



A National Guide to Welfare Policy and good Practices



One of the fundamental reasons for the existence of NARPO is the welfare of its members. Many will go through their retirement and have no such needs whilst others will, on occasions, need support.

This document is intended to help guide how the Branches of the National Association of Retired Police Officers (NARPO) provides welfare support for its members. Members include full members, widowed members, life members, associate members, and their partners, all of whom will be entitled to the welfare support provided by the branch.

Our welfare policy must be flexible, and the intention of this document is to set out some of the ways in which we might assist members.

Serving officers or retired officers in further employment may face issues such as work-related stress and redundancy, or they may be the subject of complaints or litigation. Retired officers may be free from those problems, but often have different challenges such as illness, debt, loneliness, bereavement, or caring responsibilities. Developing age brings additional problems, such as reduced mobility and the prospect of long-term care.

A key task of the welfare team is identify the exact problem or challenge faced by the member and to determine how the Branch can contribute to a solution, either directly or through referral to specialist counselling or crisis intervention; for example, by coordinating assistance with transport to visit a relative in hospital, or by referral to the Benevolent Fund advisors.

The following guidelines have been provided in order to assist the welfare representatives' in taking the most appropriate action when dealing with the welfare issues of its members.

The application of these guidelines is not a necessity, and the members should work flexibly in order to achieve the overall aim of the needs of its members.

The document will be reviewed and updated as required, considering any changes in the provision of Welfare.

Branch Committee Responsibilities

It is recommended that the committee should appoint a welfare coordinator and welfare officers whose responsibility is to ensure that members receive the appropriate welfare support. It is not expected that the welfare officers will undertake provision of all of the support themselves but will act as a liaison with others to ensure that appropriate support is given.

Confidentiality

If members are to retain confidence in both their Branch Committee and the welfare team, confidentiality is essential.

Where possible, individuals will be asked whether they agree to their situation being shared with their friends and former colleagues to facilitate visits or increased support.

All information obtained and recorded will be treated in the strictest confidence.

Telephone Contact Scheme

The Branch could operate a telephone contact scheme whereby older members are contacted regularly and engaged in a friendly conversation during which any potential welfare or other needs are identified, or appropriate advice offered. The Branch could operate a policy of contacting members over a certain age.

Branch Visiting Scheme

A Branch members scheme could be agreed to undertake visits to other members living nearby on the request of the Welfare Coordinator. The identification of such volunteers will be an ongoing process and the master list (based on geographic location) to be maintained by the Welfare Coordinator. Dates of visits should be recorded, and details of action taken, but sensitive health information should not be included in the membership database.

Where a visit is necessary to a member who resides in another Branch area not within easy travelling distance, the local Branch should be approached and asked to assist.

Hospital Visits

The Branch could seek to provide support where members are admitted to hospital. Firstly, members may appreciate visits, and secondly, their partner or spouse may be unable to visit without help with transport. The Welfare Coordinator will hold responsibility for coordinating assistance in such cases. He will also decide when it is appropriate to send a 'Get Well' card and provide a small gift, (flowers or fruit) from the Branch. The cost of these will be reimbursed by the Treasurer.

Notification of death of former officer, member, widow or widower

Whenever the Branch receives notification of a death from a source other than from Occupational Health, that department will be informed to make sure that they are aware.

The Branch will inform members by E-Mail to all members who have chosen to receive notification of deaths through the Branch Web Site, and in Branch Newsletters.

Support and advice should be offered to widows and families.

Sympathy Cards should be sent to widows/families.

The NARPO funeral drape can be offered to families.

A representative of Branch committee should attend the member's funeral whenever possible.

A donation can be made usually to the chosen charity.

Where there is a surviving spouse, partner, or dependant relative, a follow-up welfare contact should be arranged by the Welfare Co-ordinator at a suitable time after the funeral.

Continuation of membership (free of charge) should be offered to widows/widowers by the Secretary, either automatically, after a suitable lapse of time, or through the follow-up welfare contact.

Notification of illness of a former officer, member, widow or widower

In circumstances where it is *requested by the family*, or next of kin of a former officer, or member, a circulation can be made to branch membership in respect of any illness, or poor health experienced by a former officer, or member. Details should include the wishes of the family or next of kin in relation to visits or contact with the former officer, or member. This must be through the Branch secretary and mentioned on their SuperSleuth record.

In situations where it has come to the notice of the Welfare Team that a member, widow, or widower is experiencing an illness, no circulation should be made without the express consent of the member, widow, widower, or next of kin. In essence - no consent - no circulation.

NARPO Headquarters

NARPO HQ can provide much advise and expertise in respect of police pensions, taxation and legal issues, including professional advice from the NARPO solicitors, Slater and Gordon, or others listed on the NARPO main website. This is also the prerogative of the Branch Secretary who has other contacts regarding personal initial solicitor advice, Affinity Resolutions through NARPO HQ.

Welfare Problems - Options

A wide range of welfare support is available about which the welfare team should be aware, and the means by which referral can be made.

The *NARPO* members' website, www.narpo.org contains a comprehensive 'links' page and member's services page, which enables members to source advice from various website. These include: -

General advice	Benefits advice	Equality and disability advice
Health and care advice	Bereavement advice	Tax and financial advice
Other useful websites.		

NARPO HQ., can also be contacted by telephone for support - **01924 362166**.

<http://www.policemutual.co.uk/>

The Member Care Service is provided for *Police Mutual* by *RED ARC*. It offers a confidential and independent care advisory service provided by qualified nurses who are experienced in supporting those with critical illness, terminal illness and bereavement. Tel: 0845 450 5220. Specific link to member care: <http://www.policemutual.co.uk>

Police Mutual (which now incorporates Roland Smith) can also provide financial and insurance advice.

POLICE CARE UK

Police Care UK (previously the Police Dependents Trust) -Is a charity for serving and retired police officers and staff and their families who have suffered any physical or psychological harm as a result of policing. They can provide practical, emotional, or financial support.

<https://policecare.org.uk/>

Disability Rights

Directions should be given to Disability Rights UK. <https://www.disabilityrightsuk.org/>

Age UK

Age UK is the country's leading charity dedicated to helping everyone make the most of later life. They provide companionship, advice and support for older people who need it most.

<https://www.ageuk.org.uk/>

Requests for Financial Assistance

Where Branches hold funds for welfare purposes, an objective and consistent policy should be applied in respect of the use of those funds. In most cases, the Force will have a Benevolent / Welfare Fund to which the member in need should be referred, and all assistance given with any application. Each application will be considered on its individual merits.

Force Welfare Fund

Applications to the fund from retired officers have been rare due to the fact that very little is known of its existence by the membership. Further information on the fund needs to be obtained and considered when dealing with welfare cases that would benefit from its funding.

Benevolent Fund

Most forces have a Benevolent Fund which can offer financial assistance to retired officers in need. Branch representatives on the Fund are available to offer advice and to visit potential applicants as necessary. Grants or loans are made and approved by the Trustees. Most schemes require that the applicant is or was a contributor to the

Records

Our Association uses a computer programme called "SuperSleuth". Access to SuperSleuth is carefully controlled. Welfare co-ordinators can be granted read-only access to ascertain addresses etc. but paper or electronic copies of SuperSleuth data should not be made. Welfare notes / forms can be uploaded to Share point and access given to the co-ordinator. Personal records can normally only be altered by the Branch Secretary (or Membership Secretary if one exists). It is essential that if any inaccuracies or deficiencies that are found

on viewing should be amended straight away by notifying either the branch 'Modifier' or in extreme cases by NARPO HQ, "it is extremely important that all records kept are accurate and up to date". The secretary and several other committee members have received training in GDPR. If there are issues, they must be addressed through the CEO via HQ who is our Data Protection Officer.

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NEC

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