

# Armed Forces Resource Directory

A photograph of three flagpoles against a clear blue sky. The flag on the left is the St George's Cross (white with a red cross). The middle flag is the Royal Air Force (RAF) Ensign (red with the Royal Coat of Arms). The flag on the right is the Royal Naval Ensign (blue with the Union Jack and the White Ensign).

Developing people  
for health and  
healthcare

[www.hee.nhs.uk](http://www.hee.nhs.uk)

This resource pack has been developed to assist NHS organisations across the North West, and more widely to support our Armed Forces Community. If members of the Network are aware of an organisation they think we should include please email [info.nw@hee.nhs.uk](mailto:info.nw@hee.nhs.uk) so we can consider them for inclusion.



- Many NHS organisations have a responsibility to support our armed forces within their mandate i.e. Health Education England, NHS England, NHS Employers.
- [Health Education England \(HEE\)](#) [has a mandate](#) to support both veterans and reservists armed forces.
- Sections 4.9 and 4.10 talk about 'Supporting the Armed Forces Community'



Delivering high quality, effective, compassionate care: Developing the right people with the right skills and the right values

A mandate from the Government to Health Education England: April 2016 to March 2017

October 2018

**Who are  
Veterans?**



- **Anyone who has served more than 1 day in the forces**
- **It includes: Army, Royal Navy, Royal Airforce, Royal Marines, Merchant Navy**
- **Men or women**
- **Aged 16 to 106+**
- **All ranks**
- **Not all are combat veterans**

- **An estimated 2.56 million UK Armed Forces veterans were residing in households across GB in 2015** ([Annual Population Survey, MoD, 2015: 1](#))
- **285,000 of those reside in the North West (around 11.1%) totalling 5.0% of the North West total population**([Annual Population Survey, MoD, 2015: 7](#))

A close-up photograph of a military uniform, specifically a camouflage-patterned jacket. A small, rectangular patch featuring the Union Jack flag is visible on the right side of the chest. A metal button is also visible on the left side of the chest. The text "Who are Reservists?" is overlaid in a large, bold, black font.

**Who are  
Reservists?**

- They have paid employment elsewhere/ a day job
- Men or women
- Ages from 18-60
- All ranks
- Variety of roles – clinical, non clinical, drivers, cooks, logistics, communications etc.
- They have a unit they belong to i.e. 207 (Manchester) Field Hospital
- These are based around England
- This is paid additional work
- They receive free additional training in their specialty, leadership and how to work as a team which is very useful to their main employer

# What's in this resource?

Under each heading in this resource you'll find a snapshot of the evidence base and links to reports to support your work

- Housing and Homelessness
- Employment and Education
- Health
- Leisure
- Finance
- Welfare and Social Inclusion

# Housing and Homelessness



# Housing and Homelessness

## Housing: Evidence Summary

- The British Legion conducted a household survey of veterans in 2014. They found that 'fewer than one in ten [veterans] have experienced housing difficulties in the past year' ([British Legion, 2014:60](#))
- 'The principal responsibility for providing housing information and advice to military personnel lies with the armed forces up to the point of discharge. These services are delivered through the [Joint Service Housing Advice Office \(JSHAO\)](#)' ([House of Commons Library, 2016: 3](#))
- Each year the Ministry of Defence conduct a population survey of UK armed force veterans. In 2015 they found that 'there were an estimated 2.56 million UK Armed Forces veterans residing in households across Great Britain in 2015' ([Annual Population Survey, MoD, 2015: 1](#))
- They also found that 'the majority of UK Armed Forces veterans residing in Great Britain were estimated to either have owned their own property or had a mortgage (75.9%) which was the same as non-veterans (77.5%)' ([Annual Population Survey, MoD, 2015: 39](#))
- In 2014 the University of York and the Centre for Housing Policy conducted research looking at the Housing support needs of single veterans. They identified '17 providers of dedicated accommodation based services for single veterans across Great Britain, providing a total of 910 bed spaces/units across 46 schemes' ([University of York and Centre for Housing Policy, 2012: xviii](#))
- 'Surveys conducted by the Career Transition Partnership between September 2012 and July 2013 found 12% of Service Leavers saying, at six months post-discharge, that "securing suitable housing" had been one of the "three things they found most difficult during their transition"' ([Lord Ahscroft KCMG, PC, 2014: 84](#))

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## Homelessness: Evidence Summary

- Research has showed serving personnel are concerned about homelessness when they leave the Forces: of those undergoing Career Transition Partnership resettlement programmes, 7% of officers and 21% of other ranks had sought advice before leaving on "What to do if you are made homeless" ([British Legion, 2014; Career Transition Partnership, 2014](#))
- Based on available research the percentage of the homeless population that are veterans is estimated to be between 3% and 8% ([The Combined Homelessness and Information Network \(CHAIN\) conduct an Annual Report into the homeless population of London – they found "452 people seen rough sleeping in 2015/16 had experience of serving in the armed forces. This was consistent with previous years." This equates to around 8% of the homeless population recorded in London that year \(CHAIN, 2016: 27\)](#))
- "Time spent in an institution, such as care or prison, can increase the risk of someone becoming homeless. There are large numbers of care leavers and ex-offenders in the homeless population and lower numbers who have spent time in the Armed Forces." ([Crisis UK, 2016](#))

Crisis outline [four distinct "life history trajectories"](#), or pathways into homelessness for veterans

- 1) Those with vulnerabilities from childhood or adolescence
- 2) Those who developed problems whilst in the armed forces
- 3) Those who struggled to adjust to civilian life after discharge
- 4) Those who only faced problems after an unrelated traumatic experience after discharge ([Crisis UK, 2016](#))

- In 2008 and the University of York found that "a military background influences – and often quite profoundly – how ex-Service personnel experience homelessness [...] they are less inclined to seek or accept help [and are] more susceptible to sustained or repeat homelessness." ([University of York, 2008](#))
- In 2014 the University of York and Centre for Housing Policy re-visited their study and still concluded veterans have been found to be over-represented in the most severe and enduring types of homelessness. "Compared with general homeless population [veterans] are more likely to sleep rough and be homeless for longer" ([University of York & Centre for Housing Policy, 2014: 13](#))

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# Housing and Homelessness

- Haig Housing
- <http://www.haighousing.org.uk/>
- Joint Service Housing Advice Office (JSHAO)
- <https://www.gov.uk/government/collections/joint-service-housing-advice-office-jshao%20>

# Housing and Homelessness

- Helena Partnership – Housing Association
- <http://www.sthelensgateway.info/organisations/helena-partnerships>
- Veterans Gateway - Housing
- [https://support.veteransgateway.org.uk/app/self\\_help/#rn\\_AnswersList](https://support.veteransgateway.org.uk/app/self_help/#rn_AnswersList)

# Housing and Homelessness

- Merseyside Fire and Rescue Service – Safe and Well Project
- <https://www.merseyfire.gov.uk/aspx/pages/prevention/hfsc-form.aspx>

*This flagship engagement tool is the Home Fire Safety Check (HFSC). This is a simple risk assessment of a person's home and if required the installation of smoke detectors, if during the HFSC the service finds additional needs we can support the individual or family by referring to key agencies, our service for those aged over 65 is being extended into a Safe & Well visit which covers aspects of health. This service is open to veterans. For a free Home Fire Safety Check call 0800 731 5958*

# Employment and Education



# Employment and Education

Health Education England

## Employment: Evidence Summary

- There are between '900,000 and 1,110,000 working age veterans currently living in the UK' ([The British Legion, 2016: 6](#))
- 'Around 16,000 men and women leave the UK's armed forces each year [...] the majority of veterans transition successfully into employment after leaving the armed forces. But many veterans and reservists continue to be stereotyped or employers fail to recognise the transferable skills they've acquired' ([Deloitte, 2016: 6](#))
- 'Changes in the nature of work - driven by continuing advances in technologies such as robotics, big data and artificial intelligence - are making these transferable skills critically important to the UK's economy' - 'many of the skills that veterans possess are in areas where organisations are experiencing gaps' ([Deloitte, 2016: 6](#))
- 'The industries on which service leavers have traditionally relied to find employment are changing and service leavers will need to demonstrate more than ever that they have the right skill sets' ([FiMT, 2015: 17](#))
- '72% of organisations with active ex-military recruitment programmes would definitely recommend employing veterans' ([Deloitte, 2016: 6](#))
- 'Working age veterans in the UK are nearly twice as likely to be unemployed as their civilian contemporaries' ([The British Legion, 2016: 4](#))
- 'Around 700,000 members of the working age ex-Service community are not in work' ([The British Legion, 2014: viii](#))
- '85% of UK Service personnel who accessed Career Transition Partnership (CTP) services as they left the Armed Forces in 2014/15 were employed up to 6 months after leaving service' however Lord Ashcroft's review found that for 'Early Service Leavers the outcomes are not as good, with only 52% in work six months after leaving the Forces' ([The British Legion, 2016: 7](#); [Lord Ashcroft, 2014: 60](#))
- Female veterans 'when compared to their male veteran counterparts were significantly less likely to be in employment and significantly more likely to be economically inactive' yet a Forces in Mind Trust (FiMT) qualitative study found that 'female service leavers can seem especially impressive to employers as they have proved they can work and succeed in traditionally male-dominated environments' ([The British Legion, 2016: 3](#); [FiMT, 2015: 17](#))

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Health Education England

## Education: Evidence Summary

- The 2015 Annual Population Survey found that '91.9% of working age UK Armed Forces veterans residing in Great Britain had a qualification' ([MoD, 2015: 36](#))
- 'The working age non-veteran population were significantly more likely to have continued onto a degree or equivalent (28.3%) compared to the veteran population (19.4%)' ([MoD, 2015: 36](#))
- The 'Public Funded Further and Higher Education scheme for Service Leavers is available to UK-based personnel who have completed at least four years' Service and who left on or after 17 July 2008' but as of 2014 'only a quarter of registered personnel in all Services take advantage of their ELC entitlement' ([Lord Ashcroft, 2014: 39, 43](#))
- Lord Ashcroft's review also reported that 'a number of recent Service Leavers [...] found it hard to translate their experience and qualifications for civilian employers, and several employers [...] were confused' ([Lord Ashcroft, 2014: 39](#))
- The Ministry of Defence Annual Population survey found that 'working age UK Armed Forces veterans residing in Great Britain were significantly more likely to have gained their qualifications through work compared to non-veterans (63.5% compared to 45.3% respectively)' ([MoD, 2015: 36](#))
- The British Legion concluded that 'as the Army tends to recruit for the infantry from more deprived areas of the country, appropriate education and support to obtain qualifications that are recognised outside the Armed Forces is vital. Up to 50% of Army recruits have literacy and numeracy skills below Entry Level 3, equivalent to the standard expected of primary school leavers at age 11' ([The British Legion, 2016: 12](#))
- In their UK Household survey conducted in 2014 the British Legion reported that 'those in the ex-Service community are [...] less likely to have a degree' ([The British Legion, 2014: 66](#))

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# Employment and Education

- Career Transition Partnership, also included [‘Future Horizons’](#) for Early Service Leavers
- <https://www.ctp.org.uk/>
- Civvy Street (The British Legion)
- <https://www.civvystreet.org/>

# Employment and Education

- RBLI Life Works
- [http://www.rbli.co.uk/employment\\_solutions/lifeworks/](http://www.rbli.co.uk/employment_solutions/lifeworks/)
- The Royal Forces Employment Association (RFEA Ltd.)
- <http://www.rfea.org.uk/>

# Employment and Education

- Walking with the Wounded
- <http://walkingwiththewounded.org.uk/>
- Veterans Gateway - Employment
- [https://support.veteransgateway.org.uk/app/self\\_help/](https://support.veteransgateway.org.uk/app/self_help/)

# Finance



# Finance

## Finance: Evidence Summary

- The British Legion's Household Survey found '16-34 year olds, particularly veterans [...] report a number of issues around debt, employment and transition, and a significant proportion have caring responsibilities [...] one in 20 has taken out a pay-day loan'
- "Although personnel are financially secure while serving, the nature of their lives means they do not experience the same financial challenges as their civilian counterparts... As a result, many find themselves unprepared when they come to leave; some... are financially naive."
- "One in ten reports some kind of financial difficulty, equivalent to 430,000 people" [\(British Legion, 2014:60\)](#)
- "Service Leavers may be entitled to a range of financial benefits... These may take the form of lump sums and pensions. [Issues include] the timing of payment of lump sums, compensation payments and pensions preventing the individual from receiving social support..."
- "The higher living costs [in civilian life], and wider range of things that are charged for at the point of purchase, can come as a shock to people who are also juggling a new job and adapting..."
- "These factors, which sometimes work in combination, mean that a minority of Service Leavers find themselves in financial difficulties that could be avoided." [\(Lord Ashcroft KCMG PC, 2014: 143\)](#)
- Veterans "often have insufficient savings and limited experience of managing their finances; and without permanent employment and patchy credit records... can find it difficult to get accepted for a rental contract or mortgage." [\(FiMT, 2013\)](#)



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# Finance

- Veterans UK (Ministry of Defence)
- <https://www.gov.uk/government/organisations/veterans-uk>
- Veterans Gateway - Finance
- [https://support.veteransgateway.org.uk/app/self\\_help/](https://support.veteransgateway.org.uk/app/self_help/)

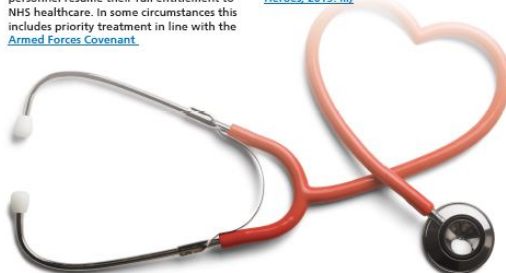
# Health



## Health

### Health: Evidence Summary

- Lord Ascroft's Transition Review concluded that 'there is a widespread perception that Service personnel are commonly damaged by their time in the forces [...] and that the statutory provision of healthcare is deficient and the Third Sector is having to fill the gap. A growing body of peer-reviewed research suggests that both these perceptions are misguided' ([Lord Ascroft, 2014: 97](#))
- 'The overwhelming majority of those leaving the Armed Forces are fit and healthy and remain so, going on to lead productive lives and not experiencing any disadvantage in accessing healthcare' ([Lord Ascroft, 2014: 97](#))
- Healthcare provision in the armed forces is managed by the [Defence Medical Services](#). On leaving the Armed Forces, Service personnel resume their full entitlement to NHS healthcare. In some circumstances this includes priority treatment in line with the [Armed Forces Covenant](#).
- The British Legion's Household Survey found that 'veterans aged 16-64 are more likely than the general population of the same age to report a long-term illness that limits their activities' ([British Legion, 2014: viii](#))
- 'Compared with UK adults age 16-64, those in the ex-Service community of working age and, in particular, veterans aged 16-64, are more likely to report musculoskeletal problems, cardiovascular problems, sensory problems, diabetes and depression' ([British Legion, 2014: 39](#))
- A Help for Heroes joint report focussing on the health needs of individuals who served between 1991 and 2014 found 'estimated that at least 66,090 Veterans might need health-related support at some point' (for either physical or mental health) ([Help for Heroes, 2015: iii](#))



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### Mental Health: Evidence Summary

- The King's Centre for Military Health Research (KCFMHR) concluded that 'in general, there is no clear evidence that mental health in the Armed Forces is substantially worse than other occupation groups' ([British Legion and KCMHR, 2014: 2](#))
- 'Groups at increased risk of any mental health problem include Reservists, combat troops, those with pre-existing social or childhood adversities and Early Service Leavers' ([British Legion and KCMHR, 2014: 2](#))
- 'Rates of suicide are lower in the Armed Forces than they are in the general population' ([British Legion and KCMHR, 2014: 2](#))
- The Mental Health Foundation reported that 'deployed Reservists were found to be at higher risk for mental health problems compared to deployed Regulars and non-deployed Reservists' ([Mental Health Foundation and FIMT, 2013: 9](#))
- 'The prevalence of post-traumatic stress disorder (PTSD) in UK military personnel returning from Iraq is low, between 4-6%, contrasting with figures from the US (between 8-15%)' ([Mental Health Foundation and FIMT, 2013: 9](#))
- A Centre for Mental Health report found that 'PTSD [...] is not the most common mental health problem experienced by veterans. Depression, anxiety and alcohol abuse are far more prevalent' ([Centre for Mental Health, 2010: 2](#))
- They also found that 'the number of personnel leaving the UK armed forces due to a psychological condition is very low [...] around 0.1% of regular service personnel are discharged annually for mental health reasons' ([Centre for Mental Health, 2010: 7](#))
- 'Service personnel and veterans are no less vulnerable than the civilian population to a range of mental health problems [...] unpicking the extent to which any mental health disorders are due to Service is not straightforward' ([Lord Ascroft KCMG PC, 2014: 110](#))



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# Health

- Combat Stress
- <http://www.combatstress.org.uk/>
- Veterans in Mind (Greater Manchester Mental Health NHS Foundation Trust)  
(Mental Health)
- <https://www.gmmh.nhs.uk/military-veterans-services>

# Health

- The Military Veterans Service (Mental Health)
- <https://www.gmmh.nhs.uk/military-veterans-services>
- Tom Harrison House (Military Veteran Addiction Recovery Centre)
- <http://tomharrisonhouse.org.uk/>

# Health

- British Limbless Ex-Service Men's Association (BLESMA)
- <https://blesma.org/>
- Defense Medical Welfare Service
- <https://www.dmws.org.uk/>

# Health

- Blind Veterans UK
- <https://www.blindveterans.org.uk/>
- Battle Back Centre
- <http://www.britishlegion.org.uk/get-support/physical-health/the-battle-back-centre/>

# Health

- Help for Heroes Hidden Wounds Service
- <http://www.helpforheroes.org.uk/get-support/mental-health-and-wellbeing/hidden-wounds-service/>
- The Veterans Trauma Network
- [http://support.britishlegion.org.uk/app/answers/detail/a\\_id/1856/~the-veterans-trauma-network](http://support.britishlegion.org.uk/app/answers/detail/a_id/1856/~the-veterans-trauma-network)

# Health

- Veterans Gateway – Physical Health and Mental Wellbeing
- [https://support.veteransgateway.org.uk/app/self\\_help/](https://support.veteransgateway.org.uk/app/self_help/)

# Welfare and Social Inclusion



# Welfare and Social Inclusion



Health Education England

## Welfare and Social Inclusion: Evidence Summary

- 'One in ten (16-44 year olds) reports difficulty integrating into society, rising to 16% of those discharged from the military in the past five years' p. xi
- 'One in six reports some relationship or isolation difficulty, equivalent to around 770,000 people' p.25
- 'one in four working age members of the ex-Service community have unpaid caring responsibilities (23%) [higher than general population] (p. viii)
- 'one in 20 reports some unmet need for support, rising to one in four among the unemployed' (p.17)
- 'not having enough money' for daily living, or to buy or replace needed items, are each cited by one in twenty' (p.18)
- 'Households containing working age adults in the ex-Service community are over twice as likely to receive sickness or disability benefits as UK adults in general' (p.51)  
[\(The British Legion, 2014\)](#)
- Veterans in Communities charity offers Peer Support activities and projects including community projects, outdoor activities and outreach services. "Projects are about supporting a marginalised group of people to reintegrate into mainstream society."  
[Veterans in Communities](#)
- "...those who leave the Armed Forces after less than four years... the Early Service Leavers, are recognised as being amongst those most at risk of social exclusion" p72
- "...ex-service personnel who developed mental health problems during their military careers were at higher risk of social exclusion after leaving, and amongst other negative outcomes had a greater chance of being unemployed." p75  
[\(The Centre for Social Justice, 2014\)](#)



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# Welfare and Social Inclusion

- SSAFA – The Armed Forces Charity
- <https://www.ssafa.org.uk/help-you>
- Veterans UK (Ministry of Defence)
- <https://www.gov.uk/government/organisations/veterans-uk>

# Welfare and Social Inclusion

- Royal Air Force Association
- <https://www.rafa.org.uk/>
- The British Legion
- <http://www.britishlegion.org.uk/>

# Welfare and Social Inclusion

- Help for Heroes
- <http://www.helpforheroes.org.uk/>
- The Royal Navy and Royal Marines Charity
- <https://www.rnrmc.org.uk/>

# Welfare and Social Inclusion

- Royal Navy and Royal Marines Widows' Association
- <http://www.rnrmwidows.org/>
- War Widows' Association of Great Britain
- [www.warwidows.org.uk](http://www.warwidows.org.uk)

# Welfare and Social Inclusion

- Forces in Mind Trust
- <http://www.fim-trust.org/>
- Liverpool Veterans
- <http://www.liverpoolveterans.co.uk/>

# Welfare and Social Inclusion

- Project Nova
- <http://walkingwiththewounded.org.uk/how-we-help/wwtw-special-projects/project-nova/>
- Ex-Forces Action Network (E-FAN)
- <http://cgm-probation.org.uk/what-we-do/ex-forces-action-network-e-fan/>

# Welfare and Social Inclusion

- Merseyside Fire and Rescue Service – Safe and Well Project
- <https://www.merseyfire.gov.uk/aspx/pages/prevention/hfsc-form.aspx>

*This flagship engagement tool is the Home Fire Safety Check (HFSC). This is a simple risk assessment of a person's home and if required the installation of smoke detectors, if during the HFSC the service finds additional needs we can support the individual or family by referring to key agencies, our service for those aged over 65 is being extended into a Safe & Well visit which covers aspects of health. This service is open to veterans. For a free Home Fire Safety Check call 0800 731 5958*

# Welfare and Social Inclusion

- Veterans Gateway - Living Independently
- [https://support.veteransgateway.org.uk/app/self\\_help/](https://support.veteransgateway.org.uk/app/self_help/)

# Leisure



# Leisure

- Armed Forces & Veterans Breakfast Clubs
- <https://afvbc.co.uk>
- [Meeting Clubs Maps](#)
  
- Knowsley Veterans Hub (every Wednesday 10am-12 noon) KGV Sports Centre, Longview Lane, Huyton
- Contact: Dave Curtis | 0151 530 5263/ 5253 | [david.curtis@evertonfc.com](mailto:david.curtis@evertonfc.com)

# Leisure

- The 'Not Forgotten' Association
- [www.nfassociation.org](http://www.nfassociation.org)
- Dig In North West
- <http://www.diginnorthwest.org/>
- Veterans Gateway – Families and Communities
- [https://support.veteransgateway.org.uk/app/self\\_help/](https://support.veteransgateway.org.uk/app/self_help/)

*Disclaimer: The directory was produced using the knowledge base of the Health Education England North West Armed Forces Network, to give a starting point of information for its members. It is not an exhaustive list of every organisation or resource available in this area; only those that network members are aware of, or actively work with. Inclusion of an organisation does not indicate endorsement by HEE, and we would recommend that members make their own enquiries to assess whether the organisations meet their specific needs.*