

Welfare Services Statistical Report

OCTOBER 2022 – SEPTEMBER 2023

Our beneficiaries often feel helpless when they reach out to us. Our beneficiaries, as members of Scotland’s Armed Forces community, are exceptionally proud.

They are proud of their ability to persevere through hardship. They are proud to sustain themselves, their families, and to do so without additional help. And they are most proud of what they have achieved for their nation. But pride doesn’t prevent disaster. Pride doesn’t prevent devastating accidents. Pride doesn’t prevent personal tragedy. It is in these moments that Poppyscotland steps in to help; we are behind our Armed Forces community. Always.

Casework and Independent Living Advice

Our Welfare Service Delivery enables beneficiaries to access the most appropriate services for their needs, which are often urgent, complex and multiple in nature. Our team of Case Officers and Independent Living Advisers engaged with individuals to provide support, guidance and advice, working with them to identify their priorities and to enable them to reach the most suitable outcome for their needs. Our team works across Scotland, providing and responding to beneficiary needs regardless of postcode.

- Over 1500 enquiries were received from beneficiaries
- Over 500 individuals referred into our Casework team and 83 individuals to our Independent Living Advice Service.
- Individuals were also referred to other organisations outwith Poppyscotland – working in collaboration with others helps us to get beneficiaries connected to the right support for them at the right time.

Admiral Nurse Service

In April 2023, we launched the Admiral Nurse Service in Scotland – a specialist service helping the Armed Forces community and their families living with dementia.

- 23 referrals were received in the first six months delivery.

In August 2023, Poppyscotland transitioned to new ways of working with our sister charity, the Royal British Legion (RBL). Our Welfare team now forms part of the RBL national delivery for Casework and Specialist Services. These changes improve both our front-line and day-to-day business services and capabilities, ensuring that wherever and whenever members of the Armed Forces Community need our help and support, we are well placed to meet those needs – not just today, but into the future.



A total of
1,049

beneficiaries were successful in accessing a **Grant**.



With more than
£729,977

being awarded to individuals to help fund **household items and repairs, arrears, mobility home adaptations and much more.**



1,013 Immediate Need Grants were awarded to individuals to help with a wide range of needs.



The total spend was
£681,617



£48,360 was used to support some of our most elderly and vulnerable beneficiaries, via an Annual Grant. Annual Grants are historic; they will continue to be administered, but we do not accept new applications for this Grant.

Cost of Living Grants

The cost-of-living crisis has hit our beneficiaries hard. In response, we provided support for our beneficiaries struggling to meet the cost of everyday essentials.



A total of
654

Cost of Living Grants were awarded to beneficiaries in Scotland. This figure is the highest across all other areas in the UK.



£464,267

was used to support beneficiaries with energy bills, household items, debt, housing and more.

Employment Services

The Forces Employment Charity now lead on all employment enquiries we receive. They work with beneficiaries to provide **life-changing support, jobs and training opportunities to Service leavers, veterans, reservists and their families.**



36 clients received an Employment Grant.



We received a total of **13** referrals for our **Advance to Work** courses.



Working in partnership with the Scottish Association for Mental Health (SAMH),



68 veterans received one-to-one support from an employability advisor through the **Employ-Able** programme.

Grants to Organisations

Over the last year, Poppyscotland has given funding to other organisations who provide support to the Armed Forces Community in the area of employment, to support individuals in, or at risk of becoming involved with, the criminal justice system, and with much-needed support for counselling sessions.

“ Without Poppyscotland, I would be homeless, and I wouldn't have got through that. I would have done away with myself. I couldn't face the embarrassment. ”

Armed Services Advice Project



Armed Services Advice Project

The Armed Services Advice Project (ASAP) delivers information, advice, and support to members of the Armed Forces community through a Scotland-wide helpline, and through the provision of face-to-face casework in 11 regions.

This service is made possible by a funding partnership, led by Poppyscotland, ensuring that the service continues to meet the needs of the clients it supports.

The service continues to provide **value for money**, as for every:



Advisers supported **2,043 individuals** over the year and gave advice **10,819** times. This resulted in an average of **5.3 issues per client** and **5 contacts per client**.



50% of issues raised were about benefits and **11%** concerned finance and charitable support. Debt accounted for **7%** of issues raised, and housing **5%**. The remainder was made up of generalist advice.

Legion Scotland Pension Service



The Pension Advice Service, operated by Legion Scotland and funded by Poppyscotland, offers free and confidential advice and representation to any veteran, or currently serving member of the Armed Forces, helping them to pursue their possible entitlement to a War Disablement Pension or a claim under the Armed Forces Compensation Scheme.



The total number of cases heard by the tribunal during the last year was 77. **Legion Scotland represented 41 (53%)** and a further 32 (42%) were represented by Veterans UK.



Financial benefit to veterans following appeal decisions **totalled £820,526**. This value does not consider any associated benefits that may have been obtained following the awards being given.



The department manages many enquiries of a diverse nature. During the last 12 months they have dealt with around **3,000 enquiries by telephone and email**, with an increasing number of face-to-face meetings.

How we help

John's story

John spent thirty years in both the Royal Navy and the Royal Fleet Auxiliary (RFA) before he and his wife, Lena, were enjoying a well-earned retirement at their home in Fife.

As a deckhand in the Royal Navy, John took great pride in ensuring the upkeep of his various ships was first class when at sea, where he could be for one and a half to two years at a time.

Which is why, after seven adventure-laden years, John decided to leave the Royal Navy to spend more time with Lena.

Settling in Kirkcaldy, where John and Lena remain today, John began work as a miner prior to taking up a job at Rosyth Dockyard. Here, his proximity to ships eventually led John back to the High Seas with the RFA.

Another twenty-three years of Service with the RFA took John to retirement.

Life was going well until water started pouring through the roof of their home. The couple were told it would have to be totally replaced at great cost. The couple were panic-stricken, left wondering how they could pay.

It was at this point that Poppyscotland stepped in to provide a grant towards the cost of a new roof. It was a gesture that alleviated the couple's stress and has since allowed them to return to their normal life together.



Sammy's story

Whilst growing up in Glasgow, Sammy's friends were getting into trouble. Wanting to avoid the same path as his friends, Sammy joined the Army in 1986.

As his illustrious career, which saw Service across Europe, edged towards a conclusion, Sammy began to consider what would come after the Army.

Making use of resettlement opportunities, Sammy trained to become an HGV driver, subsequently working for Stagecoach, where he has been for over a decade.

Having resettled into civilian life with his family in Inverness, Sammy and his wife planned the trip of a lifetime to Mexico to celebrate their 30th wedding anniversary.

Sammy's beloved dog, Whisky, and one of Sammy's sons, were staying to look after the house. **But, as he was lazing on the beach, Sammy received a devastating call. His house was on fire.**

Thankfully, Sammy's son was not home when the fire broke out, but Whisky the dog tragically passed away.

Devastated, and conscious of the severe damage to his property, Sammy reached out to Poppyscotland. We gave Sammy immediate financial assistance to get his life back on track in the first few days.

Then, a few months later, the stress and tragedy of the situation dawned on Sammy, leading him back to us. **Poppyscotland arranged counselling sessions for him, which, Sammy said, "was just what I needed at exactly the right time." That's the difference we make.**