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THE SCOTTISH OFFICE

NHS:
MEL(1993)108

National Health Service in Scotland
Management Executive

St. Andrew's House
Edinburgh EH1 3DG

Dear Colleague

WELFARE FOOD SCHEME: CHANGES TO THE
DESIGN OF THE MILK TOKEN

SUMMARY

1. This letter advises Health Boards and NHS Trusts of the action to be taken on the introduction of a redesigned milk token under the Welfare Food Scheme. The token redesign aims to prevent fraud. The new token will be introduced from Monday 27 September 1993. Old style tokens will cease to be valid from Monday 1 November 1993.

ACTION

2. This letter should be brought to the attention of all staff in maternity and child health clinics and approved retail pharmacies.

3. This letter should be copied to Unit General Managers.

Yours sincerely

DAVID R STEEL
Director of Administration

25 August 1993

Addressees

For action:
General Managers,
Health Boards
Chief Executives, NHS
Trusts

For information:
General Manager,
Common Services Agency

General Manager,
State Hospital

General Manager,
Health Education Board
for Scotland

(copy to Unit General
Managers for action)

Enquiries to:

Miss A Bearhop
HPPHD1-3
Room 54H
St Andrew's House
EDINBURGH EH1 3DE
Tel: 031-244-2436

COMMON SERVICES AGENCY	
RECEIVED:	
1 27 AUG 1993	
FILE No.	
REFERRED TO	ACTION TAKEN

ANNEX A

CHANGES TO THE DESIGN OF THE WELFARE FOOD MILK TOKEN.

(ILLUSTRATION)

1. At present a Milk Token may be exchanged for either liquid milk or dried baby milk. From Monday 27 September the customer will have to state which they require BEFORE THE TOKEN IS ISSUED. The issuing authority will stamp the milk token in either the liquid milk box (left hand side) or the dried baby milk box (right hand side of the token). The token can be used only as stamped. If the customer does not make a choice at the time of issue, the token will be stamped for liquid milk.
2. There is no change in entitlement to Welfare Foods, only in the procedure for validating tokens.
3. Clinics and approved pharmacies should accept only tokens stamped in the right hand box (ie the box showing a tin of dried milk) in exchange for 900g of dried baby milk.
4. Customers attempting to obtain dried baby milk with a token stamped in the left hand box (ie the box showing a bottle of milk) should be referred to their Benefits Agency Office.
5. From Monday 1 November all 'old style' tokens will no longer be valid. Customers attempting to exchange them should be referred to their Benefits Agency Office.
6. Other procedures for reimbursement from the Department remain unchanged.
7. The Department of Health, who have the lead responsibility for the Welfare Food Scheme, intend to monitor the effect of the introduction of the redesigned milk token and further guidance may be issued after the results of the exercise are analysed.

Welfare Food Scheme
*This token is valid during the
calendar week including*



7 pints



for babies 900g

or during the succeeding 4 weeks

Token

Free milk for one week

*For use only by the person to whom it was issued.
It must not be divided or defaced.*

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VERIFICATION OF ENTITLEMENT TO WELFARE FOODS

1. Clinic and pharmacy staff are reminded of the following checks which may be made to verify entitlement to Welfare Foods:

Dried Baby Milk

2. Income Support Beneficiaries - you should not normally ask for any proof of entitlement eg order-book or birth certificate. Checks will have been carried out before the token is issued to beneficiaries and possession of an appropriately stamped and valid token should be accepted as proof of entitlement.

3. If someone presents more than 4 tokens and/or you suspect that they are not entitled to welfare milk you may ask for supporting evidence of entitlement, but you do not have the legal right to refuse to supply milk. Do not put yourself or other staff at risk. Do seek advice from the Home and Health Department contact (Miss Aileen Bearhop, HPPHD1-3, Room 54H, St Andrew's House, Tel 031 244 2436).

4. Family Credit Beneficiaries - You are legally entitled to ask for proof of entitlement to family credit (eg order book/award notice), and proof that the child is under 1 year (eg birth certificate or child benefit book).

5. Each purchase should be recorded on a locally designed form containing the following minimum set of information:

- beneficiary's name and National Insurance number;
- brand and quantity purchased;
- date of purchase;
- beneficiary's signature.

Vitamin Tablets and Drops

6. Only income support beneficiaries are entitled to free supplies of vitamins. You may ask for proof of entitlement (eg order book).

NB: If a person has exchanged milk tokens for dried milk at your clinic you may assume that he/she is entitled to vitamins.

7. Each claim for free vitamins should be recorded on a form similar to that used for the sale of dried milk to family credit beneficiaries, recording the same information.