

# Welsh veterans partnership

## Move On Project



Welsh Veterans Partnership

“Coming Home Project “

On leaving HM Forces and returning to Wales most Veterans service leavers thrive and are as in the past a true asset to the communities in Wales from which they came, they still provide a rich contribution on Transition to the bigger society in Wales and the United Kingdom as a whole . There is however times when like any organisations the system fails to provide True Support in Transition this may be for many reasons. ; these may be operational Duty commitments ,failure to Engage by the Veteran and his or her family can lead to poor Transition settlement outcomes. We have however a Duty of Care to ensure

that our Veterans and service families have full support and Help to aid smooth Transition To civilian Life which will allow them to prosper and lead productive lives in Wales . There are is a perceived view of Veterans that they are left with no support ,which is Not the case Over the last 2 Years we have worked to our vision mission statement by identifying gaps in service to the Veterans community and military families in Wales . It is evident that there is a need for a joined up strategy in Wales , for Housing, wellbeing, Transition of our veterans service community and their families . We believe The main area to achieve positive transition to aid wellbeing ,positive outcomes for the Veteran and his her families is the continued commitment to the Veteran , their families “as a unit “. This works well on assessment contributing to a collective view on decisions made ie where and why they intend to live life, work ,school their children, plan a future. The questions need to be asked and by including Family Unit we have found there is more engagement better take up of advice , commitment to the wellbeing of the family unit provides outcomes leading to stable Transition and Resettlement . We at Welsh Veterans Partnership believe that working to this model is a sustainable way forward for those on that require help . A True joined up sustainable approach shows a true commitment to Veterans and their families now and in the future.

We also believe wellbeing is maintained by affordable housing options ,through joined up referral pathways , live real time advice on Housing Options , availability of properties information on local knowledge on Housing Tenancy Requirements and Waiting Lists . How to and where to apply . So important that this information is correct and current . We must engage with local councils , Developers , have an input on strategic planning for continued housing development with a commitment to allocation of Homes for the Veterans Community in Partnership working to the Military Covenant we have achieved this With referral pathways agreed with local councils Housing departments , and third sector agencies. We must have a True commitment to follow through at grassroots level with the veterans families to placement ,resettlement to suitable Accommodation. The aim is to prevent homelessness for service leavers and their families, contributing to wellbeing and positive outcomes for our Veterans in Wales. We have achieved this through positive commitment to partnership with military charities 3rd sector, local government, councils, housing associations and Welsh government.

Though we have been disappointed at times by some not willing to engage with us and an outward distrust of New Charities with new ideas and ways of working. We have and continued to develop Partnership's and positive ways of moving forward. In doing this we have developed agreed housing pathways ,wellbeing Project 's for service leavers, Veterans and their families. We have established working relationships with the welsh family of regiments and Tri Service units in Wales . We have through commitment to Partnership with local authority 's and Council Hubs , been able to improve Transition , Housing allocation outcomes and wellbeing . This is achieved by proper assessment, and follow through case management .This has aided correct referral of veterans , by helping identifying The Three Main Referral Groups .



- 1.) Service Leavers End of Service.
- 2.) Service leavers Medical Discharge.
- 3.) Service leavers no Longer Required.

All these groups have different needs (see attached), on going Support requirement's . This needs to be recognised, with transition support agencies being aware of the individuals case.

We as a society have a duty of care to provide full assessment with support and access to jobs ,Housing , education wellbeing Health programs . We have been able to achieved this by following our 'Move On Project' blueprint. Veterans being identified through a referral assessment process. We have worked to the spirit of the military covenant throughout wales and have encouraged local authorities and councils to interpret and implement the military covenant to the spirit it was intended.

We have, working partnerships with many Council 's throughout Wales with continued progress Partnership s with Cardiff council, (Rhonda Cynon Taff), Swansea council, many more to follow our lead with our Coming Home Project .

We have again developed working Partnerships Housing more Veterans with Housing Association 's in Wales , special mention to Taff Housing, Cadwyn housing, Coastal homes Swansea who have Housed many Veterans and their

Families on Assured Tenancy Contracts . we've had success in the Private Rental sector Peter Allan property letting Agency who other local authorities throughout wales are interested working to our blueprint which was commended by Carl Sargeant then Minister for housing and wellbeing , minister National Assembly , who with great regret we lost. This was a great loss to his family, the people of wales, our Charity and the Veterans of Wales.



We Have a New Housing Minister who is visiting us again on the 7th Dec 2018

Housing in wales is devolved with its own Housing budgets , planning, and pressures . Welsh Govt has been supportive to us and the veterans community in Wales and continues to be so . Because of these efforts we have been able to house Veterans , service leavers their families . We continue to develop partnership ways of working with local authorities, in planning allocation, of Housing stock . We have been building on this success ,We have been invited and work closely on planning and development groups, working with investors developers , looking at ways of delivery of New affordable housing Project's .

This can be achieved by us working developing New Tenancy models , with Veterans the service community being allocated new Affordable Housing that is 'fit for purpose ' .contributing to wellbeing and positive outcomes.



## Types of Property we have in Partnership Provided

One Two bed flats , single accommodation supported and Private .

Two Three Bed Family homes for Service Leavers with and without Disabilities. With us being involved at the planning stage the builds contained Ready built walk in shower rooms ,Strong Build Walls , Disabled Access ,wide doors, all in keeping with our Commitment to our Whole of Life Housing Approach.

This is keeping to our commitment not just to Housing Veterans but to their continued wellbeing, and positive life outcomes , with Advice help from us and our partners , We have helped our Veterans their partners families as a family unit with support , wellbeing planning ,access to further education, College, university , jobs, community outreach involvement, Choir. Our garden allotment's wellbeing Projects in our Housing clusters has proved a massive hit.

We believe involving the whole family as a unit has a massive impact on positive wellbeing outcomes Veterans and their families . Our business model is Definitely helping Transition ,resettlement and integration of Veterans and their Service families to our local communities In Wales .

Positive Outcomes.

We have greatly reduced the incidence of factors contributing to lack of wellbeing and barriers to sustainable resettlement.

### **We can demonstrate**

Poor resettlement ,no assessment in Transition Support, is a definitive factor leading to a detrimental effect on mental health, isolation, anxiety, depression, Domestic Abuse, Substance Abuse, Violence, Family Unit Break Down, Debt , Poor Physical Health, Higher Increased Cases of Suicide/ Self Harm, Custodial Prison Terms.

We have been able to house the veterans from different groups.

Male and Female service leavers, married couples with children, veterans and their families. Commonwealth Troops , Service wives who've suffered with Domestic Violence.

We have found them suitable new builds, affordable accommodation with adaptations i.e walking showers for disabled clients. We have also provided through referral to our working partners white and brown goods with a fantastic effort by SAFFA outreach workers and volunteers.

This has contributed to our idea of , positive assessment, referral ,allocation outcome to the veterans family unit.

We have set up a website and a social media account (twitter : @welshveterans) which has increased our referral uptake and contributed to excellent wellbeing outcomes.



### **Happy veterans and families .**

We have established a Choir / wellbeing group which meets weekly improving confidence, communication and positive engagement.

We attend meetings to have a voice on cross party groups in the National Assembly of Wales , working to progress the continued commitment to the Military Covenant , exploring possible new partnerships that can aid our family groups and us to achieve transitional, positive outcomes and wellbeing now and in the future.

We have had visits to our Housing clusters by AMs and MPs from central government. including the Shadow Defence Minister, and Cross Party Parliamentary Groups. Representing Wales as a whole.

We have had visits from Serving Military Officer's from welsh regiments. These groups have met Veterans and their families in their New Homes and we have been commended on our 'Coming Home Project' for the standard of the quality of Housing and our community wellbeing programs.

We aim to roll out this business model throughout Wales , and propose further housing projects in partnership with interested parties . This in turn, will raise awareness, create positive wellbeing outcomes and cooperation between the third sector and local government. We will continue to do build on our Welsh Veterans Partnership model expanding throughout wales , we will develop new projects and confirm our commitment to joined up partnerships ,now and in the future.

This will insure Veterans in Wales are provided with a truly comprehensive sustainable service, to aid transition, wellbeing and resettlement of our Veterans and families into civilian life.

We at the Welsh Veterans Partnership are volunteers.

We are proud of the work we have done so far ,

We have a firm mission statement , strong governance, with great Support from our Trustees and Chair , true commitment from our volunteer's , outreach workers, our Director , Coordinator , partners, Friends, MP's and local Welsh AM's .

To support our further development throughout Wales we are applying for funding with grant making bodies in Wales .

With the help of The Wales Co operative Centre we have developed a sustainable working business plan. This is to support our funding application's to role out an all Wales Service.

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The Coming Home Project is a definite 'game changer' to veterans support/ transition and wellbeing in Wales.

Please read the following attached evidence, supporting development of assessment protocols. This helps with identifying types of service leaver.

Testimonials of just a few veterans and their families we have helped



## Category of service leaver

### 1.) Service Leaver Medical Discharge : (earliest referral assessment required)

On going medical factors have a significant affect on the transition and wellbeing into civilian life. We have had veterans leaving HM forces without any clear transition package (hand over take over of MOD medical documents, this delays treatment, delays in referral to civilian agency's like NHS veterans Wales, no ongoing physio treatment). We propose that there should be an end of service medical assessment report ,for veterans new GP's ,supporting medical practitioners. This will aid resettlement to civilian life, which in turn, will aid wellbeing and Transition to civilian life.

We include the Whole family as a unit which we consider is a major wellbeing tool.

We achieve this by doing the following : We carry out the following protocol on assessment.

we look at what the family unit are expecting on transition.

where and why do they want to live/resettle in a particular area they have chosen , advice on positive outcomes, follow up on medical condition assessment, access to information on local GP's, Dentists , medical practitioners ,family wellbeing support groups. " WHAT IS AVAILABLE". If the family has children, we identify suitable schools , education, grants , transition advice , awareness for teachers local authorities and ongoing support services for the children. We also provide them with our partners wellbeing packages, tailored to the specific family needs, identified at a family support conference contributing to positive wellbeing outcomes and happy families.

### 2.) Service Leaver End of Service :

Whilst the service leaver has come to the end of his/her engagement within the Armed Forces, there may be contributing factors as to why they are leaving. This will become apparent on assessment. We still assess the veteran and his family as one unit. We ask them 4 main questions which are : WHY are they getting out? WHERE do they expect to live? WHAT area would they like to live? WHAT are their hopes and job prospects for the future for themselves and the wellbeing of their families.

On assessment we contact local authorities and register on Housing lists , housing them as per the 'Coming Home Project'. We set up meetings, register with GP's and support services ( NHS Veterans Wales ,schools, information, applications etc) In Partnership with DWP, the Army Pension Service and SSAFA ,Veterans have advised on benefits pension reviews and final settlements from the MOD. This has greatly improved aided wellbeing/ positive outcomes.

### 3.) Service no longer required (SNLR):

Discharged because of behavioural, drink or drug problems. Although the veteran /service leaver has left under SNLR we do not discriminate. We have found many veterans that have left this way had been undiagnosed for metal health problems, like PTSD whilst still serving. Living very turbulent lifestyles i.e abusing drugs or drink to self medicate. This in turn effects their work and performance within military life leading to a CTD failures and SNLR. Obviously not receiving the any resettlement packages (CV writing, job fairs etc) they are left unsupported with just their last 2 or 3 months wage packet.

Usually the veteran/ service leaver feels in a far worse position than he/she did feel before leaving and which can have detrimental effect on their transition into civilian life. Most SNLR veteran/ service leavers will fail to seek help within the military third sector due to the reason of discharge. usually leading to custodial sentences (prison), homelessness, self harm or suicide.





