community. They should always promote the Royal British Legion's charitable aims, vision and values. Therefore, they should be a distinguished person in public life, the local community, or the RBL and be able to counsel the Chair and Officers as necessary in the execution of their duties.</p> <p>The President has a non-executive role, without a vote, as they are not a member of the County Committee, but they</p>

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			<p>a distinguished person in public life, the local community, or the RBL and be able to counsel the Chair and Officers as necessary in the execution of their duties. The President has a non-executive role, without a vote, as they are not a member of the County Committee, but they should attend and speak at meetings of the County Conference and Committee.</p>	<p>should attend and speak at meetings of the County Conference and Committee. While an individual who is approached to act as county president is not required to be a member of the RBL, they should become a member on appointment.</p>
96	Counties	Inclusion of new County Chairs Role Profile	<p><i>Refer to pg. 96 – 97 of March 2025 release and replace with new wording</i></p>	<p>The strategic direction is set by the Board of Trustees (BoT) with Membership Council supporting its implementation to the wider membership through the County Chairs and county formation. County Chairs provide advice, recommendations and insight to branches to enable them to implement the operational activities to support the RBL’s strategy and to deliver the purpose of membership and the values that membership brings to the RBL.</p> <p>County Chairs provide leadership and guidance to their Counties/Districts across the UK and overseas. Adherence to RBL policies and compliance requirements is expected across the membership network and a key role of County Chairs is ensuring that both the county itself and the branches are compliant and adhering to policy and procedure. County Chairs and their committee members work closely with Branch Chairs to proactively manage risk register and issues at County/District, Branches and Clubs.</p> <p>The County Chair is responsible for the management of the county and for developing a county committee through</p>

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				<p>which they discharge their responsibilities by ensuring that the committee members are appropriately trained and experienced and are following correct policy and procedure.</p> <p>County Chairs are expected to uphold the RBL code of conduct and demonstrate the highest standards of values and behaviours.</p> <p>The County Chair is elected by postal ballot to chair the County Committee for a tenure of three years.</p> <p>Key Responsibilities:</p> <p>General</p> <ol style="list-style-type: none">1. To build and maintain a strong relationship with the Membership Directorate, particularly the local staff, and wider RBL teams, working together to support and develop the membership to enable effective delivery of the purpose of membership.2. To be fully conversant with the Royal Charter, the Membership Handbook and all other relevant policies and procedures. To educate and work with the branch chairs so they fulfil their responsibilities in accordance with those documents.3. To provide feedback and insight to MC Reps to ensure that the members voice is represented in discussions at Membership Council.4. Uphold the RBL vision, values and code of conduct.5. To actively participate the County Chairs induction programme including a full handover from the previous
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				<p>incumbent, and attend the relevant County Management Training.</p> <p>6. To play a key role in the public relations of the RBL and represent the Legion and membership at relevant local events.</p> <p>7. To participate in relevant membership events and meetings and to work collaboratively with the relevant peers/staff to support the future development of membership and improvement of current practices.</p> <p>8. Willingness to attend County Chair Seminars (March and September events) and Annual Conference (in person or virtually)</p> <p>9. Be prepared to undertake the mentoring of newer County Chairs</p> <p>Management of the County</p> <p>10. To approve branch byelaws and manage the formation, amalgamation and closure of branches.</p> <p>11. County Chairs should have oversight of the Clubs in their county/ district, including knowledge of the clubs' licence status, and are responsible for signing off club licence forms and ensuring that an effective branch exists to support club affiliations.</p> <p>12. Maintain appropriate, County Byelaws.</p> <p>13. Proactively support and manage branches and clubs within the County with a focus on achieving the purpose of membership and the activities which bring value to the RBL and being compliant with RBL policies and procedures. To foster strong links between the County Committee and the Branch committees and engage with branches and</p>
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				<p>members across the county.</p> <p>14. Develop and manage County three-year plans and oversee and work with the MEO to maintain the Branch risk registers. To develop a county action plan relating to the risk register and any branch and county audit recommendations and deliver on any actions.</p> <p>15. Resolve issues between members and within branches, encouraging local resolution first before escalation up through to LCC, while ensuring the serious issues or those relating to safeguarding are escalated at the earliest opportunity.</p> <p>16. Successfully deliver, through the County Conference Committee, the Annual General Meetings (County Conferences) in accordance with the Membership Handbook (MH), Royal Charter and County bye-laws, whilst taking into account the views of the delegates.</p> <p>17. To ensure effective communication with branch committees and ensure that relevant information is cascaded out. To hold a briefing for branch officers following each County Chair's seminar to pass on key messages and updates</p> <p>18. To encourage branch and county officers to attend relevant training.</p> <p>Management of the County Committee</p> <p>19. Provide effective oversight of the County budget through the County Treasurer.</p> <p>20. To establish an effective County/District committee with officer roles filled and duties carried out effectively and to ensure succession planning and mentoring for all key roles.</p> <p>21. To brief county committee members on updates and ongoing matters at national level</p>
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				<p>22. To recognise real and perceived conflicts of interest and to declare any such potential conflicts when they arise.</p> <p>Person Specification</p> <ul style="list-style-type: none">• Must be able to demonstrate a good understanding of the role of a County Chair and their responsibilities to the County/District and Branch Network.• To recognise the time commitment involved to carry out County Chairs responsibilities, including visiting the Branch network, preparing for meetings and chairing the county committee meetings.• To liaise with external agencies including military, Lord Lieutenant's and High Sheriff offices and local government agencies within the County.• Able to manage county committee meetings, ensure that county matters are effectively addressed and take a balanced and objective view, as well as constructively manage and contribute to discussions.• The ability to build effective and positive working relationships with others, built on trust and respect, across staff and members alike.• To recognise the importance of personal development and committed to continuous learning.• Must possess basic I.T. skills and be able to use Microsoft Office 365 (O365) programmes, use email and be willing to become familiar with I.T. platforms that the RBL uses.• Must be able to respect confidentiality.• To have a positive commitment to the Equality, Diversity and Inclusivity agenda and able to challenge staff and members alike who don't align with RBL ED&I values.
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99	Counties	County Committee Member	They must not have an unspent conviction, have been disqualified as a company director or a trustee, or be undischarged bankrupt.	They must be able to confirm that all of the statements in the safeguarding self-declaration are true and declare if any statement is not true.
100	Counties	County Role Descriptions - Volunteer County Secretary	Volunteer County Secretary	County Secretary – role description to be moved above county committee role profile to sit with other mandatory roles.
103	Counties	County Roles	11. In liaison with the County Training Officer, assist with any local Branch Treasurers' training as required.	Remove sentence
104	Counties	Role Descriptions - County Parade Marshal	The role of County Parade Marshal is subject to the RBL's screening programme detailed within the RBL's Safeguarding Policy. All screenings and mandatory online training must be completed prior to commencing duties. The County Parade Marshal is an appointment that is reviewed annually.	The role of County Parade Marshal is subject to an enhanced DBS check and the RBL's screening programme detailed within the RBL's Safeguarding Policy. All screenings and mandatory online training must be completed prior to commencing duties. The County Parade Marshal is an appointment that is reviewed annually.
106	Counties	County Youth Officer	The role is subject to the RBL's screening programme detailed within the RBL's Safeguarding Policy All screening and mandatory online training must be completed prior to commencing duties	The role is subject to the RBL's screening programme detailed within the RBL's Safeguarding Policy. All screening, including an enhanced DBS check and mandatory online training, must be completed prior to commencing duties.
110	Counties	County Community	County Community Support Coordinator/Committee (CCSC)	COUNTY COMMUNITY SUPPORT COORDINATOR (CCSC)

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		<p>Support Coordinator/ Committee</p>	<p>(Optional) Each County should have in place a CCSC or a Committee. The purpose of the Coordinator/Committee is to support the County Committee and branches to promote BCS and encourage participation. They will also be the connection between the County and the BCS Team and will work together with them to promote good practice and support branches on their BCS journey. Terms of Reference The role of the CCSC is to: 1. Monitor Branch Community Support activity throughout the County, identifying where new BCS Representative appointments have been made at branch level. 2. Organise BCS Awareness Presentations as required for County Committee members; new CCSC committee members; BCS Reps and Branch Committees. 3. Encourage the attendance of BCCs and volunteers at relevant BCS Training. 4. Be part of a team within the County, to include County Training Officer and the MEO alongside County Community Support Coordinators, to deliver BCS training. 5. Provide a point of contact to branches for advice and guidance. 6. Encourage branches to participate in</p>	<p>Terms of Reference Purpose</p> <p>Each County should have in place a County Community Support Coordinator. The purpose of the Coordinator is to support the County Committee and Branches to promote branch community activities including BCS, encourage participation, and support the sharing of knowledge around RBL's services. They will serve as the link between the County and the Membership Development Team, collaborating to promote best practices and support branches.</p> <p>Role The role of the CCSC is to:</p> <ol style="list-style-type: none"> a. Champion Camaraderie, Kindness and Knowledge within the county, supporting community activities, including BCS. b. Share knowledge of RBL's services within the community, encouraging the channeling of beneficiaries through RBL's Contact Centre. c. Promote branch community activities throughout the county, identifying where BCS recruitment opportunities arise. d. Organise branch community presentations as required for County Committee members and Branch Committees. e. Encourage the attendance of BCS Supporters at relevant BCS Training. f. Support and collaborate with the CYO (County Youth Officer) and CRO (County Recruitment Officer) g. Provide a point of contact to branches for advice and
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			<p>Branch Community Support by:</p> <ul style="list-style-type: none"> • Encouraging best practice in accordance with the BCS Handbook and supporting documents. • Supporting the BCS Team in encouraging branches to submit quarterly reports on the BCS System. <p>7. Utilise the County Management section of the BCS Reporting System to advise on the management of reports and branch records. 8. Supporting the County Committee and/or BCS Team at BCS events. 9. Compile quarterly reports detailing BCS activities within the County and presenting at County Committee meetings. 10. Identify and share good news stories with the BCS Team at membershipservices@britishlegion.org.uk 11. Support and guidance will be provided by the BCS Team and MEO. Note: CCSCs do not necessarily have to be Members of The Royal British Legion and can include persons with appropriate experience and qualifications subject to approval by the County Committee.</p>	<p>guidance.</p> <p>Reporting</p> <ul style="list-style-type: none"> • Using the Branch Community Dashboard, report Branch Community Activities, including BCS activities within the County and present at County Committee meetings. • Identify and share good news stories with the Membership Development Team bcs@britishlegion.org.uk <p>Support</p> <p>Support and guidance will be provided by the Membership Development team and your local Membership Engagement Officer.</p> <p>Should a safeguarding alert be brought to the attention of a CCSC, it is their duty to report this issue to their Membership Engagement Officer.</p> <p>To update activities on Viva Engage.</p> <p>N.B. all CCSCs are required to be members of The Royal British Legion.</p>
117	County administration of a branch		The process for the Membership Council taking a County into administration	Remove

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			should follow the same guidance as above.	
120	Throughout	Throughout	N/A	References to committee sizes to be amended – The minimum number of Committee members is five, with a recommendation of no more than 11 and an absolute maximum of 15. Clarify and ensure consistency throughout the Membership Handbook.
120	Branches	Committees and the roles people can hold	<i>Refer to page 120 of the March 2025 release</i>	<p>Committee roles: Chair, Vice-Chair (optional), Treasurer (appointed, voting), Secretary, Branch Community Coordinator (optional), Branch Recruiting Advisor (optional)</p> <p>Committee appointed roles (but not committee members): President (optional); Chaplain (optional)</p> <p>Number of committee members: five, with a recommendation of no more than 11 and an absolute maximum of 15.</p> <p>Quorum: Four</p> <p>While optional roles are not required, the responsibilities need to be assumed by another committee member in the event the post is vacant.</p>

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123	Branches	Branch Meetings - AGM	<table border="1"> <thead> <tr> <th colspan="4">BRANCHES</th> </tr> <tr> <th colspan="4">General Branch Meeting</th> </tr> </thead> <tbody> <tr> <td>Frequency</td> <td>Once a year</td> <td>Dates</td> <td>Between 1st October and 30th November</td> </tr> <tr> <td>Quorate requirements</td> <td></td> <td></td> <td>NA</td> </tr> <tr> <td>Notifications</td> <td colspan="3">Committee to decide</td> </tr> <tr> <td>Chair</td> <td colspan="3">Branch Chair or Vice Chair in their absence</td> </tr> <tr> <td>Attendees</td> <td>Members</td> <td>Typical Agenda Suggestions</td> <td> Suggested: <ul style="list-style-type: none"> Review previous year's activities Agree next year's activities Elect officers and Committee members Nominate candidates for elections at County level Vote on candidates for elections at County level Debate and agree motions for County and Conference </td> </tr> <tr> <td>Other</td> <td colspan="3">Members can add items to the agenda if they submit them before the deadline specified by the Committee.</td> </tr> <tr> <td colspan="4">Any reports presented at the meeting and minutes of previous meeting must be circulated to the attendees at least three days before meeting. If community support cases are discussed during the meeting, the personal details of beneficiary/beneficiaries must not be</td> </tr> </tbody> </table>	BRANCHES				General Branch Meeting				Frequency	Once a year	Dates	Between 1st October and 30th November	Quorate requirements			NA	Notifications	Committee to decide			Chair	Branch Chair or Vice Chair in their absence			Attendees	Members	Typical Agenda Suggestions	Suggested: <ul style="list-style-type: none"> Review previous year's activities Agree next year's activities Elect officers and Committee members Nominate candidates for elections at County level Vote on candidates for elections at County level Debate and agree motions for County and Conference 	Other	Members can add items to the agenda if they submit them before the deadline specified by the Committee.			Any reports presented at the meeting and minutes of previous meeting must be circulated to the attendees at least three days before meeting. If community support cases are discussed during the meeting, the personal details of beneficiary/beneficiaries must not be				<p>Agenda item 4. 'Nominate candidates for elections for Membership Council</p> <p>Agenda item 5. Vote on candidates for County appointments</p> <p>Agenda item 6. Debate and agree motions for Annual Conference to be taken to County Conference for approval.</p> <p>NEW Agenda item 7. Agree accounts</p>
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126	Branches	Branch President	<p>The President is appointed by the Branch Committee for a tenure of up to three years, which can be repeated. They may advise the Committee but do not have a vote. Their role is only representative and advisory. While an individual who is approached to act as branch president is not required to be a member of the RBL, they must take up membership prior to entering the role.</p>	<p>The President is appointed by the Branch Committee for a tenure of up to three years, which can be repeated. They may advise the Committee but do not have a vote. Their role is only representative and advisory. While an individual who is approached to act as branch president is not required to be a member of the RBL, they should become a member on appointment.</p>																																				
127	Branches	Branch Chair	<p>They must not have an unspent conviction, have been disqualified as a company director or a trustee, or be undischarged bankrupt.</p>	<p>They must be able to confirm that all of the statements in the safeguarding self-declaration are true and declare if any statement is not true.</p>																																				
129	Branches	Branch Committee Member	<p>They must not have an unspent conviction, have been disqualified as a company director or a trustee, or be undischarged bankrupt.</p>	<p>They must be able to confirm that all of the statements in the safeguarding self-declaration are true and declare if any statement is not true.</p>																																				
131	Branches	Branch Secretary	<p>9. Register the branch for BCS as required by the Branch Committee</p>	<p>Remove</p>																																				
135	Branches	Branch Parade Marshal	<p>N/A</p>	<p>The [role title] must undertake mandatory safeguarding training, sign the safeguarding self-declaration and complete DBS check prior to undertaking any activities in the role.</p>																																				

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141	Branches	Becoming a County Supported Branch (CSB)	<p><i>Change to 15k limit for counties has necessitated a change in guidance/CSB process which needs to be reflected in MH</i></p>	<p>1. When a branch becomes a CSB and closes its bank current account, funds should be sent to its BFI, which is retained like any other branch BFI.</p> <p>2. Head Office records will be updated for the BFI statements to ensure they are now sent to the county instead on a quarterly basis, so the county knows the balances available for each CSB.</p> <p>3. Under usual finance rules, Counties spend where appropriate at the request of CSBs on CSB matters - using the county's own cash float upfront and then submitting monthly/quarterly BFI drawdowns to reimburse themselves as needed.</p> <p>4. With the CSB BFI the CSB's ringfenced balance total will be known with only the last month/quarter of spend ever outstanding.</p> <p>Arrangements will be made where not already in place to re-instate CSB branch BFIs to enable counties to transfer monies into these accounts. You may have seen the communication in May 2025's Central News asking branches (£5k max) and counties (15k max) to deposit excess funds into their BFI accounts prior to 30 June 2025 in time for year-end accounting.</p>
145	Branches in the Community	BCS	<p>Branches interested in participating in BCS can register by contacting their MEO Regional MEAs are available to assist new and existing BCS Supporters with their mandatory training and Disclosure and Barring Service (DBS) requirements</p>	<p>Members interested in becoming a BCS Supporter can enrol by contacting their regional MEO. MEAs are available to assist with training and Disclosure and Barring Service (DBS) requirements.</p>

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145	Branches in the Community	BCS	Branches exist to promote the Royal British Legion's work in their communities and the best way to accomplish this is to register for Branch Community Support (BCS).	Branches exist to promote the Royal British Legion's work in their communities and the best way to accomplish this is to engage in Branch Community Support (BCS).
104 & 106	Counties	County Youth Officer & County Parade Marshal	N/A	The [role title] must undertake mandatory safeguarding training, sign the safeguarding self-declaration and complete DBS check prior to undertaking any activities in the role.