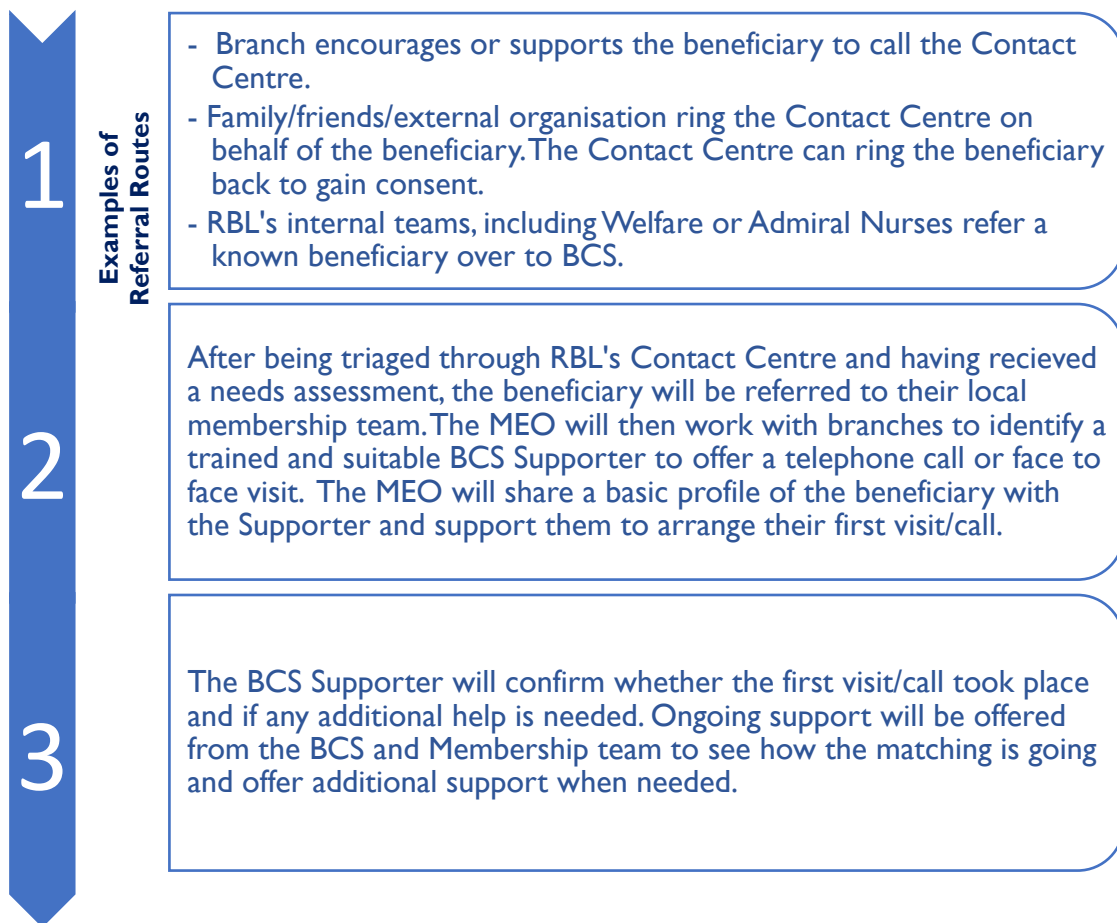




Routes for beneficiary referral

Contact Centre 0808 802 8080



BCS is not:

- 1) Welfare support such as assistance with food, finances, employment, or housing.
- 2) Mental health support.
- 3) Physical support.

Our RBL Welfare Teams are able to provide beneficiaries with this level of support.



Why should BCS referrals from branches or individuals be channelled through the Contact Centre?

- This enables us to see if a beneficiary is suitable for BCS, whether they have any additional needs and whether we need to link them in with any other RBL services.
- The BCS and local membership team need to have full oversight of referrals as we have a duty of care to protect our supporters and beneficiaries when they are matched.
- If a BCS beneficiary requires further support *once matched to a Supporter*, we can then refer them back to their Area Welfare Team within 6 months without them having to contact the Contact Centre again.

What to do if a potential beneficiary or their family reaches out to a branch for support

Members of the public and veterans (and or their families) may approach branches for a range of support. Examples include wanting to meet like-minded people, learn more about RBL and how we support veterans, offer fundraising ideas, ask for assistance from a Standard Bearer or seek support around a veteran's individual needs or loneliness. It may be appropriate to signpost them to branch events or initiatives like veteran's breakfast clubs. This can be a great way to combat loneliness as it encourages friendship and camaraderie.

If an individual states that they would specifically like a home visit or phone call from the branch due to social isolation or they have another support need, this must be directed towards the Contact Centre for the reasons above.