

**ROYAL ARTILLERY ASSOCIATION
WELFARE AIDE MEMOIRE**



This aide memoire is to be used as a guide to RAA members dealing with welfare cases.

To be useful, welfare assistance needs to be quick and dealt with in a caring manner, followed up with a speedy and clear request for assistance from professional bodies, if this is necessary.

The laws and regulations surrounding the provision of welfare support are complex and ever-changing. For that reason, the RAA only requires Branches to provide simple, first-line support.

This may involve a simple visit to someone who is looking for company or simply a telephone call to someone you know to be lonely. The occasional contact with lapsed members may uncover someone in need.

It may be felt within the Branch that such assistance would necessitate financial expenditure. For example, a gift on someone's birthday or to a patient in hospital. In such cases the cost of such gifts should fall easily within the Branch's budget.

There may be times when the Branch is required to visit an individual who is not a Branch. In these cases, a member of the individual's family must be present or at least two Branch members must visit together.

For more serious cases, assistance from the RACF must be sought.

The RACF will refer the case to either SSAFA (Forces Help) or the Royal British Legion. Branches may, however, decide to contact either of these organisations directly which may save time.

RACF: Telephone: **0300 158 7035**
or **0300 167 3998**

RACF Email:

RARHQ-RACF-Welfare-Mailbox@mod.gov.uk

RBL: : 0808 802 80 80

SSAFA – National Helpline 0800 260 6767

There is also the Officers' Association on

020 7808 4175

Whichever path the Branch chooses, the written consent of the person requesting assistance must be obtained.

The form to use for this is at ANNEX B TO RAA GAIs PART 5.

Full details on the treatment of Welfare issues can be found in GAIs Part 5.

GAIs are available to view or download from the RAA Website:

www.thegunners.org.uk

Branches dealing with welfare cases are to keep RHQ informed of any follow-up action taken and to maintain contact with the case until it is satisfactorily dealt with.

RAA WELFARE CASE FLOWCHART

