

## RAF Benevolent Fund Increases Welfare Support Capacity in Scotland

The RAF Benevolent Fund, the RAF's leading welfare charity, has established a network of Welfare Support Executives (WSE) across the UK to boost its overall case working capacity and accommodate more complex cases.

Two of the new posts are in Scotland and they are Emma Gration (North & East Scotland) and Caroline Belch (South & West Scotland) and they will provide specialist case work support to members of the RAF Family who call the helpline on **0300 102 1919** asking for support.

Together, they come with considerable experience of the support required by the RAF Family and understand the statutory and Service charity sectors in some depth. They will visit applicants at home, or assess their individual circumstances on line or on the phone. They could help applicants to complete an application form and then create and agree a tailored support plan. They could also support an applicant to navigate statutory support services to which they are entitled, or support from the NHS, local authorities or other charities.

The WSEs are part of the wider RAF Benevolent Fund Welfare Team and are supported by an enlarged team of Welfare Navigators who ensure an applicant's journey from enquiry to receiving support is swift and smooth.

If you, a member of your family, community or network who has served in the RAF or is a spouse, dependant or partner needs the Fund's support please contact the Welfare Navigator's Helpline – **0300 102 1919** – and they will get Emma or Caroline to provide you with the support you need.

Here are the WSEs and their contact details:



**Emma Gration**  
(North & East Scotland)  
[emma.gration@rafbf.org.uk](mailto:emma.gration@rafbf.org.uk)  
07513 825154



**Caroline Belch**  
(West & South Scotland)  
[caroline.belch@rafbf.org.uk](mailto:caroline.belch@rafbf.org.uk)  
07513 825150

You can find out more on the Fund's website – [rafbf.org/help](https://rafbf.org/help)