

Beneficiaries can be referred to us by another agency or a direct approach by an individual or a relative.

Beneficiaries may also be located by the charity through the use of social media.

A completed **Support Request Form (online or manual) MUST** be submitted either via our website or via email/post/in person. Beneficiaries will be contacted directly by phone in the first instance and their personal details, service history and current circumstances are confirmed. Cases will not be assessed without receipt of a completed form.



If there is any doubt about a beneficiary's service background (to confirm their status as a Veteran) then additional evidence will be requested (MOD issued paperwork, ID, 'red book', discharge papers, oath of allegiance etc). If a personal visit is being made, such evidence will be requested before support can be provided.

Current financial circumstances (income, current and applied for benefits, savings, pensions, current debts etc) will be assessed to establish if support is genuinely required or if statutory assistance can aid them.

Current health issues will be assessed to ensure that any support provided will be suitable to beneficiary's lifestyle/health issues. Details of any allergies, mobility difficulties, storage/cooking issues, accessibility problems will be considered e.g. there is no point in ordering frozen foods if the beneficiary does not have a freezer or adequate space available to store such items.

Any individual's vulnerability will also be assessed i.e. Do they live alone? Do they have frequent visitors/friends or family in regular contact? Do they have mental health or dependency concerns? Is there a requirement to refer them for medical support/mental health outreach? Anyone highlighted as being of ongoing concern will always be referred or flagged to appropriate local authorities/health professionals for monitoring.

Once all areas have been assessed and a decision has been taken regarding what support will be offered, the case will be referred to the Trustees for review and approval. Once authorised by a Trustee, an order for provisions is placed with our approved suppliers by the CEO or David Viner, under the supervision of the CEO. Full case details will be logged on the CharityLog CMS and a record made of the support provided.

The Veterans Charity will provide:

- **Food shopping for single Veterans and families (up to a maximum of 6 occasions per beneficiary to cover a potential delay in benefits/income of up to 12 weeks).**
- **Clothing/Footwear including workwear and interview clothing**
- **Household items – kitchen and cook ware, bedding, towels (maximum of £250 per case)**
- **White goods (maximum of £250 per case)**
- **Furniture (maximum of £250 per case)**
- **Small appliances – Microwave ovens, Toasters, Kettles etc**
- **Mobile phones – PAYG smart phones enabling email, web browsing, social media etc (maximum of £110 per case. Only one handset can be provided in any 24 months period)**
- **Emergency accommodation (maximum of three nights at £50 per night)**

The Veterans Charity does not provide financial grants or loans.

Once an order has been placed and delivery arranged, beneficiaries may be signposted (where appropriate) to other agencies for ongoing/additional support. This may be for medical welfare, financial assistance, housing needs, mental health outreach/treatment, specialist advice and guidance i.e. debt management, legal matters. Where possible, direct referral will be made to facilitate better communication and to minimise frustrating delays for the beneficiary.

A receipt from the supplier MUST be requested and filed according to the measures outlined in the FINANCIAL CONTROLS POLICY (section 5 ix).

Once delivery has been made, a follow-up call/visit will be scheduled on the CharityLog CMS, as appropriate to ensure provision has been received satisfactorily and that the beneficiary has acted on any signposting/advice given.

A further follow-up will be scheduled for 4 weeks (depending on vulnerability status) or sooner if required.

No further follow up will be made. All beneficiaries are made fully aware that they can approach us at any time in the future but no guarantee can be made that further provision will be given and that their current circumstances will need to be re-assessed.

- **All items provided will be covered by any manufacturer's warranty/guarantees. The Veterans Charity offers no guarantee or warranty on items provided. Any faults/complaints must be referred directly to the provider/manufacturer.**
- **Deliveries will be arranged at a time and date convenient for the recipient where possible. The Veterans Charity cannot provide any guarantees relating to delivery of items.**
- **The Veterans Charity does not inspect/test items being delivered and therefore cannot be held liable for any faults or losses which may occur as a result of any faults or defects of items provided.**
- **Recipients are advised to read all instruction manuals/warranty information and to comply with all warnings and advice regarding correct use of items provided. The Veterans Charity cannot accept any liability for faults or losses which occur as a result of misuse or failure to follow manufacturer's or supplier's guidance/instructions.**