



poppy 
scotland

WELFARE SERVICES
STATISTICAL REPORT

OCTOBER 2021 - SEPTEMBER 2022

Grants | Enquiries and Referrals | Welfare Support Service

From October 2021 to September 2022, Poppyscotland provided assistance to 1,520 individuals and families across a wide range of our Welfare Services, including Grants, Employment Services and our newly restructured 3-Region Welfare Support Service. We also reached many more people through the Armed Services Advice Project, Legion Scotland's Pensions Service and by providing funding to other organisations.



A total of
829
beneficiaries were
successful in
accessing a **Grant**.



With more than
£665,057
being awarded to individuals
to help fund **household items and
repairs, arrears, mobility home
adaptations and much more.**

Our Welfare team
received

2,769

contacts from clients and
referrals from partners



761 Immediate Need Grants were
awarded to individuals to help with a
wide range of needs. The total spend
was **£602,680**.



£57,460 was spent on providing
Annual Grants to **47 recipients**.



A further **£4,725** was spent on
Occupational Therapy assessments
for **21 clients**.

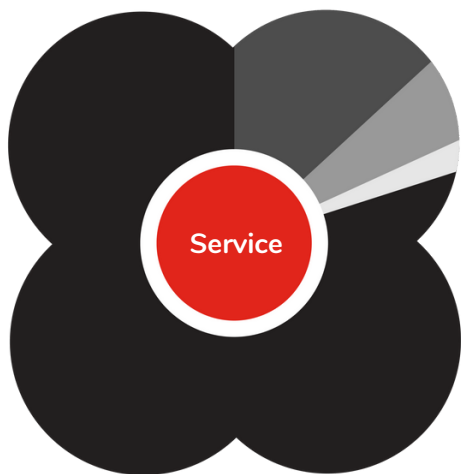
Welfare Support Service conducted **5,346 engagements** with our
Armed Forces community (face-to-face and over the phone).

511 referrals were made into the Welfare Support Service, with the
team completing **194 Form A's** for financial assistance.

£9,978 was spent towards Crisis Grants supporting **101** vulnerable and
in crisis individuals, with things such as essential food costs, utility bills
and digital access.



During the period, of those who were supported by our Welfare services, 84% (1,928 individuals) had served in the British Army, 8% served with the Royal Navy, 7% were from the Royal Air Force, 2% were Royal Marines and less than 1% had served in the Merchant Navy supporting UK Operations.



- **British Army**
- **Royal Navy**
- **Royal Air Force**
- **Royal Marines**

A total of
180
beneficiaries accessed
**Poppyscotland's
Employment Services**

In total
£184,454
was spent on assisting
members of the **Armed
Forces community** with
their employment needs



77 veterans received ongoing one to one support from an employability advisor through the **Employ-Able programme** delivered by Scottish Association for Mental Health (SAMH).



32 clients were supported to obtain the qualifications or equipment required to take up an employment opportunity through our **Employment Grants**. A further **45 clients** are either pending, withdrawn or closed.



We received a total of **26 referrals** from partners for our **Advance to Work** courses, with **18 clients** attending courses in November 2021 and September 2022.

“ I will forever be thankful to Poppyscotland for providing me the means to **change my family's life** ”

During the period, Poppyscotland awarded grants to our partner organisations to support the Armed Forces community for a variety of needs.

Funding to the **Forces Employment Charity** helped provide clients with one to one support from a careers advisor and assistance in gathering the information required to attain an Employment Grant.

Poppyscotland also provided funding and worked closely our partners at **SACRO** to support those individuals in, or at risk of becoming involved with the criminal justice system.



Armed Services Advice Project

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

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

The service is made possible by the funding partnership, led by Poppyscotland, and is also funded in part by The Army Benevolent Fund, Royal Navy & Royal Marines Charity, Officers Association Scotland and Royal Air Force Benevolent Fund.



of
funding



client financial
gain was
secured



Advisers supported **2,174 individuals** over the year and gave advice **12,085 times**. This resulted in an average of **5.6 issues per client** and **5.1 contacts per client**.



52% of issues raised were about benefits and **9%** concerned debts. Other financial issues, including charitable grant applications, accounted for **9%** of issues raised, and housing **6%**. The remainder was made up of generalist advice.

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 to pursue their possible entitlement to a War Disablement Pension or a claim under the Armed Forces Compensation Scheme.



The total number of cases listed by the tribunal for hearing during the last year was 280. **Legion Scotland represented 237 (85%)** and a further 43 appeals either did not take up an offer of assistance or were represented by another third party such as a solicitor.



Financial benefit to veterans following appeal decisions **totalled to £768,634**. This value does not consider any associated or passport benefits that may have been obtained following the awards being given.



The department manages many enquiries of a diverse nature and during the last 12 months they have dealt with in excess of **2,000 telephone enquiries** which are not directly related to an ongoing tribunal and also over **1,000 emails** of a similar nature.



MEET RICHARD

Richard joined the Army at 17. In 2003, he was deployed to Iraq. During his six-month tour, he witnessed some very distressing events and though he did his best to carry on as normal after leaving Iraq, he began to experience disturbed sleep and nightmares. Soon after, he was medically discharged with depression and anxiety, and **he was left feeling completely lost.**

Upon finding out that he would become a father, Richard decided it was time to seek professional help. Family members suggested a therapist who had worked with veterans in the past and Richard was put in touch with organisations specifically designed to help the Armed Forces community including ourselves.

Richard initially had a temporary role, working for us as a driver for the annual Scottish Poppy Appeal. This led to an offer of a permanent job as a driver for Lady Haig's Poppy Factory, where Scotland's poppies and wreaths are made.

During his time with Poppyscotland, Richard gained his forklift license, and through our Employment Services, we arranged for him to undertake employee training for his Category C HGV license. With these new qualifications, Richard was able to find a new job closer to home with excellent long-term prospects.

"My time at Poppyscotland opened a lot of doors for me. I probably wouldn't be where I am now had it not been for their support and I think my life would have still been a struggle otherwise."

MEET PAUL KERR

Paul Kerr's career in the Armed Forces spanned more than two decades. During that time, he rose to the rank of Staff Sergeant in the Royal Army Ordnance Corps, carried out several tours across Europe and beyond, and was commended twice for outstanding service.

However, it was a decade after his Service when **his life would change forever.** While helping his elderly neighbours by trimming a garden hedge along a slope, Paul lost his balance and fell 20 feet off a ladder onto the concrete below.

Devastating spinal injuries meant he would never walk again. Nothing would ever be the same, but Paul was determined to maintain his independence and we were there to support him.

The accident shattered Paul's idyllic and peaceful retirement in Dunoon and given the fact that he was now confined to a wheelchair, the upstairs bathroom and narrow doorways of his home meant the house was sadly no longer suitable for him. So, changes kept coming.

Paul received help from Poppyscotland to find a ground-floor flat in Glasgow in an apartment block where other veterans reside. The space is set up perfectly to deal with Paul's needs. **Poppyscotland then looked to fund an Occupational Therapy report to assess Paul's needs and subsequently provided Paul financial support towards the power assisted wheels required for his wheelchair.**



"These wheels have made life much easier and will prolong my independence, and that's all thanks to the amazing support I received from Poppyscotland."