The needs of the Armed Forces community across Coventry, Solihull and Warwickshire

Prepared on behalf of the Coventry, Solihull and Warwickshire
Armed Forces Community Covenant Partnership
15 April 2016
# Contents Page

**Executive Summary**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td></td>
</tr>
</tbody>
</table>

**Recommendations**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>III</td>
<td></td>
</tr>
</tbody>
</table>

## 1. Introduction

1.1 The Armed Forces Community Covenant across Coventry, Solihull and Warwickshire

1.2 Background to this report

1.3 Definitions

1.4 Scope

1.5 Methodology

## 2. The Armed Forces Community across Coventry, Solihull and Warwickshire

2.1 Military Locations and Personnel in the CSW sub-region

2.2 Service Leavers

2.3 The Size of the Ex-Service community in the CSW sub-region

2.4 The Location of the Ex-Service community in the CSW sub-region

2.5 Location of ex-Service personnel in relation to households at risk of Loneliness and Social Isolation

2.6 Location of ex-Service personnel in relation to the 2015 Index of Multiple Deprivation

2.7 Demographic changes to the Profile of Ex-Service Personnel

2.8 Ex-Service personnel receiving support from Service and other Charities

2.9 Pupils in CSW schools attracting the Service Pupil Premium

2.10 Young Military Carers

## 3. Health

3.1 Context

3.2 Medical Discharges

3.3 Prosthetic Limbs

17

17

17

19
<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.4</td>
<td>Transfer of Medical Records</td>
<td>19</td>
</tr>
<tr>
<td>3.5</td>
<td>Mental Health</td>
<td>19</td>
</tr>
<tr>
<td>3.6</td>
<td>Suicide</td>
<td>23</td>
</tr>
<tr>
<td>3.7</td>
<td>Alcohol Use and Misuse</td>
<td>23</td>
</tr>
<tr>
<td>3.8</td>
<td>Recommendations</td>
<td>24</td>
</tr>
<tr>
<td>4.</td>
<td>Housing</td>
<td>26±</td>
</tr>
<tr>
<td>4.1</td>
<td>Context</td>
<td>26</td>
</tr>
<tr>
<td>4.2</td>
<td>Support for Service Personnel or Service Leavers to find accommodation</td>
<td>26</td>
</tr>
<tr>
<td>4.3</td>
<td>Social Housing</td>
<td>26</td>
</tr>
<tr>
<td>4.4</td>
<td>Homelessness</td>
<td>28</td>
</tr>
<tr>
<td>4.5</td>
<td>The Housing and Homelessness position in CSW</td>
<td>30</td>
</tr>
<tr>
<td>4.6</td>
<td>Disabled Facilities Grants</td>
<td>30</td>
</tr>
<tr>
<td>4.7</td>
<td>Recommendations</td>
<td>31</td>
</tr>
<tr>
<td>5.</td>
<td>Resettlement and Transition</td>
<td>33</td>
</tr>
<tr>
<td>5.1</td>
<td>Context</td>
<td>33</td>
</tr>
<tr>
<td>5.2</td>
<td>Resettlement</td>
<td>34</td>
</tr>
<tr>
<td>5.3</td>
<td>Transition</td>
<td>35</td>
</tr>
<tr>
<td>5.4</td>
<td>Recommendations</td>
<td>40</td>
</tr>
<tr>
<td>6.</td>
<td>Ex-Service Personnel in the Criminal Justice System</td>
<td>41</td>
</tr>
<tr>
<td>6.1</td>
<td>Context</td>
<td>41</td>
</tr>
<tr>
<td>6.2</td>
<td>Ex-Service Personnel in HM Prisons</td>
<td>41</td>
</tr>
<tr>
<td>6.3</td>
<td>Ex-Service Personnel and links to Criminality</td>
<td>42</td>
</tr>
<tr>
<td>6.4</td>
<td>Themes underpinning offending by Ex-Service Personnel</td>
<td>43</td>
</tr>
<tr>
<td>6.5</td>
<td>Transition and offending by Ex-Service Personnel</td>
<td>44</td>
</tr>
<tr>
<td>6.6</td>
<td>Opportunities for intervention across the Criminal Justice System</td>
<td>45</td>
</tr>
<tr>
<td>6.7</td>
<td>Progress within the CSW sub-region</td>
<td>46</td>
</tr>
</tbody>
</table>
6.8 Recommendations

7. Cross Cutting Themes

7.1 Introduction
7.2 Mental Health
7.3 Alcohol Misuse
7.4 Early Service Leavers
7.5 Demographic changes to the Ex-Service Population
7.6 Financial and Life Skills
7.7 The reluctance to ask for help
7.8 The need to ‘Ask the question’ is someone is ex-Armed Forces
7.9 The importance of providing support to families’ and young military carers
7.10 Limitations of the Data and Evidence Base
7.11 Principles of ways to improve services and support to the AFC in CSW
7.12 Recommendations

Appendices:

Appendix B: The Military Footprint in the CSW sub-region B1-B3
Appendix C: Maps C1-C13
Appendix D: Guiding principles for supporting Transition D1-D2

Acknowledgements

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- Thomas Kane from Warwickshire Observatory for maps and data analysis
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- Louise Richards (Warwickshire County Council) for comments and feedback on the full report
- All those who have contributed data and information as part of this report
EXECUTIVE SUMMARY

This report covers a broad range of issues concerning the Armed Forces Community across Coventry, Solihull and Warwickshire (CSW) and draws upon a multitude of data sources. Most members of the Armed Forces community are healthy, well and transition successfully into the civilian world. However, a significant minority will experience problems either during transition or in future years. In the CSW area there are:

- Nearly 700 serving Army personnel, 165+ Reservists and their dependents
- 464 CSW pupils attracting the £300 Service Pupil Premium (2014)
- An average of 154 trained and 121 untrained Service leavers discharged into the CSW sub-region each year
- approximately 90,000 ex-Service personnel (2017 estimate)

The data suggests the following Wards are hotspots:

- Coventry: Foleshill, Radford, Henley, Lower Stoke and Binley & Willenhall
- Solihull: Kingshurst & Fordbridge and Chelmsley Wood
- Warwickshire: Camphill, Abbey, Wembrook and Atherstone Central

All the Local Authority housing departments in CSW have re-configured their Housing policy following the changes in legislation, regulations and guidance. Gaps still exist, especially for young male Early Service Leavers. The Veterans’ Contact Point and SSAFA regularly support ex-Service personnel to access accommodation support.

The Royal British Legion and SSAFA have provided £620,095 of almonised monies to 1335 beneficiaries in the CSW area over a 2 year period. The average grant spend is £465. Both SSAFA and The Royal British Legion have indicated difficulties in accessing Occupational Therapist reports for Disabled Facilities Grants (DFG) within the 6 month timescale with a consequent delay in the DFG adaptation being fulfilled.

There are a number of cross cutting issues and themes underpinning this report recurring in a number of chapters. These are:

- Mental health: The most common mental health problems for Ex-Service personnel are alcohol problems, depression and anxiety. The prevalence of Common Mental Health problems are estimated to be over twice as common for serving personnel as for the general population. The rates of Post-Traumatic Stress Disorder are comparable to rates within the civilian community. There are higher rates of incidence of Adjustment Disorder for Warwickshire ex-service personnel in comparison to other normal Service leavers across the UK.
- **Alcohol misuse**: the prevalence of hazardous drinking for both serving and ex-service personnel is higher than the general population. Warwickshire has higher incidence levels of alcohol misuse among their normal service leavers when compared to other normal service leavers in the UK.

- **Early Service Leavers**: Early Service leavers are the most vulnerable and most at risk of poorer life outcomes.

- **Demographic issues**: Over the next 10 years there will be a bulge in the 65+ age cohort, but a reduction in absolute numbers due to mortality plus a significant increase in the ex-service population who will be of working age.

- **Financial and Life skills**: this is a recurring issue across transition and post-transition life.

- **The reluctance to ask for help**: The Forces culture of being stoic, self-sufficient and able to cope plus a reluctance to ask for help, especially when this may impact on career and employment, stays with people long after they have left the Armed Forces. This can create a significant barrier to recognising the need for and seeking support across a range of dimensions.

- **The need to ‘Ask the question’ if someone is ex-Armed Forces or not**: The importance of asking the question isn’t just about identifying an individual as ex-service and understanding what disadvantage they may experience or priority they may be given, but in opening up the wide range of military and other charities who provide support to this group.

- **The importance of providing support to families**: The Veterans’ Transition Review and the Transition Mapping Study both highlight the importance of supporting families as a means of supporting serving and ex-Service personnel during transition. A key finding from the Nutting Inquiry of ‘Ex-Armed Forces personnel in the Criminal Justice System’ is that many found it difficult, psychologically and emotionally, to transition and adjust from the military into the civilian world.

- **Limitations of the data and evidence base**: This report makes the best use of the available data sources; however, there are still gaps and significant limitations in the data at both a national and local level.

A number of principles and methods of practice can be used by statutory and voluntary sector agencies, whether military or not, to improve services and support to the Armed Forces Community in CSW. These include:

- **Ask the Question if someone is ex-Armed Forces and record the answers**
- **Develop Armed Forces ‘Champions’ within organisations**
- **Provide training on the Armed Forces Community and the differences between military and civilian experiences**
- **Target resources to areas and issues most in need**
- **Prioritise interventions which have the most impact on those at greatest risk**
- **Provide support for the psychological and emotional impact of transition**
- **Use ‘Veteran to Veteran’ methodologies when developing interventions**
• Address issues such as over self-reliance, perceptions around loss of pride and/or stigma preventing ex-Service personnel from asking for support
• Target support to the individual, not just ‘one size fits all’

RECOMMENDATIONS

The following recommendations follow the format of the Report as well as the Cross Cutting Issues chapter and apply to all agencies signed up to the Armed Forces Community Covenant and/or who provide support to the Armed Forces Community.

Health

1. Support the implementation of the recommendations contained within the Warwickshire Veterans Mental Health Needs Assessment and consider it’s applicability across Coventry and Solihull

2. Encourage ex-service personnel to register for GP services and for GPs to access their medical records from Defence medical Services. In particular, those who have been involved in combat operations.

3. Encourage and support NHS agencies to facilitate ex-Service personnel to register with a GP service and to make their former status known.

4. Support the continued development and sustainability of the Ex-Armed Forces Mental Health project provided by Coventry and Warwickshire Partnership Trust.

5. Raise awareness and promote access to other mental health support for the Armed Forces community such as Combat Stress and Big White Wall.

6. Encourage ex-Service personnel to access advice, information and support, including countering any mistaken beliefs they may hold re mental health services.

7. Promote public health safer drinking messages to the Armed Forces community, through the collaboration of Public Health departments, Community Safety Partnerships, alcohol services and military establishments within the CSW sub-region.

8. Promote access routes into alcohol service providers and ensure access to treatment is fair for those from the Armed Forces community and that they are not disadvantaged in accessing treatment. Ensure additional support is given to those injured or bereaved, where appropriate.

Housing

9. Review policies and practice of Housing Departments to ensure access routes into housing and accommodation provision is fair for those from the Armed Forces community and that they are not disadvantaged in accessing accommodation. Ensure additional support is given to those injured or bereaved, where appropriate.
10. Discuss with Occupational Therapy departments the difficulties of accessing Disabled Facilities Grants within the expected timescale and how ex-Service personnel are given fair treatment with additional support given to those injured or bereaved, where appropriate.

Resettlement and Transition

11. Investigate the potential for developing an 'Integration' transition support project using Peer to Peer support, focused on those most at risk during the transition process. This may involve a bid to the AFCC Fund and would include supporting individuals to develop financial management skills, address cost of living and accommodation issues, improve their mental health and emotional wellbeing, identify sources of support as well as involve ex-military or civilian trainers.

12. Apply the Guiding Principles for supporting transition developed by the Transition Study within policy and practice of all organisations signed up to the Community Covenant and/or who provide support to the Armed Forces Community.

Ex-service personnel in the Criminal Justice System

13. Support the submission and implementation of the Stage Two bid to the Community Covenant Fund for an intervention, support and diversion scheme across the CJS in Warwickshire and West Mercia.

Early Service Leavers

14. Investigate the potential for an intervention to address the support needs of Early Service Leavers, such that they are provided with more structured support and do not fall ‘between the cracks’ of the various agencies, which could support them. This may involve a bid to the AFCC Fund.

15. Investigate the potential of the MOD providing information on Early Service Leavers who return to or transition into the CSW sub-region.

Financial and Life Skills

16. Support military establishments within the CSW sub-region to raise awareness and competence of financial and life skills.

The reluctance to ask for help

17. Ensure all future projects or interventions on behalf of the Armed Forces Community address the issue of the reluctance of serving and ex-Armed Forces personnel to ask for help, whether due to pride, stigma or self-reliance. This is a cross cutting issue and should be addressed explicitly within interventions designed to encourage individuals to access advice, information and support.
The need to ‘Ask the question’ if someone is Ex-Service or not

18. Ensure all agencies involved in providing support to the Armed Forces Community develop and implement appropriate systems and procedures to ‘ask the question’ of an individual’s Armed Forces status and record this against the presenting issue.

19. Ensure all agencies involved in providing support to the Armed Forces Community develop appropriate systems and procedures to inform their own agency of the numbers and needs of the Armed Forces community and ensure this information is fed into LA/NHS commissioning processes.

20. Develop ‘Armed Forces Champions’ within organisations to more effectively engage with members of the Armed Forces community and support those members accessing their support and services.

21. Ensure all future projects or interventions on behalf of the Armed Forces Community address the issue of the reluctance of serving and ex-Armed Forces personnel to self-identify as members of the Armed Forces community.

The importance of providing support to families and young military carers

22. Ensure all future projects or interventions on behalf of the Armed Forces Community address the issue providing support to families and young military carers. This is a cross cutting issue and should be addressed explicitly within interventions designed to encourage access to advice, information and support.

Limitations of the Data and Evidence Base

23. Support the process of collecting data from relevant agencies to inform future action plans and commissioning processes.

24. Develop a standardised survey questionnaire or set of questions to be used to gather information on the needs and issues of the ex-service community.

25. Provide a systemic review of the numbers, needs and issues of the Armed Forces community, as an update to this report, in 3 years time.

Principles of ways to improve services and support to the AF community in the CSW sub-region

26. Promote and support the implementation of these principles and methods of practice by all agencies involved in providing advice, information, support and services to the Armed Forces community.
1. INTRODUCTION

1.1 The Armed Forces Community Covenant across Coventry, Solihull and Warwickshire

The Armed Forces Community Covenant (AFCC) across Coventry, Solihull and Warwickshire (CSW) was signed off in June 2012 by Warwickshire County Council, its constituent District and Borough Councils, Coventry City Council and Solihull Metropolitan Borough Council, representatives of the Charitable and Voluntary Sector, the civilian community and the military community across the CSW sub-region.

The Community Covenant for Coventry, Solihull and Warwickshire reflects the promise from the nation that those who serve or who have served in the Armed Forces, and their families, are treated fairly and are not disadvantaged in their day-to-day lives. This includes offering injured servicemen and women and bereaved families extra support where appropriate.

In addition to this CSW will:

- Nurture public understanding and awareness of the issues affecting our armed forces community
- Recognise and remember their sacrifices’
- Encourage activities to help to integrate the armed forces community into local community life, in particular with transition from the military into the civilian community

The Community Covenant for Coventry, Solihull and Warwickshire is focused on the following:

- Fostering closer co-operation and integration between the AF and civilian communities, including monitoring the Military footprint with a view to identifying need
- Providing help and advice to the AF Community and making it easier for them to access advice, information and support from Statutory, Charity and Voluntary Sector providers
- Supporting projects that meet the objectives of the AFCC

An action plan was developed which focused on the following themes:

- Mapping and understanding need
- Communication and awareness
- Housing
- Health
- Community cohesion and integration
Key achievements for the period 2012-15 include the following:

- A number of events and parades such as Remembrance Day, Armed Forces Day, VE Day and Ghurkha Mela 200 celebrations
- Development of a CSW AFCC website
- Changes in Housing Policy in Districts and Boroughs to give additional priority to those who have served in HM AF to counter their lack of ‘local connection’ in housing applications
- Development of an Enhanced Care Pathway for Ex-Service personnel accessing Mental Health services in Coventry and Warwickshire and the identification of 40 ‘champions’ to support Ex-Service personnel accessing services and going through treatment
- Production and distribution of 3 booklets entitled ‘Service to Civvy Street’ aimed at Ex-Service personnel, their partners and families and NHS and public sector organisations supporting Ex-Service personnel
- Support and development of the Veterans’ Contact Point in Nuneaton
- £214k secured for the CSW sub-region funding a range of projects including play areas at Brampton and Temple Herdewyke, historical educational projects and promotional activities

Further detail on the Review of the AFCC action plan can be found at Appendix A.

1.2 Background to this report

This report reflects the Community Covenant partnership’s desire is to have a foundation document and evidence base. This is to support decisions on future activity delivered as part of the Community Covenant for Coventry, Solihull and Warwickshire agenda and partnership working by the agencies involved. This includes securing additional funding to support programme and partnership delivery.

The purpose of this document is to provide a baseline of current activity, numbers involved, a consideration of national and local issues and their implications, identification of key gaps and needs and recommendations for the way forward.

Public Health Warwickshire has produced a report on ‘Veterans’ Mental Health Needs Assessment as part of Warwickshire’s JSNA in January 2016 and it is recommended that that report is read in conjunction with this one.

1.3 Definitions

The Armed Forces are defined as the Royal Navy, Royal Marines, the Royal Air Force and the Regular Army plus their constituent Reserves.

The Armed Forces Community is defined as:

- Those serving in HM Armed Forces or Armed Forces Reserves
Their dependents including spouses, civil partners and children, but can, where appropriate, be extended to unmarried partners, parents and other family members

- Ex-Service (‘Veterans’); those who have served at least one day in HM Armed Forces whether as a Regular or as a Reservist
- The Bereaved; the immediate family of Service Personnel and Ex-Service Personnel who have died, whether or not that death has any connection with Service

In line with a growing trend nationally this report uses the term ‘Ex-Service’ rather than ‘Veterans’ to describe those who have served. Where expressed, ‘Veterans’ refers to those who served in the World Wars or in National Service. Many of those who are Ex-Service, in particular younger cohorts, do not consider themselves as Veterans, but consider that title appropriate to those who have served in World Wars and wish to respect that.

1.4 Scope

The scope of this report covers the AF community across the CSW sub-region along with the implications for the wider civilian community. It will consider the growing national research and evidence base on recognised key issues with consideration to their implications at a local level. It is beyond the capacity of this report to go into great depth on all issues, but hopes to capture what is key for the AF Community in CSW.

This report focuses predominantly, but not exclusively on the Regular Army as this is the Service with the highest number of personnel within the CSW area.

1.5 Methodology

The methodology for this report includes collection, collation and analysis of:

- National and local data, where available from ONS, MOD and other sources
- National and local research such as the Royal British Legion’s ‘UK Household Survey of the Ex-Service Community, research commissioned by the Forces in Mind Trust and the Centre for Mental Health among others
- Reviews on behalf of Government such as the Veterans’ Transition Review and the Review of Former Members of the AF and the Criminal Justice System
- JSNAs regarded as Best Practice along with other examples of Best Practice. It has also captured what has been happening locally within the CSW region since the AFCC was signed.

It is important to note the limitations of the available data and research at both a national and local level. For example, some data is just not collected, the location of Ex-Service personnel is not known if they choose to move on from their last known
address and there has historically been a lack of focus on this area and these issues. This has begun to be addressed in the last few years and an emerging, sometimes contradictory, picture is being developed. This report, therefore, is an incomplete picture, but makes best use of the available research and data.
2. THE ARMED FORCES COMMUNITY ACROSS COVENTRY, SOLIHULL AND WARWICKSHIRE

2.1 Military Locations and Personnel in the CSW sub-region

There are 2 Regular Army locations within Warwickshire. These are MOD Kineton, which houses the Ammunition Technical Support Group and the Explosive Ordnance Training School and Bramcote Barracks, which houses 30 Signal Regiment. There are 2 Army Reserve centres in Coventry comprising of a Squadron from 159 Regiment Royal Logistics Corps and a Troop from 37 Signal Regiment. There is a newly developing Company of Paratroopers based in Rugby. There is a bi-service Recruiting Office in Coventry.

There are no military locations in Solihull.

Further information on the CSW military footprint can be found at Appendix B.

The table below show a variety of available data on the numbers of military personnel in the CSW sub-region.

<table>
<thead>
<tr>
<th>Area</th>
<th>Serving (1)</th>
<th>Reserves (2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coventry</td>
<td>10</td>
<td>150</td>
</tr>
<tr>
<td>Solihull</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Warwickshire</td>
<td>680</td>
<td></td>
</tr>
<tr>
<td>North Warks</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Nun &amp; Red</td>
<td>510</td>
<td></td>
</tr>
<tr>
<td>Rugby</td>
<td>0</td>
<td>15 (3)</td>
</tr>
<tr>
<td>Stratford</td>
<td>170</td>
<td></td>
</tr>
<tr>
<td>Warwick</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>690</strong></td>
<td><strong>165</strong></td>
</tr>
</tbody>
</table>

Notes:

1. Defence Statistics: MOD personnel by LA area as at 1 Apr 15
2. Personal communication with Reserve units
3. Planned expansion to 100 over the next 24 months

2.2 Service Leavers

Approximately 20,000 people leave HMAF each year. Data from 2007/8 to 2014/15 (8 complete years) indicates there are on average 154 trained and 121 untrained Service Leavers being discharged into the CSW sub-region each year\(^1\). Untrained Service leavers are those who have not completed their military training for a range

\(^1\) Defence Statistics letter following WCC FOI request dated 22 Sep 15
of reasons such as they choose to leave, are injured or deemed unsuitable for military service.

Maps 1-3 at Appendix C have been populated using MOD statistics for UK service personnel who left service with a postcode in Coventry, Solihull or Warwickshire between 1 April 2007 and 1 September 2015. The data is broken down by all personnel, trained personnel and untrained personnel. The maps highlight the Army pattern of recruiting from areas of deprivation. These include:

**Coventry**: Holbrook, Foleshill, Binley & Willenhall, Wyken, Lower Stoke and Henley

**Solihull**: Kingshurst, Fordbridge, Chelmsley Wood and Shirley

**Warwickshire**: Camp Hill, Abbey, Bar Pool, Wembrook, Attleborough, and Hartshill

### 2.3 The Size of the Ex-Service Community in the CSW sub-Region

There is no single data source for estimating the size of the ex-Service community nationally or locally. The only nationally representative surveys to have included questions on previous Service experience are from The Royal British Legion (TRBL) profile of the Ex-Service Community in 2005, the 2014 TRBL UK Household Survey and an ONS estimate based upon an Adult Psychiatric Survey in 2007.

The Royal British Legion conducted household surveys in 2005 and 2014, which included the question:

‘Are you currently serving, or have you ever served in the UK Regular or Reserve Armed Forces, including National Service or Home Guard?’

Compass, on behalf of TRBL, extrapolated the findings to determine the size of the UK ex-Service Community as:

- 2,835,000 Ex-Service personnel
- 2,086,000 dependants
- 990,000 dependent children aged between 0-15

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*2 The Royal British Legion (2014) A UK Household Survey of the ex-Service Community*
Data from the TRBL 2005 survey and other TRBL data sources indicates the following *estimates* of ex-Service personnel in the CSW sub-region:

<table>
<thead>
<tr>
<th>Local Authority</th>
<th>Adult ex-Service</th>
</tr>
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<tbody>
<tr>
<td>Coventry</td>
<td>33,247</td>
</tr>
<tr>
<td>Solihull</td>
<td>31,139</td>
</tr>
<tr>
<td>Warwickshire</td>
<td>64,134</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>128,520</strong></td>
</tr>
</tbody>
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### Adult ex-Service

<table>
<thead>
<tr>
<th>Local Authority</th>
<th>Adult ex-Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Warks</td>
<td>9,967</td>
</tr>
<tr>
<td>Nuneaton &amp; Bedworth</td>
<td>19,316</td>
</tr>
<tr>
<td>Rugby</td>
<td>7,676</td>
</tr>
<tr>
<td>Stratford-upon-Avon</td>
<td>14,275</td>
</tr>
<tr>
<td>Warwick</td>
<td>12,900</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>89,964</strong></td>
</tr>
</tbody>
</table>

In 2009 the ONS published ‘An estimate of the veteran population in England’, which was based upon the 2007 nationally representative residential Adult Psychiatric Morbidity Survey. This estimated that there are 3.8 million veterans living in residential households in England, (9.1% of the 16+ population). They also projected that this figure was expected to decline by 30% by 2017 and by 50% by 2027 because of the large reduction of ex-Service personnel in the older age groups of 65-74 and 75+ years.

Applying a methodology of a 30% reduction to TRBL 2005 *estimates* would suggest an ex-Service *estimated* population across CSW of 89,964 in 2017.

<table>
<thead>
<tr>
<th>Local Authority</th>
<th>Estimated Adult ex-Service population in 2017</th>
<th>Population (ONS 2014 mid-year Census estimate)</th>
<th>Percentage of Adult ex-Service (2017 estimate)</th>
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<tbody>
<tr>
<td>Coventry</td>
<td>23,273</td>
<td>337,400</td>
<td>6.9</td>
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<tr>
<td>Solihull</td>
<td>21,797</td>
<td>209,900</td>
<td>10.4</td>
</tr>
<tr>
<td>Warwickshire</td>
<td>44,894</td>
<td>551,594</td>
<td>8.1</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>89,964</strong></td>
<td><strong>1,098,894</strong></td>
<td><strong>8.2</strong></td>
</tr>
</tbody>
</table>

---

3 Personal Communication (2013) between TRBL and WCC re RBL estimate of the veteran’s population in the West Midlands based upon the 2005 RBL profile of the ex-Service Community in the UK.
Broken down into the Boroughs and Districts of Warwickshire the figures are:

<table>
<thead>
<tr>
<th>Local Authority</th>
<th>Estimated Adult ex-Service population in 2017</th>
<th>Population (ONS 2014 mid-year Census estimate)</th>
<th>Percentage of Adult ex-Service (2017 estimate)</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Warks</td>
<td>6,977</td>
<td>62,468</td>
<td>11.2</td>
</tr>
<tr>
<td>Nuneaton &amp; Bedworth</td>
<td>13,521</td>
<td>126,174</td>
<td>10.7</td>
</tr>
<tr>
<td>Rugby</td>
<td>5,373</td>
<td>102,500</td>
<td>5.2</td>
</tr>
<tr>
<td>Stratford-upon-Avon</td>
<td>9,993</td>
<td>121,056</td>
<td>8.3</td>
</tr>
<tr>
<td>Warwick</td>
<td>9,030</td>
<td>139,396</td>
<td>6.5</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>44,894</strong></td>
<td><strong>484,755</strong></td>
<td><strong>11.2</strong></td>
</tr>
</tbody>
</table>

These figures should be treated with caution because of the methodology used to reach them. They are provided as a guide as to the scale of potential numbers rather than the precise accuracy of the numbers themselves.

2.4 The Location of the Ex-Service Community in the CSW sub-Region

There are few data sources, which enable us to understand where ex-Service personnel reside. This is for a variety of reasons such as:

- Ex-Service personnel giving a parental home address on discharge and/or having no permanent address to go to
- Ex-Service personnel moving on from their last registered address at discharge and not informing MOD of any changes

One data source, which can give an indication of the location of ex-Service personnel, is recipients of an Armed Forces Pension, a War Pension or a compensation payment under the Armed Forces Compensation Scheme. This data set suggests there are 4,160 ex-Service personnel in the CSW sub-Region in receipt of either an Armed Forces Pension or War Pension. The table below provides a breakdown across the CSW sub-region of those ex-Service personnel in receipt of a pension and/or compensation payout.
Table 2: Location of Armed Forces Pension Scheme (AFPS), War Pension Scheme (WPS) and Armed Forces Compensation Scheme (AFCS) recipients

<table>
<thead>
<tr>
<th>Area</th>
<th>AFPS (1)</th>
<th>WPS (2)</th>
<th>AFCS (3)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coventry</td>
<td>485</td>
<td>345</td>
<td>60</td>
</tr>
<tr>
<td>Solihull</td>
<td>340</td>
<td>235</td>
<td>40</td>
</tr>
<tr>
<td>Warwickshire</td>
<td>1920</td>
<td>835</td>
<td>140</td>
</tr>
<tr>
<td>North Warks</td>
<td>170</td>
<td>85</td>
<td>10</td>
</tr>
<tr>
<td>Nun &amp; Red</td>
<td>520</td>
<td>250</td>
<td>30</td>
</tr>
<tr>
<td>Rugby</td>
<td>330</td>
<td>130</td>
<td>60</td>
</tr>
<tr>
<td>Stratford</td>
<td>565</td>
<td>200</td>
<td>30</td>
</tr>
<tr>
<td>Warwick</td>
<td>335</td>
<td>170</td>
<td>10</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>2745</strong></td>
<td><strong>1415</strong></td>
<td><strong>240</strong></td>
</tr>
</tbody>
</table>

Notes:

1. AFPS recipients are those who have completed 22 years of service or more so are aged 40+ as well as those who had shorter careers and are able to access their pension at 60.
2. The WPS may include many World War veterans who are likely to have higher health and social care needs.
3. There may be individuals in receipt of both an AFPS and a payment under the AFCS. Those in receipt of an AF compensation payment are likely to have additional health and social care needs.

Maps 4 to 7 at Appendix C profile the Defence Statistics information at postcode level (First 3 identifiers) and highlights high levels of recipient’s in particular geographical areas:

Coventry: Holbrook, Foleshill, Binley & Willenhall, Wyken, Lower Stoke and Wainbody

Solihull: Kingshurst, Fordbridge, Chelmsley Wood and Shirley

Warwickshire: Camp Hill, Abbey, Bar Pool, Wembrook, Attleborough, and Hartshill as well as Stratford and Welford on Avon.

The concentration of AF Pension recipients in Nuneaton and Bedworth and areas of Coventry are to be expected. What is less expected is the concentration in Stratford District. Other concentrations to the east and west of Warwickshire are overspills from Banbury and Redditch respectively.

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4 Defence Statistics taken from the Compensation and Pension System, War Pension computer system as at 31 Mar 15
This data source can only highlight a small proportion of the ex-service community. There is no way of identifying the locations of those who are not in receipt of an Armed Forces Pension, War Pension or Compensation payment.

2.5 Location of ex-Service personnel in relation to households at risk of loneliness and social isolation

Public Health Warwickshire have produced a map highlighting the percentage of households ‘at risk’ of loneliness and social isolation as part of the Warwickshire Joint Strategic Needs Assessment. Map 8 shows this data overlaid on top of the data for ex-Service personnel in receipt of a pension under the Armed Forces Pension Scheme. This identifies clusters of ‘hot spots’ in:

Nuneaton: Camp Hill, Abbey, Wembrook and Attleborough
North Warwickshire: Atherstone
Rugby: Benn

These clusters will help target future activity to these specific areas.

2.6 Location of ex-Service personnel in relation to the 2015 Index of Multiple Deprivation

Maps 9-11 at Appendix C highlight the Index of Multiple Deprivation and overlays this with the data for ex-Service personnel in receipt of a pension under the Armed Forces Pension Scheme. These maps use Lower Super Output Areas (LSOA) which are in the top 50% LSOAs nationally. They identify the same clusters of ‘hot spots’ in:

Coventry: Foleshill, Radford, Henley, Lower Stoke and Binley & Willenhall
Solihull: Kingshurst, Fordbridge and Chelmsley Wood
Warwickshire: Atherstone, Kingswood, Camp Hill, Abbey and Wembrook

These clusters will help target future activity to these specific areas.

It should also be noted that there is a strong Nepalese community in Nuneaton, predominantly within the Wembrook area of the town. This is related to the Regimental Headquarters of the Queens Ghurkha Signals Regiment being located at Gamecock Barracks, along with a Ghurkha Signal Squadron.

2.7 Demographic changes to the profile of ex-Service Personnel

Nationally there is expected to be a change in the demographic profile of Ex-Service personnel. This reflects the changing levels of Serving personnel over the years.

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5 The Royal British Legion (2014) A UK Household Survey of the Ex-Service Community
since the World Wars, National Service and changes in MoD policy with regards to recruitment, retention, armed conflicts and the size of the Armed Forces.

The overall number is expected to decrease as the cohort of those who served in World Wars and National Service become smaller over time. However, there will be a one off increase in the 85+ age bracket. Their health, social care and welfare needs are expected to be broadly in line with a comparable age group in the civilian population. The age profile of the Ex-Service population will shift to a younger average age and with an increase in the number of younger Service Leavers.

Figure 1: projected change in numbers and age profile of veteran population of England 2007-2027

The significant change in total numbers is due to the World War and ‘National Service’ generation passing away, which changes the overall profile. Between 2007 and 2027 there will be a considerable increase in the number of ‘working age’ ex-Service personnel. This increases from 40% in 2007 to 60% in 2027. Support and services for ex-Service personnel will need to adjust over the next decade or so to this changing demographic.

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2.8 Ex-Service Personnel receiving support from Service and other Charities

A number of charitable agencies provide support and services to ex-Service personnel. Data has been collected on a number of agencies working within the CSW sub-region to provide some insight into the issues facing ex-Service personnel and their families. The majority of these relate to some form of financial hardship.

The Royal British Legion provides an Immediate Need Grant fund across the country. Analysis of figures provided for 1 Oct 13 to 30 Sep 15\(^7\) indicate that the top 3 issues for accessing the Immediate Need Grant at both a national and CSW level are:

- Mobility (>30%)
- Housing (>20%)
- ‘Browns’ (10%), which are household items such furniture and carpets

There are other categories such as ‘Whites’, which if added together would indicate that financial hardship in one form or the other is the greatest need. In the 2 years covered TRBL provided 213 grants worth £105,144 of almonised monies in the CSW area. Almonised monies are monies from a range of sources including Regimental Associations, Occupational and Illness related charities plus the Royal British Legion and SSAFA themselves.

\(^7\) Private communication between TRBL (WM) and WCC dated 17 Dec 15
SSAFA similarly provide support and services across the country. Figures from SSAFA Solihull\(^8\) indicate the top 3 case categories for support in 2014 were:

- Personal
- Household items and bills
- Accommodation

The number of cases and level of almonised grant funding provided by SSAFA across the CSW\(^9\) area is shown below:

Table 3: Breakdown of SSAFA cases and almonised funding by LA area

<table>
<thead>
<tr>
<th>LA Area</th>
<th>Year</th>
<th>Cases</th>
<th>Grant funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solihull</td>
<td>2013</td>
<td>229</td>
<td>68,416</td>
</tr>
<tr>
<td></td>
<td>2014</td>
<td>260</td>
<td>51,516</td>
</tr>
<tr>
<td>Coventry</td>
<td>2013</td>
<td>213</td>
<td>97,376</td>
</tr>
<tr>
<td></td>
<td>2014</td>
<td>163</td>
<td>132,790</td>
</tr>
<tr>
<td>Warwickshire</td>
<td>2013</td>
<td>136</td>
<td>78,203</td>
</tr>
<tr>
<td></td>
<td>2014</td>
<td>121</td>
<td>86,650</td>
</tr>
<tr>
<td>Totals</td>
<td></td>
<td>1122</td>
<td>514,951</td>
</tr>
</tbody>
</table>

The Lady Mayoress Fund in Coventry is a trust fund bequeathed for the benefit of Ex-Service personnel living in Coventry. Approximately £15k per annum is distributed through SSAFA, Royal British Legion and RAF Association military charities with approximately 100 recipients receiving an average of £145. An analysis of 18 months of grants\(^{10}\) highlighted that the top categories of grants paid out are for mobility issues (50%), Household items (16%) and Household bills (14%).

Brunswick (Healthy Living Centre) Hub is a local community sector organisation in a deprived area of Warwick District. Since 1 Apr 15, the organisation has begun collecting data on members of the Armed Forces Community accessing their services such as Digital Support, Employment Clubs and a variety of health related initiatives. Data from 1 Apr – mid Nov revealed that the agency had supported 172 individuals who were ex-Service personnel or their immediate family. The key findings of this fledgling data\(^{11}\) indicate:

- Nearly two thirds are over the age of 56, with more than 50% over the age of 65
- Over one third were accessing free hearing aid batteries
- 20% were accessing Employment Clubs
- 14% were accessing Digital/IT services
- 43% were on benefits

\(^8\) Private communication between SSAFA (Solihull) and WCC  
\(^9\) Private communications between SSAFA (Solihull) SSAFA (Cov & Warks) and WCC  
\(^{10}\) Private communication between CCC and WCC  
\(^{11}\) Private communication between Brunswick (Healthy Living Centre) Hub and WCC
2.9 Pupils in CSW schools attracting the Service Pupil Premium

School aged children of serving personnel attract a £300 Service Pupil Premium for the school they are attending. There are 380 pupils in Warwickshire, 55 pupils in Coventry and 29 pupils in Solihull attracting the Service Pupil Premium for the schools they attend (2014 data\textsuperscript{12}). The table below shows those schools that have 5 or more pupils attracting the Service Pupil Premium.

Table 4: Schools with 5 or more pupils attracting the Service Pupil Premium

<table>
<thead>
<tr>
<th>Area</th>
<th>Primary</th>
<th>Pupils</th>
<th>Secondary</th>
<th>Pupils</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coventry</td>
<td>St John Fisher Catholic</td>
<td>5</td>
<td>Grace Academy Coventry</td>
<td>5</td>
</tr>
<tr>
<td>Solihull</td>
<td>3 or less in a number of schools</td>
<td></td>
<td>3 or less in a number of schools</td>
<td></td>
</tr>
<tr>
<td>Warwickshire North Warks Nun &amp; Bed</td>
<td>Arden Forest</td>
<td>18</td>
<td>Higham Lane School A</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>St. James Junior</td>
<td>7</td>
<td>Nicholas Chamberlaine</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>Chetwynd Junior</td>
<td>6</td>
<td>The George Elliot</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Camp Hill</td>
<td>5</td>
<td>Hartshill</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Michael Drayton Jnr</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Milby Primary</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>St. Nicholas (VA) Prm</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rugby</td>
<td>Wolvey CofE</td>
<td>71</td>
<td>Lawrence Sherif</td>
<td>7</td>
</tr>
<tr>
<td>Stratford</td>
<td>Temple Herdewyke</td>
<td>41</td>
<td>Kineton High</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Southam College</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Shipston High</td>
<td>6</td>
</tr>
<tr>
<td>Warwick</td>
<td>3 or less in a number of schools</td>
<td></td>
<td>3 or less in a number of schools</td>
<td></td>
</tr>
</tbody>
</table>

A nationally recognised issue for Service parents is the ability to get their children into a local school during term time when they are posted to a new area. There is now national guidance and policy to support Service parents in this situation. Locally, this does not appear to be a problem as evidenced by feedback from the School Admissions Teams in the CSW area as well as the Army Welfare Service (AWS) and HIVE representatives from the military community.

The feedback suggests there are low numbers of school aged children from a Service family needing to access schools during term time i.e. Outside of the normal Schools Admissions processes. When this occurs the Local Authorities and Schools follow the Schools Admissions Code for Service pupils and the applications are swiftly dealt with and the pupils admitted to schools (even if this breaches the 30 pupils to a class threshold). Both AWS and HIVE representatives maintain good working relationships with schools and support the parents in these processes.

\textsuperscript{12} DfE Pupils on school roll at School Census Spring 2014
Another issue is the impact of Service mobility, deployment and other experiences upon the educational attainment of Service children. The following table demonstrates that Service children in Warwickshire have achieved a comparable level of educational achievement to non-service children. The data from Solihull or Coventry cannot be included due to the small numbers of Service children in their schools.

Table 5: Level of Educational Achievement for Service and non-Service children

<table>
<thead>
<tr>
<th>Year</th>
<th>Eligible Pupils</th>
<th>No. achieving</th>
<th>% achieving</th>
</tr>
</thead>
<tbody>
<tr>
<td>National - All Pupils (state funded schools)</td>
<td></td>
<td></td>
<td>56.6</td>
</tr>
<tr>
<td>Warwickshire - All pupils</td>
<td>5838</td>
<td>3524</td>
<td>60.4</td>
</tr>
<tr>
<td>Warwickshire - Non-Service Children</td>
<td>5817</td>
<td>3509</td>
<td>60.3</td>
</tr>
<tr>
<td>Warwickshire - Service Children 2014</td>
<td>21</td>
<td>15</td>
<td>71.4</td>
</tr>
<tr>
<td>National - All Pupils (state funded schools)</td>
<td></td>
<td></td>
<td>60.6</td>
</tr>
<tr>
<td>Warwickshire - All pupils</td>
<td>6062</td>
<td>3956</td>
<td>65.3</td>
</tr>
<tr>
<td>Warwickshire - Non-Service Children</td>
<td>6041</td>
<td>3943</td>
<td>65.3</td>
</tr>
<tr>
<td>Warwickshire - Service Children</td>
<td>21</td>
<td>13</td>
<td>61.9</td>
</tr>
</tbody>
</table>

2.10 Young Military Carers

A growing issue, which was the subject of a Parliamentary debate on the 3rd Nov 15\textsuperscript{13}, is that of young military carers. The concern is the impact on children and young people of the physical and psychological injuries of their parents, whilst on active service or if they are subsequently medically discharged. There are also the issues that some young military carers might be caring for the parent at home whilst the serving parent is away. Children and young people may also provide emotional support to a parent who has begun the process of transition to civilian life.

\textsuperscript{13} http://www.publications.parliament.uk/pa/cm201516/cmhansrd/cm151103/debtext/151103-0003.htm
Figures for the number of young military carers are scarce and based upon various assumptions. Work by Punter Southall for the Royal British Legion\textsuperscript{14} suggests there are approximately 1 million dependent children within the ex-service community with a ratio of 1.7 dependent children per married veteran. They estimate there are nearly 170,000 dependent children aged under 19 within the serving population. When applied to the CSW area the numbers of children are small and the number of young cares will be smaller still. However, there is still the potential for a small cohort of young military carers to exist, for whom the impact on their lives and mental health may be considerable.

\textsuperscript{14} The Royal British Legion (2014) A UK Household Survey of the Ex-Service Community, TRBL, London
3. **HEALTH**

3.1 **Context**

There is a widespread perception that Service Personnel are damaged by their time in the Armed Forces, whereas the evidence base suggests otherwise\(^{15}\). The majority of people leaving the Armed Forces are fit, healthy and remain so; however, there are a significant minority of Ex-Service personnel who suffer. The evidence base points to Early Service Leavers as being particularly vulnerable, especially from a mental health perspective, and most at risk of poorer life outcomes\(^{16}\). The transition process of leaving the Armed Forces and becoming a citizen or ‘civvy’ is now recognised as a potentially difficult process for the individual and their family. There is also evidence to suggest that pre-service experience and childhood adversity are risk factors for mental health\(^{17}\).

Healthcare provision for the Armed Forces is managed by the Defence Medical Service (DMS), which includes medical, dental, nursing, allied health professional, paramedical and support personnel. Dependants are able to access NHS Medical and Dental services in the same way as any other citizen. Reservists may access NHS and DMS services dependent upon the condition and its relationship to any Armed Forces training and/or deployment. Upon discharge Ex-Service personnel are encouraged to register with their local GP and resume their full entitlement to NHS healthcare and, in certain circumstances, can be entitled to priority treatment.

3.2 **Medical Discharges**

Medical discharges from HM Armed Forces are predominantly for musculoskeletal disorders and injuries. The second most common reason for a medical discharge is for mental and behavioural disorder\(^{18}\). Focusing on the Regular Army (as this is the predominant Service within the CSW sub-region) musculoskeletal disorders and injuries account for 60% of medical discharges over a 5 year period to 2013/14 and Mental and behavioural disorders account for 13%. The table below breaks these incidences of medical discharge into further details:

---

\(^{15}\) Ashcroft, Lord (2012) *The Armed Forces and Society*

\(^{16}\) Ashcroft, Lord (2014) *The Veterans’ Transition Review*

\(^{17}\) Goodwin et al (2014). *Are Common Mental Disorders More Prevalent in the UK Serving Military Compared to the General Population?* Psychological Medicine, 45(09), pp. 1881-1891

\(^{18}\) Defence Statistics MoD (2015) *Annual medical discharges from the UK Regular Armed Forces 2009/10 to 2013/14*
Table 5: Breakdown of Regular Army medical discharges by top 2 principle causes

<table>
<thead>
<tr>
<th>Musculoskeletal injuries/disorders</th>
<th>No.</th>
<th>%</th>
<th>Mental and behavioural disorders</th>
<th>No.</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Injuries and disorders of the knee</td>
<td>229</td>
<td>12</td>
<td>Neurotic, stress related and somatoform disorders (including PTSD at 5%)</td>
<td>185</td>
<td>8</td>
</tr>
<tr>
<td>Back pain</td>
<td>156</td>
<td>7</td>
<td>Mood disorders (including depression at 2%)</td>
<td>52</td>
<td>3</td>
</tr>
</tbody>
</table>

In 2013-14 there were 2239 medical discharges from the Regular Army. These are broken down into 1738 trained personnel and 501 untrained (not completed Basic and Trade training). There has been a significant increase in medical discharges during 2011-14, which Defence Statistics state is likely to be due to improved management of the recovery care pathway, completion of treatment and the restricted number of non-deployable roles available within the Army.

The following table details the number of people awarded a lump sum payment under the Armed Forces Compensation Scheme to personnel who left service with an address in Coventry, Solihull or Warwickshire between 1 April 2007 and 1 September 2015, by tariff of injury type, and trained status, numbers 1, 2, 3, 4

Table 6: Lump sum payment under the AFCS to personnel with an address in CSW

<table>
<thead>
<tr>
<th>Tariff of Injury Type</th>
<th>All</th>
<th>Trained</th>
<th>Untrained</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Number of People</td>
<td>120</td>
<td>95</td>
<td>25</td>
</tr>
<tr>
<td>Total Number of Conditions</td>
<td>145</td>
<td>115</td>
<td>30</td>
</tr>
<tr>
<td>Amputations</td>
<td>~</td>
<td>~</td>
<td>0</td>
</tr>
<tr>
<td>Burns</td>
<td>~</td>
<td>~</td>
<td>~</td>
</tr>
<tr>
<td>Fractures and Dislocations</td>
<td>40</td>
<td>30</td>
<td>10</td>
</tr>
<tr>
<td>Injury, Wounds and Scarring</td>
<td>10</td>
<td>10</td>
<td>~</td>
</tr>
<tr>
<td>Mental Disorders</td>
<td>10</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>Musculoskeletal Disorders</td>
<td>70</td>
<td>55</td>
<td>15</td>
</tr>
<tr>
<td>Neurological Disorders (including spinal, head or brain injuries)</td>
<td>~</td>
<td>~</td>
<td>0</td>
</tr>
<tr>
<td>Physical Disorders including infectious diseases</td>
<td>~</td>
<td>~</td>
<td>~</td>
</tr>
<tr>
<td>Senses^5</td>
<td>5</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>Condition Unknown^6</td>
<td>~</td>
<td>~</td>
<td>0</td>
</tr>
</tbody>
</table>

Source: Compensation and Pension System (CAPS)
1 As at 31 March 2015 (the latest data available).
2 Figures include injury claims and further additional claims.
3 The table shows all of the injuries/illnesses that have been awarded for a single claim.
4 The sum of the sub-totals may not sum to the totals due to rounding.
5 This tariff of injury table refers to injuries and conditions relating to eyes and ears.

^19 Communication between Defence Statistics (Health) MOD and WCC dated 22 Sep 15
There are some claim records where condition information is not available and these records have been assigned to unknown. These are actually very low numbers when applied to the CSW population as a whole, but it should be noted the impact of musculoskeletal injuries within this population with a higher proportion of Ex-Service personnel having these issues as they grow older. The impact of mental health issues is further considered below.

3.3 Prosthetic Limbs

The improvements in military care in the battlefield and beyond have meant that Service personnel are surviving more severe and complex injuries than ever before. Between October 2001 and June 2013 there were 363 military amputees (some involving multiple limb loss). Recent technological advances in prosthetics have been a major factor in improving the quality of life of casualties. The issue of the difference between the standard of prosthetic provided by the MoD and those within the NHS has been progressed following the Murrison report into military amputees. The NHS has been allocated specific funding for the upgrading of prosthetics for Ex-Service personnel, where their loss is attributable to Service activity.

In the CSW sub-region there were less than 5 individuals who left service with an amputation between 1 April 2007 and 1 September 2015. Whilst the numbers are low, the issue for the individual is significant.

3.4 Transfer of Medical Records

There has been considerable work in the past few years with regards to the transfer of medical records from Defence Medical Services (DMS) to the NHS. In 2013 a new system was introduced by NHS England and NHS Wales with support from the MOD. Once an individual registers with a GP a letter is automatically generated informing the civilian GP that the individual was previously under the care of DMS along with details of how to access their health record from the MOD.

For those who have left Service before 2013 it is dependent upon whether they have reported to their GP or not that they are Ex-Service. A key issue is getting ex-Service people to register with their GP or, if they have registered, to identify themselves as ex-Service.

3.5 Mental Health

This is a sensitive topic and one that has a high profile in the media and elsewhere. Significant research has been undertaken into this area by the Kings Centre for Military Health Research, Centre for Mental Health and Forces in Mind Trust. Locally, Public Health Warwickshire has conducted a Veterans Mental Health Needs

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20 Murrison, A (2011) A better deal for military amputees, Department of Health report to Parliament
21 Defence Statistics (MOD) letter to WCC dated 22 Sep 15
Assessment as part of the Joint Strategic Needs Assessment, which was published in January 2016. It is recommended that that report is read alongside this one.

The majority of serving and Ex-Service personnel have relatively good mental health. Even following enduring and arduous operational deployments only a small number of Serving and Ex-Service personnel suffer mental health problems. The most common mental health problems for Ex-Service personnel are alcohol problems, depression and anxiety. The prevalence of these Common Mental Health problems are estimated to be over twice as common for serving personnel as for the general population, along with a twice as common rate of alcohol misuse.

The Veterans Mental Health Needs Assessment in Warwickshire found that Warwickshire ex-Service personnel who left the Armed Forces as normal (ie. not discharged for medical or disciplinary reasons) have higher incidence rates for both adjustment disorder and alcohol misuse compared to normal service leavers across the UK.

Only 4% of those deployed to Iraq or Afghanistan reported probable PTSD; much lower than expected and comparable to PTSD rates within the civilian community. Those in a combat role were more likely to report PTSD than those in a combat support role. However, recent research shows that only 50% of PTSD cases in serving personnel were directly attributable to deployment. Furthermore, a number of studies have found that it is specific combat exposure or traumatic experiences rather than deployment itself that can lead to mental health problems in later life.

The influence of vulnerability factors such as a disadvantaged childhood pre-Service can be a contributory factor to mental health problems, particularly for Early Service Leavers (including those who do not complete training). Higher vulnerability was associated with being single, of lower rank, having low educational attainment and serving in the Army. There was also a relationship with a variety of negative health outcomes. The minority who leave the military with psychiatric problems are at increased risk of social exclusion and ongoing ill health.

27 Jones M et al ((2012) What explains PTSD in UK service personnel: deployment or something else? Psychological Medicine
28 Brent DA and Silverstein (2013) Shedding Light on the Long Shadow of Childhood Adversity, JAMA
Early Service Leavers are more likely to have adverse outcomes (suicide, mental health problems) and risk taking behaviours (eg. Heavy alcohol use, suicidal thoughts) than longer serving service personnel\textsuperscript{30}. Fossy (2010)\textsuperscript{31} suggests that some Early Service Leavers are particularly disadvantaged and unsupported by both the Armed Forces and society on discharge. This group are mainly single young men, with difficulties in adjusting to change, poor social skills, a low level of education and issues such as dyslexia and dyscalculia. Early discharge being due to unsuitability to Service life or because of breaches in military discipline. This, though, may be a reaction to Service life and due to pre-existing personality issues. These Early Service Leavers are those most at risk of having mental health problems, relationship and social issues, difficulties in finding and keeping employment with subsequent links to debt and accommodation problems.

Among Ex-Service personnel mental health and behavioural disorders may present many years after leaving Service\textsuperscript{32}. Combat Stress has observed that the average period from Service discharge to referral is 14 years. Most of the referrals to Combat Stress are self-referral, referral by Military Charities and support networks, with fewer than 10% of referrals from NHS services. This is consistent with numerous studies highlighting that ex-Service personnel with mental health problems are reluctant to seek help.

The NHS ‘Improving Access to Psychological Therapies (IAPT) programme has identified the Ex-Service community as a ‘special interest group’ and produced a ‘Positive Practice Guide\textsuperscript{33}. IAPT note that the needs of Ex-Service personnel are different to the general population and recognise that ex-Service personnel with long standing mental health problems frequently present with multiple co-morbid psychiatric disorders and highly individualised clinical, social, occupational and relationship problems. Additionally, there may be co-occurring physical conditions such as orthopaedic problems or chronic pain. Soldiers are most at risk of both physical and mental health problems, particular young male infantryman (who would comprise a high proportion of the cohort of Early Service Leavers\textsuperscript{34}).

IAPT also recognise that the beliefs and behaviours of Ex-Service personnel may prevent them from accessing psychological therapies. These beliefs and behaviours include:

- Believing that mental health problems are shameful and so deliberately hiding their symptoms from health professionals

\textsuperscript{30} Woodhead et al (2011) quoted in Forces in Mind Trust/Mental health Foundation (2014) The mental health of serving and ex-Service personnel, FiMT
\textsuperscript{31} Fossey M (2010) Across the Wire: Veterans, mental health and vulnerability. Centre for Mental Health
\textsuperscript{32} Fletcher K (2007) Combat Stress, Veterans and psychological trauma in H lee and E Jones (Editors) War and health : lessons from the gulf War, Chichester, Wiley.
\textsuperscript{33} Improving Access to Psychological Therapies (2013) Veterans: Positive practice guide, NHS.
\textsuperscript{34} Ahcroft, Lord (2014). The Veterans’ Transition Review
Believing that NHS professionals will not understand them or their Service experiences
Self-medicating with alcohol – using alcohol to dampen certain symptoms
Mistakenly believing that psychological therapies are not effective for Ex-Service personnel

Many of these beliefs also relate to Service culture of being self-sufficient, the stigma of asking for support, the fear of the impact of what asking for support will have on an individual’s career, labelling by peers and the barriers to asking for and accepting support.35

There are 10 NHS funded Ex-Service outreach and assessment teams across England. The one in the West Midlands region is based in Staffordshire. They provide specialist support to Ex-Service personnel and their families and work with the wider NHS, other statutory groups and charities to case manage individual care plans and pathways across a mix of NHS and charitable services (E.g. Combat Stress).

Locally, there is a Veterans Project run by Coventry and Warwickshire NHS Partnership Trust (CWPT)36, 37. This project was originally funded by West Midlands Strategic Health Authority to run for 6 months. Further CQUIN funding has been received from local Clinical Commissioning Groups to extend the project and its sustainability. The project aims to improve access for Ex-Service personnel and their families to mainstream CWPT services and to improve the consistency of the Trust’s response to the mental health needs of Ex-Service personnel.

CWPT have established a network of over 40 ‘Champions’ within the Trust with either personal or clinical experience of working with mental health issues of Ex-Service personnel. An enhanced ‘care pathway’ has been developed to support individuals to access Mental Health and other services and awareness raising/training has been provided to CWPT staff.

There are currently over 50 ex-service personnel accessing mental health services. Referrals of Ex-Service personnel are picked up much quicker now the enhanced pathway is operational. CWPT work in partnership with military charities and the local Veterans’ Contact Point based in Nuneaton. Where psychological therapy is required due to military related trauma, CWPT ensure their treatment is prioritised where clinical need dictates, and as a result ex-Service personnel are seen much quicker. CWPT were nominated for ‘Specialist Services’ and ‘Partnership Working’ for the National Positive Practice Mental Health Awards 2015 and received ‘Highly Commended’ in both categories.

35 Langston V et al (2007) Culture: what is it’s effect on stress in the military? Military medicine 172(9); 931-935
36 CWPT (2011) Supporting improvements for Veterans and their Families in accessing Mental Health services in Coventry & Warwickshire Partnership NHS Trust
37 CWPT (undated) Armed Forces Veterans Project: follow up report
3.6 Suicide

Kapur et al\(^{38}\) found that, overall; the rate of suicide in Ex-Service personnel was no greater than in the general population. From their figures, 0.1% of those who left Service committed suicide. However, they did find that the suicide risk of Ex-Service men aged 24 or under was approximately 2-3 times higher than comparable groups in still serving and civilian populations. It was not known if this was due to pre-Service vulnerabilities or factors related to Service experience or discharge.

A suicide audit was conducted by Public Health Warwickshire for all suicides for 2013-14. The preliminary data analysis of the 102 completed suicides in Warwickshire in 2013-2014 reveals there were two who were clearly identified in the Coroner's reports as veterans, where the Coroner commented that this may have been a contributory factor. It is possible some others were veterans but not identified as such. This highlights the need to encourage help-seeking behaviours among Ex-Service personnel suffering from mental health problems.

3.7 Alcohol use and misuse

There is a substantial drinking culture within the Services and this can continue for some even when they have left. The prevalence of hazardous drinking for both Serving and Ex-Service personnel is higher than the general population (for all ages and both sexes)\(^{39}\). Binge drinking was associated with being:

- Younger
- In the Army
- Single
- White

Heavy drinking (an AUDIT score of 16+) was associated with being:

- A lower rank
- Younger
- Single
- Being in the Royal Navy or Army
- A deployment to Iraq and/or having a combat role

The risk of heavy drinking has been shown to be influenced by deployment experiences, problems at home during and following deployment and the occupational culture of the individual’s particular military unit\(^{40}\)

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Hazardous drinking has been identified in 67% of men and 49% of women in the UK Armed Forces compared with 38% of men and 16% of women in the general population. This excessive alcohol consumption exists even after age and gender differences are taken into account.

In a study of nearly 10,000 UK service personnel 13% self-reported alcohol misuse. Deployment to Iraq or Afghanistan was significantly associated with the report of alcohol misuse on the return from those theatres. Amongst those deployed, alcohol misuse was greatest amongst those who had undertaken a combat role; that is those at greatest risk or being killed or injured. Again, when age and sex are accounted for the level of misuse was substantially higher than in the general population.

Based upon the 2007 Adult Psychiatric Survey one in 10 ex-Service personnel had an alcohol problem, with 1% having a significant alcohol problem. This compares well with the average for English men, but the figures mask an age related difference. Relatively younger ex-Service personnel (16-54) have a higher level of alcohol related problems (4%) than older (65+) ex-Service personnel (0.5%). It appears to be that the focus of harmful and hazardous drinking is in those who have recently left Service, in particular Early Service Leavers.

Applying the estimate of ex-service personnel in the CSW area developed in this report it would suggest there could be 9,000 with a medium level alcohol problem and 900 with a higher level more significant alcohol problem. Those ex-Service personnel who are homeless are at an increased risk of having an alcohol problem.

A variety of integrated drug and alcohol services are provided throughout the CSW area, for both adults and young people. These services provide support around addiction issues as well as support to move on from drug and alcohol misuse.

3.8 Recommendations

1. Support the implementation of the recommendations contained within the Warwickshire Veterans Mental Health Needs Assessment and consider it’s applicability across Coventry and Solihull.

2. Encourage ex-service personnel to register for GP services and for GPs to access their medical records from Defence medical Services. In particular, those who have been involved in combat operations.

3. Encourage and support NHS agencies to facilitate ex-Service personnel to register with a GP service and to make their former status known.

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4. Support the continued development and sustainability of the Ex-Armed Forces Mental Health project provided by Coventry and Warwickshire Partnership Trust.

5. Raise awareness and promote access to other mental health support for the Armed Forces community such as Combat Stress and Big White Wall.

6. Encourage ex-Service personnel to access advice, information and support, including countering any mistaken beliefs they may hold re mental health services.

7. Promote public health safer drinking messages to the Armed Forces community, through the collaboration of Public Health departments, Community Safety Partnerships, alcohol services and military establishments within the CSW sub-region.

8. Promote access routes into alcohol service providers and ensure access to treatment is fair for those from the Armed Forces community and that they are not disadvantaged in accessing treatment. Ensure additional support is given to those injured or bereaved, where appropriate.
4. **HOUSING**

4.1 **Context**

When an individual joins the Armed Forces they are accommodated either in Single Living Accommodation or Service Families Accommodation. The cost for their accommodation is deducted from their salary and is subsidised as part of their employment package. This is, on average, one third to one half less than the civilian equivalent dependent upon the grading of the accommodation as well as other factors such as lack of choice in accommodation and the level of local amenities.

The big issue re housing is what happens when an individual leaves the Armed Forces. Lack of experience of the civilian housing market and low rates of home ownership, particularly among Other Ranks, place service personnel at a disadvantage in accessing housing. Just over a third of Army personnel buy a property whilst serving, many of them Officers as opposed to Other Ranks. A significant minority of serving personnel and families approach the end of their time in Service without having made provision for a home, whether rented or owned. The lack of planning is compounded by a lack of awareness of civilian housing processes and opportunities. These are the biggest causes of accommodation problems among Service Leavers, in particular Early Service Leavers.

4.2 **Support for Serving Personnel / Service Leavers to find accommodation**

There are a number of services for those personnel leaving and requiring support to access accommodation. These include:

- Joint Services Housing Advice Office
- Housing Matters magazine (a MOD resource)
- SPACES (Single Persons Accommodation Centre for the Ex-Services) in Catterick
- Families Federations for each of the Services
- MOD network of HIVEs (formerly Help Information Voluntary Exchange)
- Forces Help to Buy scheme and other schemes to support Forces personnel to buy a home
- Money Force, which provides guidance on accommodation and home ownership
- Veterans UK

4.3 **Social Housing**

Prior to discharge if a Serving individual is unable to purchase their own home, has a family and a short time before leaving the Forces they will be advised to seek support from Local (Housing) Authorities at the earliest opportunity.

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Part 6 of the Housing Act 1996 regulates the allocation of Social Housing by Local Authorities. The Allocation of Housing (Qualification Criteria for Armed Forces) (England) Regulations 2012 SI 2012/1869 came into force on 24 August 2012. The Regulations’ are there to ensure that service personnel (including bereaved spouses or civil partners of service personnel) are allowed to establish a ‘local connection’ with the area in which they are serving or have served. This is so they can achieve parity of treatment to civilians already living in the area with regards to accessing social housing. In essence, they should not be at any disadvantage from any ‘residence’ criteria chosen by the Local Authority in their allocations policy.

There is a shortage of affordable accommodation and Local Housing Authorities have long waiting lists for all types of accommodation. Additionally, the right type of accommodation, particularly for single people, is often in short supply.

The RBL UK Household Survey of the ex-Service Community found that difficulties in getting a Council or Housing Association tenure was reported by 6% of those discharged from the Armed Forces within the last 5 years 45.

Single Service Leavers, especially male Service Leavers, are the group least supported by Local Authorities. Their level of priority is lower in comparison to those who are pregnant or have dependent children. There is also a minority of Service Leavers, in particular Early Service leavers who find it difficult to adjust to civilian life or have complex issues, which increase their vulnerability.

There are some who initially transition successfully, but for various reasons such as relationship breakdown and/or unemployment fail to maintain their accommodation and can become homeless.

There are limited places for single ex-Service leavers specifically within Social housing. The places which do exist are outside of the West Midlands. These include:

- SPACES (Single Persons Accommodation Centre for the Ex-Services) in Catterick
- Mike Jackson House in Aldershot
- The Beacon in Catterick

There are also a number of organisations which support ex-Service personnel at risk of homelessness and social exclusion. These include:

- Stoll (formerly the Sir Oswold Stoll Foundation), which provides homes and support for vulnerable and disabled ex-Service personnel
- Help for Heroes Personnel Recovery Centres

• Veterans Aid who help ex-Service personnel in crisis, homeless or likely to become homeless
• Alabare, who provide dedicated specialist teams to support those who struggle to cope after leaving the Armed Forces.
• Haig Homes, which is the leading UK provider of rental housing for ex-Service personnel

4.4 Homelessness

It is difficult to assess the exact figures for homelessness amongst the ex-Service population. The absolute numbers of ex-Service personnel using generic housing and homelessness services are relatively low and represent a small proportion of the total service users. In 2013 there were 58 ex-Service personnel accepted under homelessness legislation in England, Scotland and Wales, based upon being classed as ‘vulnerable’ due to having served in the Armed Forces. This represented 0.11% of total acceptances⁴⁶.

A Homeless Link⁴⁷ survey found that 2-3% of individuals using day centres, direct access hostels and second stage services were ex-Service personnel. An earlier survey found that up to 6% of homeless individuals were ex-Service⁴⁸. A survey in London found that 3% of individuals sleeping rough were ex-Service⁴⁹. The level of referrals received by Riverside ECHG during 2010-11 equated to approximately 6% of the total outflow from the AF during this time⁵⁰. The Veteran’s Transition Review found that Early Service Leavers are more vulnerable than those with longer Service careers, especially those with pre-existing problems such as family/relationship breakdowns and low levels of educational attainment prior to joining⁵¹.

Riverside ECHG suggests that the majority of homeless ex-Service personnel are single (which includes separated and divorced individuals) and follow a similar route into homelessness as the general homeless population. This includes factors such as:

• Pre-existing vulnerabilities and difficulties prior to enlistment
• Relationship breakdowns
• Significant life events such as a bereavement, loss of employment or other financial crisis

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⁴⁷ Homeless Link (2011) Survey of Needs and Provision
⁴⁸ Homeless Link (2011) Rough Sleepers Key Facts March 2011
⁴⁹ St. Mungo’s Broadway (2013) CHAIN Annual Report: from street to home 2012/13
⁵⁰ Riverside ECHG (2011) Homelessness within ex-Armed Forces Personnel
⁵¹ Ashcroft, Lord (2014) The Veteran’s Transition Review
Additionally, there is evidence of a small cohort of ex-Service personnel who are unable to cope with the adjustment and transition to civilian life resulting in them becoming homeless\textsuperscript{52}.

Riverside ECHG suggests that a typical ex-Service homeless individual, as compared to other rough sleepers, is characterised as:

- More likely to sleep rough and to sleep rough for longer periods
- Having a greater reluctance to seek help
- Having a higher mean age than the general homeless population (even after relatively short lengths of Service)
- White single and male (although many may be divorced or separated)
- Having a higher likelihood of alcohol problems, but a lower likelihood of drug misuse
- Having a greater need for dual diagnosis care for mental health and alcohol problems
- Having a higher likelihood of anger management issues
- Most likely to stay in the area around the military base in which they last served
- A small percentage of whom may suffer from Post-Traumatic Stress Disorder

Homeless ex-Service personnel are at increased risk of both psychological and physical illness\textsuperscript{53}.

Under the Homelessness (Priority need for Accommodation) (England) Order 2002 SI 2002/2051, Service personnel applying for assistance in England are in Priority need if they are ‘vulnerable’ as a result of having been in the services. Essentially, a ‘vulnerable’ person is one who is at a higher risk of injury or other bad consequence when they are homeless than an ‘ordinary’ homeless person. The Homelessness Code of Guidance states that with regards to Serving personnel and their families the following will be considered by a Local Authority when deciding if an applicant is vulnerable:

- How long the individual has been in the Armed Forces
- Type of service
- Any time spent in a military hospital
- Whether the Armed Forces medical and/or welfare advisers consider the person is vulnerable
- How long it has been since the person left the Armed Forces
- What support networks are available


Recent research by the Centre for Housing Policy at the University of York suggests that some of the reasons why ex-Service personnel experience homelessness includes the following\textsuperscript{54}:

- Unfamiliarity with civilian systems such as the housing market, welfare systems and budgeting
- A shortage of affordable accommodation
- Problems sustaining a tenancy
- Poor transition planning from the Armed Forces
- Substance misuse and/or mental health problems
- Relationship breakdown
- Other pre-existing problems

They found that respondents from generic homelessness services felt there was little expressed demand from ex-Service personnel whereas dedicated ex-Service organisations and service providers reported significant levels of demand. They anticipated the possibility of increased demand from ex-Service personnel who had served in recent conflicts and the re-structuring of the Armed Forces.

Whilst it was understood that the type and provision of services and support for single ex-Service personnel was predominantly the same as for other single homeless people, it was recognised that there was a need for a range of dedicated non-accommodation based services for single ex-Service personnel. These included outreach services, floating support and advice centres delivered by dedicated workers with a knowledge and understanding of the Armed Forces working within mainstream services or the wider community. Specific workers and services would play an important role in identifying and attracting ex-Service personnel with unmet need.

4.5 The Housing and Homelessness Position in CSW

All the LA housing departments have re-configured their Housing policy following the changes in legislation, regulations and guidance. There are initial discussions about how the number of ex-Service personnel accessing housing and homelessness provision can be collected and collated in future years to better identify their needs.

In the past few years the Veteran’s Contact Point in Nuneaton have supported 41 ex-Service personnel to access temporary and fixed term accommodation with a number of Residential Social Landlords. These include Fry Housing Trust, Stonham Housing Association and the ‘Once We Were Soldiers’ homelessness charity. During 2014 SSAFA across CSW had 54 requests for housing/accommodation support.

\textsuperscript{54}Centre for Housing Policy, University of York (2014) Meeting the Housing and Support needs of Single Veterans in Great Britain, Stoll/Riverside.
4.6 Disabled Facilities Grants

Disabled facilities grants (DFGs) are grants provided by a Local Authority to help meet the cost of adapting a property for the needs of a disabled person. They are normally used for adaptations to enable:

- Easier access to, from and around the property and ensuring the property and garden is safe for the disabled person to use
- The provision of or adaptation of a room in which there is a lavatory, bath or shower, and wash-hand basin for the disabled person to use
- Easier access to a room used or that can be used as a bedroom
- Various other support and safety features

DFGs are mandatory and normally paid for by a Housing Authority. They are means tested and the maximum grant payable in the CSW sub-region is £30,000 per person. There is a 6 month time limit on a LA giving a decision on a DFG application starting from the date of the application and a 12 month limit on the payment of the DFG.

The LA needs to ensure that the DFG is both ‘necessary and appropriate’ for the needs of the disabled person, and ‘reasonable and practicable’ in relation to the property. The usual process is for the housing authority to refer to Social Care departments for an assessment by an Occupational Therapist (OT). Following receipt of the OT assessment a decision on a DFG is made.

Since December 2009 service personnel in receipt of War Pensions Scheme for disablement of 80 per cent or higher and a Constant Attendance Allowance and capital lump sums through the Armed Forces Compensation Scheme and Guaranteed Income Payment (tariff level 1-6) should have these payments disregarded from the DFG means test. The aim of this is to assist the most seriously injured service personnel. Additionally, TRBL are campaigning that DFGs are prioritised for those who are injured as a result of Service.

Both SSAFA and TRBL have indicated difficulties in accessing Occupational Therapist reports within the expected timescale with a consequent delay in the DFG adaptation being fulfilled for the individual involved. As a result, OT reports and the adaptations themselves have sometimes been paid out of charitable rather than statutory funds. It is important to note though, that these delays affect all DFG applicants, not just those who are from ex-Service personnel.

4.7 Recommendations

9. Review policies and practice of Housing Departments to ensure access routes into housing and accommodation provision is fair for those from the Armed Forces community and that they are not disadvantaged in accessing accommodation. Ensure additional support is given to those injured or bereaved, where appropriate.
10. Discuss with Occupational Therapy departments the difficulties of accessing Disabled Facilities Grants within the expected timescale and how ex-Service personnel are given fair treatment with additional support given to those injured or bereaved, where appropriate.
5. RESETTLEMENT AND TRANSITION

5.1 Context

Many young people join the Armed Forces direct from home. Many join direct from school/college or after a very short working career. This short working career may include long spells of unemployment. Some ‘Boy Soldiers’ join a military training college at 16 then subsequently join the Regular Army. Some 28% of recruits to the Army in 2012 were less than 18 years of age.

The Army has a history of recruiting from deprived areas and recruiting young people who have low levels of numeracy and literacy. The minimum entry requirement to the Armed Forces is Entry level 2 on the Qualifications and Credit Framework for England, Wales and Northern Ireland. This equates to the level of a 7-8 year old. Of the intake for 2012, 39% of those recruited into the Army had a literacy level of an 11 year old. It should be noted, however, the significant education and training programme the Armed Forces provide and how this develops individuals through their Service career.

On joining, Service Personnel live in Single or Married Service accommodation and continue to do so throughout their employment, which could be as long as 22 or more years. They have no need to understand housing, Council tax, utility suppliers and/or other civilian costs and difficulties. The pay they receive at the end of the month has had all costs taken out of it (tax, NI, accommodation, contribution in lieu of Council Tax). This means it is their ‘disposable income’ and they have no need to budget except to get to the end of the month and the next pay day. It can be a shock to have ‘all these bills!’ to come out of the pay they receive from a civilian job once they have left.

This is especially true for those leaving the Army, which has a more mobile workforce, a higher proportion of Short Service and Early Service Leavers with correspondingly lower levels of home ownership in comparison to the Royal Navy and Royal Air Force and those with longer careers.

Another of the issues Service Leavers will experience is that of finding subsequent education, training and employment following their Service career, whether that is a short or long one. They will have little or no experience of completing CV’s, job applications or of finding a job and may have very little experience of job interviews.

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56 AFCC interview with a recent Service Leaver (Oct 15)

57 Ashcroft, Lord (2013). ‘The Veterans’ Transition Review
As such, many people leaving the Armed Forces have very little knowledge and/or experience of ‘civvy street’. Some Service Personnel have not developed lifeskills or had the experiences their civilian counterparts have had, in particular some of the financial and housing hardships/stresses that can occur. Service Leavers can be unprepared for the processes and costs of housing and other services or the need for careful budgeting.

5.2 Resettlement

The MOD provides Service Leavers varying levels of resettlement support dependent upon the individual’s length of service and reason for discharge. Those serving 6 years or more or are medically discharged or made redundant are entitled to the full package. This lasts from 2 years prior to leaving to 2 years post leaving.

The MOD provides 3 levels of support as part of the full package:

1. First Line Support at the Unit level, which includes access to the Unit’s resettlement information staff who provide information and signposting to other sources of support available
2. Second Line Support provided at a regional level by individual Services through a network of Resettlement Advisors. The Resettlement Advisors provide briefings and individual interviews
3. Third Line Support at a national level provided by the Career Transition Partnership (CTP). The CTP is a career development and outplacement company providing resettlement preparation, training and job finding assistance.

The full package also includes the following:

- Graduated Resettlement Time, which can be used to undertake resettlement activities whilst still in Service
- Resettlement Training courses focused on civilian job roles and qualifications
- Individual Resettlement Training Costs grant
- The opportunity for Civilian Work Attachments

Those serving up to 4 years can access an Employment Support Programme, available through the CTP from 6 months prior to discharge to 2 years post discharge. This provides the Service Leaver with a Career Consultant who can provide advice, information and guidance on a range of resettlement issues.

Those leaving early (either voluntarily or compulsorily whilst training) or from a military correctional facility or discharged for disciplinary reasons get the least support. These can be the most vulnerable Service Leavers and most in need of support. Early Service Leavers are often discharged at very short notice and are signposted to advice, information and support from civilian agencies and military
charities. There is the New Horizon’s programme for ESLs, but it is a voluntary
rather than compulsory part of the resettlement process. Nearly half (48%) of ESLs
are not in education, training or employment 6 months after discharge and may be at
risk of offending, drug and alcohol misuse, homelessness and mental health
issues.\(^{58}\) For those entitled to the Career Transition Partnership programme, the
outcome of transition support is that 85% are in work after 6 months.\(^ {59} \)

5.3 Transition

A good transition has been defined by the Forces in Mind Trust as ‘one that enables
ex-Service personnel to be sufficiently resilient to adapt successfully to civilian life,
both now and in the future. This resilience includes financial, psychological and
emotional resilience, and encompasses the ex-Service person and their immediate
families.”\(^ {60} \)

For the vast majority, transition works and is successful.\(^ {61} \)

A consultation process undertaken by the College of St. George in partnership with
the Forces in Mind Trust identified 3 pillars of a good transition.\(^ {62} \) These are:

- Gaining access to meaningful and satisfying employment as a means of
  creating economic sustainability, “together with adequate housing”
- Benefiting from the stability and purpose that come from being part of a
  cohesive and fulfilling social network
- Creating a more positive perception within society of the Services as a means
  of supporting future career aspirations for civilian and Services/Reserves
  personnel.

The Transition Mapping Study undertaken by the Forces in Mind Trust (2013)
identified a number of transition issues experienced by individuals leaving the
Services, based not only on their Service careers, but also their experiences prior to
joining the services.\(^ {63} \) These include:

- Skills and education: those gained prior to joining up, those gained in-Service
  and their applicability post-Service to other employers. The more

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\(^{58}\) House of Commons Public Accounts Committee (2008) MOD: Leaving the Services, London, The
Stationary Office

^{59} DASA (Defence Statistics (Health)) (2013) Career transition Partnership Annual Statistics: UK
Regular Service personnel Employment Outcomes 2009/10-2011/12

^{60} Forces in Mind Trust (2013). The Transition mapping Study: understanding the transition process
for Service personnel returning to civilian life. London, FiMT,

^{61} National Audit office (2007). MOD : Leaving the Services, a report by the Comptroller and Auditor
General HC618 Session 2006-7

^{62} College of St. George and Forces in Mind Trust (2014). Back to Civvy Street: how can we better
support individuals to lead successful civilian careers after a career in the UK Armed Forces, London,
College of St. George and FiMT

^{63} Forces in Mind Trust (2013). The Transition mapping Study: understanding the transition process
for Service personnel returning to civilian life. London, FiMT
qualifications gained (especially those with civilian relevance) the more successful the individual will be in finding a job.

- **Expectations and expectations management**: engaging with and preparing for life after the military and understanding the civilian world. This can be particularly difficult for those who experience an unexpected change such as a medical or disciplinary discharge.

- **Financial awareness**: accommodation and food are subsidised, healthcare is free and more accessible. The costs of ‘all these bills’ especially at a time of a reduced budget or level of pay can be a significant shock.

- **Service culture**: there are strong differences between military and civilian cultures. These can reflect the more direct, team, hierarchical and male focused culture of the Services in comparison to the less-directive, flatter, individual and feminised culture of the civilian world. Language, standards of behaviour and the drinking culture of the Services are also significant aspects of the cultural differences between the two environments.

- **Mental health issues**: adjustment to civilian life will be influenced by deployment, the intensity of deployment and the impact of deployment with depression being more prevalent in ex-Service personnel than PTSD. Alcohol consumption is also a significant factor related to mental health issues.

The Armed Forces have a Personal Development Programme for their personnel. Promotion is linked to the achievement of particular educational standards and competencies. However, not everyone reaches GCSE Grades A-C in Maths and English, which are benchmark qualifications for many employers. There is also continuing criticism that military qualifications are not ‘civilianised’ enough to be accepted by potential employers.

One significant factor in determining successful transition is the individual’s mind set; the earlier he or she engages with the fact he or she will leave the Armed Forces and begins to prepare for that eventuality the greater the chances of success. Those who perceive the military as a time limited job or career are more prepared than those who join up as an option in itself. Some individuals join the Armed Forces because this was the best option open to them. These are individuals who come from poor backgrounds and deprived areas with limited job opportunities and life choices. Some flourish, but others become Early Service Leavers.

Those who do not look beyond Service life can struggle during transition. They have given little thought to and/or made no plans for life post Service. Early Service Leavers, especially those from the Army, who served in the Infantry, and who joined with a low level of educational attainment can also find transition particularly difficult.

A significant ‘Risk’ factor is whether the transition is ‘expected’ or ‘unexpected’. Those who are coming to the end of their Service careers and plan for it and ‘expect’ to transition whereas those who are medically discharged, discharged for disciplinary
reasons, fail to complete training or are made redundant may have an ‘unexpected’ transition.

Whilst the individual Service Leaver needs to take ownership of their resettlement process, it should be noted that this can be difficult for those who have been ‘cocooned’ by Service life. The institutionalising effect of being in the military can lead to a dependency culture in some personnel leaving them to take less day-to-day responsibility for managing their lives. In particular, those individuals and families who have been living ‘inside the wire’ for a long period of time.

A ‘Resilience’ factor in determining a successful transition is the wider social context of the individual. These include pre-enlistment experiences, the extent to which he or she can rely on and receive support from family and friends, the maintenance of relationships outside of the Armed Forces during Service (whether family or friends) and the social environment that the Service Leaver transitions into.

For some families, however, it can be a ‘double transition’ with spouses and children also experiencing a transition process with all that it entails. Until recently families have not been involved in the resettlement process, but they are integral to good transition. A recent development is that spouses and partners can now access Career Transition Partnership support as part of the resettlement process.

Families who have been ‘outside the wire’ and lived civilian lifestyles can also find transition difficult. They can include parents, siblings and other relatives and are the first to see signs of transition going wrong. Whilst they might be best placed and best equipped to provide social, emotional and practical support in navigating the civilian world and the skills required, they are less aware of other sources of information, support and entitlements the Service Leaver may be able to access.

The financial impact of leaving the Services should not be under-estimated. In addition to the possibility of really needing to budget for the first time, the point of discharge can be an expensive time in terms of paying deposits for accommodation and/or upfront for some utility services. Paid employment can take longer to find than anticipated and may not be at a level the individual is accustomed to or expecting.

There can be a significant cultural change in terms of expectations and employment environments for those leaving the Services. This exists even for those who have prepared for it and can be a steep learning curve. There are different standards, social norms and expectations of behaviour within a civilian workplace, along with less clear directions and performance levels. Service Leavers may also experience frustrations with the level in which they are able to enter the civilian workforce as well as the lack of ‘teamwork’ exhibited in many organisations.
The shift from a ‘team’ to an ‘individual’ perspective can be quite perplexing to Service Leavers as that is the predominant organisational and social culture they are used to.

A significant change during transition is the change or loss of ‘identity’. The individual no longer has a Service ‘identity’ and is no longer part of the ‘military family’, which is a very significant psychological and emotional change. It is an emotional shift and transition of identity from being a member of the Armed Forces to being an individual within the civilian world. This means that the individual’s identity is not rooted in the past and their former Service rank and role, but in their present civilian circumstances and future plans. As an individual’s military identity and sense of purpose within the Armed Forces is such a powerful and all-encompassing feature of Service life, this can be a significant loss, especially for those who served a long time.

Another significant loss experienced in transition can be that of comradeship. The Armed Forces comprise of many teams and communities supporting each other and the individuals within each team or community. An Army ‘fighting unit’ is a team very much dependent upon each other. Similarly, their wives and partners ‘back home’ will be supporting each other whilst the (predominantly) men are away on deployment. Once an individual leaves the Armed Forces the loss of comradeship can have a significant impact, especially with regards to alcohol, depression and family relationships.

There is also a cohort who has left the Armed Forces and has chosen to move on from that part of their lives. They want to distance themselves from having anything with a military connection and do not want to engage with any military or military charity support services.

The research for the Transition Mapping Study found that when transitions went wrong, it was usually because the individual did not have the psychological and emotional resources and resilience to cope with setbacks and adverse events.

What happens in one area of transition such as a failure to secure employment or a loss of employment can impact upon all the other aspects. This can lead to the whole transition process unravelling with potentially serious consequences for the individual. Eg. homelessness

One of the complicating factors around transition is that many ex-Service personnel are reluctant to engage with the services and support available to them. Reasons for this include the Service Leaver:

- Not considering themselves a ‘veteran’ and therefore not accessing support for ‘veterans’
- Not wanting to access or claim state benefits even when entitled to them
• Having a strong sense of pride and belief in their own self-resilience and not wanting to ask for support
• Perceiving there is a stigma to asking for help and support; that they have somehow ‘failed’ and don’t deserve it

Family members can act as non-judgemental, informal advisers and are frequently the first option for support and advice, whether practical or emotional. However, they may not always feel skilled or comfortable providing this type of ‘front line’ support. Other informal sources of support may be of assistance and are an important route in terms of overcoming resistance for asking for help. The research with ex-Service personnel indicated a number of reasons why this type of support was preferred. These include:

• It can be perceived as more impartial and less ‘formal’
• It can be perceived as more empathic, especially if coming from someone who has gone through the transition process themselves
• It can be more discreet and handled ‘confidentially’ without it getting back to their former Service or Unit

The Transition Mapping Study suggests that:

‘The overall purpose of transition support.....should be to improve resilience, to make individuals more robust in the face of a significant life change, especially in these areas of personal finance, social integration, emotional wellbeing and health. To reduce the proportion of poor transitions and the severity of the poorest (transition), interventions need to deal with all of these areas’.

The Transition Mapping Study developed a model of the costs of poor transition to the country. A conservative estimate of the costs is approximately £100 million per year. These include in order of estimated cost:

• Alcohol misuse
• Mental health issues
• Unemployment
• Family breakdown
• Homelessness
• Criminal Justice

The Transition Mapping Study modelled 3 scenarios for intervention (reducing Early Service leaver unemployment, reducing alcohol misuse and reducing family breakdown); all of which resulted in savings.

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64 Forces in Mind Trust (2013). The Transition Mapping Study: understanding the transition process for service personnel returning to civilian life. London, FiMT,
The Transition Mapping Study identified some ‘Guiding Principles’ for use in policy and practice for supporting Transition, which are applicable nationally and locally by all organisations. These can be found at Appendix D.

5.4 Recommendations

11. Investigate the potential for developing an ‘Integration’ transition support project using Peer to Peer support, focused on those most at risk during the transition process. This may involve a bid to the AFCC Fund and would include supporting individuals to develop financial management skills, address cost of living and accommodation issues, improve their mental health and emotional wellbeing, identify sources of support as well as involve ex-military or civilian trainers.

12. Apply the Guiding Principles for supporting transition developed by the Transition Mapping Study within policy and practice of all organisations signed up to the Community Covenant and/or who provide support to the Armed Forces community.
6. EX-SERVICE PERSONNEL IN THE CRIMINAL JUSTICE SYSTEM

6.1 Context

The issue of ex-Service personnel being subject to the Criminal Justice System has been one of many issues discussed on a national and local level over the past few years. The relationship to the Covenant is the question of whether the MOD, public services and service charities are failing those leaving the Armed Forces who subsequently end up in the Criminal Justice System.

There are questions concerning the number of ex-Service personnel in prison and the type of offences that have put them there. There is also the issue of understanding, what, if any, relationship there is between time in the Service and an individual subsequently coming into contact with the Criminal Justice System. There is also the question of whether resettlement and transition processes are failing a significant number of personnel as they leave the Services.

Whilst there has been a lot of focus on ex-Service personnel in prison and how they can be identified and helped, there is a growing view on the importance of intervening at all stages of the criminal justice system.

There have been two significant inquiries into this issue. These are:

- The Howard League for Penal Reform inquiry into ‘Former Armed Service Personnel in Prison’ (2011) led by Sir John Nutting QC
- A Review on behalf of the Secretary of State for Justice into Former Members of the Armed Forces and the Criminal Justice System’ (2014 )led by Stephen Phillips QC

The importance of this issue is reflected within the Armed Forces Community Covenant Fund 2015-16 in that one of the categories for Large Grant (£20,001 to £500,000) applications is ‘Former Service Personnel in the Criminal Justice System’.

It is important to note though, that the vast majority of individuals who leave the Services transition successfully and do not become involved in criminal justice processes.

6.2 Ex-Service Personnel in HM Prisons

There is no known figure for the number of ex-Service personnel in HM Prisons. The most accurate and reliable figure is based upon joint work between the MOD and the Ministry of Justice. This suggests that 3.5% of the prison population in England and Wales are ex-Service personnel\(^\text{65}\). \(^\text{66}\) This study estimates that 77% of ex-

\(^{65}\) DASA (2010a) Estimating the proportion of prisoners in England and Wales who are ex-Armed Forces, MOD, London
\(^{66}\) DASA (2010b) Estimating the proportion of prisoners in England and Wales who are ex-Armed Forces – further analysis, MOD, London
Servicemen are from the Army, 15% the Royal Navy and 8% from the Royal Air Force.

A key finding is that the proportion of ex-Service personnel in prison is 30% lower than the non-ex-Service prison population.

The average age of ex-servicemen (as it is predominantly men) in prison is older than the average of the general prison population. Interestingly, 51% of the ex-Servicemen are over the age of 45 with 29% being over the age of 55. This contrasts with 9% of the general prison population being 50 or over and suggests that many ex-Servicemen offended many years after their discharge from the Armed Forces. The Nutting inquiry found that many of the ex-Servicemen they talked to had committed offences resulting in custody over a decade since leaving HM Armed Forces67.

Ex-Servicemen are over-represented in the following categories of offences:

- Violence against the person: 32.9% compared with 28.6% for the non-Service prison population
- Sexual offences: 25% compared with 11%

For all other categories there is an under-representation of ex-Service men.

Furthermore, it is important to note that the proportion of ex-Servicemen who offend is very small in proportion to those who leave the Armed Forces

In terms of those ex-Servicemen interviewed as part of the Nutting Inquiry, they found they fell into 3 (not mutually exclusive) categories:

- Those who had experienced traumatic and difficult lives during childhood or adolescence and had witnessed or suffered extreme violence
- Those who had experienced difficulties arising from military service such as mental health or physical injury, which had led to an early and unexpected end to their military career
- Those who experienced problems after leaving the Armed Forces, which included those who had successful Armed Forces careers, and who struggled with adjusting to civilian life.

6.3 Ex-Service personnel and links to criminality

The Nutting Inquiry recognised that the causal factors for crime amongst ex-Service personnel are no different to those for the general prison population. These include:

- Living in an area of socio-economic disadvantage
- Family deprivation/financial pressures
- Low educational attainment

• Poor ability to deal with emotions
• Drug and/or alcohol misuse
• Homelessness
• Poor health

As has been noted in a number of Reviews and reports, many infantry recruits are drawn from areas and backgrounds such as this. Part of this is because the Armed Forces can provide a means of escaping from such backgrounds and living purposeful and meaningful lives.

For some personnel, their criminal career pre-dates joining the Services and time in the Services freezes or delays the re-emergence of criminal behaviour. For some, it may be that they are drawn back into criminality post Services. For some personnel, their criminal career pre-dates joining the Services and time in the Services freezes or delays the re-emergence of criminal behaviour. For some, it may be that they are drawn back into criminality post Services.

There is sometimes speculation that it is Early Service Leavers who struggle with transition back into civilian life and end up in prison. However, Nutting found little evidence for this and those the Inquiry interviewed had served an average of 7 years. In terms of service, the interviewees could be divided into 3 groups:

• Those who had completed basic training and had been discharged honourably as normal service leavers (the majority of those interviewed), including some who had served long enough to receive their pension.
• Those who had been discharged through pre-existing physical or mental health problems or who had been discharged for a medical reason.
• Those who were compulsorily discharged because they had been caught using illicit drugs, committed offences contrary to military discipline (such as going absent without leave) or committed other criminal acts.

An 8 year longitudinal research study by Kings College London on a large randomly selected sample of over 13,000 service personnel found that 15.7% had committed an offence over their lifetime and that the most common offence was violent offending. Factors which predicted violent behaviour were sex (male), age, rank and pre-service offending. Deployment in a combat role was associated with an increased risk of violent offending, whereas deployment in a non-combat role was not. Violent offending was also predicted by deployment, mental health and behavioural problems, alcohol misuse, PTSD and aggressive behaviour.

6.4 Themes underpinning offending by ex-Service personnel

Nutting identified 3 factors consistently underpinning offending behaviour by ex-Service personnel. These are:

• **Social isolation and exclusion**: some ex-Service personnel can experience multiple deprivations and linked social problems after leaving the Armed Forces such as unemployment, sub-standard housing, low skills/education, low incomes, family and relationship breakdowns, bad health and living within a high crime environment

• **Alcohol**: in particular, related to violent offences

• **Financial problems and offending**: problems such as a lack of financial management leading to debt, which then becomes a reason for becoming involved in crime. This is linked to transition in terms of the sheltered ‘cocoon’ of the Armed Forces and (not) coping with the financial complexities of civvy street

Whilst there is much discussion in the media about Post Traumatic Stress Disorder (PTSD) and its impact on ex-Service personnel, the evidence of links between PTSD and crime, particularly violent crime, is sparse and predominantly focused on US personnel returning from Vietnam. The Nutting Inquiry did not find a link between PTSD and offending, however, the Inquiry acknowledged that symptoms of PTSD such as poor anger management and the erosion of family relationships do have links with offending.

It is important to note though, that there are no particular reasons for offending, which distinguish ex-Service personnel from the population of other offenders.

### 6.5 Transition and offending by ex-Service personnel

A key finding from the Nutting Inquiry is that many of those who they interviewed found it difficult, psychologically and emotionally, to transition and adjust from the military and into the civilian world. Many struggled with what they defined as a feeling of social isolation following discharge from the Services.

Nutting noted that there has been (and continues to be) little discussion on the emotional impact of the transition to civilian life. The focus has been on the practical aspects of leaving (finding accommodation, employment etc) as opposed to the emotional turmoil and upheaval during transition. Interviewees commented on the feelings of loss (akin to bereavement), the loss and subsequent absence of social networks, the sense of isolation and the loss of meaning and purpose the identity and career in the Armed Forces provides. The loss of a stable and regimented life/lifestyle that had provided meaning and direction resulted in a ‘downward spiral’, with leaving being seen as the ‘start of the slippery slope’.

The Transition Mapping Study picks up on a number of these issues and identified that when transitions went wrong, it was usually because the individual did not have
the psychological and emotional resources to cope with setbacks and adverse events.

One of the difficulties with the Transition process that Nutting identified, and subsequently confirmed by the Ashcroft Review, is that some service personnel see little value in the information they receive on leaving the Armed Forces, nor realise the information provided may be required a considerable time after they have left. One of the concerns is that those who are most likely to need help are the least likely to ask for or respond to any help, advice and support offered.

One of the issues facing agencies wanting to support the Armed Forces Community is the problem of the reluctance of ex-Service personnel to seek help and advice. Part of the training and culture of the Armed Forces can be to create a belief system that an individual can cope with anything that is thrown at him/her and that he/she should be self-reliant at all times.

6.6 Opportunities for intervention across the Criminal Justice System

There are a number of opportunities for intervention in support of ex-Service personnel involved in offending behaviour as they become involved in, and pass through, the Criminal Justice System. These are:

- Arrest referral/Liaison and Diversion schemes
- Pre-sentence involvement
- Custody schemes
- Post custody and/or community supervision

In essence, the fundamental elements of these schemes is that someone ‘asks the question’ whether an individual is a former member of the Armed Forces and ‘diverts’ them to support mechanisms provided by Service or other charities.

Such schemes are rare, but are beginning to be developed across England and Wales. Most have been developed by volunteers working within their host agency such as a Police Force or Prison and linking into support from a Service charity such as SSAFA or RBL. The ones cited as examples of good practice follow the principles of:

- A ‘Champion’ within an agency recognising a need and developing a project to meet the needs of ex-Service personnel. Quite often this ‘Champion’ has a Service background themselves and recruits other ‘Champions’ within their agency to support and deliver the scheme
- The development of a link into and support from a Service charity
- Statutory and service charities working in partnership

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71 Ashcroft, Lord (2014) The Veterans’ Transition Review
Ex-Service personnel working within a statutory agency engaging with the offending ex-Service person and ‘Asking the question’ then diverting/passing them to other ex-Service personnel working as volunteers in a charitable organisation

- Assistance and support in areas such as accommodation, finances, drug/alcohol misuse, mental health, managing emotions, preventing social isolation etc. whether from a Service or non-Service charity in order to prevent further offending

Examples of national good practice include:

- Arrest referral scheme for ex-Service personnel by Kent Police
- Training of Custody Sergeants to ‘Ask the question’ by Veterans’ Aid in London
- Project Nova in Norfolk and Suffolk, which aims to provide a comprehensive support programme and tracking function (following release) to identify and understand the root causes of offending behaviour and to reduce re-offending rates
- Court Diversion and Peer Mentoring scheme in Hampshire, which aims to divert ex-Service personnel from the CJS into support schemes provided by mental health services, substance misuse services and/or service charities or to support re-integration into the community. Former service personnel are trained as volunteers to work with ex-Service personnel who have offended and are on probation or licence.
- Veterans in Custody Support scheme at a range of HM Prisons based upon the original developed by Nick Woods with Prison Officers (usually with a Forces background) acting as Veteran Liaison Officers
- Veteran Support Programme by Cheshire Probation Service

Recommendations for improvement across the CJS have been provided by the National Association of Probation Officers\(^2\) and the Phillips Inquiry\(^3\) amongst others. The Phillips report recommends that at every stage of the Criminal Justice System the professional should ‘ask the question’ as to whether the offender has formerly served in the Armed Forces. If the answer is ‘Yes’, then the professional should facilitate and support the offender to link with appropriate Service and non-Service charities.

6.7 Progress within the CSW sub-region

The origins of developing work in this area date back to 2009 and the formation of the Warwickshire Veterans’ partnership. This was developed in partnership with Warwickshire Probation and SSAFA (Warwickshire & Coventry) with the primary aim

\(^2\) NAPO (2008) Ex-Armed Forces Personnel and the Criminal Justice System: a briefing from NAPO the Trade Union and Professional Association for family Court and probation Staff, London, NAPO

\(^3\) Phillips S (2014) Former Members of the Armed Forces and the Criminal Justice System
to support veterans in Warwickshire who had offended. This has since evolved to become the Veterans’ Contact Point (VCP) in Nuneaton; one of the first drop in centres in the country for ex-Service personnel, supporting ‘Veterans’ and their families’ across CSW on a range of issues, including support for offenders. Partner agencies working with or from the VCP have included SSAFA, RBL, Army Benevolent Fund, Veterans’ UK, Probation, Police, Prisons, Job Centre+, WCC and other Community Organisations. Since 2011 the VCP has worked with the Veterans’ Project from Coventry & Warwickshire Partnership Trust providing support and a pathway into mental health services, as described in the Health chapter above.

The VCP have worked with Police colleagues across Warwickshire and West Midlands Police Forces since 2009 and collected arrest data for ex-Service personnel. The VCP report that, consistently, 3-4% of all those arrested have an Armed Forces background. Key issues underpinning arrests are finances, relationship breakdowns, accommodation problems and difficulties securing or maintaining employment.

Between 2010 and 2012 there was a 2 year European Social Fund project delivered by the National Offender Management Service across the West Midlands. This supported ex-service personnel in the Criminal Justice System.

The two key prisons that offenders from this area are sent to are HMP Hewell (Redditch) and HMP Featherstone (Wolverhampton), although, depending upon the category and severity of offence and sentence, offenders may be sent to other (more secure) prisons.

The VCP suggest that the significant gaps across CSW in terms of intervening, is in the community, rather than custodial, sector and that agencies do not ‘ask the question’.

The Offices of the West Mercia and Warwickshire Police and Crime Commissioners, in collaboration with the VCP and other agencies, have submitted a bid to the Armed Forces Community Covenant Fund. This bid, to the Large Grant element of the fund, is to support ex-service personnel in the CJS. At the time of writing the bid has been passed to the second stage with a further submission and decision to be made in 2016. The current application is to develop an exemplar model of delivery for ‘Veterans engaged in the Criminal Justice System’. This seeks to provide an end to end service that facilitates access to relevant services and interventions in a more timely and planned way. It will also help to promote desistance, prevent further re-offending and reduce harm to victims.

6.8 Recommendation

13. Support the submission and implementation of the Stage Two bid to the Community Covenant Fund for an intervention, support and diversion scheme across the CJS in Warwickshire and West Mercia.
7. CROSS CUTTING ISSUES AND THEMES

7.1 Introduction

There are a number of cross cutting issues and themes underpinning this report recurring in a number of chapters, which will be explored further. These are:

- Mental health
- Alcohol misuse
- Early Service Leavers
- Demographic issues
- Financial and Life skills
- The reluctance to ask for help
- The need to ‘Ask the question’ if someone is Ex-Service or not
- The importance of providing support to families
- Limitations of the data and evidence base
- Principles of ways to improve services and support to the AFC in CSW

Whilst the rationale for intervention/provision of advice, information guidance and support can be based in the principles of the Armed Forces Covenant, there are other arguments for intervention, which Local Authorities and other partner agencies need to be cogent of. These are:

- The imperative of focusing on those most in need, who are most disadvantaged and least able to support themselves
- The importance of intervening earlier to prevent the costs of intervening later at a crisis point.
- The importance of recognising the Armed Forces Community as a ‘Community of Interest’ as they have issues and needs distinct from other communities. As a ‘community of interest’ they are also a means of targeting mainstream services to address issues such as mental health, alcohol, employment etc.

7.2 Mental Health

This includes all mental health diagnoses for the Ex-Armed Forces community on leaving Service, during transition to civilian life and beyond. Depression and anxiety are the most common mental health problems for ex-Service personnel, along with alcohol misuse (see below) and Adjustment Disorder. PTSD rates are comparable to PTSD rates in the community. However, self-diagnosis and reference to PTSD may, in some cases, be a way in which serving and ex-Service personnel may feel able to acknowledge and seek support for mental health problems such as anxiety and depression.
Early Service Leavers are at particularly risk of mental health issues, particularly those who come from disadvantaged backgrounds and have experienced difficult childhoods.

Mental and behavioural disorders account for 13% of medical discharges from the Army, averaging nearly 50 people a year. It is known that those who leave with known psychiatric problems at that stage are at an increased risk of social exclusion and ongoing ill health.

Mental health problems for serving and ex-Service personnel are not confined to periods of service, resettlement and transition, but can occur many years afterwards. Combat Stress indicates referrals are on average 14 years after discharge, many of which relate to service in Northern Ireland. The true scale and cost of service in Iraq and Afghanistan in mental health terms may not yet be realised. Ex-Service personnel may transition successfully initially, but an external ‘stressor’ such as unemployment, relationship breakdown can be a trigger for anxiety and/or depression.

Whilst the majority of those who leave the Armed Forces transition successfully, this does not mean to say they have not experienced difficulties and challenges as part of this process. Even those who plan ahead and take steps to lessen the impact of the transition process can experience ‘culture shock’ as they move into civilian life. For those who do not plan ahead the loss of identity and comradeship can be significant emotional and psychological challenges to overcome, potentially resulting in depression, a sense of loss (for some, even in their identity), anxiety and self-medication with alcohol as part of their adjustment and transition processes.

7.3 Alcohol Misuse

Alcohol features as a contributory factor in a number of issues and areas in this report, not just as a health related issue in itself. Alcohol misuse can lead to problems within Service as well as post-Service and may also be a factor in the individual leaving the Armed Forces. Some individuals self-medicate to cope with issues such as stressful experiences in deployment (not just combat itself), transition and adjusting to post-service life. Alcohol has been implicated with problems and difficulties related to accommodation, employment, relationships, family and other issues. Hazardous and harmful levels of drinking have been indicated in Service life and within the CSW area. The behaviour can persist once an individual leaves the service and may be a particular issue for Early Service Leavers. Alcohol can also be a co-morbidity issue with other mental health problems.

7.4 Early Service Leavers

Early Service Leavers (ESL) are those who have served up to 4 years, although, for some, this may have included a tour of Afghanistan or Iraq. Of particular focus
within the ESL group are the 140 or so young people who do not complete training for a variety of reasons and return to the CSW area each year.

These young people are at greater risk of poorer health outcomes, including a suicide risk 2-3 greater than the comparable civilian population. Whilst some may have pre-existing issues prior to joining up, they are the ones most in need, who are the most vulnerable to poorer life outcomes, who receive the least help and may end up costing us more collectively as statutory and voluntary agencies in the longer term.

### 7.5 Demographic changes to the ex-Service population

There is a changing pattern to the demographic of the ex-Service population. The World War and National Service veterans will continue to create a ‘one off bulge’ in the 65-85+ age cohorts. However, the absolute number of individuals in these cohorts will decline with mortality. There are implications for Health and Social Care agencies, especially with regards to issues of mobility and Disabled Facilities Grants.

Both SSAFA and TRBL locally provide significant support to individuals with mobility issues as well as to access, where appropriate, Disabled Facilities Grants (DFG). Accessing an Occupational Therapist as part of the DFG process has been problematic resulting in national timescales for DFGs not being met as well as the charities themselves paying for OT reports and the DFG adaptations. The age cohorts of those who access their services reflect the older cohorts of ex-Service personnel as well as increasing numbers of younger age ex-Service personnel.

Over the next 10 years or so there will be a significant increase in the ex-Service population who will be of working age. There is an increase in the younger age of the working population due to the impact of armed conflict in Iraq and Afghanistan as well as the re-structuring of the Armed Forces. The nature of need, issues and support for this group will need to change over time. A significant aspect of this will be muscular-skeletal issues, which may, in the fullness of time, result in mobility issues as the generations grow older.

### 7.6 Financial and Life skills

A recurring theme across transition and post-transition life is that of finances and life skills. Individuals joining the Armed Forces may not have learnt these skills prior to joining and can be cocooned within the Forces leading to a degree of dependency. One of the major adjustments within transition can be coping with the financial shock of leaving the Forces, which has provided both employment and accommodation. Added to this, is the change from military to civilian cultures and working environments, with a greater degree of ‘life skills’ sometimes required.
7.7 The reluctance to ask for help

The reluctance to admit weakness, show emotion and ask for help and support could be seen as predominantly (although not exclusively) associated with male culture. The Armed Forces have a strong male culture so it is understandable that being stoic, self-reliant and able to ‘cope with whatever is chucked at you’ are values endemic within the Armed Forces. When asking for help can impact on career and employment this can, arguably, exacerbate this reluctance. When this relates to mental health, there is potentially a double stigma.’ The stigma surrounding mental health issues and the stigma of asking for help and support.

This culture stays with people even after they have left the Armed Forces and can create significant barriers in recognising the need for support and in seeking out and gaining that support across a number of dimensions. The very people most in need of help and support, including Early Service Leavers, may be those least willing and able to ask for help.

7.8 The need to ‘Ask the question’ if someone is ex-Armed Forces

Whilst the need to ‘Ask the question’ if someone is ex-Armed Forces or not might be highlighted within the Criminal Justice sector, the principle is applicable across all areas and agencies who might be working with ex-Service personnel. This will enable agencies to identify the numbers and needs in order to inform commissioning processes. Additionally, the importance of asking the question is not just about identifying an individual as ex-Service and understanding what disadvantage they may experience or priority they may be given, but in opening up the wide range of military and other charities who provide advice, information, practical, financial and emotional support to this group.

It is, therefore, recognised that we all need to ‘Ask the question’. This need exists across health, housing and accommodation, voluntary and community agencies, the criminal justice system and elsewhere. Having asked the question agencies need to have recording mechanisms in place to evidence the ex-Service status along with the level of need and type of issues requiring support. Over time, this evidence can be fed into commissioning and development processes so that the identified needs can be embedded within mainstream processes.

Conversely, serving and ex-Service personnel need to be encouraged to highlight their service identity to agencies that they engage with, whether or not those agencies ‘Ask the question’ themselves.

7.9 The importance of providing support to families and young military carers

The Veterans’ Transition Review and the Transition Mapping Study both highlight the importance of supporting families as a means of supporting serving and ex-Service
personnel during transition. Families can be a source of practical, financial and emotional support.

Families can also be the first to spot the signs of a failing transition and can be best placed to help the individual concerned. When transitions go wrong it can be because the individual does not have the psychological and emotional resilience to cope with setbacks and adverse events. There can also be problems in one area of an individual’s life such as unemployment, impacting on other areas of the transition process or post-transition life. For example, accommodation, mental health, alcohol etc. A supportive network around the individual (whether family or friends) can help prevent such problems from escalating.

Supporting the (predominantly) wife/partner of the ex-Service personnel may be a proxy route to supporting the individual. It can also be a preventative measure in terms of reducing the risk of relationship breakdown and the impact this may have on any children involved, or consequences in terms of mental health, accommodation, social isolation and other issues.

7.10 Limitations of the Data and Evidence Base

There are acknowledged limitations of the available data and evidence base at a national and local level. This has been improved over the past few years, but there are still gaps. The increased focus on supporting ex-service personnel should improve the information and intelligence on their needs over time.

No one is able to definitively identify the size of the Armed Forces Community and their location within a defined geographic area, in particular the families of the serving population and the ex-Service population. Families may live apart from the Serving individual rather than ‘behind the wire’, in particular to give some stability to their children. Once an individual leaves the Armed Forces they may move on from their original leaving address in search of employment and/or accommodation.

This report makes the best use of the available data sources and acknowledges that they may only be proxy indicators of the size and location of the ex-Service community. That they follow other indicators such as the Index of Multiple Deprivation gives some validity to their use.

As research is carried out and the evidence and policy base grows, there can appear to be contradictions in terms of what the evidence is telling us. For example, levels of homelessness, numbers of ex-Service personnel in the Criminal Justice System, the prevalence of PTSD and its priority against other mental health issues. This is compounded by the paucity of data at a local level. There may be ‘unmet need’ and individuals on a pathway to poor outcomes, which do not get addressed until they reach crisis point. This has consequent costs to the individual, their families and the public and voluntary sector agencies/military charities involved in supporting them.
There is also the issue of potentially low numbers, which makes it difficult to argue for resources to intervene at a local level. One promising and potentially sustainable way forward is ensuring local mainstream support and services are able to recognise the needs of the Armed Forces Community and shape their delivery accordingly. The needs of ex-Service personnel can be met by mainstream services that are appropriately adjusted, which may, at times, be only a minor change to standard treatment and/or processes.

With a report such as this, there are limitations in terms of time and capacity to investigate the numbers, needs and issues of the Armed Forces Community across CSW. These issues are varied and multi-faceted and exist across a number of dimensions and agencies. The information and data presented is the best we have available and the task now is to make the best use of it.

7.11 Principles of ways to improve services and support to the AFC in CSW

A number of principles and methods of practice can be used by statutory and voluntary sector agencies, whether military or not, to improve services and support to the Armed Forces Community in CSW. These include:

- **Ask the Question and record the answers**: Most agencies do not ‘Ask the question’ so we do not have a good evidence base at a local level to understand the numbers, needs and issues of the AFC in CSW. Asking the question opens up access to support from military charities, but recording the answers will help to develop the evidence base. This will lead to more improved targeting of interventions and feed into the commissioning processes of a range of statutory agencies.

- **Develop ‘Champions’ within organisations**: this is not just about a figurehead to champion Armed Forces issues within the organisation, but ‘Champions’ in front line staff and elsewhere who have some experience of the Armed Forces. The Veterans’ Mental Health Project is an exemplar of this and their continuing work within the NHS. ‘Champions’ will be able to engage more effectively with members of the Armed Forces Community and support other staff who do not have this experience.

- **Provide training on the Armed Forces Community and the differences between military and civilian ‘worlds’**: in particular, for frontline staff in agencies most likely to be involved with the Armed Forces Community.

- **Target resources to areas and issues most in need**: such as areas where we would expect to see high concentrations of the Armed Forces Community, especially in known areas of deprivation, on Early Service Leavers and issues such as the use of alcohol, mental health etc.

- **Prioritise interventions which have the most impact on those at greatest risk**: such as Early Service Leavers, those medically discharged and those who have experienced armed conflict.
- Provide support for the psychological and emotional impact of transition; for both the individual and the family, especially with regards to loss or change of identity and loss of comradeship
- Use ‘Veteran to Veteran’ methodologies when developing interventions: Peer support such as ‘buddying’, mentoring or other ‘informal’ systems are preferred routes of support for ex-Service personnel
- Address issues such as over self-reliance, perceptions around loss of pride and/or stigma preventing ex-Service personnel from seeking and asking for support; if individuals are reluctant to seek support, agencies need to do their best to reduce and remove barriers to those who might need support and to encourage them to come forward and seek support
- Target support to the individual: one size does not fit all so agencies need to develop ways of ‘tailoring’ their support to the individual and make sure that those staff and volunteers working with them have an understanding of Armed Forces culture and the issues of the Armed Forces Community

### 7.12 Recommendations

**Early Service Leavers**

14. Investigate the potential for an intervention to address the support needs of Early Service Leavers, such that they are provided with more structured support and do not fall ‘between the cracks’ of the various agencies, which could support them. This may involve a bid to the AFCC Fund.

15. Investigate the potential of the MOD providing information on Early Service Leavers who return to or transition into the CSW sub-region.

**Financial and Life Skills**

16. Support military establishments within the CSW sub-region to raise awareness and competence of financial and life skills.

**The reluctance to ask for help**

17. Ensure all future projects or interventions on behalf of the Armed Forces Community address the issue of the reluctance of serving and ex-Armed Forces personnel to ask for help, whether due to pride, stigma or self-reliance. This is a cross cutting issue and should be addressed explicitly within interventions designed to encourage individuals to access advice, information and support.

**The need to ‘Ask the question’ if someone is Ex-Service or not**

18. Ensure all agencies involved in providing support to the Armed Forces Community develop and implement appropriate systems and procedures to ‘ask the question’ of an individual’s Armed Forces status and record this against the presenting issue.
19. Ensure all agencies involved in providing support to the Armed Forces Community develop appropriate systems and procedures to inform their own agency of the numbers and needs of the Armed Forces community and ensure this information is fed into LA/NHS commissioning processes.

20. Develop ‘Armed Forces Champions’ within organisations to more effectively engage with members of the Armed Forces community and support those members accessing their support and services.

21. Ensure all future projects or interventions on behalf of the Armed Forces Community address the issue of the reluctance of serving and ex-Armed Forces personnel to self-identify as members of the Armed Forces community.

The importance of providing support to families and young military carers

22. Ensure all future projects or interventions on behalf of the Armed Forces Community address the issue providing support to families and young military carers. This is a cross cutting issue and should be addressed explicitly within interventions designed to encourage access to advice, information and support.

Limitations of the Data and Evidence Base

23. Support the process of collecting data from relevant agencies to inform future action plans and commissioning processes.

24. Develop a standardised survey questionnaire or set of questions to be used to gather information on the needs and issues of the ex-service community.

25. Provide a systemic review of the numbers, needs and issues of the Armed Forces community, as an update to this report, in 3 years time.

Principles of ways to improve services and support to the AF community in the CSW sub-region

26. Promote and support the implementation of these principles and methods of practice by all agencies involved in providing advice, information, support and services to the Armed Forces community.
The Needs of the Armed Forces community across Coventry, Solihull and Warwickshire

<table>
<thead>
<tr>
<th>THEME</th>
<th>ACTION</th>
<th>WHO</th>
<th>OUTCOME/OUTPUTS</th>
</tr>
</thead>
</table>
| Mapping and Understanding Need            | Cross Referencing existing data with existing local information       | Limited data found or provided:                                      | • 690 mil personnel in Warwickshire  
• 115 Reservists in Coventry and Rugby, potentially rising to 200  
• RBL (2005) estimation of 128520 veterans in CSW sub-region                                                                                          |
|                                           | Utilising existing armed forces events to promote work of covenant and assist with mapping | • VE day celebration in Coventry  
• Remembrance Parades  
• Events for Armed Forces week                                                                                                                        |
|                                           | Work with schools to identify existing and ex armed forces personnel and their families | • 380 pupils in Warwickshire Schools supported by the Service Pupil Premium  
• 55 pupils in Coventry Schools supported by the Service Pupil Premium  
• 29 pupils in Coventry Schools supported by the Service Pupil Premium                                                                 |
|                                           | Promote awareness of mapping exercise with frontline services and partner agencies e.g. CABx | Mapping exercise begun in August 2015 and ongoing                    |                                                                                                                                                 |
| Communication and Awareness               | Maintain a centralised, accessible and relevant source of information | Information provided via WCC Community Covenant website and veterans’ webpages |                                                                                                                                                 |
|                                           | Promote wider awareness of Covenant through marketing campaign        | • Armed Forces Day (Coventry, Nuneaton & Warwick)  
• VE and VJ Day 2015 (Coventry)                                                                                                                        |
|                                           | Ensure that the work of the Covenant is linked with other strategic partnerships | • WCC Child Poverty and Financial inclusion partnerships have included AFCC issues within their agenda  
• Warks Health and Well Being Board have received an item re the mental health of Ex-Service Personnel with a full Mental Health Needs Assessment to be discussed at a date when completed |
| Housing                                   | Raise Awareness of Housing Issues within the Sub-Region                | Coventry                                                               | • Policy conforms to Regulations removing the need for a local connection  
• Scheme allows for a one step increase so Ex-Service personnel who are banded 3A (no housing need with a local connection) would then move to 2A (urgent need) |
<table>
<thead>
<tr>
<th>Location</th>
<th>Details</th>
</tr>
</thead>
</table>
| Solihull | • Policy conforms to Regulations removing the need for a local connection  
• Band A priority is given to those with an AF connection, in particular those who have been injured, have a medical condition or disability or have been bereaved as part of their Service |
| NW      | • Policy conforms to Regulations removing the need for a local connection  
• Band 2 up to 6 months prior to discharge, then Band 1 upon discharge |
| N&B     | • Policy conforms to Regulations removing the need for a local connection  
• Additional priority is given to those with an AF connection, in particular those who have been injured, have a medical condition or disability or have been bereaved as part of their Service  
• Expected to be given Band 1+ |
| Rugby   | • Policy conforms to Regulations removing the need for a local connection  
• Housing application process includes a ‘tick box’ question re AF connection  
• Band 2 up to 6 months prior to discharge, then Band 1 or band 1+ upon discharge |
| Stratford | • Policy conforms to Regulations removing the need for a local connection  
• AF awarded an extra 6 months waiting time on the list  
• Ex-Service personnel likely to be advanced to silver/gold banding |
| Warwick | • Priority is given to Armed Forces applicants with 3 years or more service  
• Application can begin within 12 weeks of their discharge date.  
• Application is banded at Band 2 |
<table>
<thead>
<tr>
<th>Appendix A to AFCC Report dated February 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Support access to accommodation</strong></td>
</tr>
<tr>
<td></td>
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<td></td>
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<tr>
<td></td>
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<tr>
<td><strong>Public Health</strong></td>
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<td><strong>Public Health</strong></td>
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<td></td>
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<tr>
<td></td>
</tr>
<tr>
<td><strong>Cohesion</strong></td>
</tr>
<tr>
<td></td>
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<td></td>
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<tr>
<td></td>
</tr>
<tr>
<td><strong>Financial Inclusion</strong></td>
</tr>
<tr>
<td>------------------------</td>
</tr>
<tr>
<td><strong>Explore Armed Forces Discount Card applicability within the CSW Sub-Region</strong></td>
</tr>
<tr>
<td><strong>Meeting with RBL Financial Inclusion Officer and encourage linkages with existing financial inclusion providers</strong></td>
</tr>
<tr>
<td><strong>Develop Projects designed to address financial inclusion issues amongst existing and ex armed forces personnel and their families</strong></td>
</tr>
<tr>
<td><strong>Financial Inclusion event took place at Gamecock Barracks in June 2013</strong></td>
</tr>
</tbody>
</table>

**Appendix A to AFCC Report dated February 2016**

<table>
<thead>
<tr>
<th><strong>WCC/VCP</strong></th>
<th><strong>Enhancement of Veterans Contact Point through provision of HORSA building at a peppercorn rent by WCC</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>To date 217 individuals have been supported through the VCP with over 1500 client ‘contacts’ per year for a range of services and support. Additionally Ghurkha ESOL has been facilitated at the VCP premises from 2014 onwards with 700 attendances during the year (the same person attending more than one session)</strong></td>
<td><strong>Publicise local A-Z directory of services (where they are available) to MoD to assist with transition within the CSW area</strong></td>
</tr>
<tr>
<td><strong>Links to services and support provided by AFCC website and AFCC elements of partner websites</strong></td>
<td><strong>Explore linkages between economic development teams and local military establishments</strong></td>
</tr>
<tr>
<td><strong>Armed Forces Discount Card event in Nuneaton (Jun 13)</strong></td>
<td><strong>WCC Economic Development Team visited Bramcote and Kineton barracks in Feb 13</strong></td>
</tr>
<tr>
<td><strong>Meeting occurred in June 2013. TRBL Financial Inclusion Officer subsequently became a member of the Financial Inclusion partnership</strong></td>
<td><strong>WCC facilitated links between VCP and Birch Coppice Transport hub with the possibility for training and employment through agencies at Birch Coppice</strong></td>
</tr>
</tbody>
</table>

**MOD provided input re AFCC issues at Solihull School Conferences 2013 and 2015**
<table>
<thead>
<tr>
<th>Greater understanding required of the effect that MOD redundancies will have on the local area</th>
<th></th>
</tr>
</thead>
</table>
Lady Mayoress Fund (Coventry)

- The Lady Mayoress Fund is a trust fund bequeathed for the benefit of Ex-Service personnel living in Coventry.
- £15k pa distributed through SSAFA, Royal British Legion and RAF Association military charities.
- Average of 100 recipients pa receiving an average of £145.
- An analysis of 18 months of grants highlighted that the top categories of grants paid out are for mobility issues (50%), household items (16%) and household bills (14%).
- Mobility contributions were for wheelchairs/wheelchair repairs, walking aids, stairlifts and mobility scooters.

Military Charities

<table>
<thead>
<tr>
<th>SSAFA Solihull</th>
<th>Cases &amp; Visits</th>
<th>Volunteers</th>
<th>Almonised Funds *74</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>229</td>
<td>21</td>
<td>£68,416</td>
</tr>
<tr>
<td>2014</td>
<td>260</td>
<td>24</td>
<td>£51,516</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SSAFA Coventry</th>
<th>Cases75</th>
<th>Financial Cases76</th>
<th>Visits</th>
<th>Caseworkers</th>
<th>Almonised Funds</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>202</td>
<td>67</td>
<td>238</td>
<td>8</td>
<td>£78,941</td>
</tr>
<tr>
<td>2013</td>
<td>213</td>
<td>87</td>
<td>213</td>
<td>5</td>
<td>£97,376</td>
</tr>
<tr>
<td>2014</td>
<td>163</td>
<td>74</td>
<td>179</td>
<td>6</td>
<td>£132,790</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SSAFA Warwickshire</th>
<th>Cases</th>
<th>Financial Cases</th>
<th>Visits</th>
<th>Caseworkers</th>
<th>Almonised Funds</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>131</td>
<td>47</td>
<td>199</td>
<td>8</td>
<td>£67,565</td>
</tr>
<tr>
<td>2013</td>
<td>136</td>
<td>45</td>
<td>149</td>
<td>7</td>
<td>£78,203</td>
</tr>
<tr>
<td>2014</td>
<td>121</td>
<td>54</td>
<td>143</td>
<td>10</td>
<td>£86,650</td>
</tr>
</tbody>
</table>

*74 The amount provided is almonised monies from a range of sources including Regimental Associations, Occupational and Illness related charities plus the Royal British Legion and SSAFA itself.

*75 Cases is all cases including the number of ‘Financial cases’ in the next column.

*76 Financial cases cover all types of debt ranging from rent arrears, domestic bills and funeral costs.
The Royal British Legion

The Royal British Legion provides an Immediate Need Grant fund across the country. Analysis of figures provided for 1 Oct 13 to 30 Sep 15\textsuperscript{77} across Coventry, Solihull and Warwickshire indicate that the top 3 issues for accessing the Immediate Need Grant at both a national and CSW level are:

- Mobility ($>30\%$)
- Housing ($>20\%$)
- ‘Browns’ ($10\%$), which are household items such furniture and carpets

There are other categories such as ‘Whites’, which if added together would indicate that financial hardship in one form or the other is the greatest need. In the 2 years covered TRBL provided 213 grants worth £105,144 of almonised monies in the CSW area.

\textsuperscript{77} Private communication between TRBL (WM) and WCC dated 17 Dec 15
## Projects in CSW funded via the Armed Forces Community Covenant Grant Scheme

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Description</th>
<th>Amount</th>
<th>Year</th>
<th>Outcomes</th>
</tr>
</thead>
</table>
| Normandy Day UK (Peace Through Unity) AJD Regeneration | Postcards from the past | £16,280 | 2013 | • Pop up shop and RBL stand in West Orchards shopping centre, Coventry for 12 weeks with 4000 visitors  
• 1368 ‘postcards’ (messages) submitted and displayed in the shop  
• Visit by students from a Coventry Secondary School to WW1 battlefield in Belgium  
• ‘To the Fallen’ logo adopted by Normandy Day UK charity as their new logo |
| Messy Church sessions for Temple Herdewyke | Play and café equipment | £5,000 | 2013 | 98 families have benefitted to date from Messy Church sessions with an even balance between civilian and military families. There are ongoing relationships between Messy Church and the Temple Herdewyke Primary School. Equipment provided by the funding has been used in annual fetes as well as puppet shows at Christmas and Easter |
| CTC Kingshurst Academy, Solihull | Low ropes and Challenge Zone areas | £30,000 | 2014 | Completed Jul 14. Focused on Cadet Units |
| Bramcote Barracks | Peter Pan play area for 2 year olds | £29,652 | 2014 | Opened in May 14 with a very positive reaction from families, staff, children & the resident Unit 30th Signal Regiment |
| Public Health, WCC | Service to Civvy Street booklets | £20,000 | 2014 | • 3 separate booklets; one focused on veterans, another on partners & families to navigate civilian support & services in Warwickshire and the third for NHS and public sector professionals to support veterans.  
• 1000 of each booklet distributed to GPs, Barracks & LAs  
• Booklets produced as pdf’s and downloadable |
<table>
<thead>
<tr>
<th>Organisation</th>
<th>Project/Details</th>
<th>Cost</th>
<th>Year</th>
<th>Notes</th>
</tr>
</thead>
</table>
| Jam-av Studio 12, Coventry       | D-Day Anniversary Peace Education Film and schools project                       | £19,950| 2014 | - Developed in 6 Secondary Schools (Barrs Hill, Cardinal Newman, Cardinal Wiseman, Grace Academy and The Blue Coat School in Coventry and Kineton High School in Warwickshire) with 800 receiving some form of input ie seeing the film which was produced  
- 19 veterans involved on a regular basis  
- 39 event activities  
- Film premier at Coventry Cathedral  
- Website [www.peace-unity.co.uk](http://www.peace-unity.co.uk) developed |
| Nepalese Community Nuneaton     | Ghurkha Mela 200                                                                | £4,000 | 2015 | - Nepalese Fair with cultural displays and celebrations of it being 200 years since the Ghurkhas joined the British Army |
| MoD Kineton                      | Refurbishment of Youth Club                                                     | £5,000 | 2015 | Refurbishment of Youth Club recently completed. The young people ‘own’ the space and respect it more, keeping the place cleaner and tidier |
| MoD Kineton                      | Refurbishment of a Community Centre in Temple Herdewyke                        | £20,000| 2015 | - An additional £15,000 has been secured from the Annington Trust  
- Refurbishment is ongoing and a ‘Grand re-opening’ is expected in Oct 15 |
| WCC                             | AFCC promotional resources                                                       | £3,838 | 2015 | - Pens, wristbands, highlighters  
- Pop up displays, tablecloths |
| WCC                             | 2 x AFCC Project Workers                                                        | £60,000| 2015 | In post as from Jul 15 |
| **Total**                       |                                                                                | **£214,720** |      |
The Needs of the Armed Forces community across Coventry, Solihull and Warwickshire

Appendix B: The Military Footprint in CSW
<table>
<thead>
<tr>
<th>Regular Army</th>
<th>Barracks</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Donnington, Shropshire</td>
<td>HQ 11 Signal Brigade</td>
<td>Headquarters function for West Midlands Brigade</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HQ WM Brigade</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Gamecock Barracks, Bramcote</td>
<td>30 Signal Regiment, including the Ghurkha Squadron</td>
<td>Provide communications to Army Brigades on deployment; some at short notice to move.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Royal Regiment of Fusiliers Recruiting Team</td>
<td>Recruiting Team for a specific regiment across the WM area</td>
</tr>
<tr>
<td></td>
<td></td>
<td>20 Army Education Centre</td>
<td>Provide training and development to Service personnel plus resettlement support</td>
</tr>
<tr>
<td></td>
<td>MoD Kineton</td>
<td>Ammunition Technical Support Group</td>
<td>Manage the ammunition facilities at MoD Kineton (some soldiers, mostly civilian staff)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DEMS Training Regiment</td>
<td>Provide training for Explosive Ordnance Disposal (Bomb Disposal) personnel. Staff provide training with students completing either an 8 month or 18 month training course</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Troop from 11 EOD Regt.</td>
<td>Explosive Ordnance Disposal specialists providing services across the Brigade area</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Kineton Support Unit</td>
<td>Support services for the base Eg. Vehicle mechanics, building maintenance etc.</td>
</tr>
<tr>
<td>Reserve Units</td>
<td>Barracks</td>
<td>Unit</td>
<td>Description</td>
</tr>
<tr>
<td>---------------</td>
<td>---------------------------</td>
<td>-----------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>Cateswell House</td>
<td>243 (HQ) Squadron</td>
<td>Headquarters function. RLC provide logistics support to the Army ie. Transport of personnel, munitions, equipment, food etc. 6 Regulars, 8 LT Reserve, 72 Reservists</td>
</tr>
<tr>
<td></td>
<td>Sir Henry Parkes Road</td>
<td>159 Regiment</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Coventry CV5 6TA</td>
<td>Royal Logistics Corps</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Westfield House</td>
<td>896 Troop, 48 Signal Squadron</td>
<td>Provide communications support to field units.</td>
</tr>
<tr>
<td></td>
<td>Radford Road</td>
<td>37 Signal Regiment</td>
<td>27 Reservists</td>
</tr>
<tr>
<td></td>
<td>Coventry CV6 3BP</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>West Midlands</td>
<td>126 Field Company, 104 Battalion</td>
<td>Vehicle mechanics/technicians providing workshop facilities in the field</td>
</tr>
<tr>
<td></td>
<td>CV6 3BP</td>
<td>REME</td>
<td>2 regulars and 50+ Reservists</td>
</tr>
<tr>
<td></td>
<td>Seabrook House</td>
<td>D Company 4 PARA</td>
<td>Paratroopers 2 Regular Army, 12 -20 Reservists</td>
</tr>
<tr>
<td></td>
<td>Edward Street</td>
<td></td>
<td>NB. This has only recently been established as is going through a recruitment phase. The plan is to have 100 reservists</td>
</tr>
<tr>
<td></td>
<td>Rugby Warwickshire</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>CV21 2BP</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Recruiting Offices</th>
<th>Barracks</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>60 Hertford Street</td>
<td>Bi-Service recruitment</td>
<td>6 FT LTR to recruit across the Army and Royal Navy</td>
</tr>
<tr>
<td></td>
<td>Coventry CV1 1L</td>
<td>office</td>
<td></td>
</tr>
</tbody>
</table>
The Needs of the Armed Forces community across Coventry, Solihull and Warwickshire

Appendix C: Maps
Map 1: UK all service personnel who left service with a postcode in Coventry, Solihull or Warwickshire between 1 April 2007 and 1 September 2015

78 Defence Statistics letter following WCC FOI request dated 22 Sep 15
Map 2: UK trained service personnel who left service with a postcode in Coventry, Solihull or Warwickshire between 1 April 2007 and 1 September 2015.\(^{79}\)

\(^{79}\) Defence Statistics letter following WCC FOI request dated 22 Sep 15
Map 3: UK untrained service personnel who left service with a postcode in Coventry, Solihull or Warwickshire between 1 April 2007 and 1 September 2015

80 Defence Statistics letter following WCC FOI request dated 22 Sep 15
Map 4: Recipients under the Armed Forces Pension Scheme

Coventry, Solihull and Warwickshire
AFPS Veterans Profile

The map below has been populated using data for Armed Forces Veterans who are registered to the Armed Forces Pension Scheme.

Key

Veterans

0 - 70
71 - 160
161 - 270
271 - 475

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81 Defence Statistics taken from the Compensation and Pension System, War Pension computer system as at 31 Mar 15
Map 5: Postcode locations of recipients in the Armed Forces Pension Scheme

The map above shows the postcode locations which have been used to create the choropleth map. The areas surrounding Solihull and Warwickshire have been included to show where locations of veterans cross over the District/County boundary.

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82 Defence Statistics taken from the Compensation and Pension System, War Pension computer system as at 31 Mar 15
Map 6: Coventry profile of recipients under the Armed Forces Pension Scheme

[Map image]

83 Defence Statistics taken from the Compensation and Pension System, War Pension computer system as at 31 Mar 15
Map 7: Solihull profile of recipients under the Armed Forces Pension Scheme

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Defence Statistics taken from the Compensation and Pension System, War Pension computer system as at 31 Mar 15
Map 8: Percentage of households at risk of loneliness and social isolation\textsuperscript{85} overlaid on top of the data for ex-service personnel in receipt of a pension under the Armed Forces Pension Scheme\textsuperscript{86}

\textsuperscript{85} Public Health Warwickshire: Loneliness and Social Isolation Needs Assessment, Warwickshire map
\textsuperscript{86} Defence Statistics taken from the Compensation and Pension System, War Pension computer system as at 31 Mar 15
Map 9: Warwickshire map of Index of Multiple Deprivation\textsuperscript{87} overlaid on data for ex-service personnel in receipt of a pension under the Armed Forces Pension Scheme\textsuperscript{88}

\textsuperscript{88} Defence Statistics taken from the Compensation and Pension System, War Pension computer system as at 31 Mar 15
Map 10: Coventry map of Index of Multiple Deprivation\textsuperscript{89} overlaid on data for ex-service personnel in receipt of a pension under the Armed Forces Pension Scheme\textsuperscript{90}

\textsuperscript{90} Defence Statistics taken from the Compensation and Pension System, War Pension computer system as at 31 Mar 15
Map 11: Solihull map of Index of Multiple Deprivation\textsuperscript{91} overlaid on data for ex-service personnel in receipt of a pension under the Armed Forces Pension Scheme\textsuperscript{92}

\textsuperscript{92} Defence Statistics taken from the Compensation and Pension System, War Pension computer system as at 31 Mar 15
The Needs of the Armed Forces community across Coventry, Solihull and Warwickshire

Appendix D: Guiding Principles for Supporting Transition
The Transition Mapping Study identified some ‘Guiding Principles’ for use in policy and practice when supporting transition, which are applicable nationally and locally by all organisations. These include:

- **Keep the big picture in sight**: that the overall objective is that the Service leaver moves from living and working in a military environment to living and working in a civilian environment in a way that is comfortable for them. This will involve financial, psychological and emotional elements and transition can be derailed if one of these elements is less successful.

- **Everyone is different**: personalisation rather than ‘one size fits all’

- **Look at the experience through the eyes of the Service Leaver**: especially as it’s easier for ex-Service people to be offered help rather than expect them to ‘ask for help’

- **Build on skills**: how best to align skills learnt in the Armed Forces to those needed by civilian employers. Early Service Leavers may need support to develop their literacy and numeracy skills.

- **Keep the family in mind**: families (including parents and siblings) are key sources of support during transition and may be the first to identify that transition is failing and may need support themselves.

- **Don’t under-estimate civilian culture shock**: successful transition is a cultural transition with Service Leavers needing to adjust to status differences and expectations about their transferable skills and earning potential.

- **Emotional time is different from the transition schedule**: different personnel have different readiness and capacity for transition, depending upon their attitude to life and the circumstances of their departure.

- **Mental health matters**: poor mental health such as depression and anxiety (potentially as a reaction to loss and change) as well as alcohol dependency can have a significant impact on the individual and lead to poorer transitions.

- **Join the dots between support pathways**: there are numerous military charities offering a wide range of support and services; make sure individuals do not ‘fall between the cracks’ because of how agencies define their roles.

- **Face the future**: Service Leavers with a ‘forward looking’ mindset towards their civilian lives have better outcomes than those who hark back to former glories and roles. Support should help individuals to take action to shape their personal future to their benefit, possibly through ‘Personal Futures’ work.