

THE ROYAL BRITISH LEGION

(Incorporated by Royal Charter)



Annual Conference 2017 Charter Motions and Motions Carried Responses by the Board of Trustees

**199 BOROUGH HIGH STREET
LONDON, SE1 1AA**

The Board of Trustees wishes to inform TRBL formations of the action taken on the

Charter Motions and Motions carried at Annual Conference held on 20th and 21st May 2017 at Southport.

Please note that changes to the Rules and Governing Regulations, as requested by Annual Conference 2017, and approved by the Board of Trustees as notified herein, are **effective immediately**, except for Charter Motions 2 to 5 inclusive which will become **effective on 1st October 2017**, and will be incorporated into Version 12 of the Royal Charter of Incorporation and Schedules which will issue on 1st October 2017. This document will be made available on The Royal British Legion website on this date.

CHARTER MOTIONS CARRIED

CHARTER MOTION 1

Page 11, Rule 6 delete “but under 17”, and insert, “to their 18th birthday”.

RESPONSE BY THE BOARD OF TRUSTEES

The Assistant Director Membership has confirmed that this Charter Motion will not impact upon many Youth Members. A number of technical changes will also be required to the membership database. This Charter Motion is approved by the Board of Trustees and will be included in Version 12 of the Royal Charter to be issued on 1st October 2017.

CHARTER MOTION 2

Page 9, Rule 1, insert in alphabetical order:

“**Women’s Section:** a formation established in accordance with Article 7, membership of which is open to women only. For administrative purposes within these Rules and Governing Regulations, references to County and/or District shall include the whole of the Women’s Section.”

RESPONSE BY THE BOARD OF TRUSTEES

This Charter Motion is approved by the Board of Trustees and will be included in Version 12 of the Royal Charter to be issued on 1st October 2017.

CHARTER MOTION 3

Page 10, Rule 2, delete 2(a)(iii) and renumber 2(a)(iv) as 2(a)(iii). Rule 2(b), line 2, delete “3 to 6” and insert “3 to 5”.

Page 10, Rule 5, delete in entirety, including the header and renumber subsequent Rules and cross references accordingly.

RESPONSE BY THE BOARD OF TRUSTEES

This Charter Motion is approved by the Board of Trustees and will be included in Version 12 of the Royal Charter to be issued on 1st October 2017.

CHARTER MOTION 4

Page 10, Rule 4, after “subscriptions” insert “and members of the Women’s Section awarded Women’s Section Life Membership prior to 30 September 2016”

RESPONSE BY THE BOARD OF TRUSTEES

This Charter Motion is approved by the Board of Trustees and will be included in Version 12 of the Royal Charter to be issued on 1st October 2017.

CHARTER MOTION 5

Page 16, Rule 35. Delete in entirety and insert new Rule 35:

“35. The membership fee paid by members of the Women’s Section shall be raised incrementally until parity with other Legion membership fees is achieved. Such parity will be achieved by 1 October 2019, following which Rule 34 applies equally to Women’s Section members.”

RESPONSE BY THE BOARD OF TRUSTEES

This Charter Motion is approved by the Board of Trustees and will be included in Version 12 of The Royal Charter to be issued on 1st October 2017.

MOTIONS CARRIED

MOTION 1

This Conference requests the Board of Trustees to carry out a full and thorough viability study into opening and running of Mental Health Centres.

RESPONSE BY THE BOARD OF TRUSTEES

The Board of Trustees recognises that the provision of mental health services is complex, sometimes hard to access, varied by locality and doesn’t always meet the needs of the Armed Forces community. For these reasons, the Legion has commenced a review of its position and approach in supporting beneficiaries facing mental health and wellbeing issues, setting out to establish a clear service offering that does not duplicate statutory or charity services already in place, but instead complements and enhances them. The Legion is an active and contributing member of the Cobseo Cluster ‘CONTACT’, which is in the process of launching a website that supports beneficiaries in getting the correct support. During 2016, the Legion co-funded research with Combat Stress by The Directory of Social Change into the provision of Mental Health Support in the Armed Forces community. This research identified that 60 charities are established, and that their primary purpose is the provision of Mental Health Services. This is in addition to the statutory services provided by the National Health Service, authorities and non-military charities.

The outcome of this review will be a clear Legion strategy and approach to meeting the needs across the full range of mental health and wellbeing related issues faced by many of the Armed Forces community. This may see the Legion introduce new services, establish partnerships with new providers, additional training for Legion staff or specialist providers funded or contracted to increase existing services. The Legion is committed to ensuring

the needs of beneficiaries are met in the best possible way, whether that is through the development of new services or through collaboration with partners.

Until there is an evidence based understanding of the extent and complexity of the mental health challenges faced by our beneficiaries mapped against existing provision, the Legion would be unwise to concentrate resources purely on testing the feasibility of a single solution such as the proposed Mental Health Centres. It is for this reason that the Motion cannot be approved. However, the Board of Trustees would like to assure the proposer of this Motion, and Legion members, that a significant body of work into the provision of services to support beneficiaries facing mental health and wellbeing issues is underway.

MOTION 2

This Conference requests the Board of Trustees to urge HM Government to create a number of Veterans' Hospitals around the country, with care facilities, including dementia and mental health.

RESPONSE BY THE BOARD OF TRUSTEES

The NHS currently provides a range of veteran-specific services covering a breadth of health issues related to service in the Armed Forces. Indeed, the NHS directly funds or commissions a variety of mental and physical health services for the veteran community, and invests in training to improve healthcare practitioners' understanding of the Armed Forces community and their healthcare needs. Furthermore, both the NHS Constitution and NHS Mandate specially reference the Armed Forces Covenant, ensuring that the specific needs of the Armed Forces community are at the heart of NHS commissioning and service provision. Examples of the specific mental health services offered to veterans under the NHS include the *Big White Wall* online counselling service; the *Veterans and Reserves Mental Health Programme*; the *Combat Stress Intensive PTSD Treatment Service*; a *24 hour mental health helpline* (in partnership with Combat Stress and Rethink); and *Veterans' Mental Health, Transition and Liaison Services*, which provides an initial face-to-face assessment for veterans and Service personnel about to transition out of the military within two weeks of an approach, followed by a clinical appointment two weeks thereafter. *Veterans NHS Wales*, meanwhile, is an all-Wales dedicated mental health service for veterans.

In terms of physical healthcare, veterans can access support through the *Veterans Prosthetic Programme*, consisting of nine Disablement Service Centres (DSCs) across England that have been selected to provide enhanced services to veterans who have lost limbs as a result of service in the Armed Forces. Veterans can also access the *Veterans' Trauma Network*, which provides specialist care for patients with Service-related traumatic injuries via a network of ten major trauma centres across England, and the *Veterans' Covenant Hospital Alliance* of 22 NHS hospitals with an interest in upskilling staff to understand veterans and their healthcare needs.

On dementia specifically, The Royal British Legion provides specialist dementia care through its own Care Homes and funding of Admiral Nurses. We do not believe that new veterans' hospitals would necessarily be best placed to deliver this type of service as well as the Legion currently does.

As evidenced above, hospital care comprises only one aspect of the veteran community's healthcare needs. Furthermore, and as evidenced in the Legion's Household Survey of the ex-Service community, the majority of veterans' healthcare needs are prevalent within the general population as a whole and are not directly connected to service in the Armed

Forces. As such, a network of specialist veteran hospitals is unlikely to adequately cater for the full breadth of veterans' healthcare requirements, and would not make best use of limited resources.

Given that most veteran healthcare conditions are consistent with the experience of the general population, NHS hospitals will generally be best placed to treat veterans, with the support of specialist care pathways like those outlined above in those instances where the condition is Service-related. What is more, given the decreasing size of the UK's veteran population and their dispersed geographical footprint, there is unlikely to be sufficient demand for dedicated veteran hospitals and patients could end up having to travel greater distances for their care. Indeed, US officials within the Department for Veterans Affairs, which operates an established network of dedicated veteran hospitals, are currently facing mounting costs as increasing numbers of veterans opt to use local general hospitals for their treatment rather than travel great distances to use veteran specific ones.

The Legion maintains that veteran healthcare policy must be broad in its focus, given both the variety and types of conditions typically reported by veterans. Veteran healthcare policy must accordingly also focus on primary care needs and support provided within the home. This should be delivered in an integrated fashion, through partnerships between local authorities, third sector organisations and the NHS, in order to deliver truly person-centred care. The Legion will continue to influence and work with the NHS to deliver better integrated care and improved education for healthcare professionals who treat veterans accessing NHS services. In particular, we will focus on improving priority access for veterans within the NHS, and the provision of services in communities with a high concentration of Service personnel, veterans and their families.

MOTION 3

This Conference requests the Board of Trustees to consider that, following the sale of Crosfield House Residential Home in Rhayader, Wales, the proceeds of the sale fund a replacement care home in Wales

RESPONSE BY THE BOARD OF TRUSTEES

During 2016/17, the Legion has developed a new Care Services strategy for how it will expand and introduce new care services. These strategic plans set out to expand the high quality services provided in response to the increasing ageing population of the Legion's beneficiary community. Extensive, expert market research has been undertaken to inform this strategy, providing detailed data analysis of beneficiary population numbers, beneficiary needs, other care providers, provision of over/under supply of beds, costs, Local Authority fees paid and availability of land. This strategy is in its earliest stages of implementation and the Care Services Programme Board, supported by the Property Committee, will be presenting options and recommendations for which services are introduced and where, including, but not limited to, the development of new Care Homes. Each new home costs approximately £15-18m to build, and £3m per year to run. It is worth noting that the proceeds from the sale of Crosfield House and the amenities fund totalled less than £1.5m. The Board of Trustees must, therefore, be confident that each new home developed or service introduced is located where it will maximise impact and remain sustainable.

The Director of Operations has arranged with the Membership Council Member for Wales that a letter will be written to the District Chairmen and Legion members in Wales with a

detailed account of the sale proceeds and amenities fund from Crosfield House, together with future plans for Legion Care Services.

Decisions taken to develop new Care Homes must be taken based on a solid foundation of evidence of need, prioritised to areas where those needs are not yet being met.

It is for this reason that this Motion cannot be approved in the way proposed

MOTION 4

This Conference asks that the Legion provides LANTRA training or funding either from Branch, County or national funds to enable smaller Branches in smaller towns and villages to safely provide road closures for Acts of Remembrance.

RESPONSE BY THE BOARD OF TRUSTEES

The Board of Trustees is aware of the issue of support for Remembrance parades and fully upholds the position that local Remembrance Services are a vital part of national life which must be preserved and protected. The Executive Board met recently to consider the issue and authorised a national audit to determine the extent to which police services and local authority support are being withdrawn; this is now underway. In the interim, the charity's national leadership and public affairs unit are encouraging local authorities to continue their longstanding commitment to Remembrance parades and services. When the audit is completed, further steps will be considered, at which time it will become clearer whether Legion-funded training for traffic marshals is practical and appropriate.

MOTION 5

This Conference requests the Board of Trustees to reconsider the Legion Awards System to make the Gold Badge an award that is funded from the General Fund.

RESPONSE BY THE BOARD OF TRUSTEES

The Membership Handbook states that a Gold Badge may be awarded to a member who has given at least eight (8) years meritorious and conspicuous service to the objectives of the Legion as defined by the Royal Charter. Removing the cost implication to the nominating body has the potential to increase the number of applications being made, thus increasing expenditure of the General Fund.

The cost of a Gold Badge is £228. Between 2012 and 2016, a total of 152 Gold Badges were awarded at a total cost of £34,656 (i.e. £6,931 per year). Up to 30th May this year, 14 gold badges have been awarded at a total cost of £3,192.

Many recipients of a Gold Badge, including those with higher Legion awards, hold their Gold Badge in particular regard because it was both proposed by, and paid for, by their peers.

The purpose of the General Fund is to cover administrative and resource costs associated with employees and membership activities and projects. As the Gold Badge is an award it does not sit within this remit; therefore, this Motion is not approved

MOTION 6

This Conference requests that The Royal British Legion Membership Badge be given a

more prominent place within the Corporate Branding.

RESPONSE BY THE BOARD OF TRUSTEES

It is vitally important that our corporate branding promotes a healthy understanding of who we are as an organisation. The Board of Trustees totally agrees with the sentiment of this Motion which is to make sure that the public, members, supporters and volunteers understand that we represent The Royal British Legion. We are currently looking at our brand assets for precisely this purpose: this includes the use of the poppy; the size of the 'The Royal British Legion' wording and the consistency of use of 'Live On' throughout all of our materials. Rather than prescribe that the membership badge be the best solution to this, we want to test all possible routes to arrive at the best answer for the public as a whole. But this will definitely share the same aim as the reason for inclusion for this Motion: to clarify to the general public and to our supporters that we are The Royal British Legion

MOTION 7

This Conference requests more flexibility in the provision of training dates for courses to enable members who still work to access training, thus enabling them to carry out active roles within the business of the Legion

RESPONSE BY THE BOARD OF TRUSTEES

The Membership National Training Calendar highlights that, with the exception of the 2017 tranche of LOMAS training, 18 of 23 training sessions conducted this year have taken place during weekends.

The process for applying for a National Membership Training Officer led course requires County Training Officers (CTOs) to submit dates on which they would like the training to be undertaken. In cases when it is not possible for a National Membership Training Officer to conduct a course during a weekend, CTOs may choose to arrange locally delivered training themselves. CTOs should currently seek the latest materials from the Membership Training team in such instances.

The Membership Training team accepts that there are issues with training and the team is working to improve the training system and user experience. In order to improve flexibility in the provision of training dates, the team has begun reviewing the best options for equipping CTOs to respond to local training needs. A key feature being considered is the implementation of a secure CTO portal to access training materials on demand.

MOTION 9

This Conference requests that the existing policy of charging the full membership fee for each Branch to which a member belongs be altered to be a single Legion Membership Fee. This should apply regardless of the number of Branches which the individual is a member.

RESPONSE BY THE BOARD OF TRUSTEES

The Membership database shows that 749 members belong to two or more Branches. Of these 749 members, 722 belong to 2 Branches, 26 belong to 3 Branches and one member

belongs to 4 Branches. If approved, this Motion would see an income loss to the General Fund of £13,172 per annum.

However, this Motion does not address the true implications that a change in policy would bring. Potentially an individual could be a member of all 2342 Branches/Sub Branches. Membership cards are currently produced for each Branch membership; cards would still need to be produced to provide proof of membership to the Branch. Therefore, we would have to review how this would be administered. The two possible options are:

- a) One member, multiple cards – this is how the system is currently administered. This could result in members holding large numbers of cards (one for each Branch to which they belong) which would result in the General Fund incurring additional costs but with no additional income received to cover the card production. This may result in the need for rules to be put in place to limit the number of Branches to which a member may belong which would be difficult to support; or
- b) One membership, one card – this would not hold Branch information and, therefore, would not indicate that an individual was a member of a particular Branch. The ‘universal’ card would effectively entitle the holder to attend any Branch. This would make the membership more flexible but could undermine the Branch structure.

Because of the way that membership fees are administered, it would not be possible to make this change immediately as the Membership Department would have to undertake work with the Data Services team and our external providers to adjust the systems and databases to support the policy change. Furthermore, costs would be incurred updating systems and implementing new ways of working that would have to be designed.

Further work is being undertaken to assess the full implications of this proposal to assess how this could be implemented.

MOTION 12

This Conference urges the Board of Trustees to instigate, as a matter of some urgency, a National Membership Recruitment Campaign.

RESPONSE BY THE BOARD OF TRUSTEES

The Legion does not have a problem with recruiting members. Over recent years the organisation has consistently recruited over 20,000 members per annum; however, somewhat worryingly, we lose 75% of new joiners in the first two years of membership. Therefore, the Membership Council and the Membership Department have identified the highest priority as ensuring that the membership offer/value proposition is relevant to new joiners in order to retain members longer. We need to know what we are offering before we can promote it effectively.

That said, as a result of consulting with the membership, the issue of recruitment and retention is one of the four main work streams of our five-year strategy, and a full review of membership recruitment, induction and retention is already underway. We are also developing test campaigns to shape a planned series of targeted recruitment campaigns, producing recruitment media (hard copy and online) for the promotion of Legion

membership (local and national), as well as instigating a Social Media recruitment campaign.

MOTION 13

This Conference requests the Board of Trustees to approach the MOD with a view to them paying for Service personnel's last move from married quarters to their civilian accommodation.

RESPONSE BY THE BOARD OF TRUSTEES

Although the cost of removal from Service Family Accommodation (SFA) on discharge is borne by discharged personnel and families in usual circumstances, there is existing provision for moving costs to be paid by the Armed Forces in situations where, having completed a full career, personnel are posted at a significant distance from where they have previously expressed an interest in resettling, such as in the examples cited in the Motion.

Personnel are given the opportunity to formally express a preference for finishing their career serving in a location close to where they wish to re-settle. This is done via JPA Form F024. In circumstances where the departing person is posted to a final tour of duty which is 50 miles, or 90 minutes travelling time, from the location for which they expressed a first preference or the location where they will settle on retirement from the Service *and* they are eligible to receive an immediate pension, the Final Tour of Duty scheme can be accessed. This scheme is also open to those who have attended a Medical Board and have received a date for discharge on medical grounds, and will be in receipt of an Immediate Pension or Early Departure Payment. The Final Tour of Duty scheme covers both Disturbance Expense and Removal of Personal Effects, with full details outlined in Joint Service Paper 752.

The Ministry of Defence is also reviewing the current arrangements for SFA via the Future Accommodation Model (FAM). Although the proposals are currently under development, it is clear that more emphasis and support will be put into encouraging Service Families to purchase homes or live in subsidised private rented accommodation 'outside the wire' and settle in communities. This will inevitably include the package offered to Service families on movement and resettlement.

MOTION 14

This Conference requests that the Board of Trustees lobbies government with a view to setting up a Veterans' Affairs Department at Cabinet Level which is totally separate from the Ministry of Defence (MOD).

RESPONSE BY THE BOARD OF TRUSTEES

During the late 1980s and early 1990s, the Legion campaigned for the establishment of a department or sub-department for Veterans' Affairs, and subsequently for an existing Minister to have 'ex-Service Affairs' added to their portfolio. However, after consultations with the then government, and following the appointment of the first Minister for Veterans in 2001, the Legion came to the view that a separate department was not required.

There are many calls on government to re-arrange and create new departments, and the Legion's lack of success in achieving this when the veteran population was twice its current size does not suggest that this would be a fruitful campaign.

Whilst a Veterans Affairs' Department might provide a focus for action and co-ordination, there is also the risk of creating another layer of administration, and that it would be perceived by other government departments as absolving them of any responsibility for the subject (i.e. the Military Covenant). As a small department, it would be likely also not to have a strong hand in departmental budget allocations. Furthermore, many issues affecting veterans are now devolved, and so creating a Department in the UK government alone may not be sufficient, thus complicating the recommendation. Finally, the priority any government gives to veterans' affairs is more due to political will than any particular administrative structures.

The Legion will continue to engage with government whatever structures it chooses to have in place. Presently, the Legion works with the Veterans Minister and his staff in the Ministry of Defence, and sits on the cross-government Covenant Reference Group which brings together all relevant government departments and devolved administrations.

MOTION 15

This Conference urges the Board of Trustees to make representations to the Department of Transport for a new railway station to be built at Alrewas.

RESPONSE BY THE BOARD OF TRUSTEES

Whilst a railway station in proximity to the National Memorial Arboretum might potentially be of benefit to a proportion of visitors to the Arboretum, it is not perhaps as straightforward as it might at first seem. There is a lot more information needed, for instance in connection with a proposed location, an undertaking for the provision of a regular public transport service from the station to the Arboretum, an understanding of potential ancillary enabling development around the station, and consequential potential impact on the setting of the Arboretum and the Armed Forces Memorial in the landscape. This information would need to be provided first before the National Memorial Arboretum could be in a position to support a proposed railway station.