

Veterans Welfare Service In-Service and Ex-Service Bereavement Support

Serial	Timing	Sponsor	Recognition Activity
1	Immediate Action In-Service	JCCC	DIS notification e-mailed to VWS Support Office
		Support Office	DIS notification e-mailed to VWS RWM and WM
		WM	Immediate contact with CVO to make introductions and arrange convenient joint visit to NoK or dependants.
		WM	Immediate contact with CVO to make introductions and arrange contact with the families of those who do not have dependants but may have parents.
		WM	Initiate evaluation process
	Ex-Service	WM	Pre visit assessment with CVO prior to joint visit, lines of responsibility discussed
		WM/CVO	Joint visit to consider CAC, completion of Pension Application Forms and Bereavement Benefit Forms, help and advice in relation to Wills, Probate and Pax. Details of local support groups/charities provided e.g., Cruse, RBL, SSAFA
		WM	Post visit letter issued detailing forward actions as agreed
		Norcross/Relatives	Notification of death
		VWS	Contact made to bereaved via letter and/or visit and telephone
2	Follow Up Action In-Service	WM	Initial visit to consider CAC and completion of Pension Application Forms and Bereavement Benefit. Details of local support groups/charities provided and referrals made e.g., Cruse, RBL, SSAFA
		WM	Post visit letter issued detailing forward actions as agreed
		WM	Follow up on agreed forward actions
		WM	Hand deliver award notifications received on AFPS and AFCS and discuss outstanding or further issues
		WM	Post visit letter issued
	Ex-Service	WM	Monitor progress of actions taken and follow through to satisfactory conclusion
		Norcross	Notification of decisions of pension claims
		WM	If rejection of award received, contact made to discuss way forward
		WM	Further visit as necessary to assist with appeal and discuss outstanding or further issues
		WM	Monitor progress of actions taken and follow through to satisfactory conclusion
3	Future Support		Customer made aware that we provide ongoing support for as long as required. Onus on customer to contact WVS.

KEY

JCCC	Joint Casualty and Compassionate Centre
DIS	Death In Service
VWS	Veterans Welfare Service
RWM	Regional Welfare Manager
WM	Welfare Manager
CVO	Casualty Visiting Officer
RBL	Royal British Legion
CAC	Case Assessment Checklist
AFPS	Armed Forces Pension Scheme
AFCS	Armed Forces Compensation Scheme