

Customer Facing Staff On-Line Training

Delivered and Developed by

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 THE ARMED FORCES
COVENANT FUND TRUST

PETER
BRUINVELS
ASSOCIATES **PBA**



EMPLOYER RECOGNITION SCHEME

GOLD AWARD 2021

Proudly serving those who serve.



SURREY



ARMED FORCES
COVENANT

Welcome, aims and objectives

- The Armed Forces Covenant **and New Legislation**
- The Armed Forces Community and key issues
- Your role as a first Point of Contact / Front Line
- Working with Armed Forces Champions / Covenant Lead Officers / Service Champions
- How to work with your Task Force Commander
- Understanding Service Charities
- Top Tips
- Additional training available
- Questions and Answers from the floor



Aim of the Training

- **Promote the Armed Forces Covenant**
- Supporting the Armed Forces Community
- Understanding their needs and how to help them
- Where the Military are based in your area
- Embed the Covenant within your ways of working
- Ensure all Council Help Desks/ Contact Centres know about the Armed Forces Covenant
- Ensure Local Authority Staff are aware of the issues facing Armed Forces Personnel, their **families and Ex-Service and Veterans**
- Ensure all Staff ask **“have you served?”**
- Together show **“due regard”**

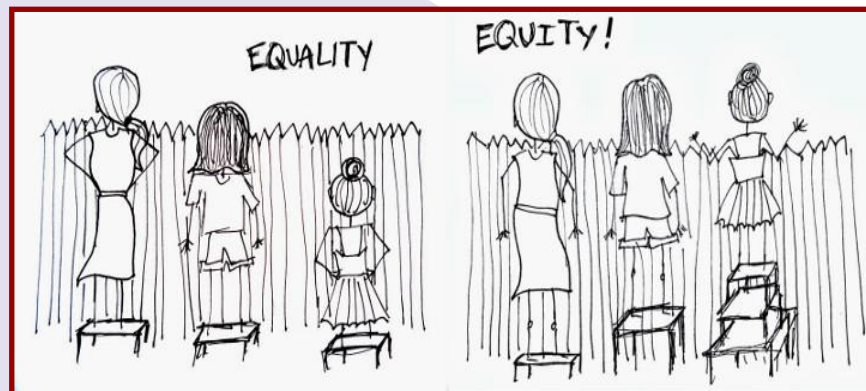


The Armed Forces Covenant

*The Armed Forces Covenant is a **promise** from the nation ensuring that those who serve or who have served, and their families, are treated fairly.*

"To those who proudly protect our nation, who do so with honour, courage and commitment, the Armed Forces Covenant is the nation's commitment to you"

"Parity not priority"



Who are the Armed Forces Community?



Forces
CONNECT
South East



The Armed Forces Act 2021

The Armed Forces Covenant is being enshrined in law in Summer 2022 – Statutory Guidelines currently in Parliament

Requires all Public Bodies including LAs to show ‘**due regard**’ in the provision of following services:-

- * **Education**
- * **Healthcare**
- * **Housing and Homelessness**

Ensures no one disadvantaged because of their service to the Nation

Councils will need to consciously consider the Armed Forces Community when developing policy and decisions



What is being done?

The Covenant focusses on helping members of the armed forces community have the same access to government and commercial services and products as any other citizen.

This support is provided in a number of areas including:

- ***Education** and family well-being – school places; school transport; SPP
- ***Home owning** and **Homelessness**
- **Employment advice** – starting a new career
- ***Access to Healthcare – waiting lists**
- **Financial** assistance
- **Discount** schemes
- *** To be Enshrined in Law (2022)**



Who is involved?

- **Central Government – every Department!!**
- Royal Navy, Royal Marines, Army, Royal Air Force
- **8,288 Businesses of all sizes**
- Local Government – **407 Councils**
- **2,500** Service Charities
- Communities – Parish Councils, Food Banks
- Cadet forces and their adult volunteers
- **www.armedforcescovenant.gov.uk**



Surrey Civilian-Military Partnership Board

- Provide a strategic link within partner organisations with regard to the **Armed Forces Covenant**
- Give strategic direction in order to **strengthen links** between communities and the Military
- **Champion** the Armed Forces and **honour the commitment** given by the men and women of the Armed Forces
- **Review** the work of the Armed Forces Covenant on an annual basis
- Acknowledge and **promote** the valued role **Reservists** play within the community
- Encourage **recognition** and **remembrance** of the role played by the Armed Forces
- Work collaboratively with the task groups and act as final arbiter



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What is Surrey doing?

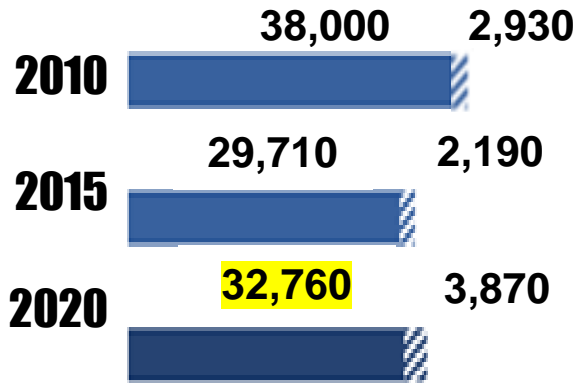
SCC is very aware of Armed Forces Act and Key Player with Statutory Guidelines on how to show 'Due Regard'

- * **Integral Member of MoD Focus Group**
- * **Produced Case Studies for MoD Group**
- * **Launched Awareness Training across SE**
- * **Lead MoD Covenant Officer briefings**
- * **Act and Legislation on next SCMPB Agenda**
- * **SCC, Boroughs and Districts already doing what the Act requires**
- * **Training Adult Social Care Teams**
- * **Training Surrey Housing Managers**
- * **Briefing LEA and SEN Leads**

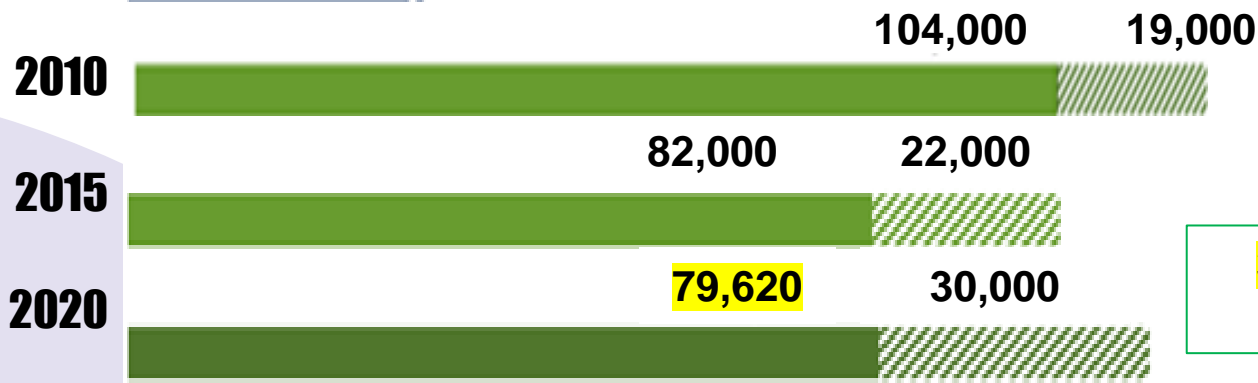
Police, Fire, PCSO, Housing Officers, Front Desk and Contact Centre, Governors, CAB, Democratic Services, CEs



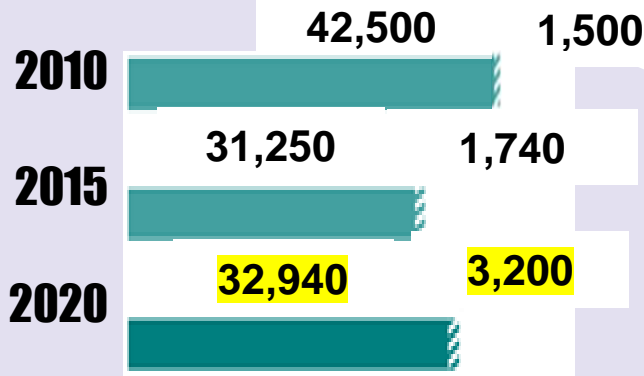
Armed Forces Personnel Restructure



Regular Reserve



30,500
(2022)



Military Presence in Surrey

Including 40,000 veterans!!

Sandhurst



Deepcut



ATC Pirbright



Headley Court

135 Geo Reserves



579 Field Sqn



4PWRR HQ

Keogh Barracks



4PWRR



ARMED FORCES
COVENANT

● Regular

● Reserve

Armed Forces Community

SURREY	Now	Changes
<p>Regular Army</p> <p><u>ARMY REBASING</u> <u>2020 REFINE</u></p> <p><u>FUTURE SOLDIER</u> <u>21</u></p> <p><u>SPECIAL OPS BDE</u></p> <p>RAF</p>	<p>6000 Serving military 680 Military Families</p> <p>1265 service children in 188 Surrey Schools</p> <p>Royal Alexandra / Gordons £310 Service Pupil Premium) Irish Guards arrived late 2019 Elite:- 2RANGERS; 3RANGERS</p> <p>Frimley Park Hospital</p>	<p>1Welsh Guards-Windsor 22Field Hospital Nuneaton 2022/23 Headley Court closed in 2018 RLC Deepcut closed in Dec 2020 ATC Pirbright/ 3rd Battalion 3RANGERS (2Duke of Lancs Sept 2020)</p> <p>Keogh Barracks 2nd Battalion 2RANGERS (2PWRR)</p> <p>Joint Hospital Group [DefenceMedService]</p>
<p>Army Reserve</p>	<p>250 (out of 3,579 in SE)</p>	<p>2 PI A Coy 4 PWRR FARNHAM 4PWRR BN HQ REDHILL April 2018 – 2Trp 579 Field Sqn 101 EOD REDHILL 135 Geo Sqn RE – EWELL and 256 Field</p>
<p>Cadets: ACF CCF</p>	<p>28 Detachments (750) 12 Contingents (1500) 103 Cadet Adult Volunteers (CCF) 418 Cadet Adult Vols–TS,ACF,RAFAC</p>	<p>Royal Alexandra & Albert School Ash Manor CCF (Grenadiers) Sea Cadets: 10 (383) RAFAC: 13 (575)</p>
<p>Service Leavers</p>	<p>8000 pa (Army) 10% to settle in SE</p>	<p>50% have no idea where 50/100 in Surrey per annum</p>



What is Different about the Armed Forces Community?

- **Moving** around the country/abroad, often at short notice [Very different from us!]
- **Geographically** isolated on military bases
- **Isolated** from family support networks
- Strong sense of **pride** and not wanting to ask for help
- Provided with Service Family Accommodation
- **Not used to accessing** local authority and other public services
- Lack of **postcode** on Bases



Values and Standards

The Service's values and Standards demand a degree of commitment and self-sacrifice which goes beyond that normally expected from other citizens.

Courage

Discipline

Respect for others

Integrity

Loyalty

Commitment

Responsibility

Teamwork



What impact this has on Armed Forces Families

- *** Education:**
 - Access to **school places**/school transport /curriculum /attendance
- Access to *** Health Care/Benefits:**
 - Asking for help - **GP** Veteran Friendly Practices
 - *** Waiting lists** for doctors/dentists/ hospital
 - Working with the **Integrated Care Services**
 - How to access to Social Services/Benefits
- **Employment:**
 - Impact on spouses job prospects – **gaps in CV!?**
 - Jobs on leaving the Service
- *** Housing:**
 - Waiting lists on relocation



Facts about a Service Person's Future

- **29** years – average age of service leaver
- 1% - serve a full 22 year career
- A Service person will probably work in civilian employment for longer than their Service careers
- Resettlement support is based on length of service
- The public respects the Service's achievements but is largely uninformed of their qualities and capabilities



AFCs; Covenant Leads; FrontLine and Contact Centre Staff Ask the question!

- **Have you or any member of your immediate family ever served in the Armed Forces?**
- Accurately identify members of the Armed Forces community accessing services
- **How do you know you are not disadvantaging, if you haven't asked the question?**



* Education

- Early years childcare
- School admissions – process, practicalities and Policy – children may change school 11 times
- Attainment – emotional and pastoral may impact
- SEN – Special Education Needs
- School transport
- Service Pupil Premium (**£310**) – how used?
- Involvement of Service families in schools – PTA, Governor, classroom helpers etc
- Surrey CC's Membership of **MODLAP**

***Must show 'Due Regard'**



Impact on Adult Social Care

- Some issues that Veterans present with could be a result of their Service
 - Additional support available for Veterans
 - Those who served for a day
 - All males **80+** (National Service finished in 1960)
 - **Possible issues** Veterans present with: **Use SSAFA**
 - **Disability** - hearing loss as a Gunner! (RA)
 - **Mobility** - hips, ankle joints as a Para
 - **PTSD**
 - **Mental Health** - **OpCOURAGE (TILS) 020 3317 6818**
 - **Alcohol Issues**
 - **Debt**
 - **Loneliness**
- = **Vicious 'Circle of Despair'**



*Housing

- Homelessness and Rough Sleepers – ‘Big Issue’
- Waiting lists – **stay on list if deployed**
- Family – **Divorced** or **Separated** – same consideration
- ***Local Connection rule now relaxed**
- Social Housing versus Affordable
- DFGs - use Service Charities!
- Rehabilitation of offenders
- Link to Joint Services Housing Advice Office
- Forces Help to Buy Scheme – e.g. Nationwide
- Managing expectations – Covenant not a golden ticket!!!
- ***Must show ‘Due Regard’**



Employment

- Spousal employment – **Gaps in CV**
 - Multiple short-term employment history
 - Skills training
- Jobs on leaving the Service
 - Signposting, Careers Fair
 - Public sector services as an employer
- Mentoring and **CV** preparatiin
- MoD Employer Recognition Scheme – Bronze, Silver Gold
- Forces Friendly Employers
 - Flexible working
- Reservists - Exemplar HR Policy – **Reserves Day**
- Links with local business – KBR, Ashford St Peter's
- Economic Development
 - Support and growth in Defence industries



What Surrey is doing to help?

- Established the SCMPB to bring partners together to address issues. Awarded MoD **Gold** 2021, 2016
- Awareness of **Service Charities** with Services especially Adult Social Care – *Links with **UWOs**
- Relationship between **Admissions** and **11 Infantry Brigade** over planned moves
- **Electoral Registration** Pilot @ATC Pirbright
- Link to Career Transition Partnership for vacancies
- Support to **Reservists** working for Surrey / **SFRS**
- Helping to attract **Cadet Adult Volunteers**



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AFC Veteran Population

County	Number to nearest '000	Percentage of County population that are veterans
East Sussex	36,000	5%
Hampshire	90,000	6%
Kent	73,000	5%
Surrey	40,000	5%
West Sussex	42,000	6%



Theatres of War

Conflict	Years	Conflict	Years
WWII	1939-45	Falklands War	1982
Malayan Emergency	1948-60	Gulf War	1990-91
Korean War	1950-53	Bosnian War	1992-95
Suez Crisis	1956-57	Kosovo War	1998-99
Aden Emergency	1963-67	Afghanistan	2001-14
Northern Ireland	1968-98	Desert Fox	1998
		Iraq War	2003-11

AFC Veteran Population

SURREY *HUBS Local Authority	AFPS	War Disablement Pension
*Elmbridge	242	74
*Epsom and Ewell	107	43
*Guildford	568	153
*Mole Valley	185	56
Reigate and Banstead	270	92
Runnymede	161	43
*Spelthorne	186	77
*Surrey Heath	672	133
*Tandridge	170	72
Waverley	603	160
*Woking	304	64



Armed Forces Pension and Compensation (AFPS) Recipients

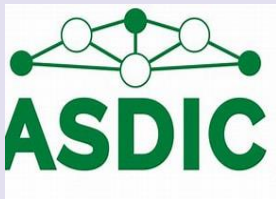


Veterans Hubs in Surrey

[Normally meeting Monthly]

- **Ashted** – Mole Valley - Fridays
- **Veterans and Families Listening Project** – Camberley - Mon
 - **Caterham Veterans Hub** – Westway Centre TBC
- **Epsom and Ewell Community Hub – 135 Geo** - Tuesdays
 - **Epsom Armed Forces Breakfast Club** - Sundays
 - **Guildford Fire Station** – Guildford - Thursdays
- **Molesey Veterans Support** – West Molesey - Tuesdays
 - **Fordbridge Fire Station** – Staines - Tuesdays
 - **Woking Fire Station** – Woking – Wednesdays
- **Shots Foundation – Aldershot Football Club** - Mondays

[Veteran Hubs and Drop-ins in the South East \(arcgis.com\)](http://arcgis.com)



How you can help us on the Front Desk / Reception / Contact Centre

- Find out if the Caller / Customer (or their spouse) **has served** to ensure **no** Service / Ex-Service Personnel are disadvantaged
- Know your way around the Support for Armed Forces Community Web Pages and our App
- Signpost to **Service Charities**/use CC/ Surrey Information Point
- Liaise with **Covenant Lead Officer** and alert us to trends/repeat issues so these can be addressed upstream



'Forces Connect' SE Signposting App

Available for free to download. Search 'Forces Connect' in your app store now!

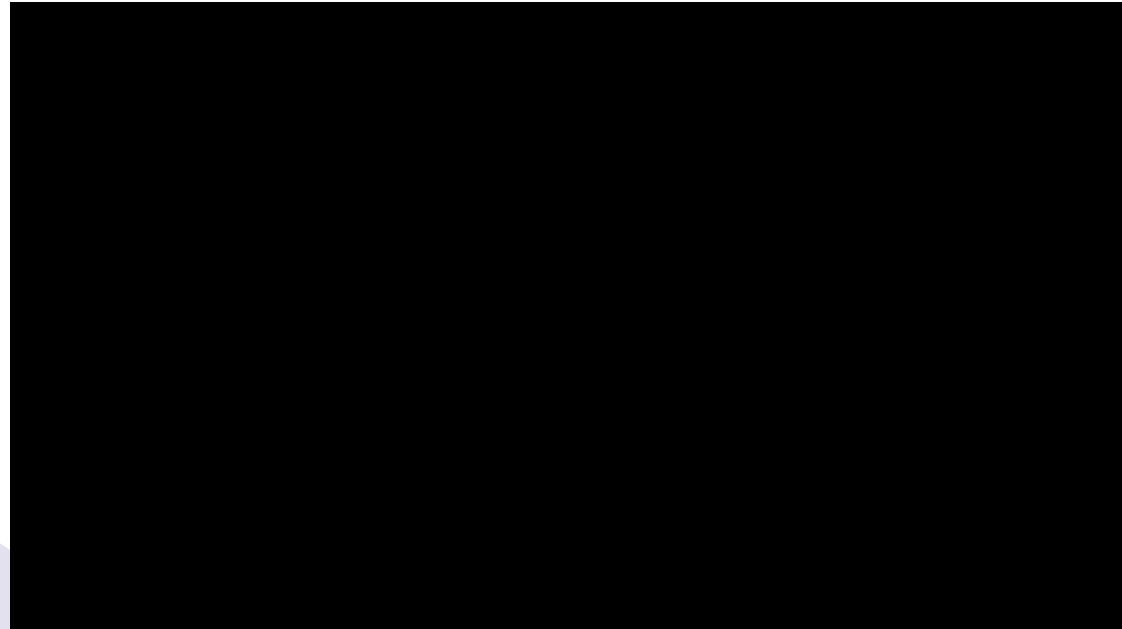
Signposting and connecting the entire Armed Forces Community as well as public sector/not-for-profit practitioners to the right

- services for support and advice.

Using data from the NHS Armed Forces Networks Referral Pathways.

Commissioned by Forces Connect South East and developed by **Kent County Council**, the Wow Factory – now Folio3.

For more information contact: FCSE@surreycc.gov.uk





Service Charities

2,500 across the UK!!



Lifelong support
for our Forces
and their families

RBL

The Royal British Legion is a leading Service Charity providing lifelong support for the RN, British Army and RAF serving men and women, veterans, and their families 24/7 www.britishlegion.org.uk

0808 802 8080

SSAFA South East Regional Hub

The Armed Forces Charity supports Regulars and Reserves from all three Services and their families. A caseworker organisation, **they visit the Client's home**

www.ssafa.org.uk/get-help

0204 566 9126

southeast.region@ssafa.org.uk



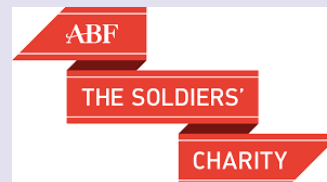
COBSEO

www.cobseo.org.uk



Additional Help Available for Veterans

- **Veterans' Gateway:** Single point of contact for veterans seeking support www.veteransgateway.org.uk
- Attending one of **Surrey's Veterans' Hubs** including SFRS
- **Other Key Service Charities:**
 - Royal Naval Benevolent Trust www.rnbt.org.uk
 - ABF The Soldiers' Charity www.soldierscharity.org
 - RAF Benevolent Fund www.rafbf.org
- **Potential Help Available:**
 - **Mobility aids, white goods, care home fees, home adaptations, financial assistance etc**



Armed Forces Champion for the County Council, Borough and District

Job Description: A Councillor with an interest in the Armed Forces Community. Some Armed forces experience would be an advantage.

Aim: *To raise the profile and needs of the Armed Forces community (serving personnel, both regular and reserve, their families, veterans and Cadets), internally and externally with the County/ Borough/District council.*

- Ensure all areas of Council Policy/business take into account the needs of the Armed Forces community (education, housing, welfare, health and employment).
- Ensure that Members and Officers are aware of forthcoming military ceremonial events
- Encourage and support local applications to the Armed Forces Covenant Grant Fund



Councillor Armed Forces Champions

Raise profile and needs of Armed Forces Community within the council and local authority area:

- Annual meetings, links with MPs
- Remembrance and Ceremonial



Training and Contacts

- E-learning **Armed Forces Covenant Training Module**
- Elected Councillor Armed Forces Training
- Frontline staff awareness training
- Service Champions Training
- Surrey County Council Officer Contacts:
 - Sarah Goodman – armedforces@surreycc.gov.uk
 - Canon Peter Bruinvels - armedforces@surreycc.gov.uk
 - Chairman of SCMPB and Armed Forces Champion
 - Mrs Helyn Clack - www.surreycc.gov.uk/armedforces

[http://www.sussexarmedforcesnetwork.nhs.uk/
service-champions/surrey](http://www.sussexarmedforcesnetwork.nhs.uk/service-champions/surrey)

Twitter: @SurreyMilitary

Key Points

- Remember to ask **'Have you or any of your family served in the Armed Forces?'**
- Recognise the unique aspects of service life
- **How do you know that you are disadvantaging, if you haven't asked the question**
- Use the knowledge learnt on this course to better assist and support the needs of the Armed Forces Community
- Have at your finger tips / mouse / 'App' and point of contact to give advice and guidance



Resource Materials (1)

1. The Armed Forces Covenant Annual Report 2021
www.armedforcescovenant.gov.uk
2. Service Children – best practice for use of Service Pupil Premium
<https://nff.org.uk/service-pupil-premium-guide>
3. Employers and Defence – SERFCA www.serfca.org
4. Why having Reservists is good for your business - Skills Set of the Army .../[reservists-are-good-for-business.pdf](https://www.army.gov.uk/reservists-are-good-for-business.pdf)
5. Defence Focus –The Pecking Order [defence-focus-magazine](https://www.defencefocus.org)
6. CTP Resettlement Guides <https://www.ctp.org.uk>
7. MoD Service Leavers Guide
<https://www.gov.uk/government/uploads/ServiceLeaversGuide>
8. Joint Service Housing Advice Office

Resource Materials (2)

9. SE Veterans Advisory and Pensions Committee

- Veterans UK

<https://www.gov.uk/government/organisations/veterans-uk>

Service Families Federation Links

10. Naval Families Federation: NFF <https://nff.org.uk/>

11. Army Families Federation: Home <https://aff.org.uk>

12. RAF Families Federation: Home

<https://www.raf-ff.org.uk/>

13. Defence Discount Service and App

<https://www.defencediscountservice.co.uk>

14. Armed Forces Covenant Fund Trust

www.covenantfund.org.uk/

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Before you start, here are a few Top Tips for you as a Trainer!

- Work closely with Lead Covenant Officers / Service Champions
- Develop a personal relationship with Armed Forces Champions and brief them on issues raised
- Share best practice with other Departmental Leads
- Promote 'App' and One Stop Signposting Leaflets
- Train up to 20 in any one group / Maintain eye contact
- Keep to time and keep it light with plenty of pauses
- Record names and departments of all attending
- Keep PBA aware of any major issues raised
- Be enthusiastic and energetic in your talk

Good luck, and remember we are here to help!

Questions and Answers

Next Steps

<https://forms.office.com/r/BbncSqFBxN>

Thank you for joining me!

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