

Armed Forces veterans survey

We are looking to improve the support we provide for Armed Forces veterans in Herefordshire. By completing this survey, you can help make sure we are providing the right support and services in the right places at the right time.

Herefordshire Council is keen to hear from all Armed Forces veterans who have served one day or more at any time in the past and in any occupation in the Royal Navy, Army, or Royal Air Force (including Reservists and National Service personnel).

We want to know about your experiences since leaving the Armed Forces. We are also interested in any challenges you may have faced, or are currently facing. We will be asking you about your time in the Armed Forces and civilian life after leaving.

The survey should take no more than 20 minutes to complete. We need to hear from as many people as possible, so please spread the word - your voice matters! If you are unable to complete the survey yourself, you are welcome to ask a relative, friend, or colleague to complete it on your behalf.

We will publish the summary and highlights of this survey on our webpage herefordshire.gov.uk/armedforces. We may also share the results with our partner organisations who provide services and support to Armed Forces veterans. The survey results and comments which you provide will be anonymised and will not contain any personal details that could identify you.

The closing date for replies is 7 October 2019.



未 If you have any queries or would like this questionnaire in an alternative format or language, please contact Herefordshire Council Intelligence Unit at researchteam@herefordshire.gov.uk, or by calling 01432 261944.

About You

Q1 Are you completing this survey:

- ☐ Yourself (as an Armed Forces veteran) ☐ On behalf of an Armed Forces veteran

Q2 In which branch(es) of the Armed Forces did you serve? Please tick all that apply.

- ☐ Royal Navy ☐ Army ☐ Royal Air Force ☐ Other

If other, please specify:

Q3 At birth were you described as...?

- ☐ Male ☐ Female ☐ Intersex ☐ Prefer not to say

Gender identity: Which of the following describes how you think of yourself?

- ☐ Male ☐ Female ☐ In another way

Q4 What is your age?

- ☐ 18 to 24 years ☐ 45 to 54 years ☐ 75 + years
☐ 25 to 34 years ☐ 55 to 64 years
☐ 35 to 44 years ☐ 65 to 74 years

How would you describe your ethnicity?

Q5 White

- ☐ British ☐ Irish Traveller ☐ Other White background (please write in)

Black

- ☐ African ☐ Caribbean ☐ Other Black background (please write in)

Asian or Asian British

- ☐ Indian ☐ Pakistani ☐ Bangladeshi ☐ Other Asian background (please write in)

Chinese or Chinese British

- ☐ Chinese ☐ Other Chinese background (please write in)

Mixed or Mixed British

- ☐ White and Black African ☐ White and Black Caribbean ☐ White and Asian ☐ White and Chinese ☐ Other Mixed background (please write in)

Other

- ☐ Any other background (please write in):

Q6 What is your marital status?

- | | |
|---|---------------------------------|
| <input type="radio"/> Single | <input type="radio"/> Separated |
| <input type="radio"/> Married | <input type="radio"/> Widowed |
| <input type="radio"/> Civil partnership | <input type="radio"/> Other |
| <input type="radio"/> Divorced | |

If other, please specify:

Q7 Do you have dependent children (aged 15 or under, or aged 16 to 18 if living with you and in full-time education)?

- ☐ Yes ☐ No

Q8 What is your full postcode? (You do not have to provide this information but doing so will help us to better understand variations in responses across the county. The information will be treated in strict confidence and will not passed to any third party or published in the results of the survey.)

Q9 How long in total did you serve in the Armed Forces?

- | | | |
|--|--------------------------------------|--|
| <input type="radio"/> Less than one year | <input type="radio"/> 5 to 10 years | <input type="radio"/> 19 to 25 years |
| <input type="radio"/> 1 to 4 years | <input type="radio"/> 11 to 18 years | <input type="radio"/> More than 25 years |

Q10 What was your rank (when you left the Armed Forces)?

- | | |
|---|---|
| <input type="radio"/> Senior Commissioned Officer | <input type="radio"/> Junior Non-Commissioned Officer |
| <input type="radio"/> Commissioned Officer | <input type="radio"/> Other |
| <input type="radio"/> Junior Commissioned Officer | <input type="radio"/> Don't know |
| <input type="radio"/> Senior Non-Commissioned Officer | |

If other, please specify:

Q11 Were you deployed on any of the following operational or overseas duties? Please tick all that apply.

- | | |
|---|---|
| <input type="checkbox"/> World War II | <input type="checkbox"/> Falklands War |
| <input type="checkbox"/> Germany, since World War II (British Forces Germany) | <input type="checkbox"/> First Gulf War (1990-91) |
| <input type="checkbox"/> Malaya | <input type="checkbox"/> Bosnia |
| <input type="checkbox"/> Korean War | <input type="checkbox"/> Kosovo |
| <input type="checkbox"/> Nuclear weapons testing (South Pacific and / or Australia) | <input type="checkbox"/> Sierra Leone |
| <input type="checkbox"/> Suez | <input type="checkbox"/> Afghanistan |
| <input type="checkbox"/> Borneo | <input type="checkbox"/> Iraq |
| <input type="checkbox"/> Northern Ireland | <input type="checkbox"/> Other |
| | <input type="checkbox"/> Don't know |

If other, please specify:

Q12 Were any of the following factors in your decision to leave the Armed Forces? Please tick all that apply.

- | | |
|---|--|
| <input type="checkbox"/> Opportunities in civilian life, e.g. career change | <input type="checkbox"/> Personal issues |
| <input type="checkbox"/> Impact of service on my family and personal life | <input type="checkbox"/> Wounded, injured or sick |
| <input type="checkbox"/> Retiring – end of Armed Forces career | <input type="checkbox"/> Mental health issues (including PTSD) |
| <input type="checkbox"/> Spouse/partner's career | <input type="checkbox"/> None of these |
| | <input type="checkbox"/> Other factors |

Q13 If other factors, please specify:

About access to services

Q14 Are you aware of the Armed Forces Covenant?

- ☐ Yes and I know what this is ☐ Yes but I do not know what this is ☐ No

Q15 In the past 3 years which charities, if any, have you gained help or information from?
Please tick all that apply.

- | | |
|--|--|
| <input type="checkbox"/> Army Benevolent Fund | <input type="checkbox"/> Armed Forces Education Trust |
| <input type="checkbox"/> RAF Benevolent Fund | <input type="checkbox"/> Armed Forces Veterans Breakfast Clubs |
| <input type="checkbox"/> Naval Benevolent Fund | <input type="checkbox"/> Blind Veterans UK |
| <input type="checkbox"/> Blesma, The Limbless Veterans | <input type="checkbox"/> Care After Combat |
| <input type="checkbox"/> Combat Stress | <input type="checkbox"/> Defence Medical Welfare Service |
| <input type="checkbox"/> Families Federation (Army, Navy or RAF) | <input type="checkbox"/> Military Helpdesk (Blueschool House) |
| <input type="checkbox"/> Help for Heroes | <input type="checkbox"/> First Light Trust Cafe Hub |
| <input type="checkbox"/> Royal British Legion | <input type="checkbox"/> YSS (Remember Veterans) |
| <input type="checkbox"/> SSAFA | <input type="checkbox"/> Walking with the Wounded |
| <input type="checkbox"/> Veterans' Gateway | <input type="checkbox"/> Alabare for Homeless Veterans |
| <input type="checkbox"/> Warrior Programme | <input type="checkbox"/> Other(s) |
| <input type="checkbox"/> Age UK Herefordshire & Worcestershire | <input type="checkbox"/> None – I have not needed help |

If other(s), please specify:

Q16 How did you find out about services and support available to the Armed Forces community?
Please select all that apply.

- | | |
|---|--|
| <input type="checkbox"/> Leaflets | <input type="checkbox"/> Herefordshire Armed Forces Covenant webpage |
| <input type="checkbox"/> Newspapers | <input type="checkbox"/> Internet search |
| <input type="checkbox"/> TV or radio | <input type="checkbox"/> Social media (e.g. Facebook, Twitter) |
| <input type="checkbox"/> Newsletters | <input type="checkbox"/> 'Service to Civvy Street' booklet |
| <input type="checkbox"/> Email | <input type="checkbox"/> Other (please state) |
| <input type="checkbox"/> Friends / family | <input type="checkbox"/> None – I have not needed help |
| <input type="checkbox"/> Colleagues | |

If other, please specify:

Q17 Below is a list of difficulties which some people have faced. Have you or your household experienced any of the following in the last three years? Please tick all that apply.

- | | |
|--|---|
| <input type="checkbox"/> Not having enough money for day to day living | <input type="checkbox"/> Lack of training / qualifications / skills |
| <input type="checkbox"/> Not having enough savings to buy or replace items you need | <input type="checkbox"/> Difficulty getting school place(s) |
| <input type="checkbox"/> Getting into debt | <input type="checkbox"/> Difficulty getting appropriate educational support for your child(ren) |
| <input type="checkbox"/> Difficulty finding out about services or benefits that you may be entitled to | <input type="checkbox"/> Difficulty getting childcare |
| <input type="checkbox"/> Difficulty getting medical treatment you need | <input type="checkbox"/> Lack of recreational facilities/ social life |
| <input type="checkbox"/> Difficulty finding somewhere suitable to live | <input type="checkbox"/> Fear of violence / crime outside the home |
| <input type="checkbox"/> Difficulty with house and garden maintenance | <input type="checkbox"/> Lack of home security / feeling safe in your own home |
| <input type="checkbox"/> Unemployment | <input type="checkbox"/> Lack of suitable transport (your own or public transport) |
| <input type="checkbox"/> Fear of unemployment | <input type="checkbox"/> Not feeling part of a local community |
| <input type="checkbox"/> Having to take a job for which you are overqualified, or at a lower rate of pay than you would have liked | <input type="checkbox"/> Difficulty making the transition from military to civilian career |
| | <input type="checkbox"/> Other |

If other, please specify:

Q18

Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Haven't used this service
Police	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire and Rescue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ambulance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your GP (family doctor)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local hospital	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your dentist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local children's centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job Centre Plus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social housing provider	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult social care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local leisure facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q19

Are you, or your household, experiencing any difficulties at the moment, where you are not receiving the help, advice, or support you need?

☐ Yes

☐ No

If yes, please give details of the problem and the help you need, and include your contact details (we will only use these to contact you with regards to this issue).

About your current accommodation

Q20 Which of the following best describes your home?

- | | |
|--|--|
| <input type="radio"/> Owner occupied (with or without a mortgage) | <input type="radio"/> A room in a shared house/house in multiple occupation (HMO) |
| <input type="radio"/> Rented from a private landlord | <input type="radio"/> Living with family |
| <input type="radio"/> Rented from a Housing Association | <input type="radio"/> Living with friends |
| <input type="radio"/> Shared ownership (part owned / part rented) | <input type="radio"/> Living in specialist accommodation (e.g. for the elderly or people with disabilities) - see Q.20 below |
| <input type="radio"/> Low cost / discounted market discounted housing | <input type="radio"/> Other |
| <input type="radio"/> Provided rent free or at a subsidised rent as part of employment | |

If other, please specify:

Q21 If applicable, what kind of specialist accommodaton do you live in?

- ☐ Sheltered housing (e.g. specialist accommodation for older persons with some level of support/care)
- ☐ Supported living (e.g. for people with learning difficulties, physical or mental health disabilities)
- ☐ Specially adapted home
- ☐ Other, please specify
- ☐ I do not live in specialist accommodation

If other, please specify:

Q22 Have you ever applied for housing through Home Point?

- ☐ Yes ☐ No ☐ Don't know

Q23 If yes, are you still on the Home Point register?

- ☐ Yes ☐ No ☐ Don't know

Q24 If no, were you housed through the Home Point system?

- ☐ Yes ☐ No ☐ Don't know

Q25 Are you, or have you ever been, homeless?

- ☐ Yes ☐ No

Q26 Do you consider your current accommodation to be appropriate for your needs?

- ☐ Yes ☐ No

If no, please explain why:

About your skills, education and employment

Q27 What is the highest level of qualification that you have received from school, college or since leaving education? Please include any work-based or vocational training.

- | | |
|---|--|
| <input type="radio"/> Postgraduate degree | <input type="radio"/> GCSE (Grade D - F) |
| <input type="radio"/> Degree level qualification (or equivalent) | <input type="radio"/> BTEC Level 2 qualification |
| <input type="radio"/> Higher educational qualifications such as HNC / HNC / Foundation Degree | <input type="radio"/> Work-related or vocational qualification |
| <input type="radio"/> A-Levels or Scottish Highers | <input type="radio"/> No formal qualifications |
| <input type="radio"/> BTEC Level 3 or equivalent qualification | <input type="radio"/> Other(s) |
| <input type="radio"/> GCSE (Grade A - C) | <input type="radio"/> Don't know |

If other(s), please specify:

Q28 When applying for jobs, were/are your military qualifications and experience recognised by employers?

- ☐ Yes, always ☐ Yes, usually ☐ Yes, occasionally ☐ No, never

Q29 How much of your past experience, skills and abilities which you gained in the Armed Forces can you make use of in your present job?

- | | |
|-----------------------------------|--------------------------------------|
| <input type="radio"/> None | <input type="radio"/> Almost all |
| <input type="radio"/> Very little | <input type="radio"/> Don't know |
| <input type="radio"/> A little | <input type="radio"/> Not applicable |
| <input type="radio"/> Quite a lot | |

Q30 Which of these activities best describes what you are doing at present?

- | | |
|---|--|
| <input type="radio"/> Employee in full-time job (30 hours plus per week) | <input type="radio"/> Full-time education at school, college or university |
| <input type="radio"/> Employee in part-time job (under 30 hours per week) | <input type="radio"/> Retired whether receiving a pension or not |
| <input type="radio"/> Self-employed full or part-time | <input type="radio"/> Part-time education at school, college or university |
| <input type="radio"/> On a government supported training programme | <input type="radio"/> Looking after the home or family |
| <input type="radio"/> Unemployed and available for work | <input type="radio"/> Long term sick / disabled |
| | <input type="radio"/> Other |

If other, please specify:

Q31 How easy was it to find suitable employment when you left the Armed Forces?

- ☐ Very easy
- ☐ Fairly easy
- ☐ Neither easy nor difficult
- ☐ Fairly difficult
- ☐ Very difficult
- ☐ Not applicable
- ☐ Don't know

Q32 How long did it take to find employment when you left the Armed Forces?

- | | |
|--|--|
| <input type="radio"/> Less than three months | <input type="radio"/> More than five years |
| <input type="radio"/> Three to five months | <input type="radio"/> Not yet found work |
| <input type="radio"/> Six to eleven months | <input type="radio"/> Did not look for employment after leaving the Armed Forces |
| <input type="radio"/> One to two years | <input type="radio"/> Don't know |
| <input type="radio"/> Three to five years | |

Q33 Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)? Please only include work that is unpaid and not for your family.

- ☐ At least once a week
- ☐ Less than once a week but at least once a month
- ☐ Less often
- ☐ I give unpaid help only as an individual and not through group(s), club(s) or organisation(s)
- ☐ I have not given any unpaid help at all
- ☐ Don't know

About your health and wellbeing

Q34 Are you and your family currently...

- | | Yes | No | Don't know |
|---------------------------|-----------------------|-----------------------|-----------------------|
| Registered with a dentist | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Registered with a GP | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q35 Were you asked, or were you able, to discuss with your GP or dentist that you were from an Armed Forces background?

- | | Yes | No | Don't remember |
|---------|-----------------------|-----------------------|-----------------------|
| Dentist | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| GP | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q36 Have your military medical records been received by your civilian GP?

- ☐ Yes
- ☐ No
- ☐ Don't know

Q37 Do you have a disability, long-term illness or health problem (12 months or more) which limits daily activities or the work you can do?

- ☐ Yes ☐ No ☐ Prefer not to say

If yes, are your day to day activities limited by this health condition or disability?

- ☐ Yes, limited a lot ☐ Yes, limited a little ☐ No ☐ Prefer not to say

Q39 Do you look after, or give any help or support to family members, friends, neighbours or others because of either:

- long-term physical or mental ill-health / disability?
- problems related to old age?

Do not count anything you do as part of your paid employment.

- ☐ No ☐ Yes, 1 to 19 hours a week ☐ Yes, 20 to 49 hours a week ☐ Yes, 50 or more hours a week

Q40 Typically, how often are you in contact with family, friends, or neighbours?

- ☐ Most days ☐ 2 - 3 times a week ☐ Once a week ☐ Once a month or less

Q41 Can you rate your experience to the following statements?

	Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Not applicable
I feel well adjusted and happy in civilian life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I've been able to get support when needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I've been able to enter appropriate employment with good career prospects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel financially secure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel in a state of positive mental health and wellbeing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a secure place to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel settled in civilian life but looking back found the transition difficult	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I find it easy to speak about my Armed Forces background	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel I've been fairly treated in civilian life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything else you would like to add? Please describe any other experiences in the box below.

Q42 Would you be interested in taking part in further face-to-face sessions to give us more feedback on your experiences?

☐ Yes

☐ No

If yes, please provide your contact details below. We will only use these to invite you to participate in future research on support for Armed Forces veterans in Herefordshire.

Name:

Email address:

Phone number:

Thank you for taking the time to fill in our survey