



Welfare Support Service

YEAR ONE IMPACT

MAY 2019 – APRIL 2020



Our Purpose

Poppyscotland launched the Welfare Support Service in May 2019 to address challenges experienced in delivering our welfare offering to vulnerable individuals and those with complex needs. It was set up with four guiding principles:

1. To provide a holistic, person-centric service based on thorough analysis of circumstances and needs.
2. To provide quick, efficient and professional services, addressing the complex nature of needs experienced within the Armed Forces community.
3. To work in collaboration with partner organisations on Poppyscotland's welfare offering for the benefit of the Armed Forces community.
4. To provide an evidence base for support, using evaluation tools and available data.

Impact and achievements

In its first year, the team of four Welfare Support Officers and two Independent Living Advisers received 340 referrals from more than 50 different organisations. A focus on collaboration with organisations such as SSAFA and the Armed Services Advice Project (ASAP) has further embedded Poppyscotland’s ethos of partnership working.

This has enabled the Welfare Support Service team to maximise available resources, respond efficiently and effectively to enquiries, triage needs, and prioritise visits to those most in need.

Vital one-to-one support has been delivered to individuals experiencing multiple, complex issues.

THE TOP 10 PRESENTING NEEDS:

-  Financial support

-  Support with face-to-face appointments/assessments

-  Mental Health

-  Isolation

-  Crisis

-  Homelessness/tenancy support

-  Advocacy

-  Adaptations

-  Inappropriate peer relationships

-  Safeguarding

In just one year, the critical, one-to-one support provided by the team has been phenomenal.

4 
Welfare Support Officers

2 
Independent Living Advisers

990
VISITS



Referrals from more than

50

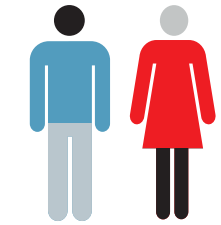
different organisations



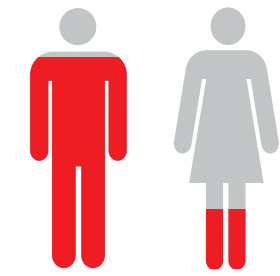
Scotland-wide coverage

The Welfare Support Service has helped a wide-ranging and diverse demographic.

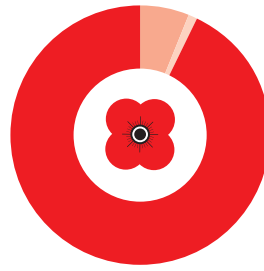
individuals aged
21 to 97



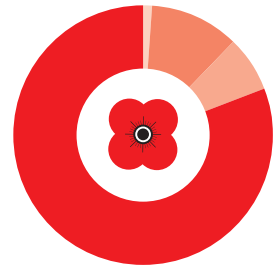
with an average
age of **50**



81% MALE
19% FEMALE

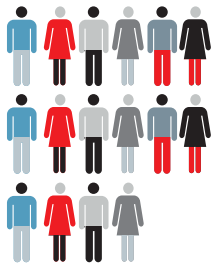


- 93% veterans
- 6% dependents
- 1% serving



- 81% Army
- 11% Royal Air Force
- 7% Royal Navy
- 1% Reservists

The Welfare Support Service has enabled individuals to access financial support for a wide range of needs.



340
CLIENTS
accessed the
Welfare Support
Service

we helped **205** individuals to access funds from charities



with an overall client financial gain of **£319k**



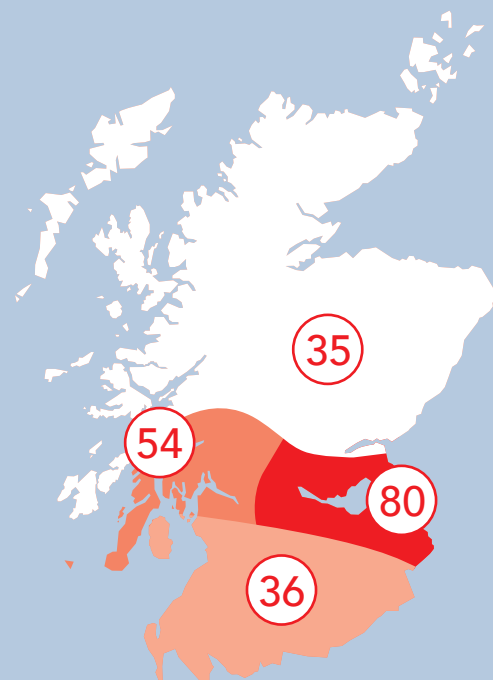
of which Poppyscotland funded **£102k**



The team has reached out and provided support across the length and breadth of Scotland.

CASES PER REGION

- East Scotland
- Central Scotland
- South West Scotland & Borders
- Highlands, Islands, Moray & Grampian



Person-centred casework enabling swift support



Time is a critical factor in support provision. The Welfare Support Service is a dedicated resource that responds quickly to emerging needs.



The team work closely with individuals to map out their requirements, using the Outcome Star method as a way to identify the steps necessary to reach their desired goals – this approach ensures a journey of support which builds strong relationships and delivers positive outcomes.

"Your support helped me through everything. The funding to do my courses helped me get me back to work. I thank PoppyScotland for saving my life when there was no help. Thank you"

COVID-19

The onset of the COVID-19 pandemic in late March 2020 meant an unavoidable pause in our face-to-face visits. Nevertheless, to sustain support to existing caseloads the Welfare Support Service team took swift action, implementing enhanced telephone-based contact.

The team continued to deliver much needed support during this period of isolation and were even able to take on additional cases.



"You are an absolute angel. Your input has been invaluable to us. Since you came into our lives, we have been one of the luckiest families. Thank you for supporting us through these difficult times."

#WeAreHere 

"Without your initial encouragement and amazing support, we would not be where we are today. Life for once is starting to make a bit of sense. I will never be in a perfect head space, but I can be in a better one. Without you, I wouldn't have got the help I needed. So again, thank you."

Making referrals

Meet the team! They are based across Scotland, enabling us to reach out and provide tailored support to veterans and their families on a local capacity. We are delighted that the service has successfully bedded in, achieved many positive outcomes, and provided vital support for the Armed Forces community in Scotland. Please do not hesitate to get in touch to make referrals, using the details below.



SHARON HIGGINS
Deputy Head of Welfare
Services (Welfare Support)
s.higgins@poppyscotland.org.uk



FIONA DEACON
Welfare Support Officer
South West Scotland & Borders
f.deacon@poppyscotland.org.uk



DES GALE
Welfare Support Officer
Central Scotland
d.gale@poppyscotland.org.uk



CAMERON HARRIS
Welfare Support Officer
East Scotland
c.harris@poppyscotland.org.uk



LAURA GAVIN
Welfare Support Officer
Highlands, Islands,
Moray & Grampian
l.gavin@poppyscotland.org.uk



SUE MCKAY
Independent Living Adviser
North & East
s.mckay@poppyscotland.org.uk



MARY SPENCE
Independent Living Adviser
South & West
m.spence@poppyscotland.org.uk

CONTACT US

Call: 0131 550 1557

Email: gethelp@poppyscotland.org.uk

Visit: www.poppyscotland.org.uk



Behind them. Always.



Poppyscotland is a member of The Royal British Legion group of charities, and is a trading name of The Earl Haig Fund Scotland. Scottish Charity No. SC014096. A Company limited by guarantee. Registered in Scotland No. 194893 at New Haig House, Logie Green Road, Edinburgh EH7 4HQ. The Royal British Legion, Haig House, 199 Borough High Street, London SE1 1AA. Charity Registration No. 219279.

Front cover image of the Cook family courtesy of Wattie Cheung.

