Chapter 4 – Poppy Support Services

1. Introduction

Poppy Support is the brand name that the Legion uses for the range of welfare services offered by the Legion.

The range of Poppy Support services are outlined in this Chapter. Caseworkers should be able to describe and explain these services to clients; they should also be able to discuss with clients the services which might provide the most assistance to them.

Caseworkers or Visitors should not promise that welfare services will be provided; access to Poppy Support services is organised by the Case Manager.

2. Eligibility for Poppy Support services

It should be noted that although all Legion beneficiaries are eligible for support (as outlined in Chapter 3), individuals might not be eligible to receive specific services. This is because some of our Poppy Support services have additional eligibility criteria.

For example, services that provide some sort of financial assistance have an income and savings assessment, and therefore, might not be offered to those with incomes or savings above the relevant thresholds.
Any restrictions on services are included under the description for each of our Poppy Support services listed below.

3. Leaflets and forms

The Legion has produced leaflets for all of the Poppy Support services below, which provide basic information about the service and what it can offer, including contact information. Additionally, many of the services require the completion of an application form.

All leaflets, guidance notes and forms are available upon request from the Poppy Appeal storage based in Aylesford, Kent. An overview of Legion publications, including details of how to order, can be found in Chapter 8. Volunteers are asked not to order or keep too many leaflets or to keep forms in reserve, as they do go out of date or use from time to time.

4. Benefits & Money Advice

The Benefits & Money Advice service is aimed at those who are having problems surviving on low incomes or experiencing problems with personal debt. The service helps beneficiaries to claim the state benefits and tax credits to which they are entitled. This includes advice and assistance through the maze of regulations and application forms that are required, but which often hinder people in claiming their entitlements. The service also provides people with advice on reducing the burden of debt repayments and financial management (not financial advice, such as investing etc.).
Benefits & Money Advice is delivered, in the main, through a partnership with the Citizens Advice Bureaux (CAB). However, this is not available in all areas. Where there is no CAB service available, assistance can be provided either by a Legion Benefits & Money Adviser or a referral can be made to another specialist organisation.

The Benefits & Money Advice service is supported by the Royal Air Force Benevolent Fund (RAFBF). However, the service is available to all beneficiaries regardless of the branch of service to which they are connected.

The Benefits & Money Advice service also provides specialist disability claims advice through a small team of advisers at head office. The Legion’s disability benefits advisers offer individual support and assistance to those making disability benefit claims or those who wish to dispute their disability benefits award or rejection through the tribunal service. This includes all state benefits linked to a psychological or physical disability.

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>All Legion beneficiaries.</th>
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</thead>
<tbody>
<tr>
<td>Access or forms</td>
<td>Direct inquiries, referral by the Case Manager via Form A – Application for Financial Assistance.</td>
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<tr>
<td>For further information</td>
<td>Please contact your County Welfare Officer or Legionline 08457 725 725 <a href="mailto:bma@britishlegion.org.uk">bma@britishlegion.org.uk</a> or <a href="mailto:disability@britishlegion.org.uk">disability@britishlegion.org.uk</a></td>
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5. Independent Inquest Advice

Independent Inquest Advice is a dedicated and professional service providing free legal advice to bereaved Service families.

The service provides independent advice and guidance to help clients through the legal and other procedures arising out of the Service Inquiry and the Inquest (Fatal Accident Inquiry in Scotland).

The confidential and professional service is freely available throughout the UK to the bereaved families of all Service personnel, including Reservists, on active Service. Advice and support are provided by our experienced solicitors at all stages of the investigation into combat and non-combat deaths.

**Eligibility**

Bereaved families of Regular serving personnel and active Reservists.

**Access or forms**

Direct inquiries or referrals from the Case Manager.

**For further information**

020 3207 2144  
020 3207 2137  
iia@britishlegion.org.uk

6. War Pensions & Compensation

The War Pensions & Compensation service can provide assistance with claims for compensation from the Ministry of Defence’s no-fault compensation schemes or civil claims for compensation. The schemes are for those who have been injured by Service or the partners of those who have died as a result of their Service. The team can provide help with first claims and
appeals or can simply provide advice on whether on not there is a claim.

For Caseworkers, it is important to ask veterans if they have a health condition linked to their Service in the Armed Forces and whether or not they are receiving compensation for that condition. It is also important to ask widows or widowers if they think their partner’s death was a result of their service, or a condition linked to their Service and if they are in receipt of an award.

If Caseworkers think that someone could be entitled to an award by any of the routes below, please highlight this to the Case Manager or refer the client directly to the War Pensions and Compensation team at Head Office.

6.1 Surgeries
The War Pensions & Compensation service can provide face to face advice from their team of experienced Advisors and Tribunal Representatives at locations in England, Wales and Northern Ireland. Advice can be provided on:

- Making a claim to the War Pension Scheme (WPS) or the Armed Forces Compensation Scheme (AFCS) (see sections below);
- How a claim will be considered;
- What clients can do if they disagree with the decision on a claim;
- Evidence gathering;
- How to appeal if unhappy with a decision; and
- Representation at an Appeal Tribunal.

6.2 War Pensions Scheme (WPS)
The War Pension Scheme (WPS) provides compensation payments for those who have an
illness or injury which was caused by Service in the Armed Forces. The Scheme provides gratuity payments and ongoing War Pensions. Spouses of those who died as a result of their Service can also be eligible for a War Widow’s or War Widower’s Pension under the Scheme.

The War Pension Scheme is administered by the Ministry of Defence (MOD) through the Service Personnel & Veterans Agency (SPVA). It is available to those who suffered an illness or injury or bereavement due to Service in the Armed Forces on or before 5 April 2005. The service offers help and guidance to those wishing to make a new claim or those already receiving payments under the Scheme who wish to review their award or to claim for further conditions.

6.3 Armed Forces Compensation Scheme (AFCS)

The Armed Forces Compensation Scheme (AFCS) is very similar to the War Pension Scheme, but it is only available to those who have suffered an illness or injury on or after 6 April 2005. The AFCS is the newer compensation scheme for the Armed Forces, but both the War Pension Scheme (WPS) and the AFCS continue to run side by side. The day on which the injury was suffered or an illness diagnosed is the determining factor to decide under which scheme the individual should apply.

The AFCS provides lump-sum awards and Guaranteed Income Payments for those who have suffered an illness or injury through service in the Armed Forces. Payments for spouses and dependants of deceased Service personnel or veterans are also available, if the death was linked to service, normally a Survivors Guaranteed Income Payment.
The AFCS is administered by the Ministry of Defence (MOD) through the Service Personnel & Veterans Agency (SPVA). Unlike the WPS, individuals can make a claim to the AFCS while still serving in the Armed Forces. There are also time limits for claims so it is important that clients claim soon after suffering an illness or injury.

6.4 Representation at Appeal Tribunal

For clients disputing rejections or awards under the War Pension Scheme (WPS) or the Armed Forces Compensation Scheme (AFCS), the War Pensions & Compensation team offers guidance and representation at tribunal.

Advice and support is available to those who wish to appeal against a decision made by the Service Personnel & Veterans Agency (SPVA). Appeals are heard by an independent tribunal; the War Pensions & Armed Forces Compensation Chamber. Those who have made a claim under the AFCS can also ask for claims to be “reconsidered” before an appeal to tribunal, advice on this process is also available.

Appeals in England and Wales are heard by the War Pensions & Armed Forces Compensation Chamber or the Pension Appeals Tribunal in Northern Ireland and Scotland (Scottish residents should contact Poppyscotland, see Chapter 9 for contact details).

6.5 Civil Claims for Compensation

The service can also provide initial guidance for those who are serving or those who have served
in the Armed Forces and wish to take legal action against the Ministry of Defence (MOD) for compensation for personal injury through negligence.

The Legion’s Solicitors Referral Group can provide guidance on whether or not there is a claim to be made. Claims can only be made for incidents that occurred after 15 May 1987. The service provides guidance and referrals only to those considering civil action for compensation from the MOD.

**Eligibility**
All Legion beneficiaries.

**Access or forms**
Direct inquiries or referral from the Case Manager.

**For further information**
War Pensions & Compensation
020 3207 2164
claims@britishlegion.org.uk or appeals@britishlegion.org.uk

7. Break Services

The Legion offers a range of services that provide beneficiaries, who otherwise might not be able to take or afford a break, with a holiday from the stresses of everyday life. Our break services are for people recovering from an illness, bereavement or other major life-affecting event; they are also available to disadvantaged young people or families in need of a break.

7.1 Break Centres

The Legion has four Poppy Break Centres located in some of the most popular and traditional seaside resorts in England and Northern Ireland. Each
centre provides guests with a relaxing one or two-week break at no charge. Guests are provided with ensuite bedroom accommodation and a range of activities and services. Our Break Centres are located in:

- Somerset Legion House – Weston-Super-Mare, Somerset;
- Byng House – Southport, Sefton;
- Bennet House – Portrush, Antrim, Northern Ireland; and
- Alderson House – Bridlington, East Riding of Yorkshire.

All Legion beneficiaries that are in need of a break for a welfare reason can apply to have a stay in their nearest Break Centre. To be eligible for a break, clients must meet one of the following criteria:

- Terminal illness, long-term ill health or disability;
- Recovering from a recent surgery or hospitalisation (however, please note that our Break Centres are not convalescence centres);
- Bereavement of spouse, partner or other close family member;
- Suffering from a physical or mental trauma;
- Living in isolation; and/or
- Are a carer, including those caring for a spouse, partner or veteran.

All applications are subject to both an assessment of need and a financial assessment. The financial assessment is based on receipt of a means tested benefit. However, clients not on a means tested benefit may also qualify – the Case Manager will apply the same financial assessment as our Immediate Needs Grants Programme, which includes an assessment of income and savings.
Case Managers are also able to exempt clients from the financial assessment, but ONLY where there are exceptional needs or circumstances, which mean the client would particularly benefit from a stay in a Legion Break Centre.

Caseworkers should complete the following applications:

• For all clients complete, in full, the SC18 – Application for Break Centre (although the Case Manager can complete the SC18 where a full Form A has already been completed).
• For clients who are not on a mean-tested benefit, please also complete Sections 7 & 8 of the Form A – Application for Financial Assistance.

It should be noted that we cannot accept payment from people wishing to stay in a Break Centre, but donations are gratefully accepted.

All forms must be sent to the Case Manager at the county office, in the first instance, for assessment. Any forms sent direct to a Break Centre will be returned. It should be noted that there are considerable waiting lists at some Break Centres, and therefore, Caseworkers should not tell clients that they will definitely receive a break, or indicate when it might be, until it has been confirmed by the Case Manager.

Please also note that Legion staff in Break Centres are not able to provide nursing care or administer any medication (including eye drops) to guests. However, guests who need care are welcome if accompanied by a carer, this can be organised through prior arrangement with the centre.
Eligibility
All Legion beneficiaries, subject to needs and financial assessment.

Access or forms
SC18 – Application for Poppy Break Centre. For clients not on a means tested benefit also complete Sections 7 & 8 of the Form A – Application for Financial Assistance.

For further information
Please contact the County Welfare Officer or Legionline 08457 725 725 info@britishlegion.org.uk

7.2 Welfare Plus Breaks
Welfare Plus Breaks provide individually tailored breaks for those who have special requirements, due to a severe disability or illnesses for which they have substantial care needs. Welfare Plus Breaks offer individual break services for those who are very much in need of a break, but cannot be accommodated in a Break Centre. Applications and trips are administered by the county office.

Eligibility
All Legion beneficiaries, subject to needs and financial assessment.

Access or forms
Caseworker visit and Form A – Application for Financial Assistance.

For further information
Please contact the County Welfare Officer or Legionline 08457 725 725 info@britishlegion.org.uk
7.3 Adventure Breaks

Adventure Breaks are short holidays for young people aged 8-17 years in partnership with the Army Welfare Service and Kids Group. The Breaks are organised and run by experienced AWS youth and community workers who aim to provide a challenging range of adventurous activities tailored to the age and abilities of the group. Kids Group is a reputable which provides residential adventure breaks to young people at nine centres throughout England.

Adventure Breaks provide young Legion beneficiaries with accommodation (2-7 nights), food and all activities. Transport to and from the centre is also provided.

The break can provide children with a once in a lifetime experience and provide parents with a well deserved break. The service is aimed at helping families in isolation and access is limited to children aged 8-17 years from families who satisfy one or more of the following:

1. From a household where the child has difficulty socialising lacks confidence and self esteem.
2. Where the family have not had a holiday away from home in the last two years.
3. From a family experiencing health or emotional difficulties, as a result of one of the parent’s Service in the Armed Forces, prolonged separation, bereavement or break up of the family.
4. From a family experiencing hardship and/or distress caused as a result of a family Service member being deployed on overseas operations.
5. From a family where a parent is caring for a disabled partner or a child is caring for a disabled parent.
6. From a household with a gross income less than £30,000 pa.

Caseworkers need to take the criteria above into account when making an assessment for this service.

Only one of the criteria needs to be met to enable a child to receive a free adventure break. Caseworkers should complete a form PS1 for support and return it to the Case Manager.
Eligibility
Legion beneficiaries aged 12-17 years. Must satisfy needs assessment (criteria listed above).

Access or forms
Caseworker visit and completion of a PS1 – Application for Poppy Support. Not available in Northern Ireland.

For further information
Please contact the County Welfare Officer or Legionline 08457 725 725 info@britishlegion.org.uk

7.4 Family Breaks
The Family Breaks service provides holidays away from home for the most disadvantaged families. The service provides a seven-night stay in one of our break centres or possibly in a UK holiday park which include on-site activities.

Transport to the centres is the responsibility of the client, but the costs associated with travel are reimbursed by the Legion (reimbursement for taxis is only for transfers to and from the nearest train or coach station).

The key focus of this service is to assist disadvantaged families. Therefore, beneficiaries need to satisfy one of the following criteria to be eligible:

• One-parent household due to bereavement or family breakdown;
• One parent currently serving on overseas military operations;
• One parent is caring for a disabled partner;
• The family has not had a holiday or break away from home in three years; or
• The household has an income of less than £25,000 per year.

Eligibility
All Legion beneficiaries that satisfy the needs assessment (criteria outlined above).

Access or forms
Caseworker visit and completion of the PS1 – Application for Poppy Support.

For further information
Please contact the County Welfare Officer or Legionline 08457 725 725
info@britishlegion.org.uk

8. Handy Van Services (formerly Poppy Calls)

The Legion’s free handy van service is designed to offer help with small household repairs and minor adaptations designed to help clients to live independently in their own home.

We carry out low level maintenance jobs such as:

• Putting up shelves, curtain rails or grab rails;
• Changing light bulbs and tap washers;
• Fitting security items, such as door locks or door chains;
• Fitting and testing smoke and CO₂ detectors; and
• Installing or building ramps for easy access to homes.

The Service is also responsible for ordering Care Phones. These are emergency pendants that allow clients 24-hour support in the event of a fall, emergency or crisis. Care Phones can help clients
to lead an independent life safe in the knowledge that help is available at the end of the telephone.

The Handy Van Service is still quite new, but growing, so it is not yet available in all areas (except Care Phones, which are available in all areas). Where the Service is not available, a similar local service can be arranged by the Case Manager. Clients must be in receipt of a means-tested benefit to be eligible for the service.

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<tr>
<th>Eligibility</th>
<th>All Legion beneficiaries on a means-tested benefit.</th>
</tr>
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<tr>
<td>Access or forms</td>
<td>PS1 – Application for Poppy Support.</td>
</tr>
<tr>
<td>For further information</td>
<td>Please contact the Handy Van Service Administration Office 0800 032 0306 <a href="mailto:homesupportadmin@britishlegion.org.uk">homesupportadmin@britishlegion.org.uk</a> or please call your County Welfare Officer or Legionline 08457 725 725</td>
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9. Civvy Street

Civvy Street is the name for the range of resettlement, learning and work services provided by the Legion, these are:

- The Civvy Street website www.civvystreet.org;
- Employment Support Grants; and
- Be the Boss.
9.1 The Civvy Street website

Civvy Street is the Legion website for clients of working age who would like information, advice and guidance on careers, skills development, jobs and self employment. It offers a free advice service about resettlement into civilian life, learning and work.

Those eligible can also register on the site and have access to a range of free online tools and services to assist their skills development and employment opportunities. It includes one-to-one advice on career choices, skills development and employment.

**Eligibility**  
All working age Legion beneficiaries.

**Access or forms**  
Refer direct to the website or helpline (below).

**For further information**  
For further information  
0800 169 4073  
www.civvystreet.org  
info@civvystreet.org

9.2 Employment Support Grants

The Legion’s Employment Support Grants are designed to assist clients who need to improve their skills and are unemployed, or in low paid employment and receiving Income Support. Grants are provided to clients to gain the skills they need to get the job they want.

An Employment Support Grant can be used to fund skills development courses, costs associated with attendance on a course and costs associated with a job offer, including work related clothing, hand tools, equipment and travel costs.
To be eligible for the scheme, clients must be:

- Of working age;
- Live in England, Wales or Northern Ireland;
- Be undertaking the activities within the UK;
- Be unemployed, low skilled and actively seeking work (normally on Income Support, income-based Job Seekers Allowance or income-related Employment Support Allowance).

Grants are not able to support:

- Higher education courses, including Higher National Diploma, under or post graduate courses; and
- Courses which do not improve vocational skills.

If clients qualify for a Local Education Authority (LEA) grant and/or a fee loan from the Student Loans Company (SLC), they will not normally be eligible for a Legion grant for higher and further education courses. However, clients can apply for a Bursary Award to support living and other course costs.

**Eligibility**

All working age Legion beneficiaries.

**Access or forms**

Refer direct to the website or helpline (below).

**For further information**

For further information

0800 169 4073

www.civvystreet.org

info@civvystreet.org
9.3 Be the Boss

Be the Boss is a scheme being administered by the Legion on behalf of the Department for Business Innovation and Skills. The aim is to support people with starting or expanding a small business.

The scheme provides the following:

- Information, advice and guidance on starting or expanding a small business;
- Mixed funding of grants and loans to help start-up a business or expand; and
- Mentoring to guide and support those in small business.

The scheme is delivered through a range of partners, and is available across the UK. The scheme is available to anyone who has served in the UK Regular or Reserve Armed Forces.

Eligibility Ex-Service beneficiaries.
Access or forms Refer direct to the website or helpline (below).
For further information For further information
0800 678 5787
www.civvystreet.org-
cfrc`mq
betheboss@civyvstreet.org

10. Immediate Needs Grants Scheme

The Immediate Needs Grants Scheme is designed to help individuals to get through a temporary crisis. The Scheme does not provide cash, but essentials for the individual or household to help in times of need.
The Immediate Needs Grants Scheme is also the service that the Legion uses to provide assistance to clients who are homeless or who have been contacted through the prison in-reach programme. The Legion does not provide specific services for people who are homeless or offenders and their families. These clients are either assisted through the Immediate Needs Grants Scheme or are referred to specialist agencies. However, the Legion does have specialist Caseworker training, and in some counties, Client Support Officers (CSOs) who manage cases of those who are homeless, at risk or homelessness, and vulnerable.

The following are some examples of the types of assistance which can be provided to clients under the Scheme:

- Brown household goods, such as furniture;
- Debts (although individuals will be referred to the Benefits & Money Advice Service or equivalent in the first instance);
- Food, clothing and household essentials;
- Funeral costs (see Section 10.2);
- Housing costs, including rent deposit guarantees and in exceptional cases rent deposits;
- Minor repairs or maintenance to property (although individuals could be referred to the Handy Van Service, where available);
- Mobility aids, including Electrically Powered Vehicles (EPVs) (see Section 10.1), stairlifts, riser/recliner chairs, electronic beds, accessibility fixtures and fittings (restrictions apply, please Section 10.3);
- Removal expenses, for example, where there has been a family breakdown; and
- White household goods, such as fridges, ovens and washing machines.
There are some forms of assistance that the Legion is not able to provide. These are:

- Where state assistance or statutory services are available (although exceptions can be made in some circumstances);
- Repayment of business debts;
- Legal expenses, such as court costs and solicitors’ fees;
- Loans, other than Be the Boss loans;
- Medical care, (to be provided by the NHS), exceptions can be made for dental charges or optician costs, in some circumstances; and
- Payments to “top-up” the shortfall in care home fees (although we can administer these on behalf of other benevolent organisations).

It is impossible to provide an exhaustive list of the types of difficulties that people will experience. However, with these and few other exceptions, virtually any request under this scheme can be considered.

10.1 Electrically Powered Vehicles (EPVs)

Clients who have requested an Electrically Powered Vehicle (EPV) will need to provide additional information to allow Caseworkers to complete the necessary paperwork for this equipment. There is detailed guidance available for clients and Caseworkers on how to complete the process:

- EPV Notes - Guidance notes for Caseworkers on provision of EPVs; and
- EPV Info - Client information for electrical scooters/wheelchairs.

The additional form, which needs to be completed, is:

- EPVRF - Agreement for return of an EPV.
10.2 Funeral costs

While funeral costs are included in the list above (Section 10), there are some specific issues that Caseworkers should be aware of before discussing funeral costs with clients. The Legion can provide funding for the basic costs of funerals. However, the Legion cannot provide assistance for additional funeral expenses such as headstones, memorials, food or flowers.

Grants for basic funeral costs are normally only available to a spouse or partner (as defined in Chapter 3) who has been refused a Funeral Payment from the Department for Work and Pensions (DWP) Social Fund. Where these criteria are not fulfilled, the Legion can only offer assistance by approaching other organisations on behalf of the family, such as Regimental Associations.

Additionally, War Pensioners whose death is due to a Service related condition could have the cost of a funeral met by the War Pension Scheme (WPS). Further information is available from the Service Personnel & Veterans Agency (SPVA) www.veterans-uk.info.

10.3 Home adaptations

England, Wales and Northern Ireland provide state assistance to those who require adaptations to their home due to disability or mobility problems. In England and Wales this assistance is provided by local authorities by the Disabled Facilities Grants (DFGs) scheme. In Northern Ireland grants are provided by the Housing Executive. Further information on DFGs is provided in Chapter 5.

Clients will be asked to apply for a DFG, in all cases, for home adaptations eligible under the
DFG Scheme. However, the Legion is able to help clients through this process, including completing Occupational Therapist assessments, surveys and the application form. The Legion can also monitor the progress of applications to local authorities on behalf of clients.

The Legion will provide a grant in limited circumstances, these are:

- The estimated cost of the adaptation is below £300;
- Where a home adaptation, such as a ramp, is required to enable use of a Legion funded Electronically Powered Vehicle (EPV);
- The client is unable to afford their DFG contribution (subject to the Legion’s financial assessment);
- Where a full and complete DFG application has been made, but the local authority has failed to provide a grant within the statutory time limit;
- The client has been refused a DFG after correctly submitting a full and complete application; or
- A local authority has agreed to refund the Legion for the cost of the work at an agreed later date.

**Eligibility**
Legion beneficiaries, subject to an assessment of needs, and a financial assessment.

**Access or forms**
Caseworker visit and Form A – Application for Financial Assistance. Other forms or paperwork may be required depending on the needs identified.
11. Women’s Section welfare schemes

The Women’s Section, although part of the Legion, fundraises and administers its own independent membership and welfare schemes.

For further information

The Royal British Legion
Women’s Section
020 3207 2182
wswelfare@britishlegion.org.uk

11.1 Women’s Section Allowance

The Women’s Section Allowance is a means tested weekly allowance, which is currently £15 per week, and is granted to those who meet the criteria listed below:

- Widow(er)s, surviving civil Partners of ex-Service personnel;
- Ex-Service personnel;
- Divorced spouses of ex-Service personnel;
- Those aged over 60 years of age (only awarded in exceptional circumstances to those under 60 years of age);
- Live alone;
- In real financial hardship; and
- In receipt of all appropriate benefits;

Other benefits include an annual Christmas card and birthday card and annual payment of a TV Licence.
11.2 Welfare Breaks

The Women’s Section has a database of hotels and guesthouses that have been recommended by past recipients. Breaks can be up to two weeks at half board.

All Welfare Breaks are awarded within the UK for those who are pre- or post-hospitalisation, clients who have recently suffered the bereavement of a close relative or in other exceptional circumstances.

11.3 Children’s Welfare Scheme

The Women’s Section Children’s Welfare Scheme provides assistance for children via welfare grants.

Children’s welfare grants can be made for items such as clothing (school uniforms and winter clothing), beds, bedding or other needs as required.

Please contact the Women’s Section welfare team before submitting an application to this scheme (contact details in section 11).

11.4 President’s Award Scheme

The President’s Award Scheme has two main aims:

• To provide educational scholarships and grants; and
• To provide family welfare breaks.

Educational sponsorship is provided is provided to ex-Service people and their dependants up to the age of 25 years of age. Financial assistance is awarded to those seeking first degrees, and grants
can be awarded to cover retraining programmes, books, travel and other related costs.

- Scholarships – educational scholarships of up to a maximum of £1,500 per annum per person up to the age of 25 (which includes a gap year).
- Grants – grants to a maximum of £400 are available for educational needs, for full and part-time students, up to the age of 25.

President’s Award scholarships and grants are awarded for a specific academic year. Continuation of a scholarship or grant will not be automatic - new approval is needed each year as it is based upon provision of documents verifying successful completion of academic requirements and submission of the appropriate application for continuance. The initial application forms, and supplements, are available from the Women’s Section welfare team.

The President’s Award Scheme also offers Family Breaks for ex-Service families with a particular emphasis on providing respite for child carers. Rest and recuperation is vital for parents and children, especially in cases of disability. The following can apply:

- Families where a member is disabled and is in receipt of a disability benefit;
- Young carers looking after dependants, parents or siblings; and
- Families with special circumstances.

Applications can be made on the Form A – Application for Financial Assistance and the corresponding Women’s Section Welfare Breaks Supplement Form.
12. External Grants Scheme (organisations or serving units only)

The External Grants Scheme provides funding for charitable organisations and serving units delivering welfare services to members of the serving and ex-Service community. The purpose of the Scheme is to enable organisations that provide specialist services to help our beneficiaries to carry on their work.

Specialist service providers are able to provide welfare to individuals that need professional help, advice and support. These include services for those suffering from mental health problems and those who are homeless.

The Legion can provide funding to organisations or units that deal exclusively with our beneficiary group, or have a percentage of Legion beneficiaries accessing their services regularly (funding is provided on a pro-rata basis to these latter organisations). Grants can be provided to charitable organisations or serving units wanting to carry out capital projects or that need help meeting their ongoing operational costs.

**Eligibility**  
Charitable organisations and serving units that provide welfare services to Legion beneficiaries.

**Access or forms**  
Direct inquiries. External Grant Application Form, guidelines and application forms are available on our website [www.britishlegion.org.uk](http://www.britishlegion.org.uk)
13. Care Homes

A major part of our welfare work is to provide short and long-term care for beneficiaries in our six Care Homes in England. The Home Manager of each home is a Registered Nurse as well as an experienced manager. He/she is supported by a team of Registered Nurses, Care Assistants and ancillary staff. 24-hour care is led by experienced and qualified Senior Care Assistants and Registered Nurses.

Our six Care Homes are in the following locations:
- Dunkirk Memorial House – Taunton, Somerset;
- Galanos House – Southam, Warwickshire;
- Halsey House – Cromer, Norfolk;
- Lister House – Ripon, Yorkshire Dales;
- Mais House – Bexhill-on-Sea, East Sussex; and
- Maurice House Broadstairs, Kent.

All of our Care Homes provide nursing and personal care for older people. Some also provide dementia care and day care. Lister House has a small number of places for young physically disabled. Each resident is cared for as an individual with a care plan specific to their needs. Each resident also has a named nurse and/or key worker. The Legion’s experienced, highly trained staff treat residents with respect and dignity. Clarification of clients' suitability for admission should be obtained from the Home Manager for each Care Home.

Clients can apply for a place in a Care Home either through county office or direct to the home of their choice. An "SC7 - Application Form for Care Home" should be completed either by the client, the client’s advocate or with the assistance of a Caseworker and submitted direct to the home.
The home will request an SC7A (Medical History Request form) from the client’s GP. Care Homes are a charged service (not for profit), but both private funders and those funded by the local authorities are eligible.

Prior to agreeing admission, the Home Manager or a qualified member of the team will undertake an assessment of the needs of the client. This involves visiting the client in hospital or their own home. The purpose of this assessment is to ascertain the category and level of care required and confirm that the Home can effectively meet those needs. In some cases, arrangements can be made for the client to visit the Home and the needs assessment can be conducted at that visit. An assessment of needs is carried out for all potential admissions regardless of whether the admission is funded privately or via local authorities or under healthcare arrangements. Admission is dependent upon proof of eligibility, availability of rooms, agreed funding and confirmation that the client's needs fall within the category of care the Home is registered to deliver. The Home Manager makes the final decision about admission.

**Eligibility**
All Legion beneficiaries. Charges apply (not for profit).

**Access or forms**
Direct inquiries or referral to the county office. SC7 – Application for Care Home

**For further information**
Please contact your County Welfare Officer or Legionline 08457 725 725
info@britishlegion.org.uk

14. Hospital & Housebound Visitor Scheme

The Hospital & Housebound Visitor Scheme encapsulates what welfare in the Legion is all about; people looking out for each other.

Sometimes people who are housebound or in hospital, have no contact with the outside world. Therefore, the few hours a Hospital & Housebound Visitor spends with them can mean the world. The
friendship and companionship offered by Visitors helps to combat loneliness and isolation.

The Scheme is operated informally by Legion welfare committees, Representatives or the county office. Volunteers either pro-actively, or by request, visit Legion beneficiaries. Visitors are able to take a gift up to the value of £10 with them on their visit; this is a good way to “break the ice”. The cost of the gift is refunded by either the Branch or the county office (please see Chapter 1 for more information). Please note that tobacco, cigarettes or alcohol are not considered appropriate gifts under the Scheme.

All Visitors under the Scheme must have completed a CRB clearance, have completed the relevant training course, hold a Legion ID card and be compliant with the Legion’s training policy for Visitors (for more information please see Chapter 2).

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>All Legion beneficiaries.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access or forms</td>
<td>Local welfare committee members, officers of the county office. Costs claimed on a SC8 – Housebound &amp; Hospital Visit Expense Claim Form.</td>
</tr>
<tr>
<td>For further information</td>
<td>Please contact the County Welfare Officer or Legionline 08457 725 725 <a href="mailto:info@britishlegion.org.uk">info@britishlegion.org.uk</a></td>
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## 15. Poppy Support quick checklist

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<tr>
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<td>Referral to Cruse Bereavement Care</td>
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<td>Women’s Section Allowance</td>
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<td>Carer</td>
<td>Breaks Centres</td>
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<td>Adventure Breaks</td>
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<td>Family Breaks</td>
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<td>Immediate Needs Grants Scheme</td>
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<td>Hospital &amp; Housebound Visiting Scheme</td>
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