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**North East Lincolnshire Local Authority**

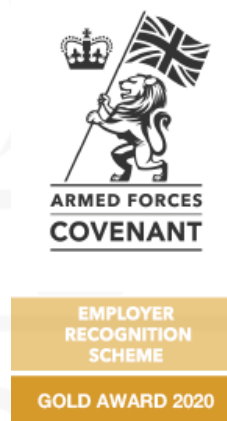
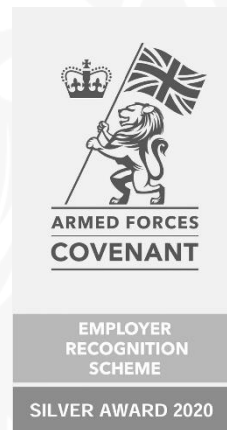
Armed Forces Covenant Project  
January 2019 to July 2019



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**This report has been produced in collaboration between North East Lincolnshire Council and York St John University.**

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Author:

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MOD, Armed Forces and Uniformed Services

## Foreword and background:

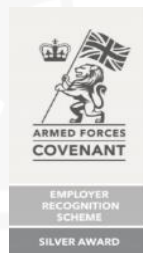


The Elected Member with responsibility for Armed Forces in North East Lincolnshire is Cllr Ron Shepherd, who also holds the portfolio for Safer and Stronger Communities.

Cllr Shepherd has 28 years' service with the military and supports serving personnel as well as veterans and the wider community.

He has experience of working with regular and reserve forces and has a natural aptitude for working with young people. The Cadet Forces are of particular interest to Cllr Shepherd being one of the largest youth organisations in the country.

Cllr Shepherd is looking forward to working with groups of all ages, across the military spectrum, promoting the Armed Forces and its dependents in North East Lincolnshire.



Proudly  
supporting  
those  
who serve

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## **Commitment to the Armed Forces Covenant**

North East Lincolnshire is home to thousands of current and ex-serving men and women and their families from across the armed forces.

These men, women and their families form an important part of North East Lincolnshire's community, bringing with them skills and a contribution that is both unique and valuable.

In addition, there is also a wide range of military charities in North East Lincolnshire, representing both large, national organisations and smaller local specialists, all of which bring a wealth of expertise.

As part of our commitment to the Armed Forces Covenant, and together with other key public and private sector organisations, we are constantly seeking ways to strengthen those existing partnerships to celebrate and help the local armed forces community.

The Military Human training has been a key part of helping to widen that awareness about the support available and the help needed by members of the armed forces community.

It has helped people think about the support that they are able to offer within their professional, and personal, roles as well as widening the awareness about the support available locally, and nationally.

We want our armed forces community to know that they are supported at every turn as they transit through their career and beyond. We thank our armed forces community for their commitment and their service.

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## The Armed Forces Major Events Team (North East Lincolnshire)



The Armed Forces Major Events Team (North East Lincolnshire) supports the Armed Forces Community Covenant across the region in support of service personnel, their families, veterans and outreach services.

The small team was established in 2010 by veterans and Directors, Alex Baxter, Gavin Marshall, and Chris Shaw. The team is accommodated in The Knoll close to the seafront at Cleethorpes.

All are volunteers with ex-service backgrounds from all 3 military services. From their main HQ in The Knoll, the team organise North East Lincolnshire's annual Armed Forces Day (AFD) and their hard work was rewarded in 2016 when they were selected to organise the National Armed Forces Day event.

The annual AFD event bring financial benefit to the area attracting over 60,000 people to the area.

The team also provide assistance to the borough to maintain the dignity and integrity of civic/military functions. Providing support and advise on all events and functions involving military and civilian integration across the borough and ensuring the correct protocols are followed.

In addition to the AFD, the team also organise Remembrance Day ceremonies, Armistice Day functions and military vessel visits to ports on the South Bank of the River Humber. The Remembrance Gate and flag poles, close to Ross Castle on the seafront, also fall under the responsibility of the AFMET.

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# Key Findings:

## Key Findings:

- Attendance of the Military Human training day has resulted in a positive impact on community service provision by 56.2%.
- A total of 87 staff from varied professional groups attended the six Military Human training sessions.
- Over 76% of staff work directly with public facing community services.
- Over 61% of staff who attended the training have shared the support toolkit and help guides with colleagues.
- 82% of staff strongly agreed that what they had learned could be directly incorporated into their work.
- The changing COVID-19 landscape required staff to adapt to a wide range of communication formats, in some cases daily to meet individual needs.
- Post training 100% of staff were aware of the Armed Forces Covenant and understood what it entailed.
- Over 66% of staff are aware of the NELC Armed Forces Champion and how to contact them.
- Staff are actively identifying members of the armed forces community when engaging with the public with over 58% dealing regularly with the Armed Forces Community.
- Most 'help seeking' in the NELC region takes place within 12 months of leaving the Armed Forces.
- Significant reporting by professionals of contact with Criminal Justice System
- 55% increase in awareness of Veterans Gateway post training
- Over 43% increase in awareness of NHS Priority Healthcare arrangements
- Over 60% increase in awareness of Veteran Friendly GP Practices
- 47% increase in awareness of Veteran Aware Hospitals
- Post training 81% of staff have heard of the MOD Strategy for our Veterans
- 81% of staff have heard of the Armed Forces Veterans Breakfast Clubs
- 100% of staff answered 'Yes' when recommending the Military Human: Understanding Military Culture and Transition training to colleagues.





# Introduction:

During 2019, North East Lincolnshire Council (NELC) through the Sub-Regional Armed Forces Covenant Fund, engaged with several multi-agency partners to offer the York St John University Military Human CPD Training. One of the aims was to obtain feedback on the pledges that were made following the training and to reflect on the differences those pledges have had to the delivery of professional services to veterans and their families in the community.

NELC joined forces with York St John University to create the Qualtrics survey to reflect on how the learning was implemented and how to continue the journey in ensuring the Armed Forces Covenant is delivered in the most appropriate way to those who need it most.

The Qualtrics survey was made up of 63 questions and took around 10 to 15 minutes to complete and consisted of questions relating to pre-training and post-training learning outcomes. This resulting report will establish how/if the training has impacted on service delivery which will help identify areas that may require further support.

To reflect the current COVID -19 restrictions, enquiries were added to ascertain how organisations had adapted and responded to the unique challenge.

The survey was anonymous with participants having the option whether to identify their organisation should they wish. This optional identification data was requested to help support organisations who may not have received training and who may benefit from attending on a later date.

### **Method and Military Human training content:**

Understanding the '*Combat*' experience of a *Veteran* may be very difficult to comprehend for some. However, understanding *military culture, ethos, values, sense of belonging* and *transition* to civilian life can be successfully explored by following a timeline approach that follows a new recruit through their military career and recognising the intense emotional human journey undertaken when entering and experiencing such a unique environment.

The commitment required when deploying to a potentially life threatening situation with those in a team who are perceived as *family* and the definition of the word *family* is discussed, and how moving from a *military to civilian life* can for some create challenges.

This is especially relevant when transitioning from a robust and structured military environment to one of more flexibility, choice, fluid boundaries and which includes the absence of *orders* resulting in familiar *military cultural and lifestyle* anchor points being absent or different for the service leaver.

Also, to be considered is when the service leaver and potentially their families lose their social, cultural and employment networks which can consequently result in challenging and multidimensional adjustment to civilian life issues for many.



To provide the academic foundation which allows for *military culture* to be explored and compared to *non-military* settings recognised frameworks, theories and evidence based research is utilised such as Maslow's (1943) *Hierarchy of Needs* Erickson's (1950) *Theory of Psychosocial Development*, Adler's (1975) *The Transitional Experience*, Cooper et al (2016) *Transition from Military to Civilian Life* and publications by the Ministry of Defence, Forces in Mind Trust and

Kings Centre for Military Health Research.

Acknowledgment of academic theories and research creates recognisable reference points for delegates and participants to compare the *similarities* and *differences* between military and civilian life and the effects *psychological, physical and emotional* transition may have on the service leaver and their families.



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## Training content: Military Human: Understanding Military Culture & Transition

- Why the Military Human?
- Similarities & Differences between Military and non-Military organisations
- Gender and ethnic group breakdown of the Armed Forces
- Reservists
- Why do people join the Armed Forces? (Maslow, 1943)
- Lifestyle not a job!
- Short Films: Recruitment -Royal Navy, RAF & British Army
- Trust, Loyalty, Selfless Commitment and Leadership (Interactive discussion)
- Military Culture: Core Values, Ethos and Standards of Behaviour
- Short Film: British Army Officer recruitment
- Example of psychosocial model (Erikson, 1968) in relation to recruitment
- Healthcare in the Armed Forces and Mental Health anti stigma campaign
- Short Film: Don't bottle it up (anti stigma campaign)
- Armed Forces Service Leavers
- Who is a veteran?
- The key: Identification of members of the Armed Forces Community
- How might a veteran and their family feel when they leave the Armed Forces? (Interactive discussion)
- MOD Transition: The Emotional Pathway
- Example of culture shock and cultural competence (Adler, 1975; Cooper et al, 2016; Bergman et al, 2014)
- Armed Forces Covenant
- NHS Constitution (Armed Forces Covenant) NHS and GP healthcare
- Short film: NHS Veterans TILS provision
- What help and support is available to access for Veterans and Families
- Veterans Gateway
- Veterans' breakfast clubs
- Veterans in the criminal justice system
- Considerations when working with the Armed Forces Community (Interactive discussion)
- Support for colleagues

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## **Qualtrics Survey**

The Military Human follow up Qualtrics survey was compiled with questions and themes to reflect the desired learning outcomes and to establish the level of knowledge pre and post training to ascertain the level of impact on service provision in the community following attendance of the training session.

### **Qualtrics focussed questions and themes:**

- COVID-19 service provision response
- Optional role identification
- Implementation of learning following training
- Sharing of resources and learning with organisation and others
- Armed Forces Covenant awareness (Organisation and Local Authority)
- Identification of members of the Armed Forces Community
- Preparedness and confidence when working with members of the Armed Forces Community (pre and post training comparison).
- Knowledge and understanding of military culture and core values
- Knowledge and understanding of transition from military to civilian life
- Awareness of NHS priority healthcare arrangements, Veteran friendly GP practices and Veteran aware Hospitals
- Awareness of developing MOD initiatives such as the Defence Transition Services and Veterans strategy
- Awareness of Veterans Breakfast Clubs
- Impact of training on community service delivery
- Any other recommendations



**North East  
Lincolnshire Council  
Armed Forces  
Community Covenant**



## Armed Forces Community Covenant

The Armed Forces Covenant is a promise from the nation ensuring that those who serve or who have served, and their families, are treated fairly. This commitment is made in recognition of the sacrifices they make on behalf of the country.

The Armed Forces Covenant is not designed to give the Armed Forces, Veterans and their families preferential treatment compared with other citizens, but it should ensure that they get a fair deal and are not disadvantaged because of their service.

Across North East Lincolnshire many organisations including the Council, NHS and Job Centre have pledged to support those who need it by being one of the first Authorities in the Country to sign our own Armed Forces Community Covenant.

Our Armed Forces and Veterans' Charter encourages public bodies and partner organisations to support in-service and ex-service personnel from the military and the Merchant Navy, their families, veterans, and carers.

Access to social and rented housing, retraining for employment, and support groups for servicemen and women suffering from post-traumatic stress disorder are just a few of the issues specific to veterans which the Charter addresses through better joined-up working between agencies.

The Armed Forces Community Covenant is a statement of mutual support between our civilian community and our local Armed Forces Community

(Source: NELC,2020)



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## North East Lincolnshire Council: Armed Forces Covenant

The NELC Armed Forces Covenant was adopted on the 14<sup>th</sup> July 2011 and formally signed on 11<sup>th</sup> November 2011. Following a successful bid to the Armed Forces Covenant Trust Fund in 2017 and securing £480,000, a new Sub Regional partnership was formed by five local authorities.

### Sub Regional Partnership:

1. Hull City Council
2. East Riding of Yorkshire Council
3. North Lincolnshire Council
4. North East Lincolnshire Council
5. Doncaster Metropolitan Borough Council

The funding was to enable the local authorities to share good practice, develop training packages and working together to improve the support available for armed forces veterans and their families. The sub regional partnership was chaired by Lieutenant Colonel Allan Hinton from 150 Regiment, Royal Logistic Corps.

The aim of the partnership was to ensure that a standardised approach across the five local authority areas was taken. An example of this approach is demonstrated below (Figure 1) with most of the Sub Regional group replicating the drop-down information model within their own Armed Forces Covenant webpage

### Armed Forces support

Use the expandable menu below to find advice and guidance on the issues affecting you.

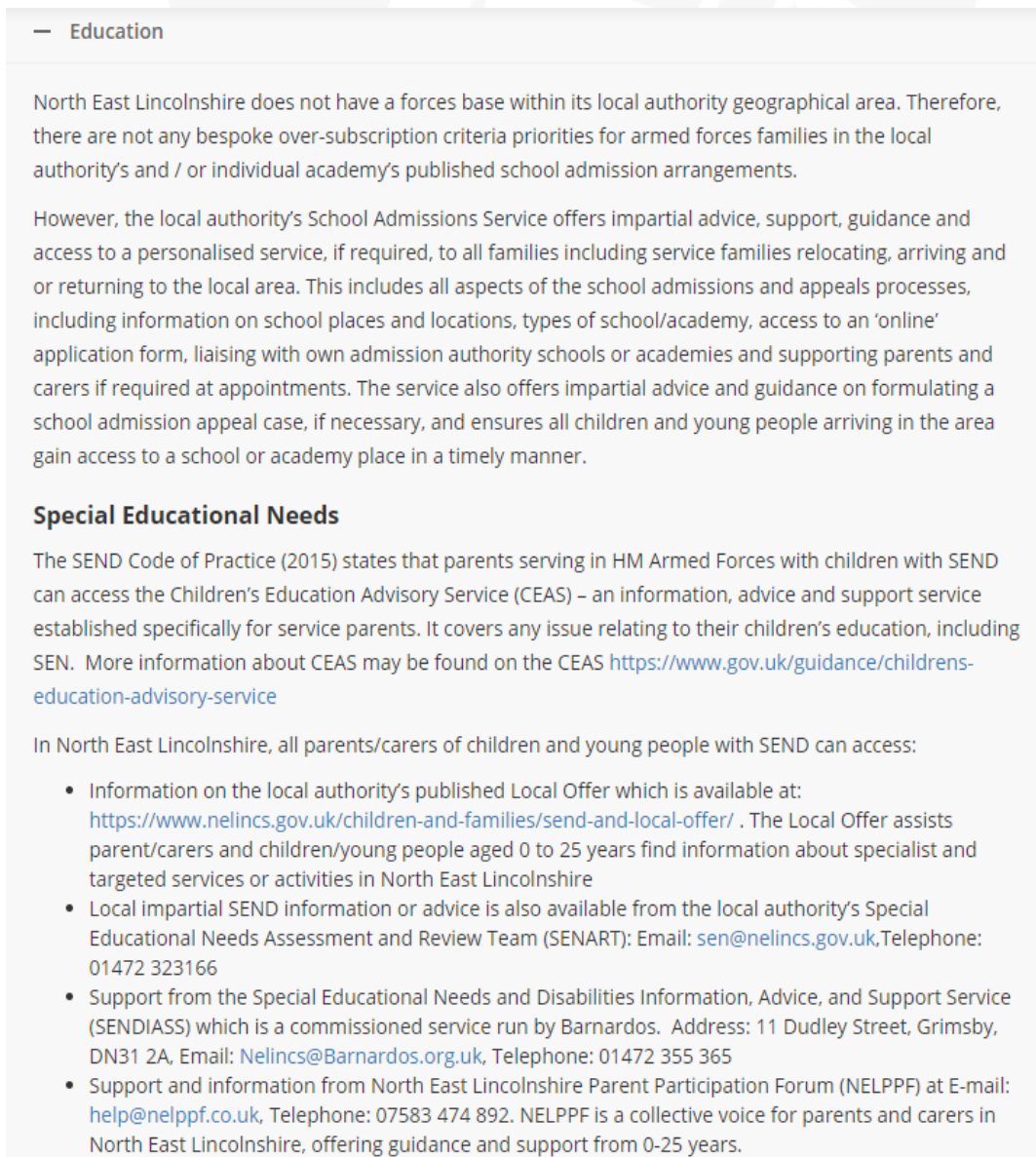
|                                  |
|----------------------------------|
| + Employment support             |
| + Family support                 |
| + Housing support                |
| + Welfare support                |
| + Do you need financial support? |
| + Medical and dentistry          |
| + Education                      |

Figure 1 (NELC Armed Forces Webpage)



## Tab demonstration:

When the 'Education' tab is pressed from the Armed Forces support menu it will expand revealing important and useful information relevant to members of the public residing in the North East Lincolnshire region. The information includes local and national support information and contact details. (Figure 2)



— Education

North East Lincolnshire does not have a forces base within its local authority geographical area. Therefore, there are not any bespoke over-subscription criteria priorities for armed forces families in the local authority's and / or individual academy's published school admission arrangements.

However, the local authority's School Admissions Service offers impartial advice, support, guidance and access to a personalised service, if required, to all families including service families relocating, arriving and or returning to the local area. This includes all aspects of the school admissions and appeals processes, including information on school places and locations, types of school/academy, access to an 'online' application form, liaising with own admission authority schools or academies and supporting parents and carers if required at appointments. The service also offers impartial advice and guidance on formulating a school admission appeal case, if necessary, and ensures all children and young people arriving in the area gain access to a school or academy place in a timely manner.

### Special Educational Needs

The SEND Code of Practice (2015) states that parents serving in HM Armed Forces with children with SEND can access the Children's Education Advisory Service (CEAS) – an information, advice and support service established specifically for service parents. It covers any issue relating to their children's education, including SEN. More information about CEAS may be found on the CEAS <https://www.gov.uk/guidance/childrens-education-advisory-service>

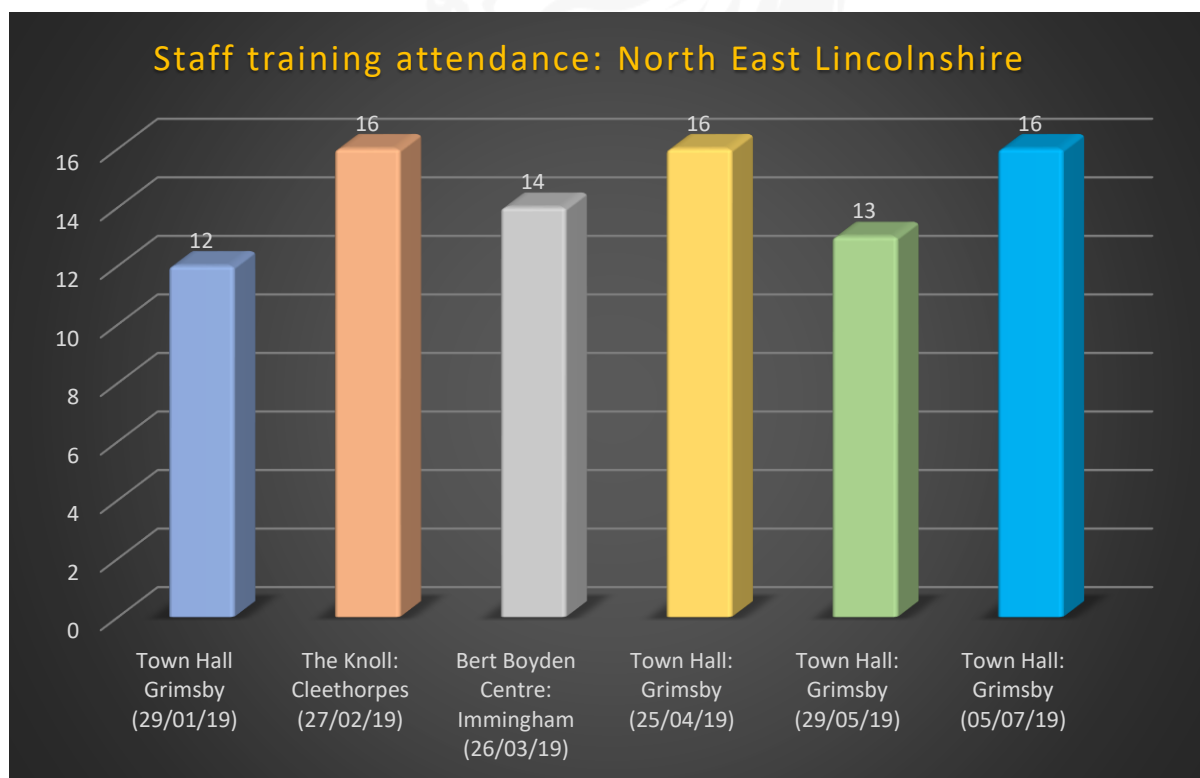
In North East Lincolnshire, all parents/carers of children and young people with SEND can access:

- Information on the local authority's published Local Offer which is available at: <https://www.nelincs.gov.uk/children-and-families/send-and-local-offer/> . The Local Offer assists parent/carers and children/young people aged 0 to 25 years find information about specialist and targeted services or activities in North East Lincolnshire
- Local impartial SEND information or advice is also available from the local authority's Special Educational Needs Assessment and Review Team (SENART): Email: [sen@nelincs.gov.uk](mailto:sen@nelincs.gov.uk), Telephone: 01472 323166
- Support from the Special Educational Needs and Disabilities Information, Advice, and Support Service (SENDIASS) which is a commissioned service run by Barnardos. Address: 11 Dudley Street, Grimsby, DN31 2A, Email: [Nelincs@Barnardos.org.uk](mailto:Nelincs@Barnardos.org.uk), Telephone: 01472 355 365
- Support and information from North East Lincolnshire Parent Participation Forum (NELPPF) at E-mail: [help@nelppf.co.uk](mailto:help@nelppf.co.uk), Telephone: 07583 474 892. NELPPF is a collective voice for parents and carers in North East Lincolnshire, offering guidance and support from 0-25 years.

(Figure 2) Expanded Education Tab

## Staff Attendance

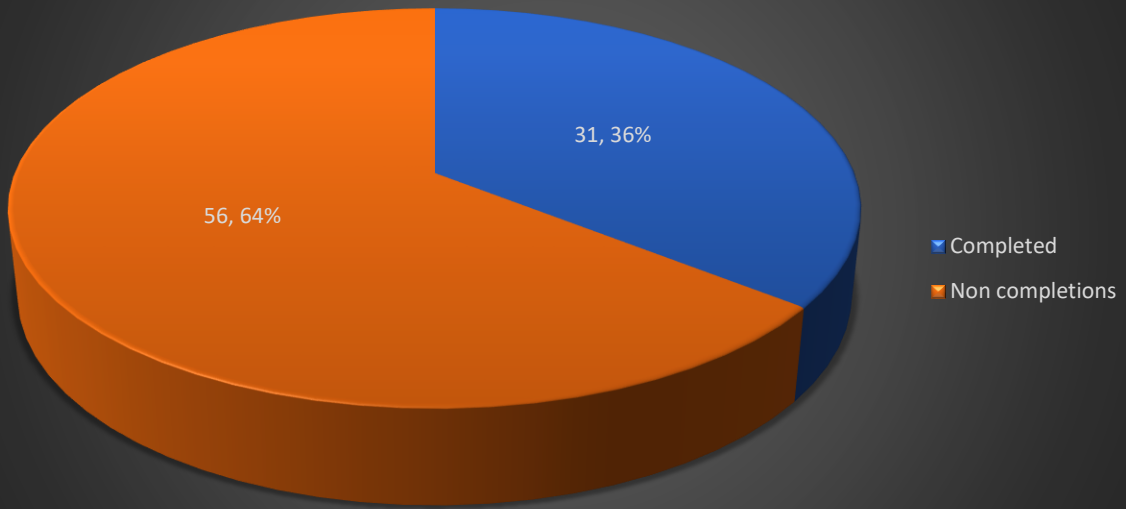
|                                 |                                   |
|---------------------------------|-----------------------------------|
| 29th January 2019               | Town Hall: Grimsby (12)           |
| 27th February 2019              | The Knoll: Cleethorpes (16)       |
| 26th March 2019                 | Bert Boyden Centre Immingham (14) |
| 25th April 2019                 | Town Hall: Grimsby (16)           |
| 29th May 2019                   | Town Hall: Grimsby (13)           |
| 5th July 2019                   | Town Hall: Grimsby (16)           |
| <b>Total Staff trained - 87</b> |                                   |



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## Post training questionnaire completions



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## Optional and professional questions

### Question: The organisation represented

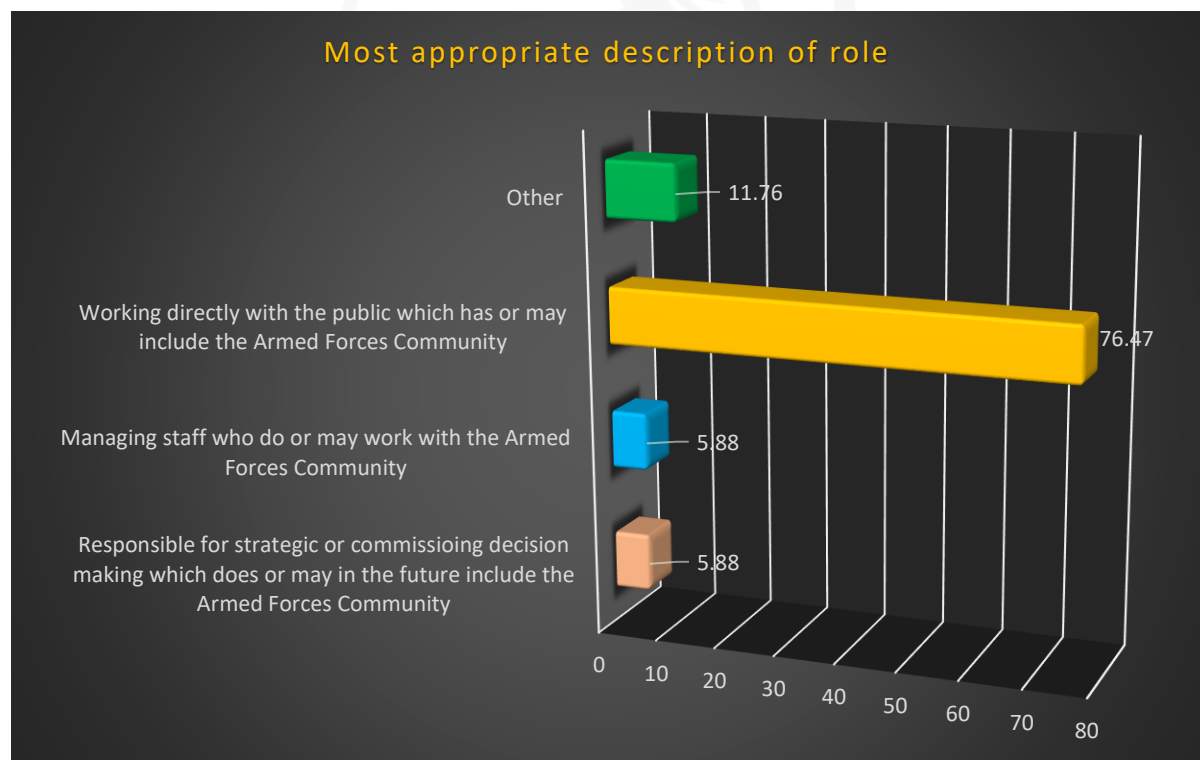
#### Participant responses:

- 1) NELC (North East Lincolnshire Council)
- 2) SSAFA the Armed Forces Charity (volunteer)
- 3) We Are With You (Lincolnshire)
- 4) Humberside Police
- 5) Spire Hospitals
- 6) Fire Service
- 7) Department for Work and Pensions
- 8) Empower CIC
- 9) Family Group Conference Team (N.E. Lincs)
- 10) Health and Social Care
- 11) NHS

### Question:

*The most appropriate description of role*

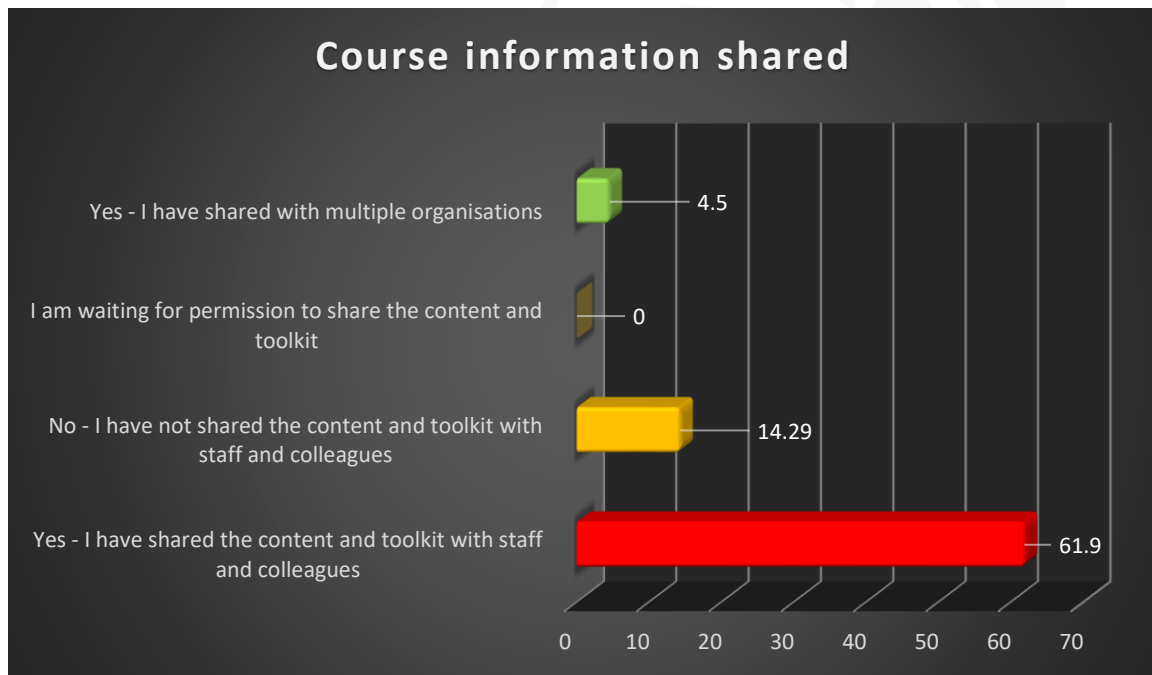
#### Participant responses:



## Indication of shared learning with professional colleagues.

### Question:

Please indicate in the multiple answer boxes below if you have shared your learning experience and toolkit with colleagues and staff - in the text box please indicate approximately how many staff or organisations (this will help identify further training needs)



### Staff comments – Information shared with multiple organisations:





## **Staff comments - Description of how the learning experience has been implemented within professional roles.**

- Shared with my team at a team meeting and at two local groups I work with on a voluntary basis
- I managed a person I will refer to as Bob. He had severe PTSD following the Falklands war and he had episodes around anniversaries that debilitated him. I secured funding from our HR department and used this for intensive therapy sessions. He is a lot better and now understands more and notices the early warning signs and does something positive to help himself.
- Recognising veterans during visits to properties or talks
- Gave an update at my team meeting
- Provided colleagues working in the same team with contact details and organisations
- Shared information with colleagues and other professionals about support locally for families
- Staff briefing sessions.
- Face to face discussions.
- In a group discussion in our office
- Put out on an email to the teams in the area. (North East Lincolnshire)
- Working as a team in debt management role I informed all colleagues at the time of all information available if needed in regard to any customers they may have call the department to signpost and advise.
- As a team leader I distributed the tool kit within my team and shared knowledge I gained about how to effectively work with veterans with colleagues.
- Not sure

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### **North East Lincolnshire Council: Armed Forces Covenant Key Findings:**

The courses were well attended by a wide range of professional staff from across the public sector, emergency services, criminal justice system, charities and volunteer organisations with over 76% front facing with public engagement roles demonstrating that the Armed Forces community agenda touches many publicly facing services across the North East Lincolnshire footprint.

Over 61% of staff who attended the training have shared the support toolkit and help guides with colleagues. Having a wide range of professionals attending ensures that the training handouts, guides, and associated support information is being shared across varied community service providers.

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# Survey Questions

(COVID-19 related)



## Survey Questions:

### Question:

*Covid-19 has impacted globally without discrimination. Please share how your organisation adapted during this time when dealing with veterans and the armed forces community.*

### Participants responses:

- 1) We are working on the telephone mainly
- 2) We closed our service and offered an appointment only system. All key workers worked from home and made regular phone calls to all our clients that are veterans
- 3) SSAFA
- 4) Being part of the Armed Forces Team in the office we keep in regular contact with Veterans Identified to see they are doing ok
- 5) As an emergency service we are adapting on a fluid day by day basis. To date since the beginning of COVID-19 I have not personally dealt with any veterans.
- 6) Weekly contact made
- 7) As an organisation we soon transitioned from face to face contact, to telephone contact, text support and e-learning for our client group. We also worked with specialist organisations to ensure that the appropriate support was available at a time of need and not several months down the road. We have also introduced more volunteer support to just talk and listen to our client group.
- 8) The vulnerable members of staff self-quarantined whilst other volunteered to other services. Ended up with three members manning the phones to give service information and direction to services. The rest of us carried on working from home, phoning and speaking to families and listening to them. We know have Microsoft TEAMS and are using this to hold our family group conferences and meeting families. We are adapting daily to a new way of working.
- 9) We carried out Risk assessments at the call phase of our service and if they showed signs or symptoms then we can contact them on Skype and take remote statements etc. We also invested in PPE and had PPE for all sorts of different situations. When the veteran comes into the custody suite they are asked if they are ex forces. Referral to Project Nova team if required
- 10) Council tax reminders and summons were stopped for a period of time for all customers
- 11) We have continued to provide individual consultations by use of telephone calls or Accurx patient consultations.
- 12) Remote working



**Question:**

*Please share how the restrictions (social distancing and self-isolation) have affected how you identify veterans and other vulnerable groups*

**Participants responses:**

- 1) Veterans would have to identify to us or to those referring into the service, i.e. helplines etc.
- 2) We have maintained contact with our clients via phone call or text. We have been able to get clients into treatment quicker than we would normally as we wanted to ensure their needs, we met and quick responsive manner
- 3) The police continue to provide a response 24/7
- 4) Difficult to gain info by telephone
- 5) Not seeing customers face to face to ask the question “*have you ever served in the forces*” can maybe let some veterans fall through the net at new claim stage
- 6) Not at all. We still get serving armed force personnel and veterans register to vote.
- 7) As an emergency service we are adapting daily to all calls and are dealing with persons with hidden vulnerability.
- 8) No face to face contacts
- 9) In some cases, and particularly those veterans with PTSD the situation has been challenging and has caused us to have to develop new skills.
- 10) It has not as we are referred into then we contact the families and speak with them to unravel their situations.
- 11) No difference at all - just ask the question and if at home address look for the signs of military - i.e. photos, t-shirts etc how they talk.
- 12) Phone contact and emails/in writing only form of communication, this is standard anyway, so nothing changed.
- 13) We have been reliant on self-referrals
- 14) Not able to meet as easily

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**Question:**

*Please share how the restrictions (social distancing and self-isolation) have affected how you communicate with known veterans during the pandemic period*

**Participants responses**

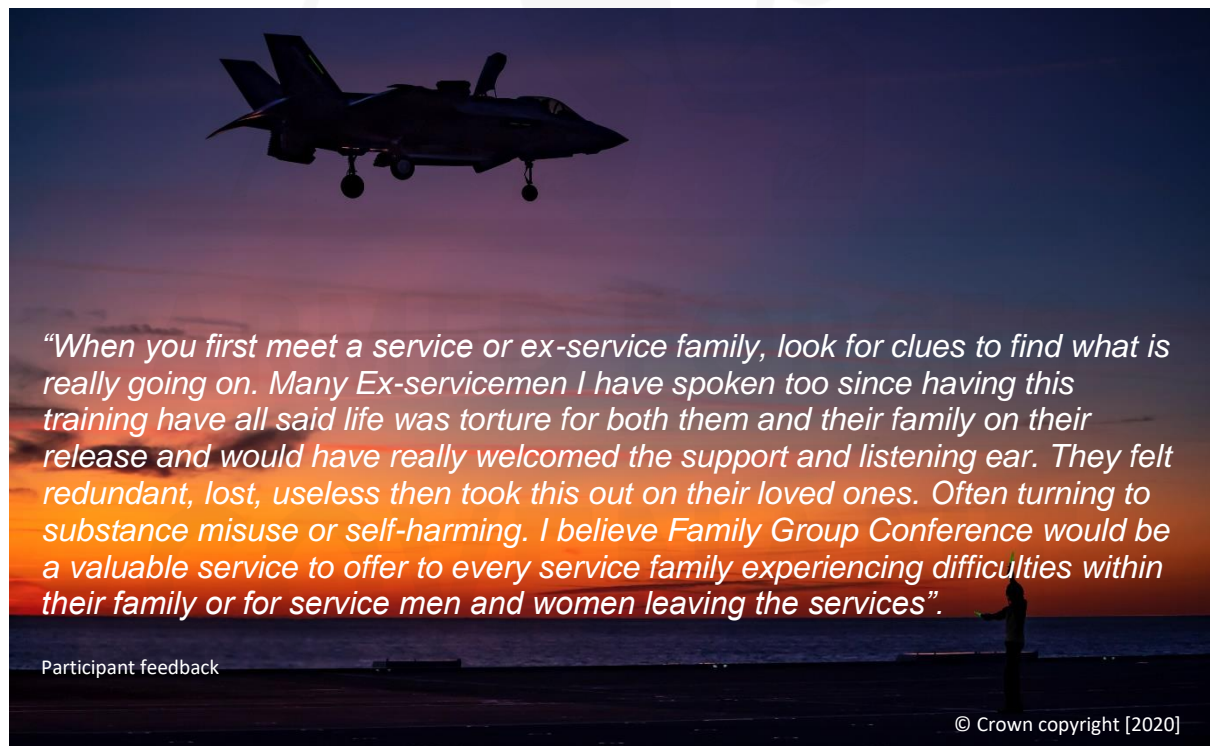
- 1) I am not working with any veterans at the present time
- 2) We have not been able to have face to face contact with clients, but we have ensured we have done our best to make contact via phone or text. We have also setup online meetings that are open to all clients to address their substance or alcohol use
- 3) Reduced home visits but normal business for the police to communicate and assist people
- 4) Not face to face which I feel is easier to connect, recognise issues
- 5) Not affected us at all contacting veterans via skype and telephone
- 6) Incoming post is sent to home of one of team to process. All emails and electronic applications are dealt with as normal.
- 7) Our communications to all members of public are via many different media, Force websites, Alert systems, and social media.
- 8) Taking more time to listen, making sure we have sign posting details to the appropriate services as and when required.
- 9) This is definitely different as we now only use Microsoft TEAMS or telephone. whereas before we would meet with them face to face, have a coffee and a chat. more personable.
- 10) No difference only new option was video link so if they had signs of Covid 19 you could talk still and achieve support
- 11) Face to face contact except at end of life has not been possible and only then with PPE and risk assessment prior to consultation

## Question:

*Please share any lessons learned for future service/support offers*

## Participant responses

- 1) Police employees are more aware of the fact that a veteran could be in custody and should be referred as agreed
- 2) Personally, since the training we have linked in with Veterans still serving who post COVID have assisted us with a vulnerable elderly veteran
- 3) Use TEAMS more
- 4) Take each day as it comes and don't expect too much!
- 5) Skype is a good means and the Zoom video link, as long as people have internet connection and access to laptop or device
- 6) No lessons learned
- 7) Use of interactive technology i.e. Ipads, mobile phones and video consultations has been essential in enabling us to continue with service provision
- 8) More online communication/groups





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## COVID-19 related: Key Findings

The changing COVID-19 landscape required staff to adapt to a wide range of communication formats and in some cases daily to satisfy client/service user needs.

Regular phone contact has been adopted especially by staff working from home. In some cases, there has been a need to transition from face to face contact, to telephone contact, text support and e-learning. Skype, Zoom and MS Teams have been used as contact methods subject to clients/service users having access to an internet connection and phone, tablet or laptop.

One organisation identified that the use of interactive technology such as I- pads, mobile phones and video consultation has been essential in enabling them to continue providing a service suggesting more online or alternative communication methods will have to be developed for the future. However, where necessary other organisations have invested in PPE to facilitate face 2 face visits or contact if this is the only option available.

There have been concerns regarding veterans not being identified due to the lack of face to face contact available and possibly affecting new claims. Feedback suggested that living with veterans who have mental health conditions has been challenging requiring the need to adopt new skills and requiring daily adjustments to be made.

For some organisations, the referral or identification method has not changed but with others needing to transition to phone or text contact due to home visits not being available or reduced.





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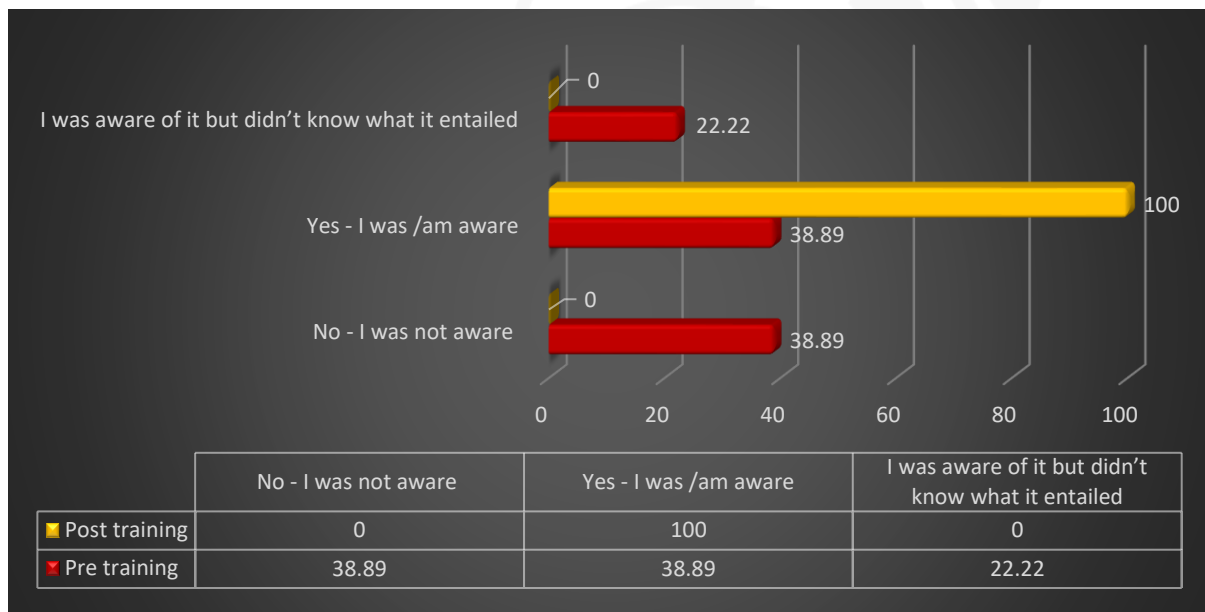
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## Armed Forces Covenant Questions.

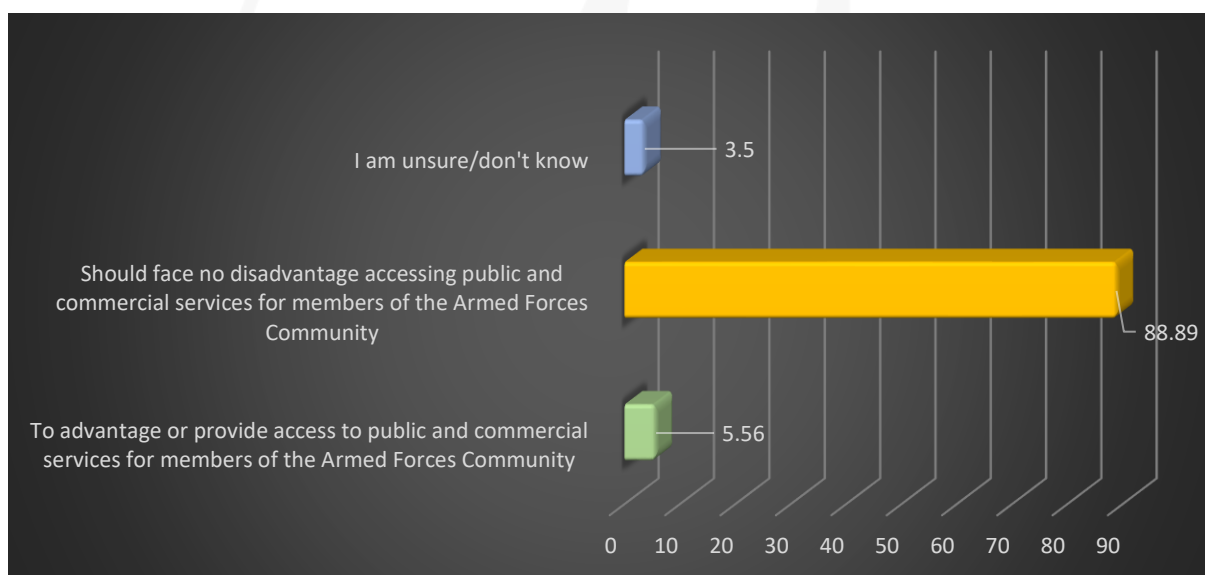
**Question:** Before attending the Military Human CPD training were you aware of the Armed Forces Covenant?

**Question:** After attending the Military Human CPD training are you aware of the Armed Forces Covenant?

### Combined findings:



**Question:** Post training understanding of the key principle/pledge of the Armed Forces Covenant.

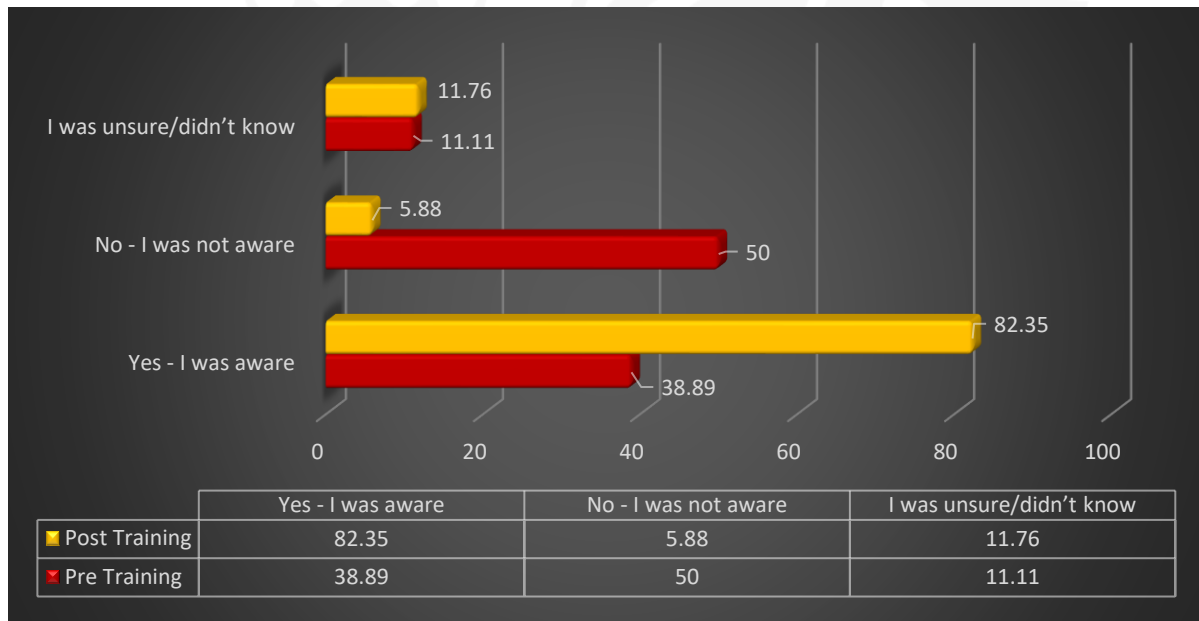




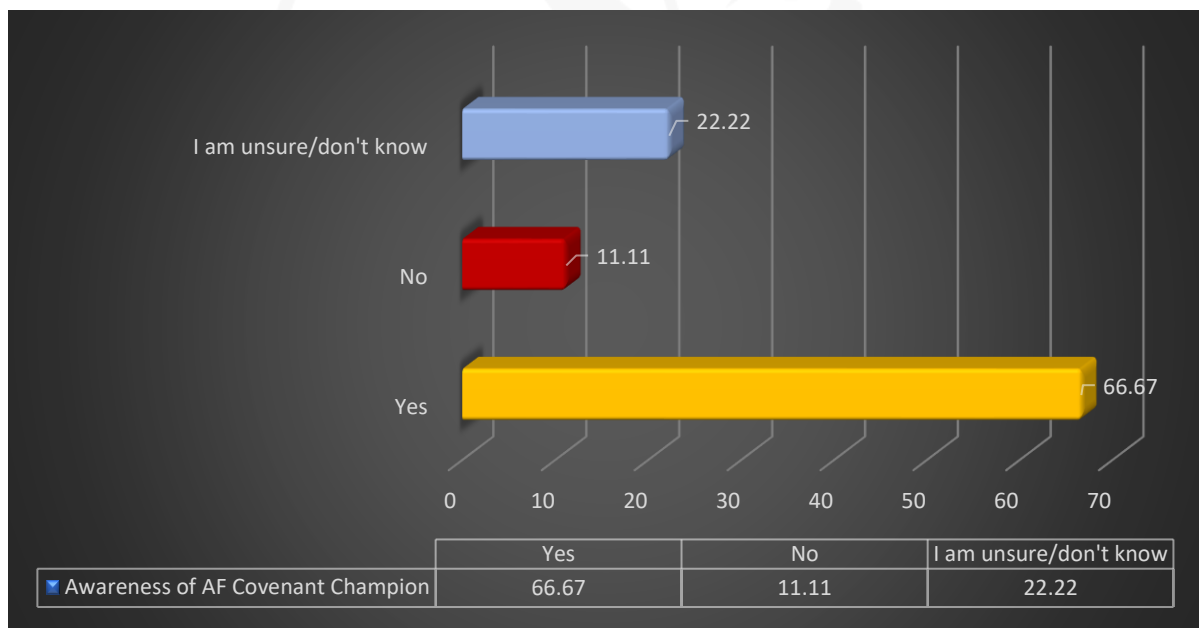
**Question:** Before attending the Military Human CPD training were you aware that the Local Authority/Council had signed the Armed Forces Covenant?

**Question:** After attending the Military Human CPD training are you aware that your area's Local Authority/Council have signed the Armed Forces Covenant?

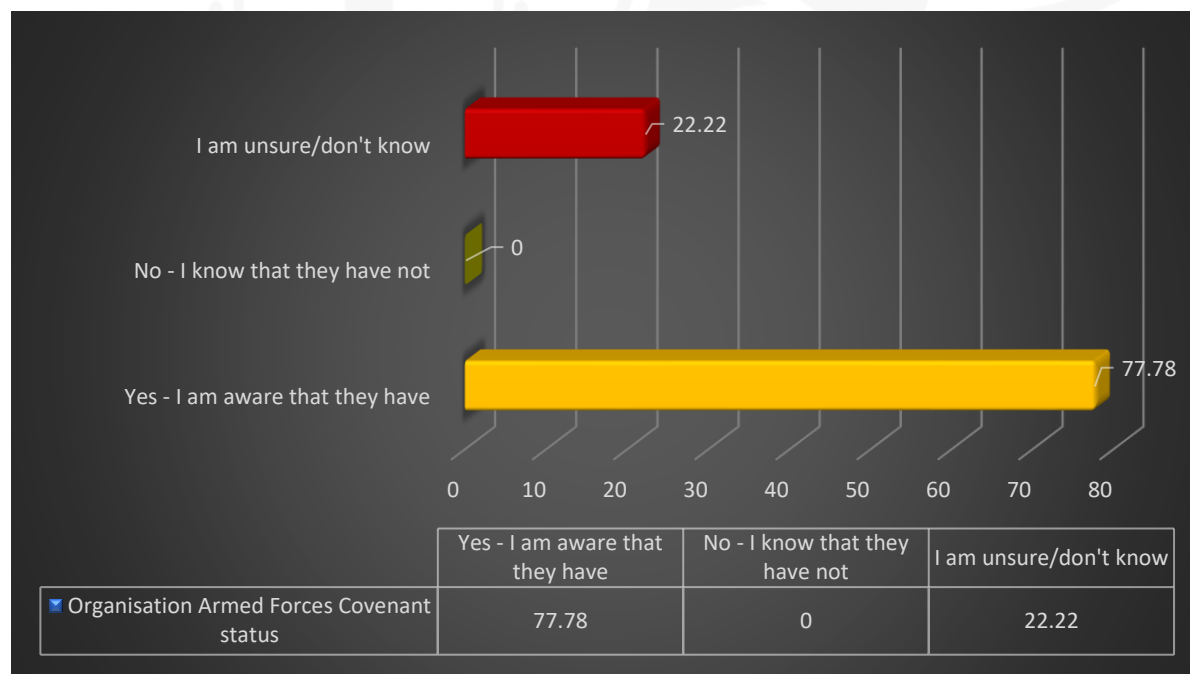
**Combined findings:**



**Follow on question:** If you have answered 'Yes' to the previous question, please indicate if you are aware of how to access your Local Authority/Council's Armed Forces Covenant group or Armed Forces champion?



**Question:** Please indicate below if you are aware if your employer/agency/organisation has signed the Armed Forces Covenant:



### Armed Forces Covenant Questions: Key Findings:

Pre training over 38% of staff were unaware of the Armed Forces Covenant. In addition, around 22% of staff had heard of it but did not know what it entailed. Post training 100% of staff were aware of the Armed Forces Covenant and understood what it entailed.

Pre training 61% of staff were either unaware or unsure if the local authority had signed the Armed Forces Covenant. Post training over 82% of staff were aware that the local authority had signed the Armed Forces Covenant raising awareness by over 44%.

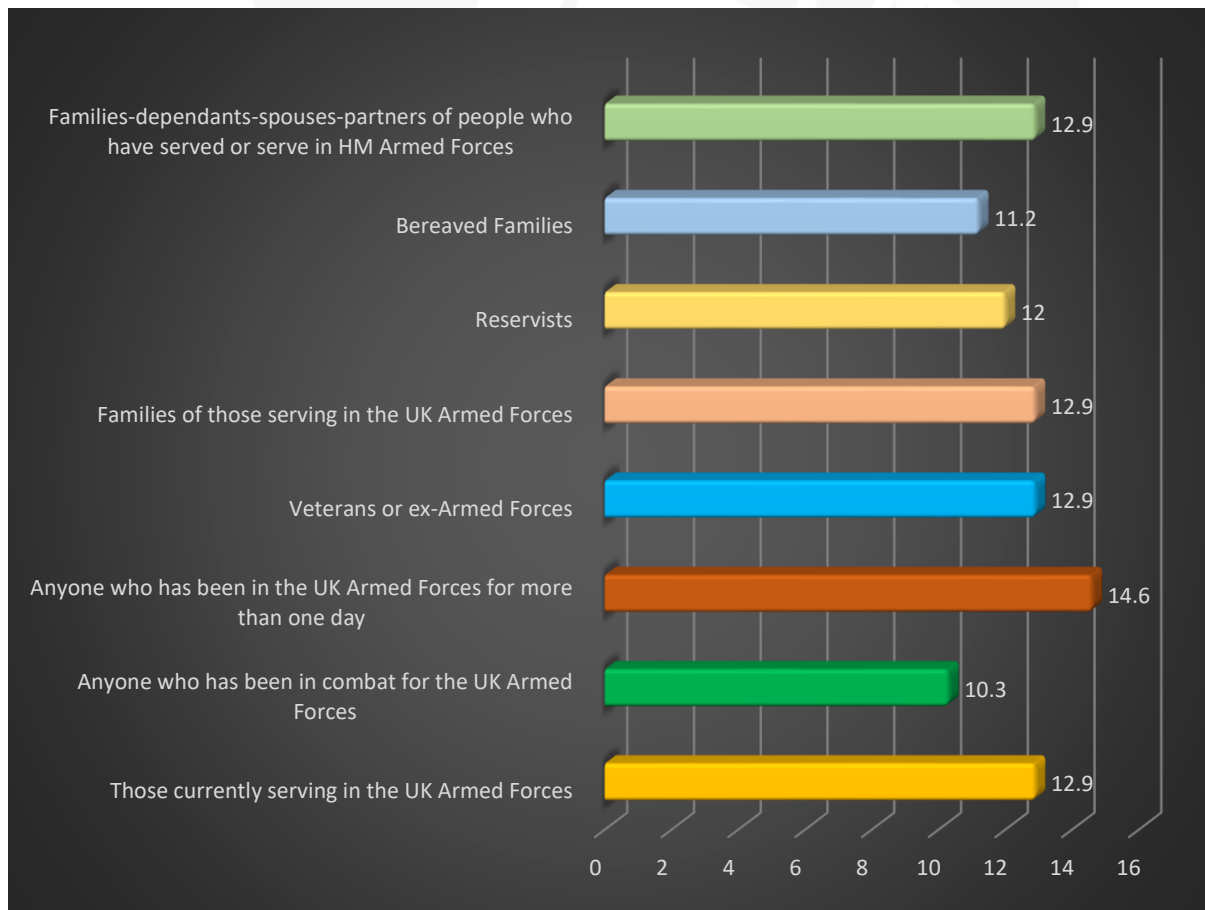
Post training over 66% of staff are aware of the local authority Armed Forces Champion and how to contact them.

Post training staff had enquired as to whether their own organisations had signed the Armed Forces Covenant with over 77% finding that they had.

## Staff understanding of cohort, identification and estimate of Armed Forces community.

### Question:

Please indicate with any of the selections below that describe your current sense of who can be described as members of the Armed Forces community (select as many as you feel are relevant)

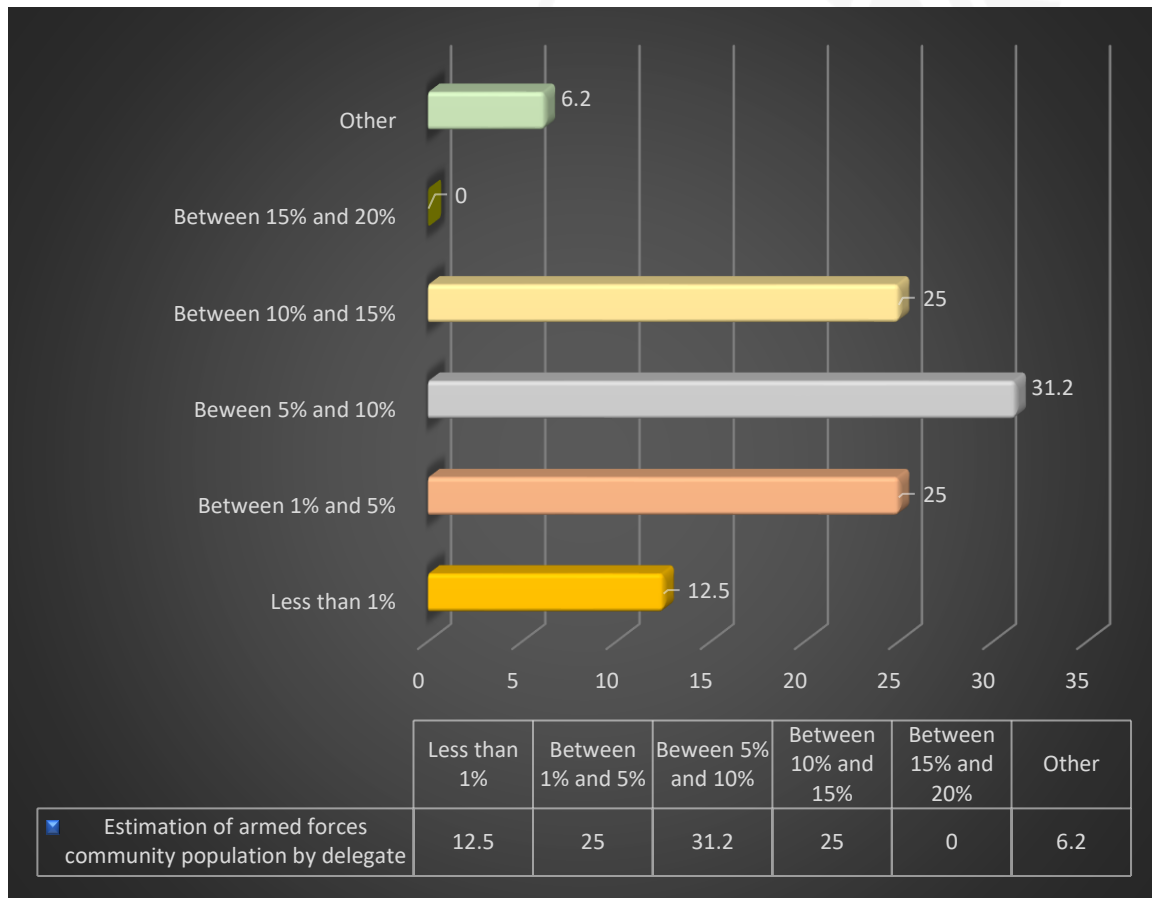


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## Identification: Members of the Armed Forces Community by service providers in North East Lincolnshire

### Question:

*Although it is currently difficult to provide an accurate figure, what proportion of your region's population would you estimate are members of the Armed Forces community?*



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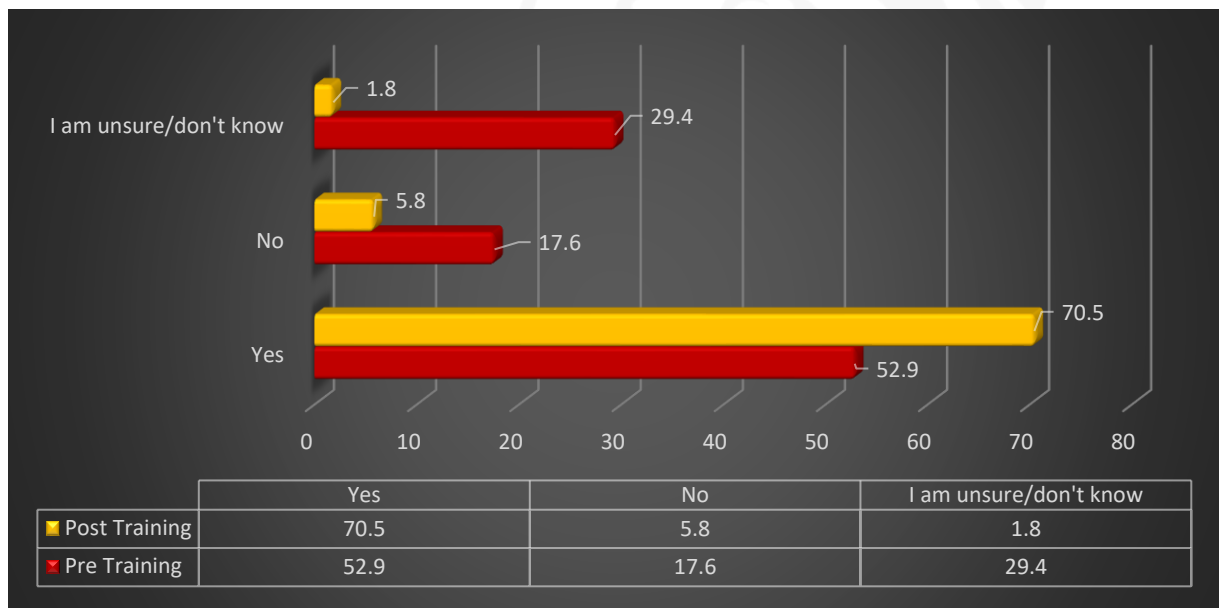
**Question (Pre training):**

*Before attending the Military Human CPD training did your agency/organisation routinely identify members of the Armed Forces community?*

**Question (Post training):**

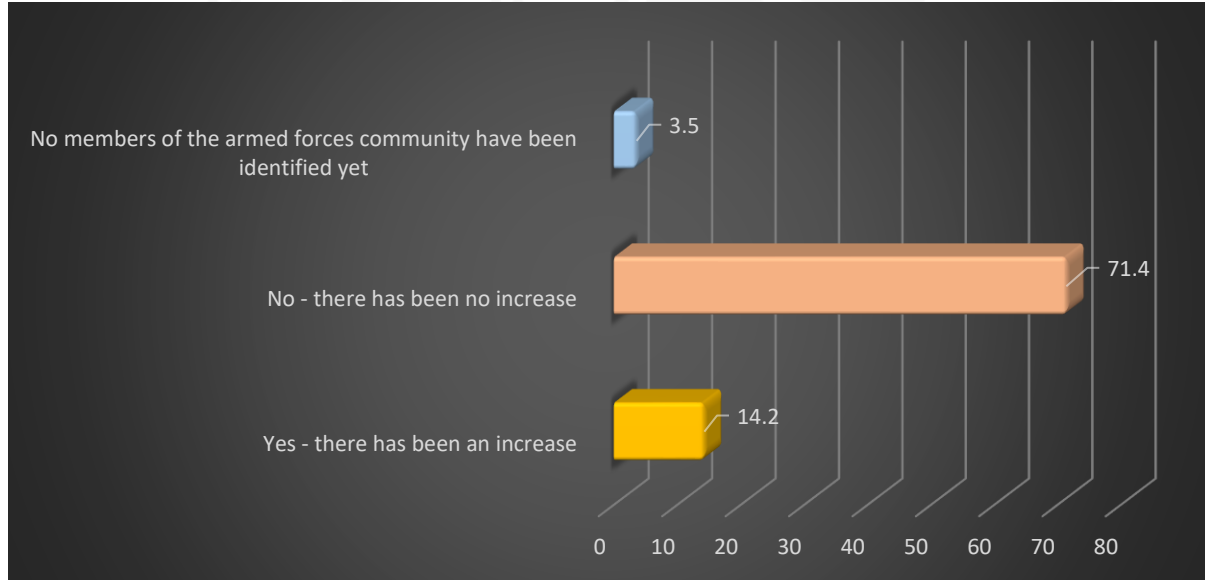
*After attending the Military Human CPD training does your agency/organisation routinely identify members of the Armed Forces community?*

**Combined findings:**



**Question:**

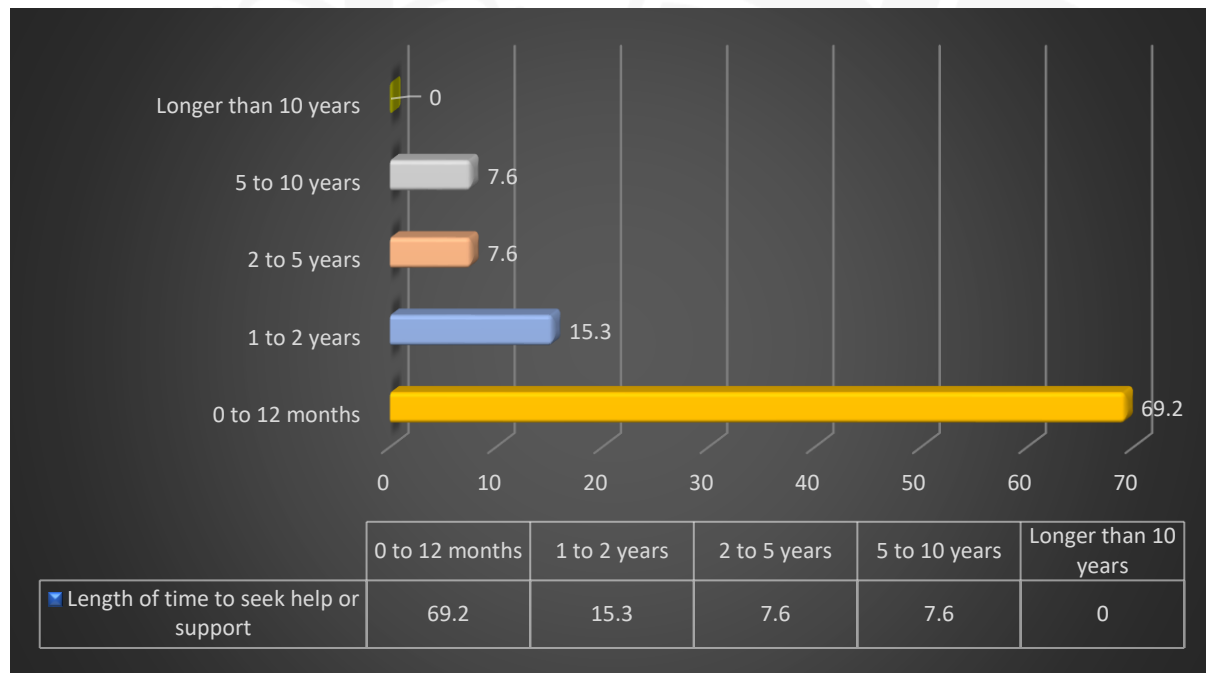
*If you answered 'Yes' to the previous question have you seen an increase in identified members of the Armed Forces community?*



COVENANT

## Question:

When identifying members of the Armed Forces community how long has it taken to approach your service for help?



## Finding:

North East Lincolnshire data feedback suggests that most of the armed forces community across the NELC footprint represented by the survey participants, are seeking help within 12 months post discharge.

Stigma around help seeking has been of concern for a significant time with numerous research and publications highlighting several issues related to accessing community service provision. Qualitative research suggests that increased levels of stigma can act as a barrier to help seeking [1] and that internal beliefs about mental health care effectiveness and eligibility to receive it; and logistical barriers are commonly cited barriers [1]. Further studies suggest that how *'one views oneself as a result of experiencing mental health problems appears to act as the strongest barrier to help seeking'* [2]. A recent study suggests that stigma within the UK armed forces and veteran community continues to contribute to help seeking barriers [3].

Comparing the NELC data and selected research suggests that community support services are adopting positive and successful engagement techniques and tools to break down engagement barriers.

1. FIMT (2017) Stigma and barriers to care in service leavers with mental health problems [internet] Accessible at <https://www.fimt-trust.org/wp-content/uploads/stigma-barriers-care-service-leavers-mental-health-problems.pdf>

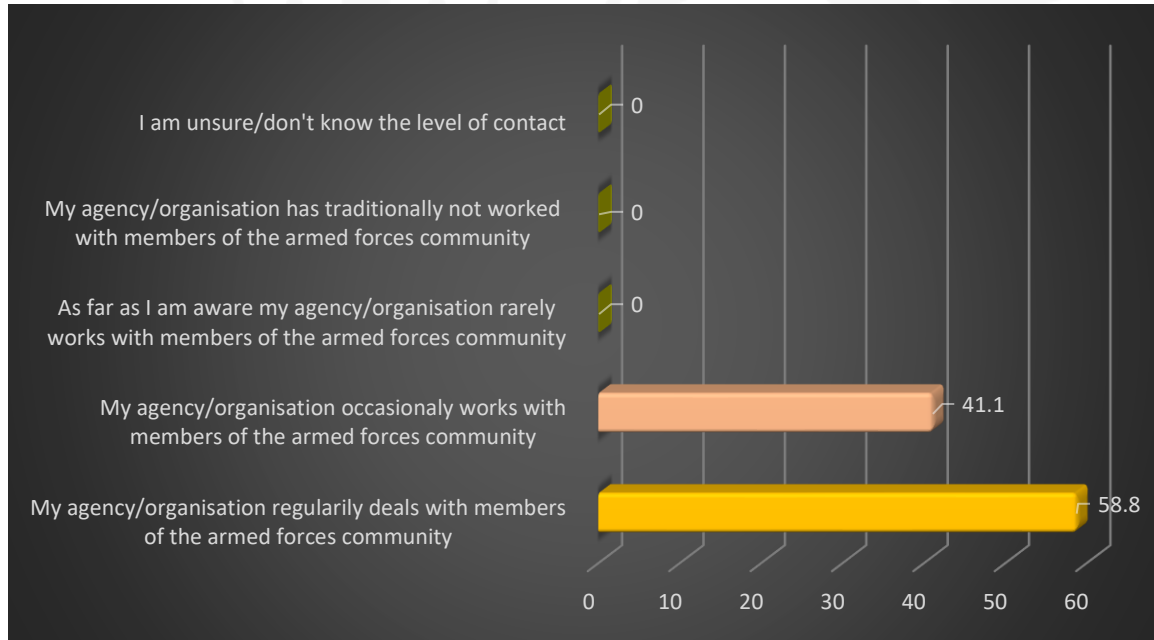
2 Murphy and Busuttill (2014) PTSD, stigma and barriers to help-seeking within the UK Armed Forces [internet] Accessible at <https://www.kcl.ac.uk/kcmhr/publications/assetfiles/2014/murphy2014b.pdf>

3 Williamson, V., Greenberg, N. & Stevelink, S.A.M. Perceived stigma and barriers to care in UK Armed Forces personnel and veterans with and without probable mental disorders. [internet] available at <https://bmcpyschology.biomedcentral.com/articles/10.1186/s40359-019-0351-7#citeas>

**Question:**

*Please indicate your levels of contact with the Armed Forces community.*

**NOTE:** This question was asked following attending the Military Human training. This suggests staff are implementing identification of members of the armed forces community.



**Finding:**

Historically, accurate figures and data relating to the armed forces population in specific areas and regions has been difficult to obtain. Much of the research and data studies has utilised MOD data suggesting that there are 2.4 million UK armed forces veterans in Great Britain [1]. However, current data appears not to show the whole armed forces community demographic which would be beneficial for future planning of services [2]. This position is set to change as former Armed Forces personnel will for the first time be able to identify themselves as veterans in the next Census, following new legislation passed by Parliament [3]

The data set gathered suggests that staff in the North East Lincolnshire region are actively identifying members of the armed forces community when engaging with the public and carrying out their professional roles. This suggests NELC regional data will increase and inform more accurate service planning for the future.

1. MOD, (2019) Annual Population Survey: UK Armed Forces Veterans residing in Great Britain [Internet] Available at [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/774937/20190128 - APS 2017 Statistical Bulletin - OS.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/774937/20190128_-_APS_2017_Statistical_Bulletin_-_OS.pdf)

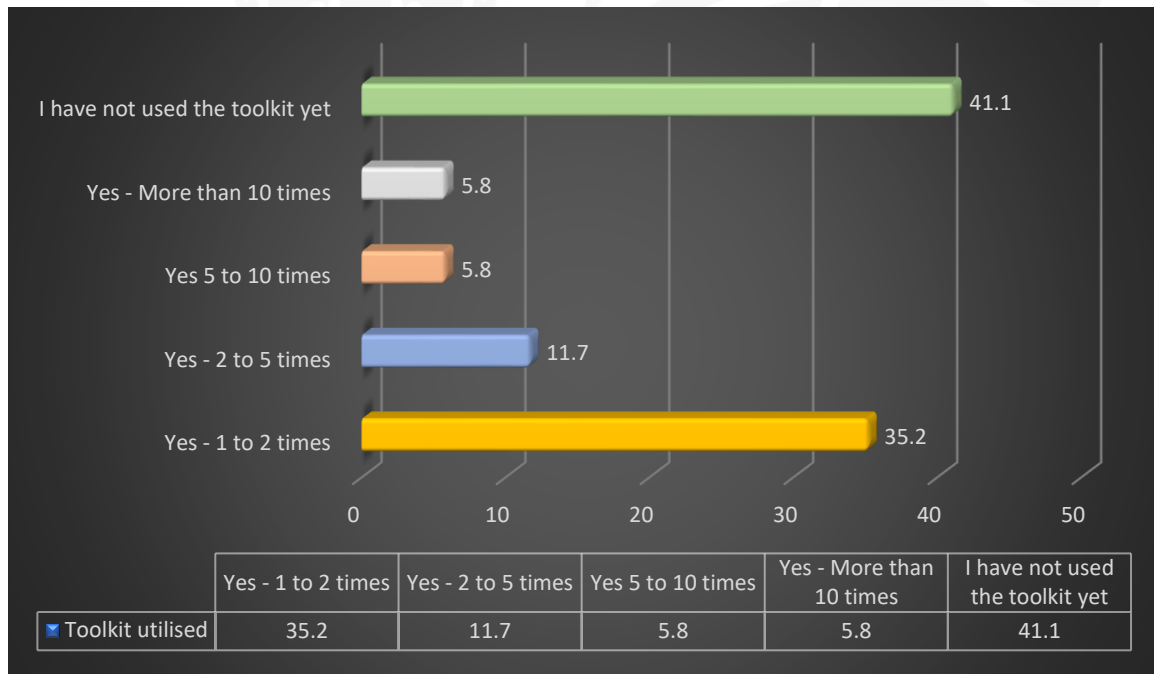
2. FIMT (2016) Our Community – Our Covenant [internet] Available at <https://www.fim-trust.org/wp-content/uploads/our-community-our-covenant-improving-delivery-local-covenant-pledges.pdf>

3. Cabinet Office (2020) Parliament approves veterans' question in next Census [Internet] Available at <https://www.gov.uk/government/news/parliament-approves-veterans-question-in-next-census>



**Question:**

*Since attending the Military Human CPD training have you used the toolkit of support services?*



**Question:**

*If you answered 'Yes' to the previous question and found the toolkit of support useful please indicate why has it been helpful?*

- Gave me organisations I could refer to for advice and guidance
- Provided guidance and contact details of support
- Provided good information and support for clients, helped other staff members and most importantly made service users aware that we had, had the appropriate training
- Just having the underpinning knowledge and understanding
- good input to use
- Just asking the question if that person has had anything to do with the armed forces, able to then help signpost, as not a lot people would offer up that info.
- Contacts and information enable contact with the individuals who are able to help.

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## Armed Forces Covenant section: Findings

### Staff understanding of cohort and estimate of Armed Forces community.

Staff understanding and increased identification of the Armed Forces community suggests a good insight into the cohort with around 90% recognising the various descriptors as described in within the Our Community – Our Covenant publication [1]. Estimates of the Armed Forces community varied with most staff estimating between 5% and 15% (81%). However, data suggests that most 'help seeking' in the NELC region takes place within 12 months of leaving the Armed Forces. NELC estimates are currently drawn from the Royal British Legion [2] and Office for National Statistics (ONS) [3] reports which estimates that there are 5.4% (7,537) ex-military adults living in North East Lincolnshire [4].

Based on ONS estimates in 2015 there were 2.56 million veterans residing in households across Great Britain [5]. However, the Royal British Legion estimates that the Armed Forces community, totals between 6.1 million and 6.2 million members living in the UK [2]. By applying ONS data [6] this estimate suggests that around 1 in 10 of the public have an Armed Forces community connection.

Historically there have been Armed Forces community information, location and data gaps creating concerns and service delivery planning difficulties for local authorities and public services. To address this data gap several organisations and public services have begun implementing identification processes into their service provision such as the recently launched NHS Digital SNOMED system which identifies Armed Forces status [7] at GP practices.

To address the current national data gap the ONS has proposed to ask a new question within the next census regarding the armed forces community to meet the needs for service providers and others who support veterans in line with the Armed Forces Covenant [8].

1. Forces in Mind Trust (2016) Our Community – Our Covenant

Available at: <https://www.fim-trust.org/wp-content/uploads/our-community-our-covenant-improving-delivery-local-covenant-pledges.pdf>

2. Royal British Legion (2014) A UK Household Survey of the Ex-Service Community.

Available at: [https://storage.rblcdn.co.uk/sitefinity/docs/default-source/campaigns-policy-and-research/rbl-household-survey-report.pdf?sfvrsn=5bcb4e4f\\_4](https://storage.rblcdn.co.uk/sitefinity/docs/default-source/campaigns-policy-and-research/rbl-household-survey-report.pdf?sfvrsn=5bcb4e4f_4)

3. Office for National Statistics (2016) Ward-level population estimates (Experimental Statistics)

Available at:

<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/wardlevelmidyearpopulationestimatesexperimental>

4. North East Lincolnshire Council (2017)

Available at: <http://www.nelincsdata.net/resource/view?resourceId=412>

5. MOD (2015) Annual Population Survey: UK Armed Forces Veterans residing in Great Britain

Available at:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/559369/20161013\\_APS\\_Official\\_Statistic\\_final.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/559369/20161013_APS_Official_Statistic_final.pdf)

6. Office for National Statistics (2019) Overview of the UK population: August 2019

Available at:

<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/articles/overviewoftheukpopulation/august2019>

7. NHS Digital (2020) CT Browser

Available at: <https://termbrowser.nhs.uk/?perspective=full&conceptId=404684003&edition=uk-edition&release=v20200805&server=https://termbrowser.nhs.uk/sct-browser-api/snomed&langRefset=99900126100000100,999000691000001104>

8. Office for National Statistics (2020) Armed forces community (veterans) question development for Census 2021

Available at:

<https://www.ons.gov.uk/census/censustransformationprogramme/questiondevelopment/armedforcescommunityveteransquestiondevelopmentforcensus2021>





# Transition to Civilian Life



Veterans are defined as anyone who has served for at least one day in Her Majesty's Armed Forces (Regular or Reserve) or Merchant Mariners who have seen duty on legally defined military operations [1].

A "Service Leaver" is a term for someone who is in transition from or has ceased to be a member of HM Armed Forces. The term "Service Leaver" is typically used in legal documents, as understanding and use of the term "veteran" does vary, not least amongst those who have served. Many former Armed Forces personnel in the UK do not define themselves as "veterans". [1,15]

Historically, life within the military setting appears to have been problematic for some community service providers who may not have a military background to understand due to the '*behind the wire*' concept of a lifestyle where the language, ethos, orders and hierarchical discipline may appear to be different. This may reflect the 'Civvies don't understand' narrative many practitioners have encountered.

To better understand life within the military setting the Military Human training concept identifies common themes and development experiences that both the military and civilian settings share. This then provides a platform of common understanding and reference points that people from outside of the military can relate too. This common understanding can then be transferred into working practises and engagement techniques when carrying out professional roles in the community working with members of the armed forces community.

When exploring the recruit's military development journey, the Military Human delivery content utilises Erikson's stage five (adolescence) psychosocial development model [2] to demonstrate how the military core values and sense of self and identity begin to form. This also includes how a sense of family and belief systems become apparent and valued by service personnel critical to the development of teamwork the military relies on for operations.

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*Outflows from the Armed Forces are declining since the peaks of redundancy numbers under the Strategic Defence and Security Review in the early part of the decade. In 2016- 17, outflows were 16,545, representing around one-tenth of the strength. These numbers are expected to stabilise at around 14,500 a year by 2020.*

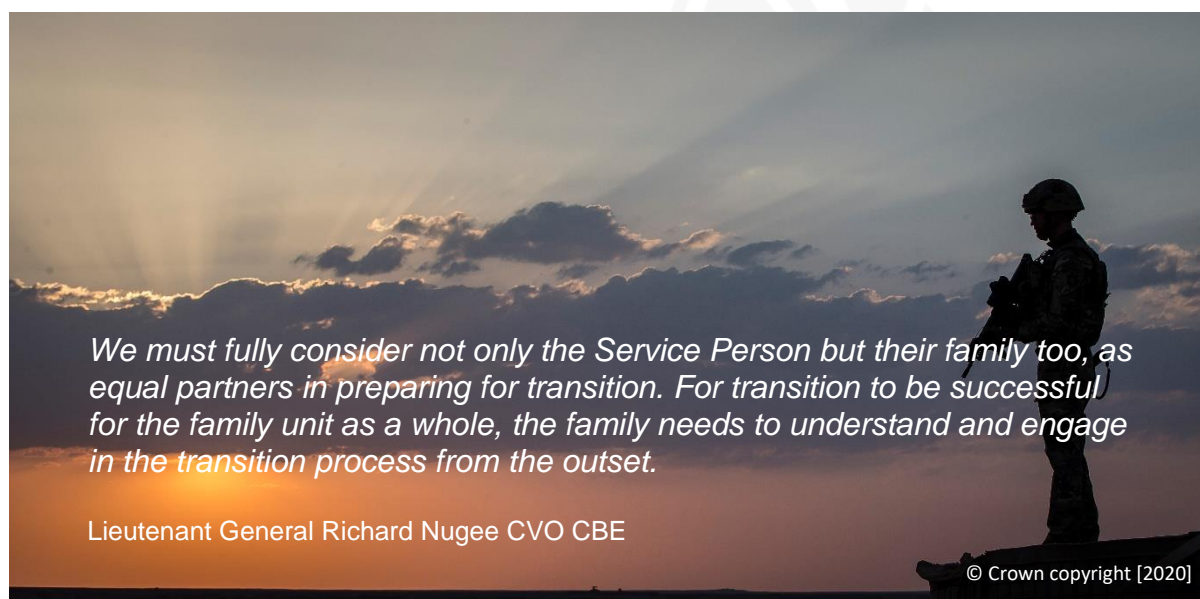
*FIMT (2017) Transition Mapping Study [3]*

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By also applying Maslow's [3] 'hierarchy of needs', the all-encompassing holistic, emotional and pastoral needs of service personnel provided by the armed forces can be recognised. To address this holistic experience when entering the 'Transition' phase of leaving the armed forces, the MOD have recently published the JSP 100 Defence Holistic Transition Policy [4] with the underpinning and central document being the 'Strategy for our Veterans' [5].

The JSP 100 foreword is provided by the Chief of Defence People Lieutenant General Richard Nugee CVO CBE who acknowledges issues regarding loneliness and isolation. He also recognises that the conditions and changing needs of future service personnel can be appropriately managed and provisioned for in line with the Armed Forces Covenant principles.





*We must fully consider not only the Service Person but their family too, as equal partners in preparing for transition. For transition to be successful for the family unit as a whole, the family needs to understand and engage in the transition process from the outset.*

Lieutenant General Richard Nugee CVO CBE

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Research suggests that the transition experience is underestimated by service leavers [6] with Ashcroft [7] concluding that good transition matters and that some *'emotional turbulence'* will take place. To address this emotional adjustment concern the British Army have published the transition to civilian life *'emotional pathway'* support handout [8] to help prepare service leavers and their families for the adjustment to civilian life response. Anecdotal findings suggest that few service leavers are aware of the support leaflet.

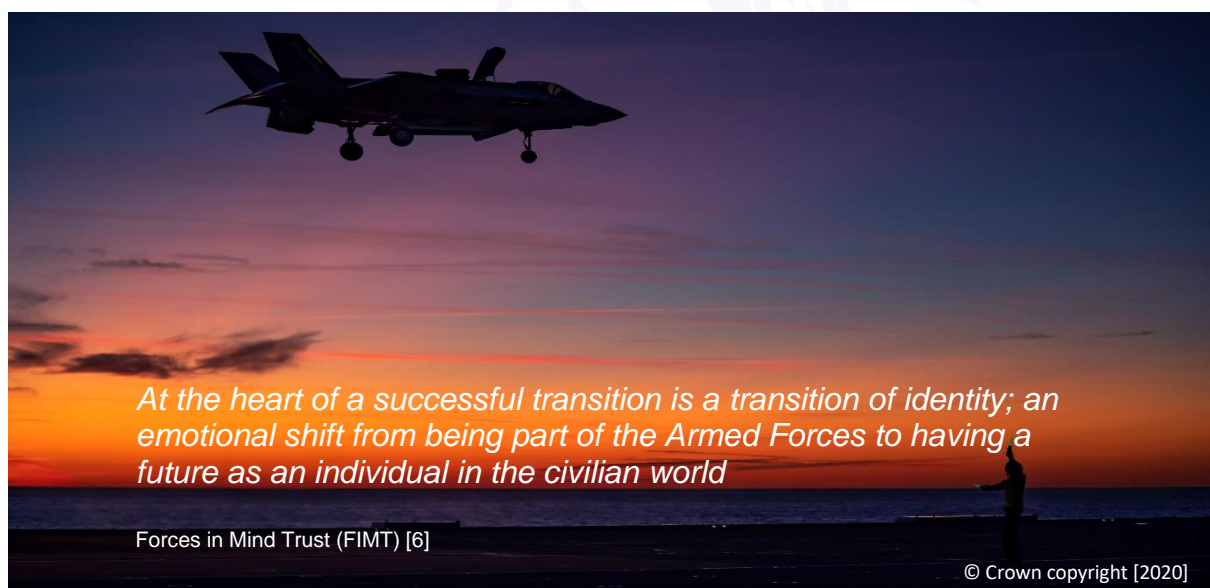
When exploring the transition of service personnel to civilian life, Bergman et al [9] suggest that the collective resilience experienced by service personnel is no longer accessible to the service leaver when transitioning out of the armed forces and that it *'is no longer available for support as the individual readjusts to life outside the military'*.

Iverson et al [10] state that little is known about the factors associated with leaving the armed forces with Ashcroft [7] asserting that good transition matters and that the human response to readjustment will be accompanied by a period of *'emotional turbulence'*. This is a view reinforced by FIMT [11] who state that a successful transition includes *'personal recognition of possible psychological and emotional consequences'*.

Ahern et al [12] suggest that successful transition is critical for veterans' long-term wellbeing with Ainspan & Penk [13] stating that *'some veterans may have difficulties adjusting to a different civilian life'*, adding that community integration is a *'significant concern'*. FIMT [14] suggest that the *'differences between military and civilian life are under-estimated'* and that even for those who are well-prepared, *'the cultural difference can come as a surprise'*.

By acknowledging that much research suggests that the transition adjustment experience for service leavers and their families will bring its own challenges such as isolation [16], stigma and barriers to care [17] and potential culture shock [9], the Military Human training content explores these elements with participants enabling them to identify potential areas of concern, or issues that may need to be addressed and supported when working with members of the armed forces community.

Importantly, the Military Human training also highlights that most veterans transition well [7] and bring high value transferable skills to civilian businesses, organisations, and the workforce and importantly how these can be a positive asset to UK PLC. One such initiative is the NHS Step into Health agenda that is actively encouraging service leavers to consider careers within the NHS and utilise their transferable skills [19].



The impact outcomes and positives drawn from NELC Armed Forces Covenant project and Qualtrics survey demonstrates how, well trained staff who have an understanding of military culture and transition, who employ early identification of members of the armed forces community processes and are fully aware of the extensive support resources available, significantly contributes to a more holistic, positive and timely public service provision approach.

This approach will benefit NELC future planning as armed forces community data will inform appropriate service provision distribution and focus. Importantly, and as evidenced in the Qualtrics data within this report, members of the armed forces community will begin to feel more '*understood*' and comfortable to engage with public services earlier resulting in a more positive transition and adjustment to civilian life experience for service leavers and their families.

## Transition to Civilian Life - References

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Available at: [https://storage.rblcdn.co.uk/sitefinity/docs/default-source/campaigns-policy-and-research/rbl\\_household\\_survey\\_report.pdf?sfvrsn=5bcbae4f\\_4](https://storage.rblcdn.co.uk/sitefinity/docs/default-source/campaigns-policy-and-research/rbl_household_survey_report.pdf?sfvrsn=5bcbae4f_4)
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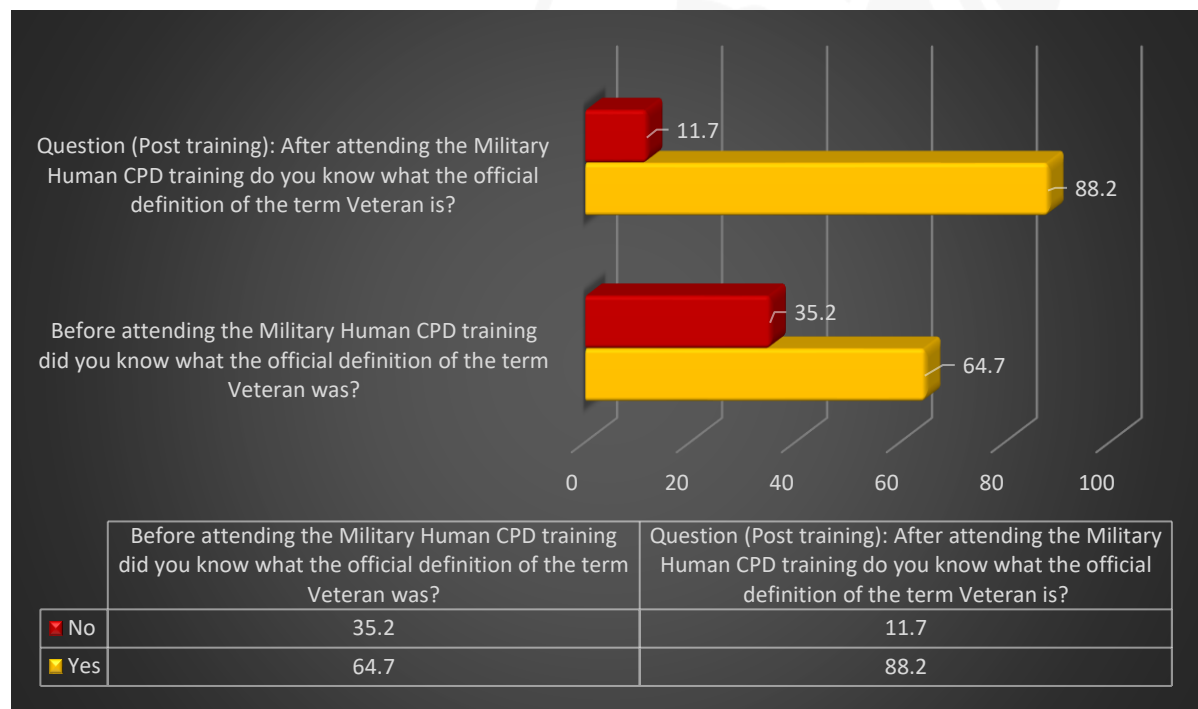
**Question (Pre training):**

*Before attending the Military Human CPD training did you know what the official definition of the term Veteran was?*

**Question (Post training):**

*After attending the Military Human CPD training do you know what the official definition of the term Veteran is?*

**Combined answers:**





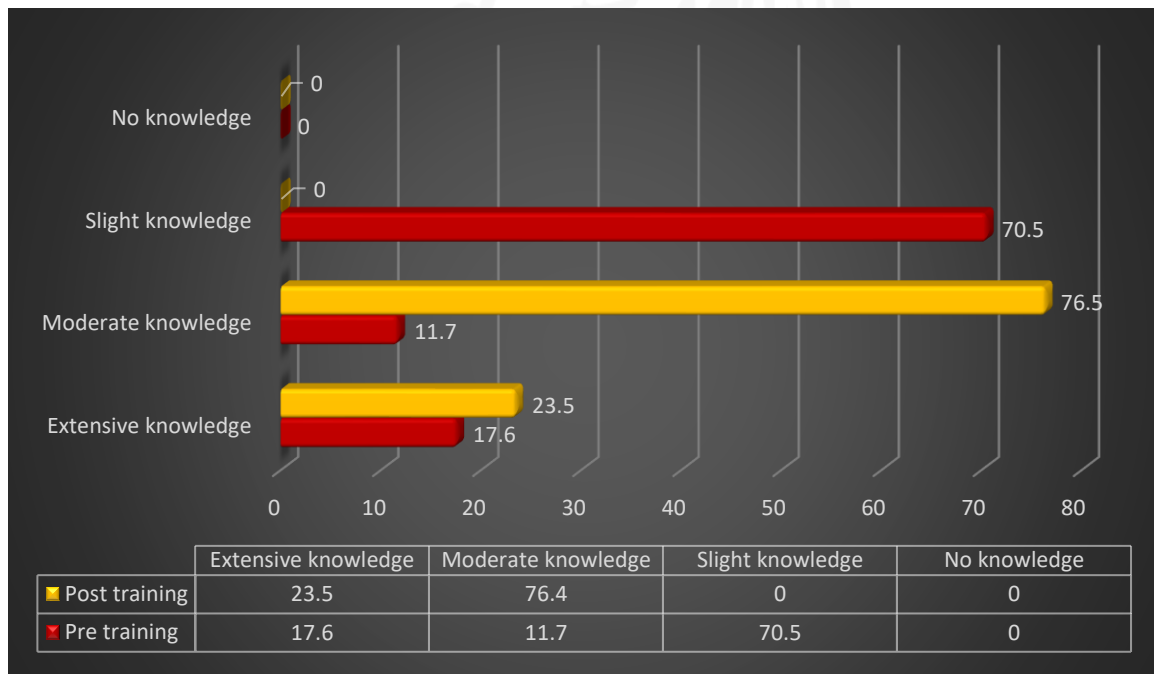
**Question:**

*Before attending the Military Human CPD training how much knowledge relating to 'transition' from military to civilian life for service leavers and their families did you feel you had?*

**Question:**

*After attending the Military Human CPD training how much knowledge relating to 'transition' from military to civilian life for service leavers and their families do you feel you now have?*

**Combined results:**



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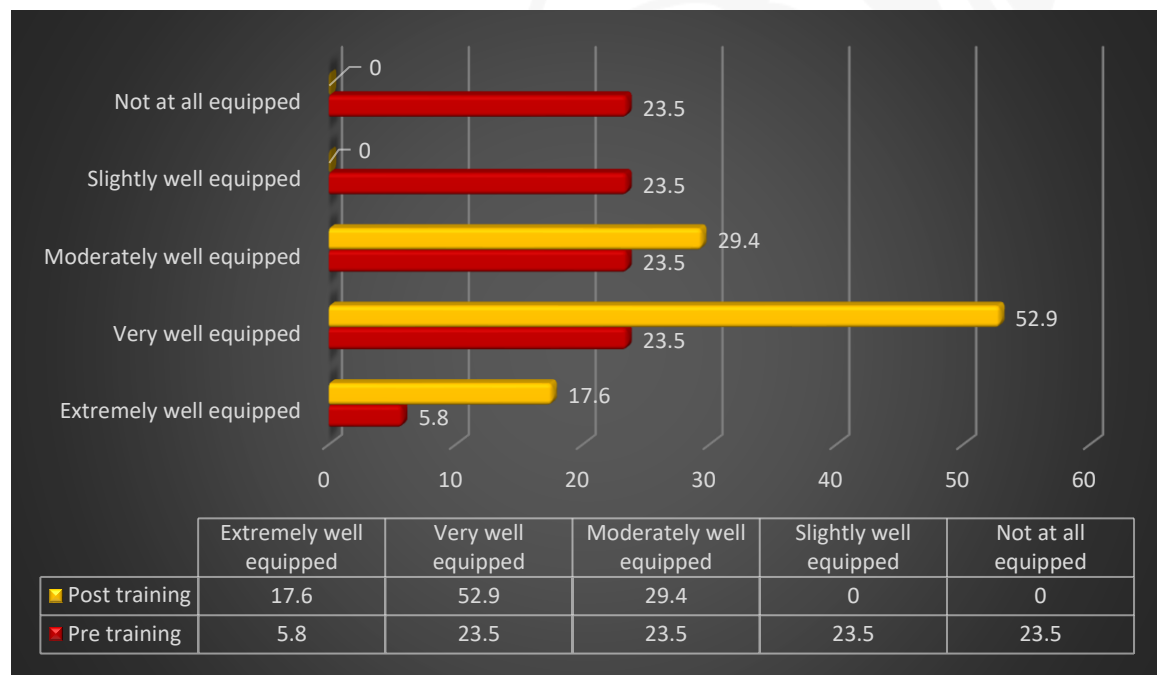
**Question:**

*Before attending the Military Human CPD training, please indicate below the extent to which you felt equipped to support members of the Armed Forces community*

**Question:**

*After attending the Military Human CPD training, please indicate below the extent to which you now feel equipped to support members of the Armed Forces community*

**Combined results:**



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COVENANT

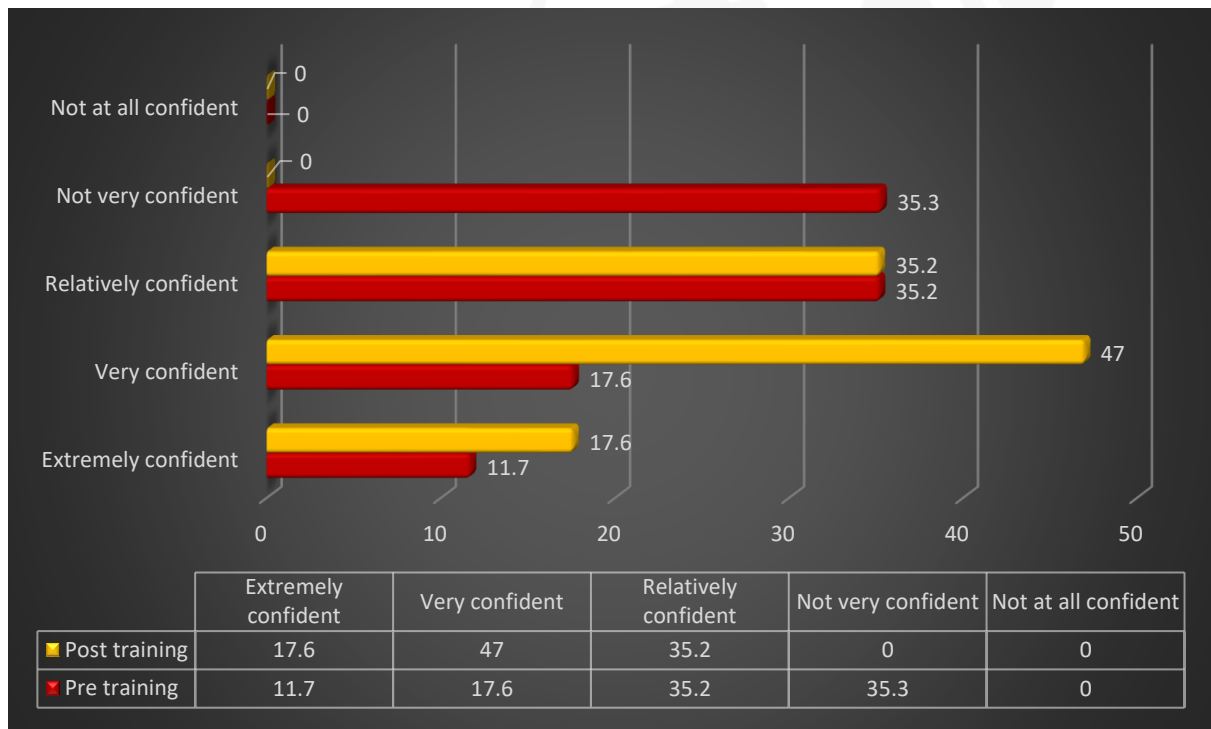
**Question:**

*Before attending the Military Human CPD training, how would you have rated your confidence working with members of the Armed Forces community?*

**Question:**

*After attending the Military Human CPD training, how would you have rated your confidence working with members of the Armed Forces community?*

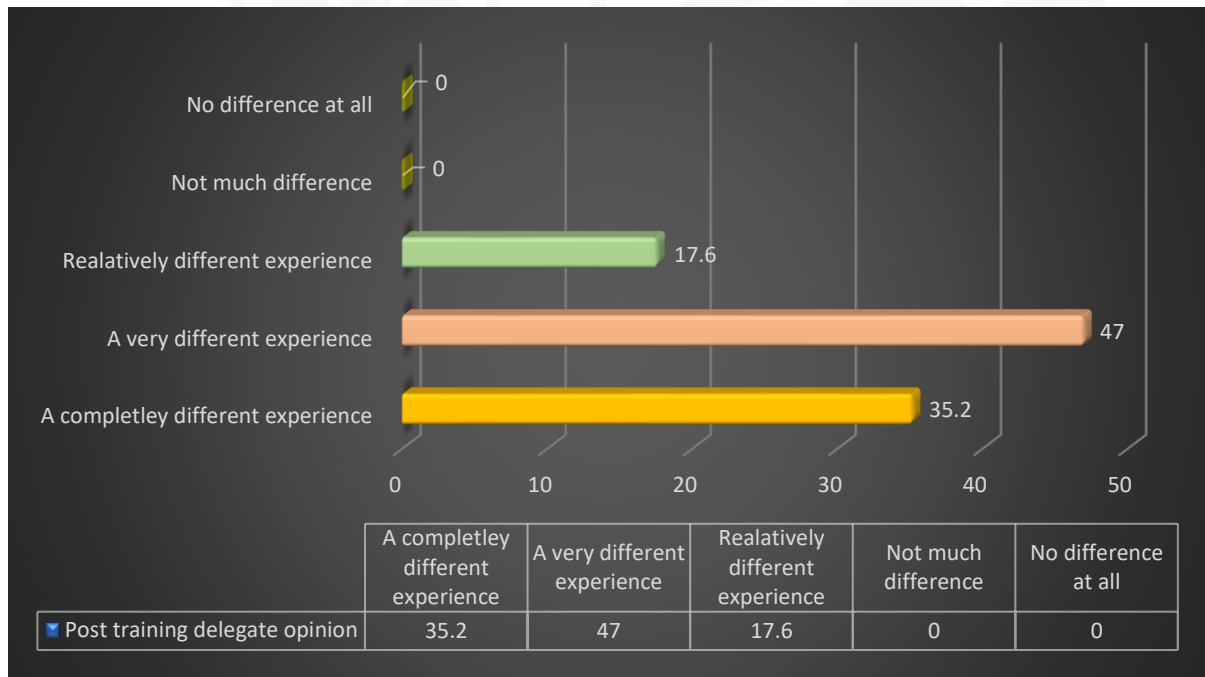
**Combined results:**



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**Question:**

*To what extent do you feel members of the Armed Forces community have or have had a different cultural or life experience to that of civilians?*

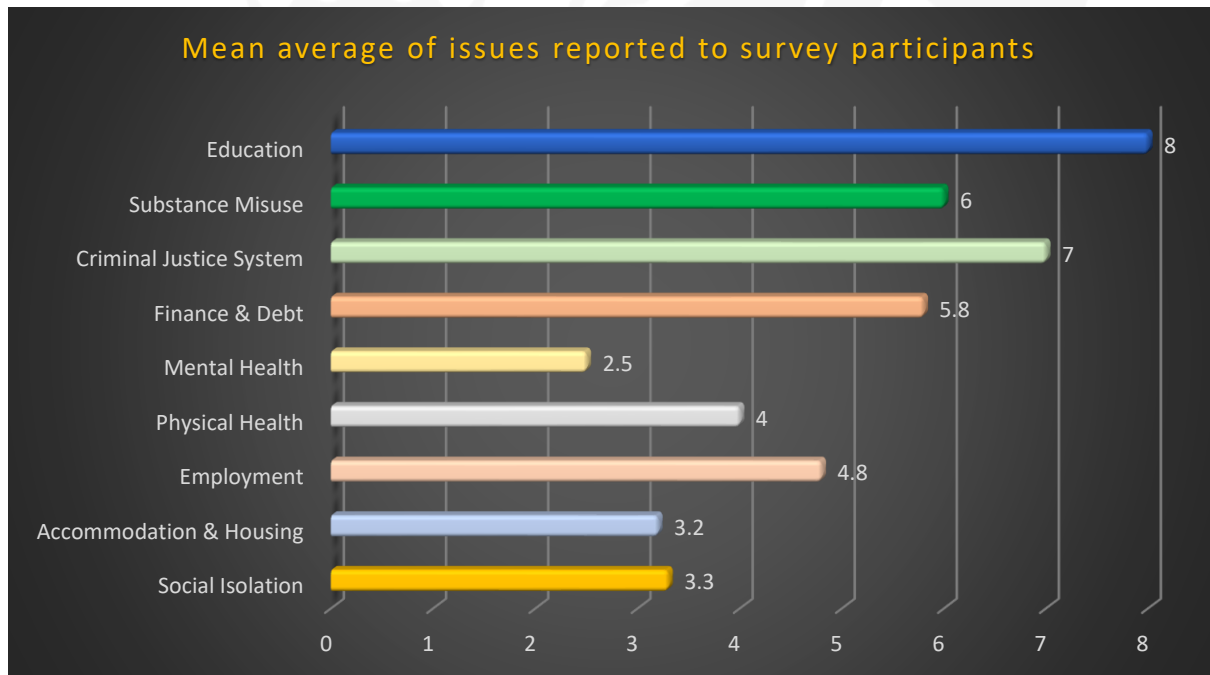


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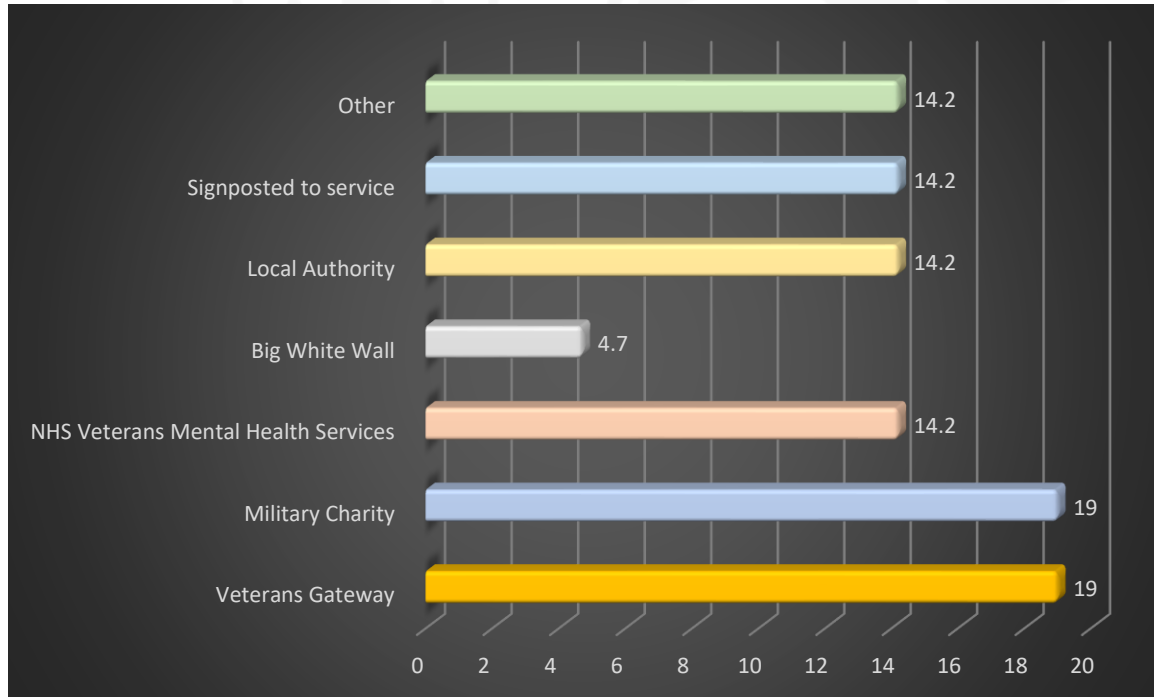
**Question:**

*In your professional role what are the main concerns reported to you when engaging with members of the Armed Forces Community? Please indicate in order of identified areas of concern with 1 as most reported and then in descending order to the least or not reported as a concern (drag and drop answer)*



**Question:**

*Please indicate who you have made referrals too on behalf of a member of the Armed Forces community or signposted too.*



**Military Charity referrals:**

- SSAFA
- Royal British Legion
- Royal Anglian Association
- Veterans still Serving

**Signposted to service:**

- CA, JCP Grimsby Veterans Lead
- Open Minds – Navigo
- Project NOVA

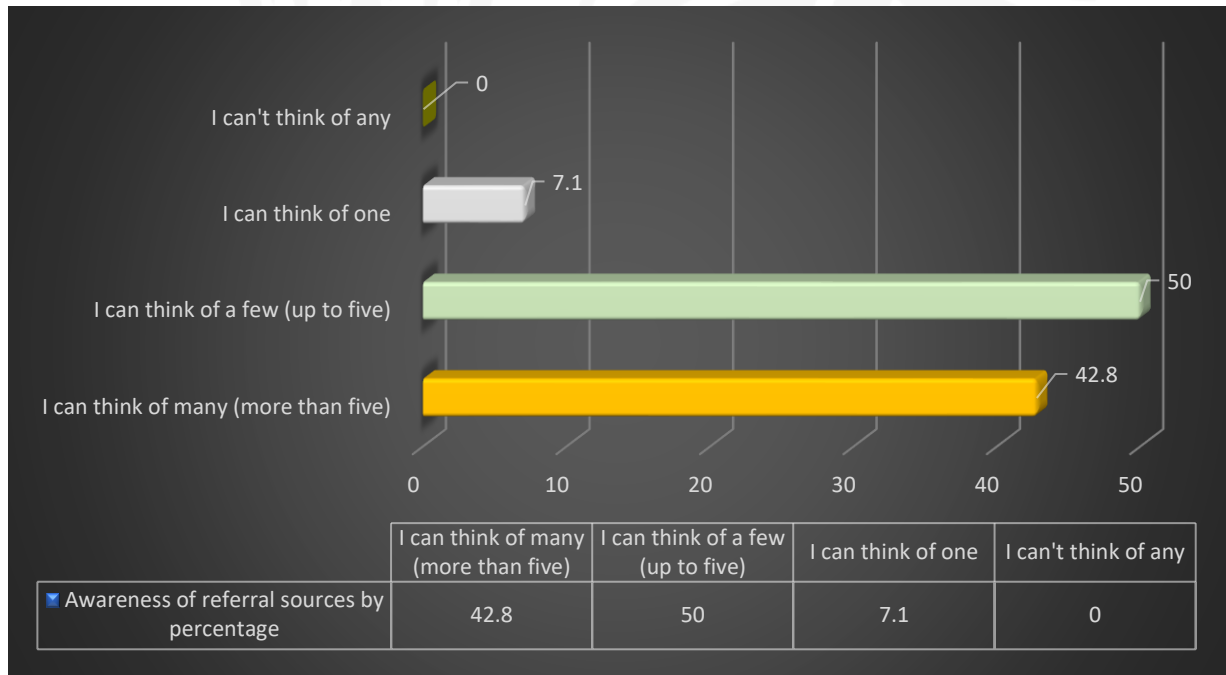
**Other referrals:**

- Substance Misuse Services

**Question:**

*Please indicate how many Armed Forces specific support services or charities you can think of that your agency/organisation can signpost or refer service users/patients/clients/customers too.*

**NOTE:** This question relates to post training responses



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## Findings: Transition to Civilian Life

Post training over 88% of staff knew what the official definition of the term veteran was.

Prior to attending the training 75% of staff had only a 'Slight' (70%) or 'No' knowledge relating to transition from military to civilian life for service leavers and their families. After the training sessions all staff (100%) had either 'Extensive' (23.5%) or 'Moderate' (76.5%) knowledge.

Post training all staff (100%) felt equipped to support members of the Armed Forces community.

Post training all staff felt confident to work with members of the Armed Forces community with no staff reporting feelings of being 'Not very' or 'Not at all' confident.

Around 82% of staff felt that members of the Armed Forces community have or have had a different cultural or life experience to that of civilians post training session, with over 17% feeling that there was a relatively different experience.

Professional opinion and based on Armed Forces community contact, Education, Substance Misuse and contact with the CJS appears to be main concerns. As found in other studies 'Finance and Debt', 'Employment' and 'Social Isolation' are also significant concerns.

**Cautionary Note:** The results were based on survey participant professional roles so 'mean' results may reflect this. Further investigation and data from other regional organisations would be useful to enable NELC to focus planning and resources going forward.

The Veterans Gateway and military charities have made up most of the referrals staff have submitted on behalf of members of the Armed Forces community (19% each). Referrals to the local authority and NHS veteran's mental health services have also been significant (14.2% each).

Following attendance of the training over 92% of staff were aware of 'up too' and 'over' five support services to refer members of the Armed Forces community too.

### Conclusion:

By attending the Military Human: Understanding Military Culture and Transition training staff report being well equipped and confident to work with and support members of the Armed Forces community. Staff also report that they are aware of the social issues and concerns around transition to civilian life for service leavers and their families and importantly, know how to and where to access dedicated support for members of the Armed Forces community.





# Support initiatives and NHS Services Awareness

## Pre and Post training awareness of Armed Forces Covenant initiatives and NHS Services

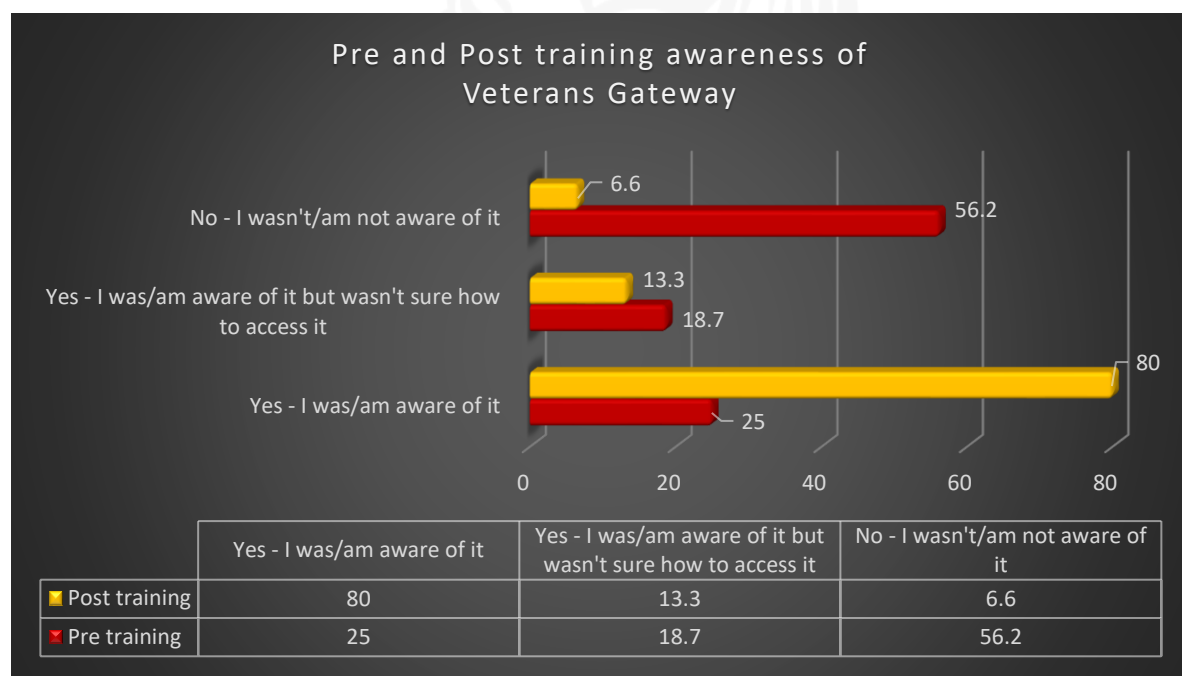
### Question:

*Before attending the Military Human CPD training were you aware of the Veterans Gateway support service*

### Question:

*After attending the Military Human CPD training are you now aware of the Veterans Gateway support service*

### Combined result:



**VETERANS'  
GATEWAY**

The first point of contact  
for veterans seeking support

©veteransgateway (2020)

**Finding:** 55% increase in staff awareness of Veterans Gateway post training

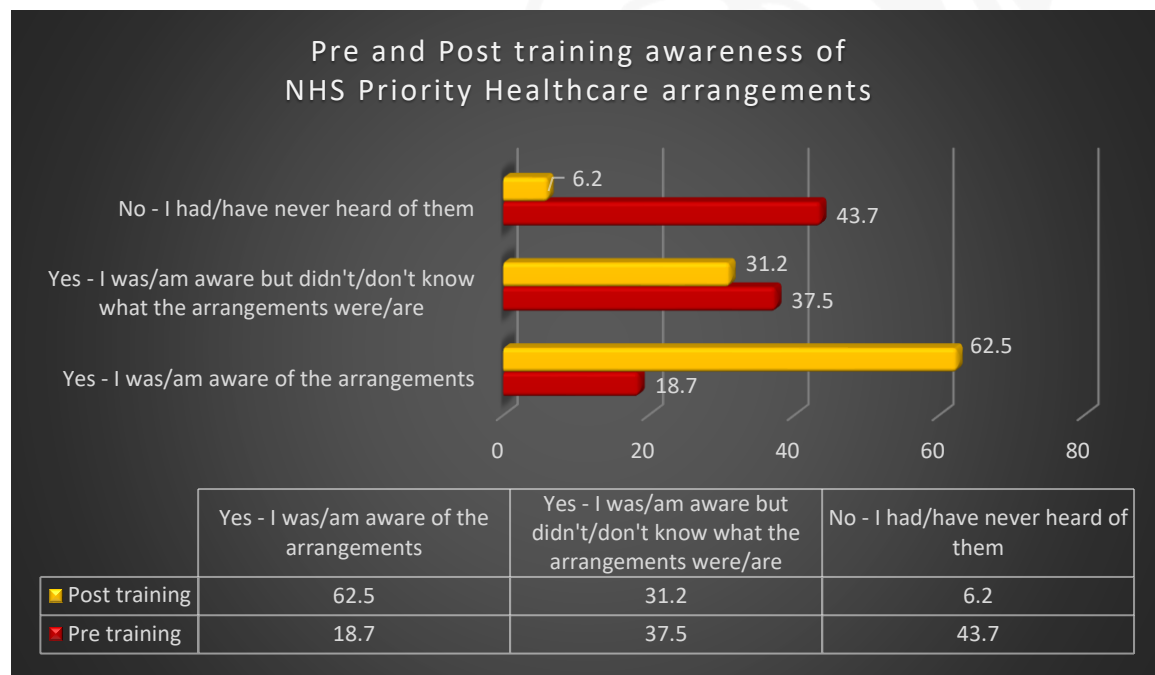
**Question:**

*Before attending the Military Human CPD training were you aware of NHS Priority Healthcare arrangements for members of the Armed Forces community*

**Question:**

*After attending the Military Human CPD training are you now aware of NHS Priority Healthcare arrangements for members of the Armed Forces community*

**Combined result:**



**Finding:** 43.8% increase in staff awareness of NHS Priority Healthcare arrangements

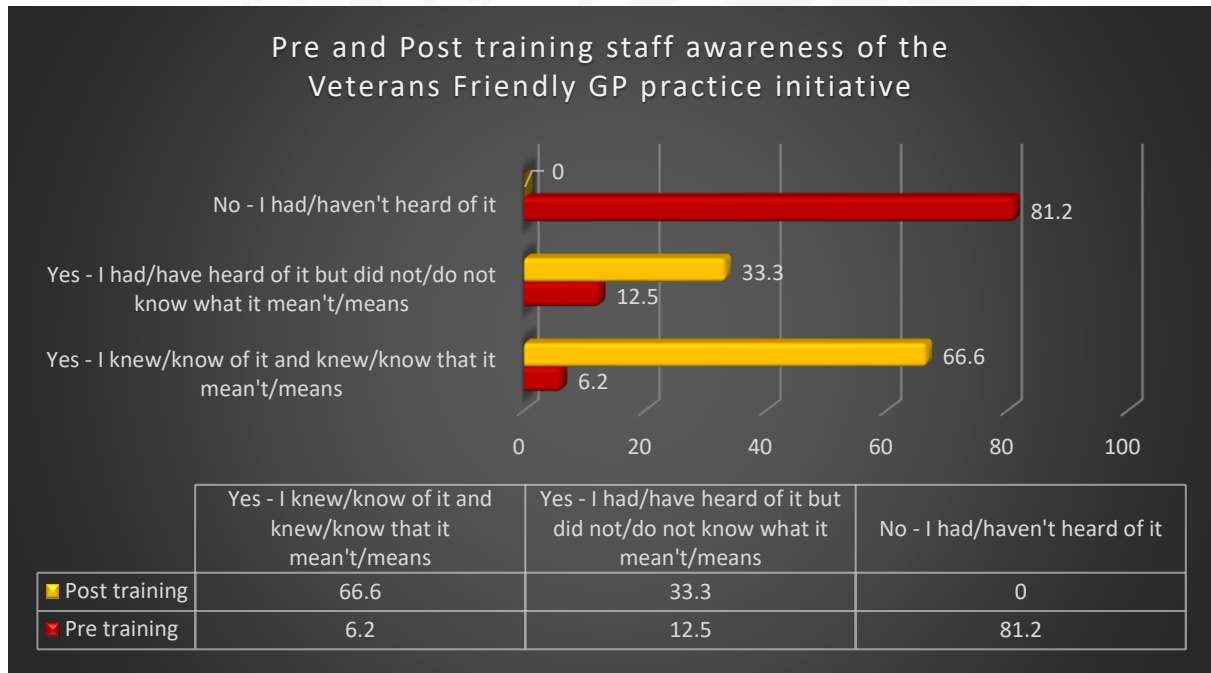
ARMED FORCES  
COVENANT



**Question:** Before attending the Military Human CPD training were you aware of the Veteran Friendly GP Practices initiative?

**Question:** After attending the Military Human CPD training are you aware of the Veteran Friendly GP Practices initiative?

**Combined result:**



**Finding:** 60.2% increase in staff awareness of Veteran Friendly GP Practice initiative post training

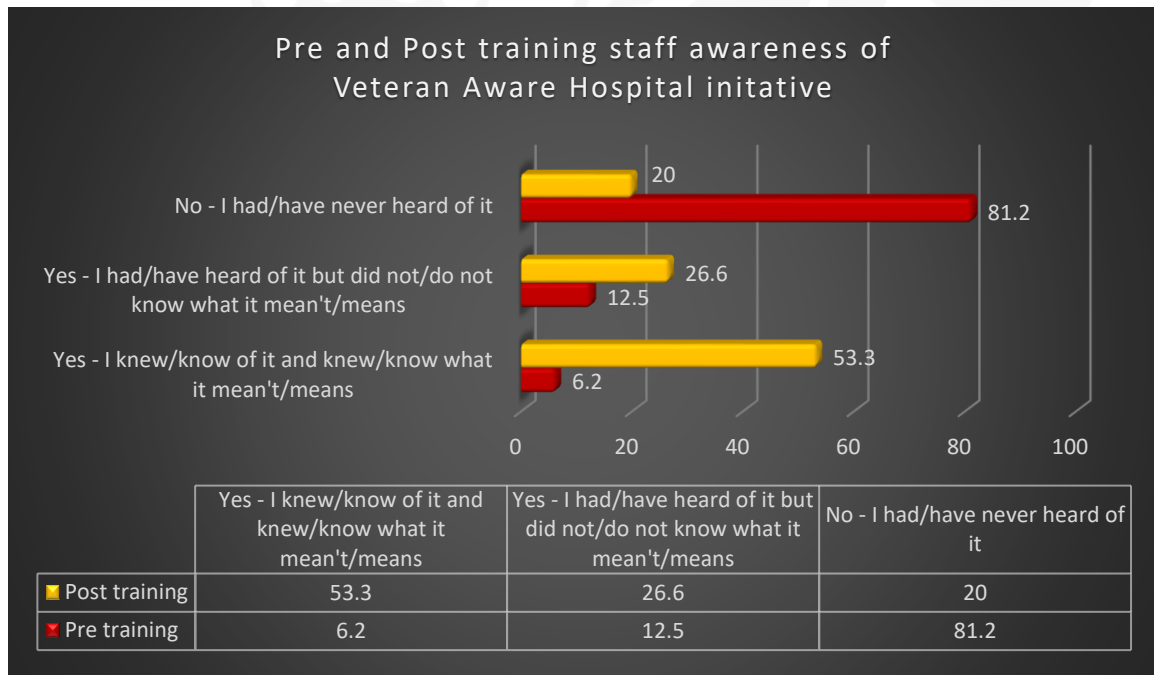
# ARMED FORCES COVENANT



**Question:** Before attending the Military Human CPD training were you aware of the Veteran Aware Hospitals initiative?

**Question:** After attending the Military Human CPD training are you aware of the Veteran Aware Hospitals initiative?

**Combined result:**

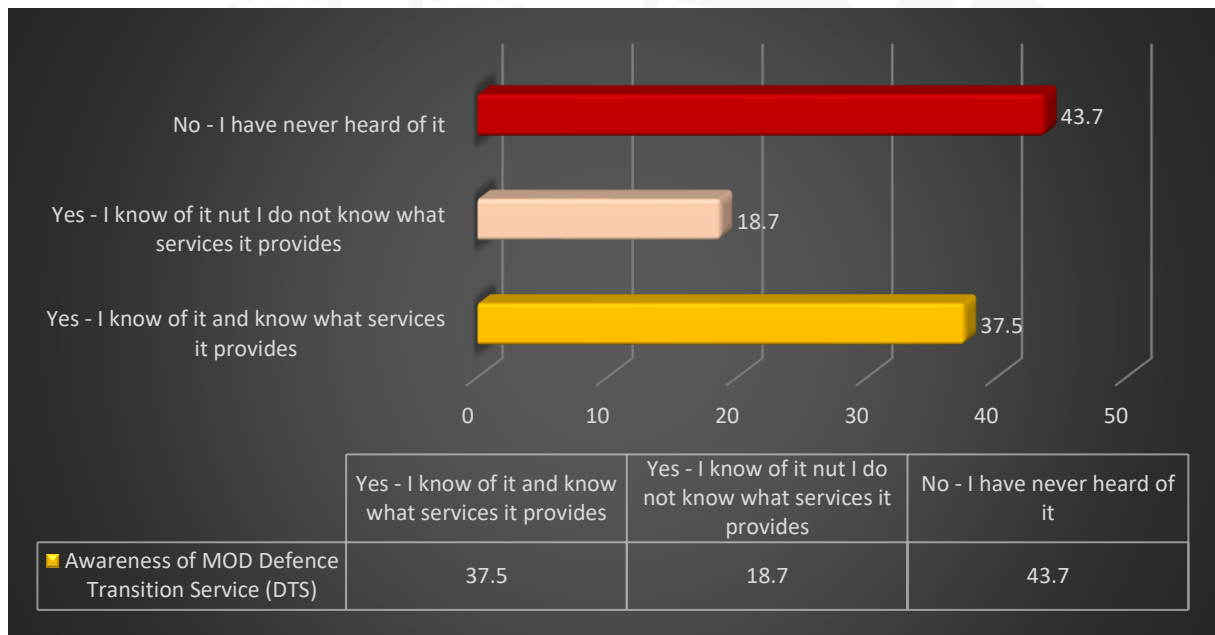


**Finding:** 47.1% increase in staff awareness of Veteran Aware Hospitals initiative post training

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**Question:**

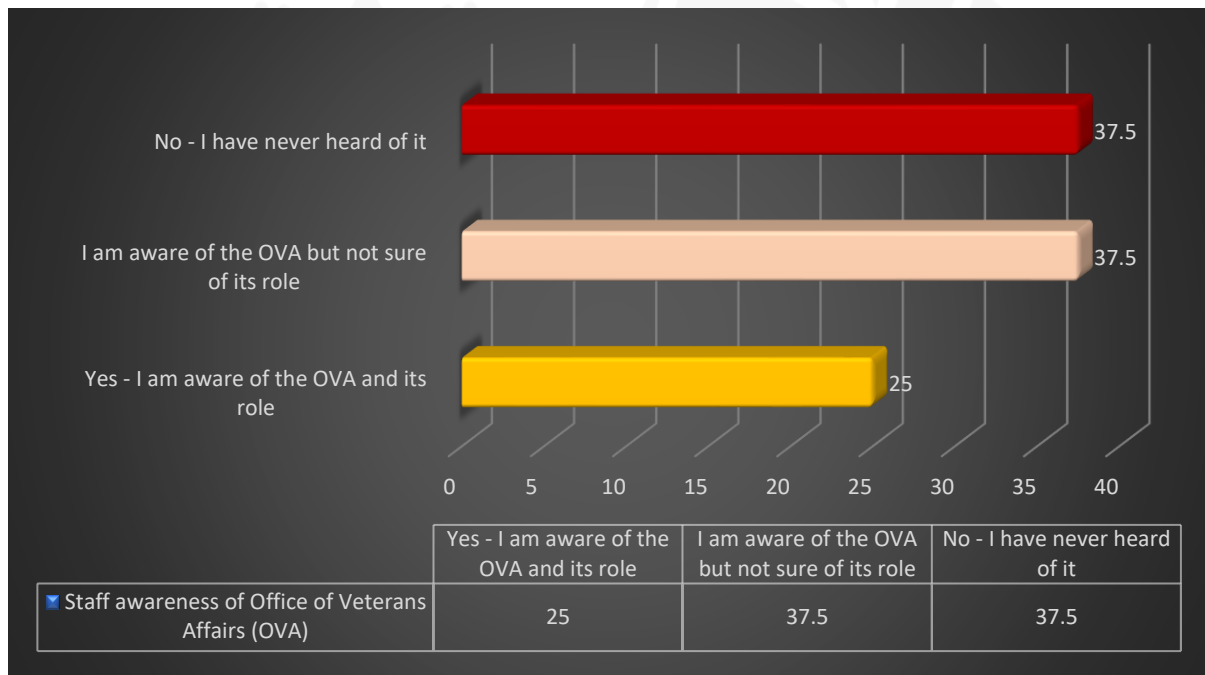
*Please indicate if you aware of the MOD Defence Transition Service.*



**Finding:** 62% of staff are unaware of the Defence Transition Service or unsure of the service it provides. Going forward the integration and collaboration between Local Authorities and the Defence Transition Teams could help address the issue regarding Local Authorities knowing when and where service leavers are going to be transitioning and settle. If the service leaver and their family engage with DTS prior to their discharge date regarding housing concerns, the DTS Team could provide the bridge to Council/Social housing prior to discharge date as many Councils have adjusted their housing policies to accommodate service leavers and their families. This is also aligned to service leavers not having to prove a local connection to the area they want to settle in and aligned with the Armed Forces Covenant.

**Question:**

Please indicate if you aware of the Office of Veterans Affairs (OVA)?

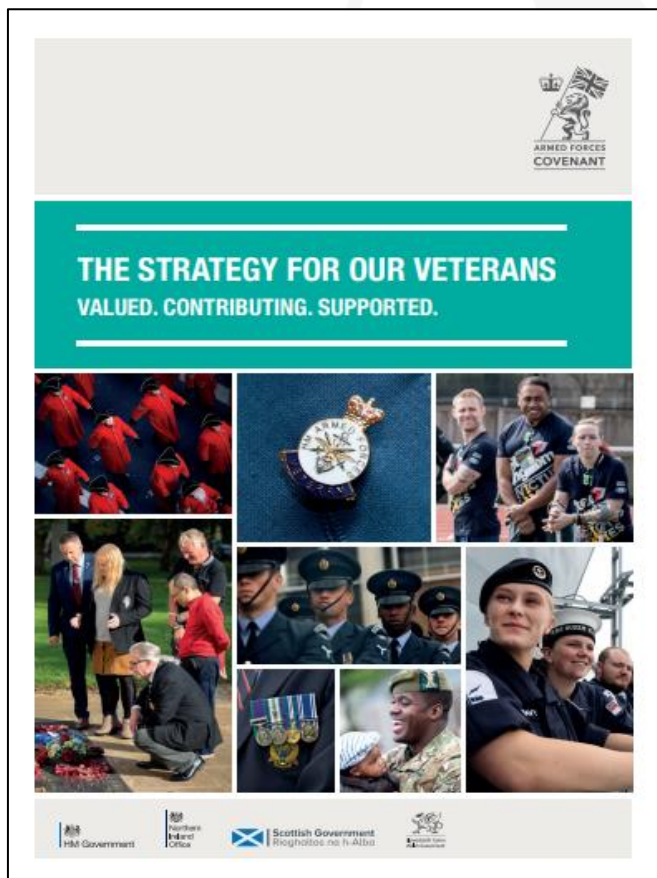
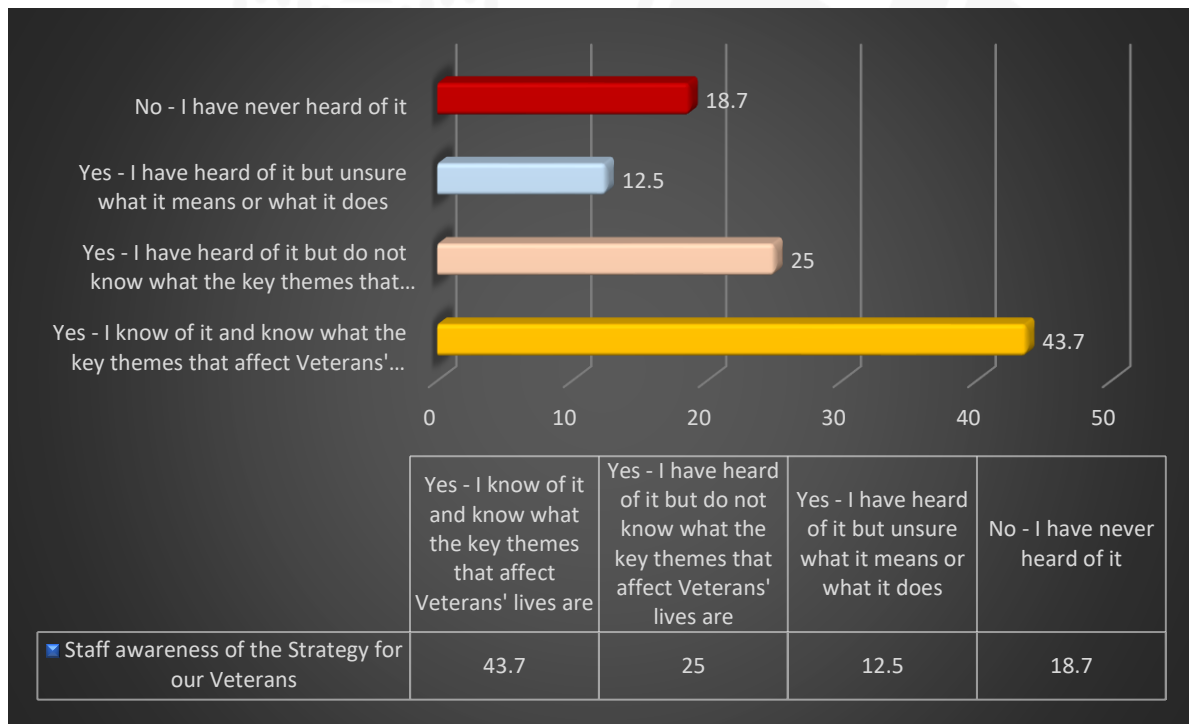


**Finding:**

75% of staff had either not heard of the Office for Veterans Affairs (OVA) or were unaware of its role.

**Question:**

*Please indicate if you aware of the Strategy for our Veterans?*



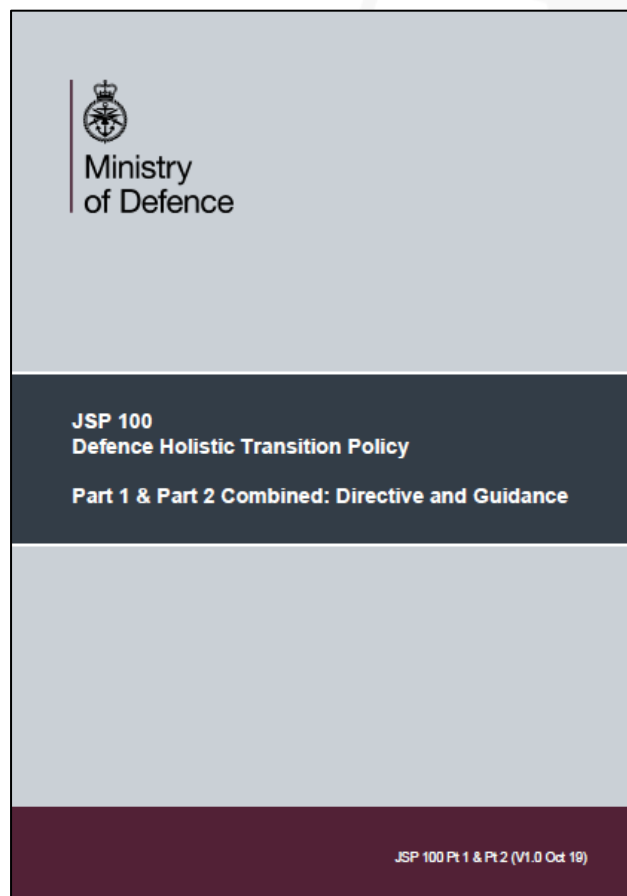
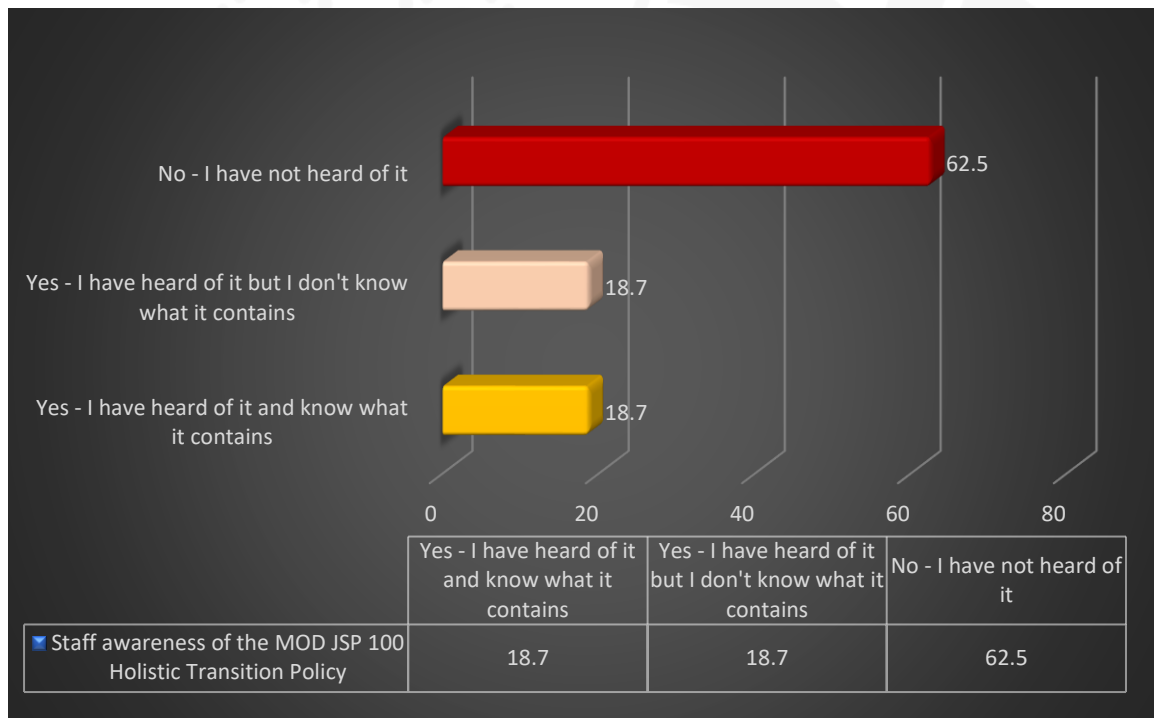
**Finding:**

Post training 81% of staff have heard of the Strategy for our Veterans with 43% of staff aware of the key themes that make up the strategy.



**Question:**

Please indicate if you have heard of the MOD JSP 100 Holistic transition policy

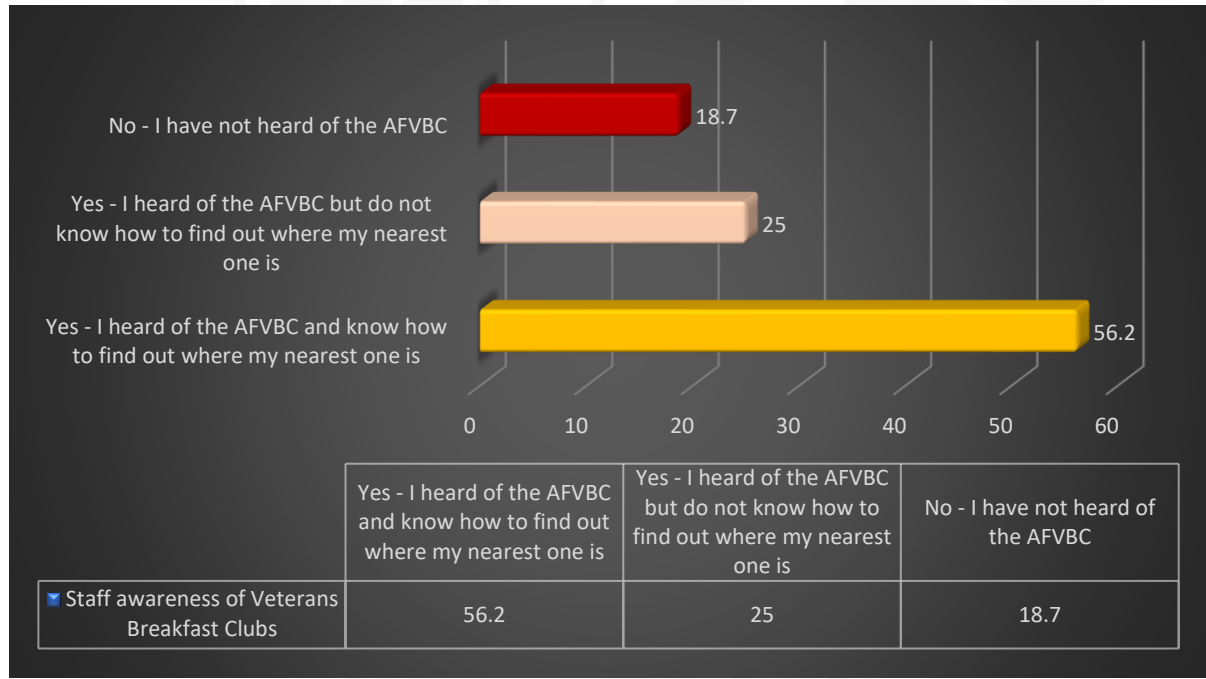


**Finding:**

62% of staff were not aware of the MOD JSP 100 Holistic Transition Policy

**Question:**

*Please indicate if you have heard of Armed Forces Veterans and Families breakfast clubs and know how to find out where your nearest one is?*



ARMED FORCES & VETERANS  
BREAKFAST CLUBS

©AFVBC [2020]

**Finding:**

81% of staff have heard of the Armed Forces Veterans Breakfast Clubs (AFVBC) with 56% knowing where their closest Club is situated.

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## **Findings: Combined Pre and Post training awareness of Armed Forces Covenant initiatives and NHS Services Findings:**

55% increase in staff awareness of Veterans Gateway post training

43.8% increase in staff awareness of NHS Priority Healthcare arrangements post training

60.2% increase in staff awareness of Veteran Friendly GP Practice initiative post training

47.1% increase in staff awareness of Veteran Aware Hospitals initiative post training

62% of staff are unaware of the Defence Transition Service or unsure of the service it provides pre training

75% of staff had either not heard of the Office for Veterans Affairs (OVA) or were unaware of its role pre training.

81% of staff have heard of the Strategy for our Veterans with 43% of staff aware of the key themes that make up the strategy post training

62% of staff were not aware of the MOD JSP 100 Holistic Transition Policy pre training

81% of staff have heard of the Armed Forces Veterans Breakfast Clubs (AFVBC) with 56% knowing where their closest club is situated post training



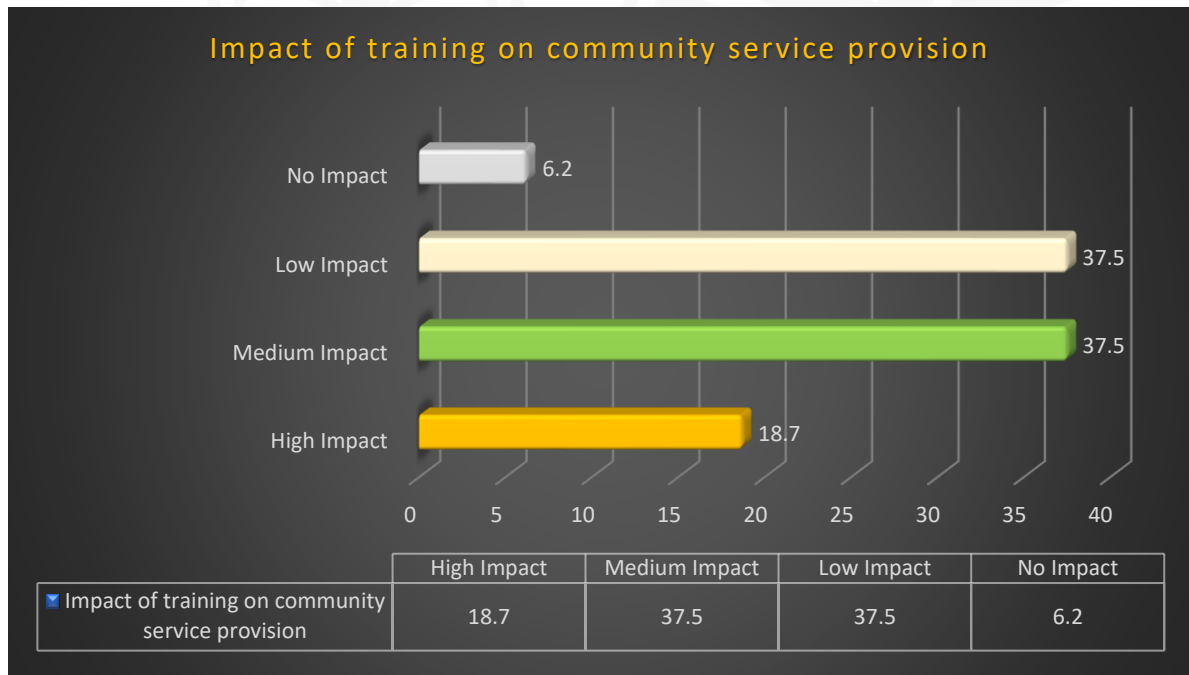




# Impact of Military Human training



# Impact of Military Human: Understanding Military Culture and Transition training on community service provision.



**Key finding:** Attendance of the Military Human training day has resulted in a positive impact on community service provision by 56.2%

(Combined High (18.7%) and Medium (37.5%) outcomes)



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**Question:**

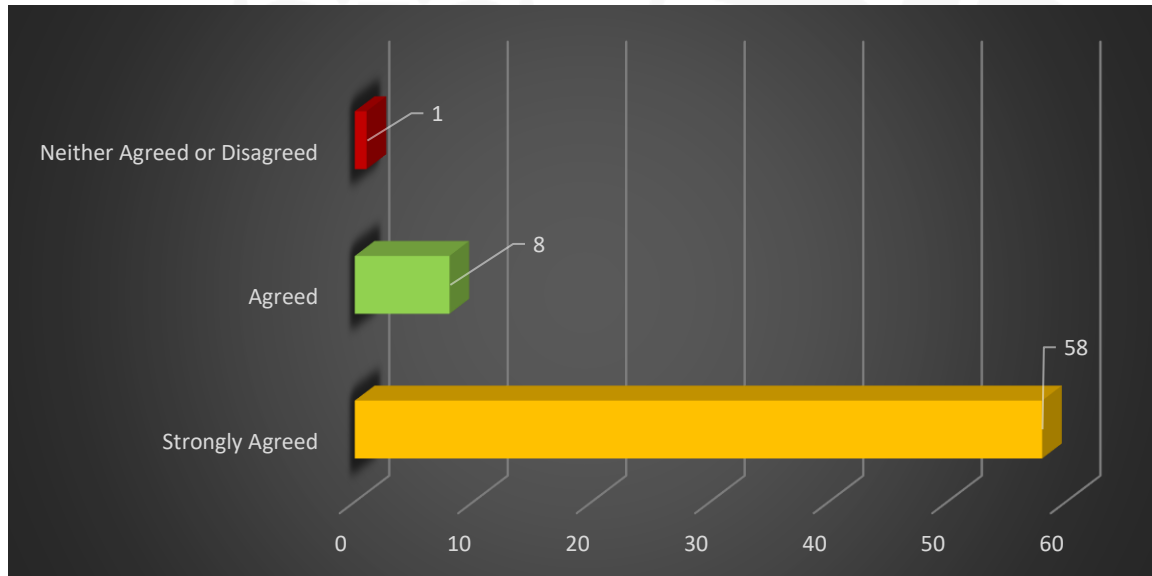
*Would you recommend colleagues to attend the Military Human CPD training?*



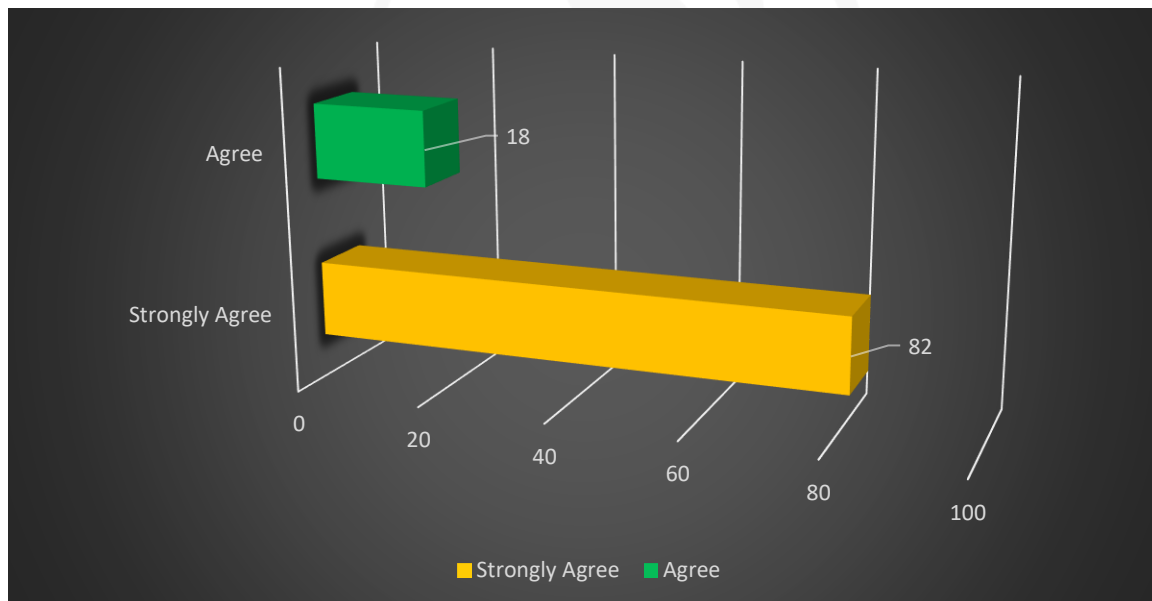
**Key Finding:** 100% of staff answered 'Yes' when recommending the Military Human: Understanding Military Culture and Transition training to colleagues.

## Additional Post Training Questions

**Question:** Participants were asked if the training met their professional and personal objectives:



**Question:** Participants were asked if what they had learned could be applied to their professional roles.



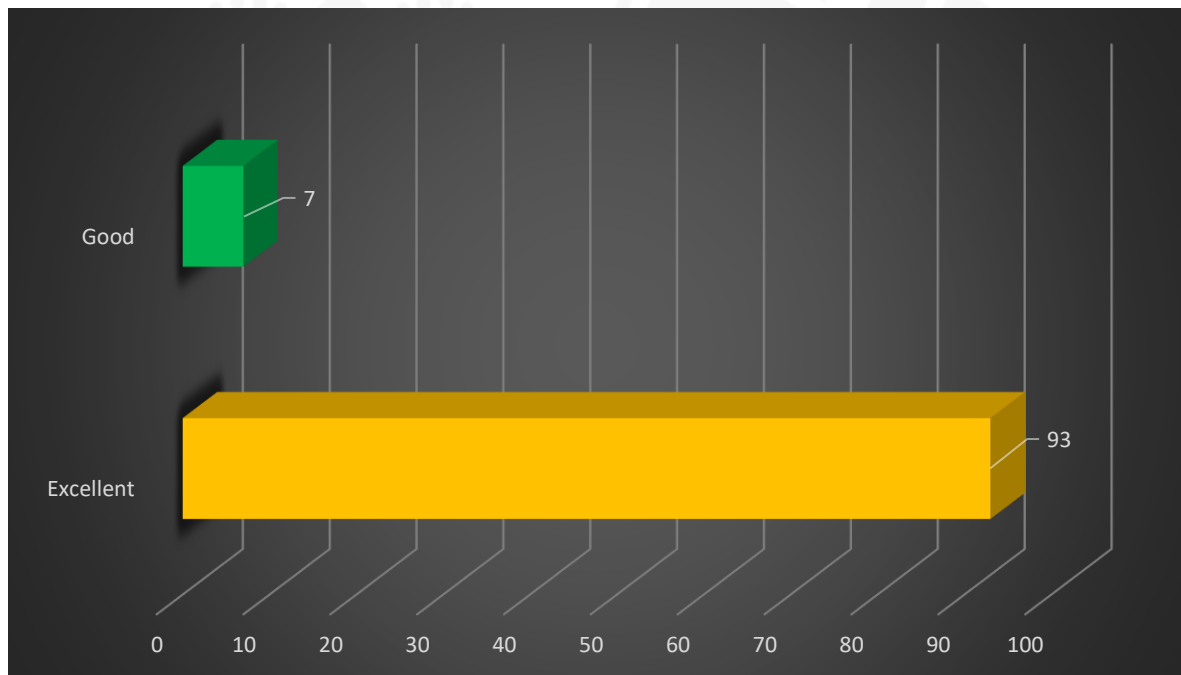
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### Finding:

As a key aspect of the training was to equip delegates with the skills to help veterans in the course of their work, they were asked if they thought what they had learnt on the course could be applied to their work. 82% strongly agreed and 18% agreed that it could.

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**Question:** Participants were asked how did they rate the Military Human training?



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**Finding:**

The feedback from 93% of delegates showed that they found the training to be excellent. The remaining 7% found it to be good.

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# Conclusion

North East Lincolnshire Council have clearly demonstrated that by embedding the Armed Forces Covenant into public facing services and investing in training of their staff, a real and significant positive impact supporting the armed forces community can be achieved with 100% of participants being aware of the Armed Forces Covenant and understanding what it entails after attending the Military Human training sessions.

The NELC Armed Forces Covenant project Qualtrics data clearly demonstrates that staff feel more confident and empowered when engaging with members of the armed forces community after attending the training and with feedback suggesting that having a toolkit of resources available will be extremely useful going forward.

Staff also report that the training, the learning, and toolkits provided can be directly applied to their professional roles. This has been demonstrated by the increased awareness of NHS priority healthcare arrangements, GP practices and hospitals becoming veteran aware and crucially recognising the role and needs of military families during the transition and adjustment experience.

The data also suggests that staff across the NELC footprint are identifying members of the armed forces community at an early stage (within 12 months of discharge) which going forward will ensure that service leavers and their families will be supported in a timely and efficient manner which potentially could reduce the escalation of any transition related concerns and issues.

As part of the survey COVID-19 service delivery adjustment questions were asked with participants demonstrating how they have adapted and transformed how community services have been delivered and how by utilising new technology and alternatives to face to face contact methods many services have been able to continue.

The data gathered will also assist with future planning for NELC as by adopting a collaborative approach with other North East Lincolnshire organisations appropriate and targeted resources can be deployed in a focussed manner going forward.

A closer working relationship with the MOD Defence Transition Services (DTS) will provide a pathway for service leavers and their families as they can begin the process of engagement 2 years in an advance of their discharge date. This will provide NELC with vital advanced engagement and assessment of needs information to prepare in advance for service leavers and their families settling into the NELC region and who have engaged with the MOD DTS.

**In conclusion, the NELC Armed Forces Covenant project training element has proved to be highly successful. By investing in focussed training provision for public facing staff, a 56.2% positive impact on community services has been returned. This clearly demonstrates the commitment North East Lincolnshire Council has to upholding their commitment the Armed Forces Covenant and the armed forces community.**



# Participant Feedback



## **Feedback has been obtained as follows:**

The Military Human: Understanding Military Culture and Transition programme was delivered in 4 separate centres in North East Lincolnshire during 2019.

|               |                                   |
|---------------|-----------------------------------|
| January 2019  | Town Hall: Grimsby (12)           |
| February 2019 | The Knoll: Cleethorpes (16)       |
| March 2019    | Bert Boyden Centre Immingham (14) |
| April 2019    | Town Hall: Grimsby (16)           |
| May 2019      | Town Hall: Grimsby (13)           |
| July 2019     | Town Hall: Grimsby (16)           |

### **Total of 87 attendees**

Feedback has been obtained as follows:

## **The key themes which emerged from the feedback are as follows:**

The knowledge and skill of the tutor – informative, knowledgeable, inspiring, engaging, enjoyable, timing, language, delivery, use of personal experiences - were highlighted by the vast majority of people who completed the evaluation forms.

Transition, which covered support for people leaving the Armed Forces, was highlighted by Healthy Lifestyle Facilitators, social workers, a senior SAP worker, a Council Admin Assistant, a Mental Health Officer, a Community Wellbeing team manager, an operations key worker, a case worker and a support services team leader.

Examining why people join and leave The Military was highlighted by several social workers as well as a mental health officer and Healthy Lifestyle Facilitators.

Humanising the Military Experience and understanding military culture was seen as important to Healthy Lifestyle Facilitators, family support workers, social workers, case workers, health promoters, a public health manager and an Armed Forces Covenant Officer.

Having a Toolkit was regarded as especially useful by a welfare counsellor and senior case manager while other resources available to access outside of the training were seen as being of particular use to the following: a community rehabilitation officer, a social work case worker, Mental Health social workers, a housing manager and a public health manager.

Being able to adapt what had been learned on the course for other service users was regarded as key to support workers, case workers, a recovery worker (drugs and alcohol), a leading officer early years, a community education officer and social workers.



## Feedback from Grimsby Town Hall - January 2019

| Best Aspects of the Course and why it was useful   | Occupation (where known)             |
|--|--------------------------------------|
| All content useful as had limited knowledge prior to attending   | Manager                              |
| <p>Very Informative, food for thought<br/>           Have a better understanding of emotive circumstances<br/>           Understanding of different perspective</p>  | Strategic Lead                       |
| <p>Understanding of transition<br/>           Available services<br/>           Being aware of what is not said</p>  | Interpersonal Therapist              |
| <p>Understanding of military viewpoint help my own understanding<br/>           Resources available<br/>           Mental health (hiding how feel and asking for help)</p>   | Manager                              |
| <p>Resources<br/>           The emotional pathway<br/>           Recruitment and advertising for armed forces</p>  | Psychological Wellbeing Practitioner |
| <p>Journey from signing up<br/>           Fulfilment of needs (Maslow)<br/>           Erikson stages of development all helpful increase understanding</p>   | Practitioner                         |
| <p>Facilitator putting information into real life experience<br/>           Practical information such as employment programme<br/>           The leaflet 'Transition to Civilian life' will share with clients</p>  | Health Visitor                       |
| <p>The trainer's own journey in military life<br/>           Understanding some of the support services available<br/>           Learning about the Covenant</p>   | Service Manager                      |
| Greater understanding of culture and the impact of this on transitioning   | N/A                                  |
| <p>Looking from the inside of the services life in comparison to civvi-street.<br/>           The emotional impact leaving could have on them and their families<br/>           Broadened my understanding and opened my eyes to why people I know ex services are like they are</p> | Co-ordinator                         |
| <p>Having the time to experience the whole person rather than focusing on the trauma only Getting understanding of the persons whole life, development, and transition</p>   | Clinical Lead                        |

## Feedback from The Knoll Cleethorpes - February 2019

| Best Aspects of the Course and why it was useful  | Occupation (where known)  |
|---|---|
| <p>Understanding of prevalence i.e. 1 in 7 people<br/>                     Realising that childhood traumas often a reason to people join the military and these may re surface when they leave<br/>                     Suggestion to Ask the Question when providing services</p> | <p>Co-ordinator</p>   |
| <p>How knowledge and information was presented<br/>                     The level of knowledge which was produced<br/>                     How approachable the facilitator was.</p>  | <p>Social Worker</p>  |
| <p>As an ex-soldier I could relate to his thread<br/>                     Some of my work is with veterans so very useful<br/>                     Overall content was excellent</p>  | <p>Firefighter</p>  |
| <p>Personal experiences shared<br/>                     My knowledge has increased<br/>                     Links and resources</p>   | <p>Trauma therapist</p>   |
| <p>Recent research which identifies new ways of looking at transition from military to civilian life</p>  | <p>Clinical Psychologist</p>                                      |
| <p>Well delivered<br/>                     Interesting<br/>                     Enjoyed course</p>  | <p>Manager</p>  |
| <p>Facilitator excellent<br/>                     Content thorough<br/>                     Content easy and logical to understand</p>  | <p>Ecologist</p>  |
| <p>Good discussions, interesting to hear all viewpoints</p>   | <p>Team Manager</p>   |
| <p>Learning about the tools and resources available<br/>                     Learning and becoming aware of the learning scheme available<br/>                     Having some myths dispelled</p>  | <p>Student Nurse</p>  |
| <p>Understanding the meaning of veteran<br/>                     Courses for people going into the forces<br/>                     Armed Forces Covenant and toolkit</p>  | <p>Care co-ordinator<br/>                     (social worker)</p> |
| <p>Understanding the issues that can impact on a veteran when transitioning from the forces to civilian life<br/>                     Linking the theories and looking at the culture<br/>                     Insight into the challenges for military families</p>                | <p>Mental Health Nurse</p>  |

|   |  |
|---|--|
| <p>Transition/leavers</p> <p>Provision of information, specific to veterans needs</p> <p>Provision of resources/services list</p> <p>Gaining an understanding of military lifestyle and the differences to civilians</p> <p>All of it was useful as I am not from a military background so lacked insight</p> <p>Use of anecdotal evidence</p> <p>Clear delivery</p> <p>Useful sharing of resources</p> | <p>Manager</p> <p>RMHN</p> <p>Safeguarding Lead</p> <p>Mental Health Nurse</p> |
|---|--|



ARMED FORCES  
COVENANT

## Feedback from Bert Boyden Centre Immingham - March 2019

| Best Aspects of the Course and why it was useful  | Occupation (where known) |
|---|--------------------------|
| <p>The group discussions<br/>The approach of the trainer made the course feel relaxed which was conducive to positive learning<br/>The content was very thought provoking</p>   | Social Worker            |
| <p>Resources<br/>Understanding of the impact of leaving the forces<br/>Transferable skills, thinking more about what people can do</p>  | Social Worker            |
| <p>Very informative and delivered in an informal way</p>  | N/A                      |
| <p>Understand someone's journey in the military<br/>Knowing transition is relatable<br/>See how much support is out there</p>   | Local Government Officer |
| <p>I found it extremely helpful and found the guides also helpful, will give a copy to my team<br/>Understanding, knowledge and helpful</p>   | Student Social Worker    |
| <p>Transition – reinforced my thinking about this<br/>Presentation – trainer was immersed in the subject and gave well thought out content and room for discussion.</p>   | Chief Officer            |
| <p>Understanding military culture – greater understanding<br/>The transition into civilian life – great understanding<br/>Referral pathways</p>   | Police Officer           |
| <p>The word veteran always thinking older people<br/>Speaking about what led them to go into the military- digging more into service men/women's life historically<br/>Understanding more about leaving the service and the impact of this on them and families</p> | Family practitioner      |
| <p>Breaking down barriers and terminology<br/>Working with veterans – military human<br/>Realising the emotions, beliefs, and values that as I, all effects on the military and civilians</p>   | Wellbeing Service Worker |
| <p>Good balance of information and participation – encouragement not pressured. Manner course was delivered and made relevant to everyone. Handouts very thought provoking</p>  | Psychotherapist          |



|  |                                |
|--|--------------------------------|
| Sharing experiences/ work related/ and transition discussion<br>Networking / new partners<br><br>Course delivery very enjoyable<br>Personal touch<br>Academic material easily digestible | Police Officer<br><br>Assessor |
|--|--------------------------------|



ARMED FORCES  
COVENANT

### Feedback from Grimsby Town Hall - April 2019

| Best Aspects of the Course and why it was useful   | Occupation (where known)   |
|--|--|
| <p>Awareness<br/>Understanding<br/>Networking</p> <p>Good knowledge and delivery<br/>Theory and visual mechanism</p> <p>Use of personal examples made it real<br/>Thinking about the emotional context and how difficult it can be to approach<br/>Information guide will have lasting value – good resource</p> <p>A good understanding of the journey travelled by veteran’s knowledge of services available for signposting<br/>Understanding of how transition might be difficult for veterans back into civilian life</p> <p>Very well explained and pitched at the right level<br/>Great facilitator, great using own life experience. Nick made it feel real.<br/>I liked the comparisons that was made w between military jobs and civilian jobs.</p> <p>Nicks knowledge and personal experience<br/>Liaising with veterans / still serving<br/>Lots of places to signpost / information</p> | <p>DWP</p> <p>Veterans Charity</p> <p>Psychotherapist</p> <p>Cognitive Behavioural Psychotherapist</p> <p>Community Engagement</p> <p>Psychological practitioner</p> |

### Feedback from Grimsby Town Hall - May 2019

| Best Aspects of the Course and why it was useful  | Occupation (where known)   |
|---|--|
| <p>It was interesting to see how civilians thought that ‘we’ reintegrate into society and the many challenges ‘we’ face</p> <p>Informative, engaging attendees, networking</p> <p>Understanding military culture<br/>Chance to explore impact of transition</p> <p>Mix of attendees and professions including ex forces<br/>Pertinence to job</p> | <p>Engineer</p> <p>SSAFA</p> <p>Bereavement Support</p> <p>Social Worker</p> |

|   |  |
|---|--|
| <p>Useful to find out about transition from the forces to civilian life<br/>The abbreviations and terminology<br/>Signposting information</p> <p>Information and very professional<br/>Interesting<br/>Very helpful information received</p> <p>More knowledge and understanding of veterans, mental health issues and support networks</p> <p>Comparing civilian life to military life<br/>The toolkit to use in workforce<br/>Talking about how military veterans and families face changes and what those changes are and the effect</p> <p>In depth knowledge of how ex servicemen and women struggle to cope after leaving the military<br/>Will use knowledge I have gained today to support ex service personnel I support<br/>Better understanding of ex service personnel civilian needs</p> <p>Information opened my eyes<br/>Knowledge<br/>Gave me further information and will add to my knowledge of emotions</p> <p>Well presented easy to listen too<br/>Very knowledgeable useful facts and resources<br/>Relaxed atmosphere easy to contribute</p> <p>Veterans and Families support information guide<br/>Transition from the military to civilian life<br/>Military Culture and core values</p> <p>Overview of resources<br/>Consideration of military families as I work with families so can apply this<br/>Seeing the barriers to engaging ex-military individuals</p> | <p>The Samaritans</p> <p>Debt Management Officer</p> <p>Support Advisor</p> <p>Families First</p> <p>Community Support Worker</p> <p>Counsellor IAPT</p> <p>Social Worker</p> <p>Social Worker</p> <p>Social Work practitioner</p> |
|---|--|

# COVENANT

## Feedback from Grimsby Town Hall - July 2019

| Best Aspects of the Course and why it was useful  | Occupation (where known)        |
|---|---------------------------------|
| <p>Opened up general awareness of military culture, exploring issues around leaving the armed forces</p> <p>Recognizing the real risk to life, the possibility of taking someone else's life, the possibility of witnessing the worst of what humans can do to each other – potential for struggling with these experiences further down the line</p> | Care Coordinator                |
| <p>Table talks /Interactive</p> <p>Advice on what services can help and vocational training for some veterans</p>   | Community practitioner          |
| <p>Discussions to produce thoughts</p> <p>The varying of learning styles – videos, diagrams, writing, statistics, groupwork, discussions.</p>   | Social Worker                   |
| <p>Examples, real life examples, thinking about aftereffects</p> <p>Understanding of veterans</p>   | Group Coordinator               |
| <p>Discussions of reasons for signing up, trust, loyalty, and military life</p> <p>Case studies/stories about the way people/ex-military view the world</p>   | NHS                             |
| <p>Transition to non-forces life (barriers/factors)</p> <p>Support mechanisms</p> <p>Recognition that relates to whole family not just service leaver</p>   | Local Government Officer        |
| <p>Well presented, Good information, Raise awareness</p> <p>Made me think differently</p>   | Therapist                       |
| <p>Looking at how things are changing now</p> <p>Listening to someone who is an ex service person</p> <p>How its different for people who have been in the Forces</p>   | Counsellor                      |
| <p>Enhanced knowledge of military life – found this useful as would improve my practice/understanding/empathy</p> <p>Good to hear that people have positive experiences as the media often portray the negative side of things</p> <p>Transition difficulties – enhanced my understanding of how difficulties can be for some people</p>              | Cognitive behavioural Therapist |





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**ARMED FORCES**

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**COVENANT**

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