



Surrey Civilian-Military Partnership Board

Agenda

4PWRR Denmark House, Batts Hill, Redhill, RH1 1DS
10.00 am – 12.00pm, Wednesday, 13 March 2019

Please note this meeting is held in private and is not open for the public to attend. The papers are published on the website for information only.

Contact: Sarah Goodman, Community Partnerships Team, Surrey County Council, Tel 01483 518095 or email armedforces@surreycc.gov.uk

1	Welcome and Apologies	Chairman	
2	Minutes of the last meeting and matters arising <ul style="list-style-type: none"> • Veterans mental health (TILS) • Children Centre Update (attached) • Business Breakfasts • Modern Slavery Update (attached) 	Chairman	(Pages 5 - 18)
3	11 Brigade Update <ul style="list-style-type: none"> • Task Force Commander Update and latest moves • Army Engagement Event – 6.30pm on 2 April at Denbies, Dorking • Brexit and joint work with Surrey County Council 	Col Simon Browne	
4	SCMPB Update <ul style="list-style-type: none"> • SCMPB Draft Annual Report – 2018/19 (attached) • Updated 2018/20 SCMPB Action Plan (attached) • Updated SCMPB Terms of Reference (attached) (original ToR from 2012 attached for information) • Community Integration Task Group <ul style="list-style-type: none"> ○ Health Champions ○ Unit Welfare Officers ○ Education 	Sarah Goodman/ Peter Bruinvels	(Pages 19 - 52)
		Michael Cannon	

Michael More-Molyneux

David Munro

Roland Olliff

Steve Owen-Hughes

Louise Punter

Karen Whelan

Lord-Lieutenant

Surrey Police and Crime Commissioner

Diocese of Guildford

Surrey Fire and Rescue

Surrey Chambers of Commerce

Surrey Heath Borough Council

This page is intentionally left blank



SURREY CIVILIAN-MILITARY PARTNERSHIP BOARD

Minutes of the meeting held on 11 October 2018, Surrey Fire and Rescue HQ, Wray Park, Reigate, Surrey

Present:

Mr Peter Martin	Chairman
Mr Michael More-Molyneux	Lord-Lieutenant
Col Bob Crawley	ssafa
Col Patrick Crowley	SERFCA
Brigadier Paul Evans DL	Recognise and Remember Task Group
Major Carol Miller	ATC (Pirbright)
Debbie Goldsmith	ATC (Pirbright)
Louise Punter	Surrey Chambers of Commerce
Karen Simmonds	Public Health, SCC
Canon Peter Bruinvels	SCC Civilian Military Liaison Advisor
Louise Livingston	Surrey Heath Borough Council
Jim France	Royal British Legion
Col Simon Browne	11 Infantry Brigade
David Munro	Surrey Police and Crime Commissioner
Michael Cannon	Community Integration Task Group
Cllr Pat Cannon	Surrey Leaders
Sarah Goodman	Surrey County Council
Jenny Harvey	Surrey County Council

Apologies:

John Kingsbury	Veterans Rep
Steve Owen-Hughes	Chief Fire Officer

1 WELCOME AND APOLOGIES [Item 1]

Mr Peter Martin welcomed everyone to the meeting, and apologies were noted. The Chairman asked officers to send the Boards' thoughts and best wishes to James Painter who is on sick leave.

2 MINUTES OF THE LAST MEETING AND MATTERS ARISING [Item 2]

The minutes of the meeting 12 March 2018 were agreed.

Army Training Centre (Pirbright) Passing Out Parade

Members of the Board had attended the Pass Out Parade on 8 June 2018. Thanks were extended to ATC for their hospitality and it was agreed it would be great to attend a parade once or twice a year.

Veterans Mental Health Update

Karen Simmonds provided some background to the issue explaining that mental health provision for veterans was provided in Surrey through Combat Stress and then SERVES under Virgin Care. In 2017 NHS consolidated the services and commissioned on a bigger scale. The provision in Surrey is now provided by through the NHS Veterans' Mental Health Transition, Intervention and Liaison (TIL) Service through the Camden and Islington NHS Foundation Trust who provide the service across London, East and West Sussex, Surrey and Kent and Medway.

TILS well established in Kent and Sussex, but concerns had been raised about communication and provision being offered in Surrey.

Karen updated that the situation had improved and we have received a service specification and they are reaching out to Surrey GPs.

Members of the Board reported that veterans that they had referred to the service received great care. The main issue was visibility and ensuring that people are aware of the service and how to contact them. It was confirmed that TILS are signposted from Veterans' Gateway.

**Actions – Karen to ask TILS for a communications plan.
Ensure details are included on the Surrey Pathways.
Add this item to March agenda.**

3 OUTCOMES FOR SERVICE CHILDREN IN SURREY [Item 3]

Education Attainment

Peter Martin updated the Board on a very positive meeting held in October 2018 with primary and secondary schools with large numbers of service children to look at educational attainment issues.

Additional data on attainment was considered at this meeting, which raised further questions around issues such as the particular cohort, trend data etc.

Key points included:

- Data from 96 service children at KS2 last year showed an improvement on previous results.
- Secondary schools heads saying they didn't feel there was an issue with service children arriving at their schools, which was backed up by data. Not currently an issue with attainment at KS4.
- The three local primary schools around Pirbright have a really good relationship with ATC.
- The movement of the Welsh Guards away from Pirbright in Summer 2019 will impact on the schools and it was reported that some school classes have had to merge due to smaller numbers. 123 families will leave in July and concerns were raised about funding and teaching and teacher quotas when Welsh Guards leave and others arrive.
- Funding for schools with Service children is calculated by those on roll as of 1 April each year.

Col Browne explained that the timing of movement of units around the country was dependant on the logistics of other units completing their moves, so timings may be subject to change.

It was agreed that the education attainment would remain on the SCMPB agenda.

School Admissions

Following a case that was raised regarding admission of a service child to a Surrey school, a school admissions fact sheet had been prepared and circulated to help inform about the process. This was noted.

Children's Centre Update

Following the last partnership board a meeting was held with Major Miller and Sue Brown, Head Teacher and centre leader of the St Pauls C of E Infant School and Children' Centre, Tongham, to discuss the support that would be available for military families as part of the proposed changes to children's centres. The meeting was positive. Major Miller explained that the community centre would still be available free of charge for delivering services on the camp and was reassured that services would continue to be delivered there so that families would not need to travel to Tongham to access the support they need. The formal consultation on Children's Centres had been delayed until the Autumn.

4 11 BRIGADE UPDATE [Item 4]

Update received from Col Simon Browne

- Coming to an end of current operational commitments by the end of the year.
- Focus for the Brigade, including Brig Tom Bateman, will be to train the Irish Guards in Kenya to prepare them for their operational role
- Community Engagement lead will be with those based in Elizabeth Barracks in Pirbright, currently the Welsh Guards.
- A national event recently held at Shah Jahan Mosque in Woking to remember soldiers from the commonwealth was well received. Of the three million men served in the British Army in WW1, one million were Muslim soldiers.
- The schools modular programme of providing a six week leadership programme is currently being delivered in three Surrey schools in Camberley, Farnham and Ash.
- 11 Brigade would like the Boards' support to access people who are not currently supportive of the military to improve engagement and increase attraction.

Action – David Munro suggests Col Browne contact head of local policing ACC Nev Kemp who is doing work to access hard to reach groups.

5 SCMPB EXECUTIVE AND TASK GROUPS UPDATE [Item 5]

The SCMPB annual report 2017-18 has been well received.

The SCMPB Action Plan had been updated to include the actions identified within the recent audit carried out by Paul Evans. It is important to measure the effect / impact of the work being done and the annual report was considered key to this.

A discussion was held about the target regarding business breakfasts and the military. It was noted that Surrey Heath BC is holding Business Expo on 13 November with a speaker from RMA Sandhurst. 11 Brigade host Army Engagement Events, which is the start of the journey. Businesses that attend these, could be invited to future business breakfasts. SERFCA also have good links to employers.

Action – It was agreed that it would be useful for Surrey Heath, Surrey Chambers and SERFCA to get together and discuss a way forward, linking into the wider group of economic development officers across Surrey. It was suggested that Karen Whelan may be interested in leading on this area.

Conference:

Early thoughts on the 2019 Surrey Armed Forces Covenant Conference shared with board, which included:

- Covenant could be re-signed by SCC
- Focus on Service Children
- Build on link with business – would need to work out how to target companies and get them engaged – what would be in it for them?
- If a breakfast briefing was held for business – the venue, speaker, content and breakfast are all key elements to success
- Surrey Police would like to be involved

Action: Officers to send ‘Save the date’ and progress the agenda and arrangements.

Recognise and Remember Task Group:

Paul Evans updated the Board on the very good meeting held in September. Armed Forces Champions attended, including four new members. The Task Group is keen to continue past WW100, meeting three times a year with the following key aims:

- To aid communication between AF Champions, enabling them to share best practice.
- To reach out to veterans by linking in with Roger Nield and the work being done on veterans hubs.

Concerns raised by the Task Group include the change in the Covenant Grant process and the County no longer being directly involved in the process, and the future attendance of the military at civic events.

Praise was given to Guildford Borough Council and their new War Memorial.

Community Integration Task Group

Michael Cannon updated the Board on the work of the Community Integration Task Group, which covers housing, education, employment and health and wellbeing. The group meets twice a year with Unit Welfare Officers to better understand the issues being faced by the military community, and how we can further support them.

- Education – key issue is attainment reported on earlier in the agenda.
- Housing – Local Connection regarding military is well understood. Some issues with spouses following marriage breakdown which is considered on a case by case basis.
- Employment – linking to Major Kennedy-Smith regarding transition. Led a workshop at 2018 conference on finance. It was agreed to look at whether the finance module given to soldiers in the transition brief could be opened up to families in the evening.
- Health and wellbeing – the Welfare Officers have agreed to help promote the work supporting Military Carers through Carol Owtrim. In addition there is a separate Armed Forces Health Group which looks at implementing the Covenant through the CCGs and Trusts in Surrey and considers carers, mental health support, GP registrations etc.

The Chairman offered congratulations to and thanks for the work of both groups.

HR Policy

A new HR Armed Forces policy for Surrey County Council is being developed. When agreed it will be taken through Surrey Council HR group to share with the district and borough councils.

MPs and Councillor's Update

The updated document was shared with the board.

Action – Pat Cannon to share with all district and borough councils. Sarah Goodman to share with Police Contact Centre (who ask whether people have served).

Reserves Day

Surrey County Council held a very successful day held June, which brought colleagues who had a link to the armed forces together to discuss issues, how they could be further supported and explored how they could help their skills in an emergency. This group expressed a wish to come together once or twice a year.

Employer Recognition Scheme

Thanks were extended to Patrick Crowley and the Lord-Lieutenant for a wonderful awards evening held recently.

Col Crowley explained that the Employer Recognition Scheme provides an opportunity for businesses to have a relationship with defence. Within Surrey the Royal Surrey County Hospital and SGN have joined Surrey County Council as gold award holders.

SERFCA are looking at best way to develop relationships further, and meet 2-3 times a year with silver and gold businesses to help with this.

The SERFCA County Committee will be held on 29 November in Farnham – all Armed Forces Champions will be invited.

4PWRR moving to Redhill on 2 November and the Danish ambassador will attend the opening. 2PWRR will moving to Aldershot next year.

6 COVENANT FUNDING [Item 6]

SCMPB are not involved in the grant process as they have been historically, but will continue to support projects applying. The Board was asked to encourage those submitting a bid to liaise with Sarah Goodman, who has a wealth of knowledge and will be happy to help. Surrey has been successful and received in excess of 1.1million since 2012.

'There But Not There' silhouettes funded through the Covenant Fund was a success for Surrey with 17 projects funded in first round. Second round outcomes not announced at time of meeting.

Veterans' Hubs and Drop In Centres

Peter Bruinvels updated the Board on this project and explained that SMPL Solutions had been appointed on behalf of Forces Connect South East to look at current provision of Veterans Hubs and Drop-In Centres and needs of veterans across the south east. He will also be producing a best practice guide. Key links in Surrey will be provided through Recognise and Remember Task Group.

Forces Connect SE

The FCSE training package has been running successfully across the South East, providing training to councillors, managers, Contact Centre and frontline staff in public authorities about the needs of the armed forces community, as well as sources of support. In addition to the face to face training, there are also e-learning packages and referral pathways. The MoD grant of £321k included £40k to roll out best practice nationally. A recent meeting was held with Lt-Gen Richard Nugee CVO CBE, Head of Defence People about the project, which was very well received. The Board was asked for support to promote the training within their organisations. Further information is available via www.surreycc.gov.uk/forcesconnectse

7 FIRE SERVICE AND THE MILITARY [Item 7]

Steve Owen-Hughes was unable to attend meeting. Thanks for his continued work and hospitality for this meeting were offered by the Chairman.

8 AOB [Item 8]

On 11 November 2018 the Armed Forces Covenant will be signed by the Diocese of Guildford with 11 Brigade at Guildford Cathedral– all welcome.

Pat Cannon explored the idea of a veterans tie – he would investigate and report back.

Maj Carol Miller thanked those who attended the Pass Out Parade and noted that the playground at Peter Pan Pre-School, which was funded through a Covenant Grant, was being opened 18 October 2018 and Board members were welcome to attend.

David Munro explained that the Police are currently focussing on modern slavery – Surrey Police are pushing for people to be aware of how much there is around and to be vigilant and report, and asked all organisation to take a very good look at themselves – check supply chains and those you offer contracts to. **Action:** David to put Sarah in contact with the POC within Surrey Police regarding publicity.

Karen Simmonds - New figures released by MoD and Office of National Statistics show data on working age veterans. **Action:** Karen to send link Public Health are encouraging all those working with older veterans and young children to please promote flu vaccinations.

Jim France - RBL campaign to get office of national statistics to ask a question on census on military status was a success and will be included in 2021 census.

Louise Punter shared details of WW100 project in Lightwater, where the community have worked together to crochet poppies to make an amazing display for Remembrance Sunday.

9 DATE OF NEXT MEETING [Item 9]

Wednesday 13 March 2019 - venue TBC

Meeting ended at: 12.00 pm

Chairman

This page is intentionally left blank

Update on Children Centres – SCMPB 13 March 2019

The family resilience consultation including proposed changes to children's centres concluded on the 4th January. On the 29th January 2019 Cabinet members considered the recommendations and responses to the consultation and agreed to:

- Endorse the remodelling of the remaining Children's Centres to create Family Centres as part of a wider Family Service to support families with children aged 0-11 that are the most vulnerable.
- Agree to the reduction in number of Children's Centres in Surrey from 58 centres to 21 centres and satellite sites, to be located in areas where children are most likely to experience poor outcomes. At least one main centre in each district and borough supported by the use of satellites, outreach workers and community venues.
- Agree to reduce the number of mobile Family Centres in Surrey from two to one in order to reach areas where there are small numbers of vulnerable children and families.

Having received this mandate to proceed the council is asking the existing providers who expressed an interest in becoming a lead provider to manage a Family Centre going forward, to confirm whether they still wished to proceed having seen the specification for the new service. This part of the process will be completed by 12th March in most areas. We will then begin a transition process to close children's centres and begin the new Family Centre offer from September 19 onwards. There will be an individual transition plan for each centre as each has its own unique circumstances.

Where no lead provider has been identified through this process the council will discuss other options including the borough/district council or open tender.

The specification document, which will form part of the contract between the council and the lead providers, includes a list of the types of families that may need additional support due to their circumstances and individual needs and this includes military families. Children's centres representatives, including Major Carol Miller, contributed to the specification design to ensure that local information about the communities and families currently served by the centres was included.

Families served by Pirbright and Brookwood Children's Centre and Mytchett Children's Centres will continue to receive the current offer until the new provider is appointed and the new offer introduced. There will not be a gap in services for families. The new Family Centre will continue to work with the local communities and their representatives to ensure that vulnerable families' needs are understood and services are offered close to their homes. Major Miller has offered for the venue on Pirbright Camp to continue to be available to the new provider.

Contact: Lesley Hunt, Supporting Children Manager, Surrey County Council

This page is intentionally left blank

Update on Modern Slavery – SCMPB 13 March 2019

The key issues are in Surrey:

Modern Slavery – Surrey Issues:

- Seeing a spike in Iranian nationals being exploited
- 19% of cases involve children who are being exploited
- Sexual exploitation most common followed by labour exploitation

Human Trafficking:

- SE region see a disproportionate number of Unaccompanied Migrant Children
- Lorry drops at service stations and arterial routes still common
- Travel without documents now more prevalent

The Police and Crime Commissioner would like partners to establish if their suppliers and supply chains have a modern slavery policy/statement e.g. cleaning contractor/food supplier/food producer.

Surrey Police can offer:

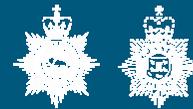
- Speakers for a bespoke awareness raising training to staff if required. This would outline what the issues are in Surrey, how to spot the signs/what to look out for and what to do about it. They have access to some speakers who have had hidden cases of modern slavery within their organisation (not Surrey). The Surrey Antislavery Partnership has now been set up and will be undertaking awareness raising events – invitations could be sent to the SCMPB if this would be of interest.
- A presentation on the subject at the next Board meeting.

Please could the Board advise how they would like to proceed.

Contact: Marie Clarke, Serious Organised Crime Partnership Officer,
marie.clarke@surrey.pnn.police.uk

This page is intentionally left blank

Control Strategy Priorities



Modern Slavery

- Seeing a spike in Iranian nationals being exploited
- 19% of cases involve children who are being exploited
- Sexual exploitation most common followed by labour exploitation



Human Trafficking

- SE region see a disproportionate number of Unaccompanied Migrant Children
- Lorry drops at service stations and arterial routes still common
- Travel without documents now more prevalent



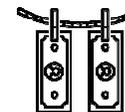
Drug-related Harm

- Increase in addresses cuckooed by drug dealers coerced using threats of violence, free drugs or the opportunity to pay off debt.
- The identity of vulnerable people is shared between criminals
- West Balkan groups continue to dominate Cocaine supply
- Online supply and purchase of drugs is a growing threat with many young people buying drugs via Social Media paying using Cryptocurrencies



Economic Crime

- 2.4% increase in reporting levels of Economic Crime
- 83% of offences recorded are cyber enabled
- Technology and professional enablers represent a significant risk particularly high end money laundering
- 6 out of 20 victims reported a severe or significant impact on health or financial wellbeing



Child Exploitation

- The true scale of exploitation remains hidden
- Online exploitation and links to County Lines are most significant threats
- Connections between drug lines and frequent missing children at risk of CSEA in Surrey and Sussex
- Looked after children remain one the most vulnerable victim cohorts



Organised Crime

- Active OCGs in Surrey (29) and Sussex (35)
- They are primarily involved in drug supply but also money laundering, acquisitive crime (burglary and ATM theft) and human trafficking
- Surrey is an importer of organized crime and is affected by OCGs from within the Region, from London and further afield
- Many OCGs remain active from prison

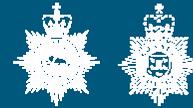


Terrorism

- There is a continuing trend towards low sophistication attacks occurring in a spontaneous manner which means that future incidents are potentially difficult to detect, disrupt and prevent
- Online radicalisation and continuing technological advances make the threat increasingly difficult to detect



Intelligence Requirement



Modern Slavery

- Where are people being used for cheap labour?
- Are people being moved from one location to another to be exploited?
- Is someone being forced to work in domestic servitude or other employment?
- Where are vulnerable people congregating which makes them susceptible to exploitation ?
- What locations are being used for prostitution; brothels, hotels or houses?



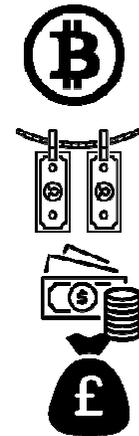
Drug-related Harm

- Who is being exploited by drug supply networks: Cuckooing, drugs mules, runners?
- Street names, phone numbers or methods of operation
- London-linked gang members who are exploiting local vulnerable people
- Links between local criminals and London gangs



Economic Crime

- Criminal groups involved in fraud and related money laundering
- Methods of laundering money
- Details of locations of 'boiler rooms' and how they are being staffed
- To what extent is crypto currency being used in fraud and money laundering?



Child Exploitation

- Children at risk of criminal exploitation or sexual exploitation and abuse
- Who is actively involved in exploiting, or facilitating the exploitation of, children?
- What locations do vulnerable children congregate or perpetrators frequent?
- What young people do and where they go whilst missing from home.
- How are the exploiters identifying and communicating with children they exploit?



Human Trafficking

- Any businesses, people or locations involved in suspicious educational establishments
- Any people or locations connected with bogus or forced marriages
- The use or distribution of false or fraudulent identity documents



Terrorism

Who...

- is at risk of being radicalised?
- has travelled, or is seeking to travel to conflict zones?
- is affiliated with proscribed organisations?
- is fundraising for extremists?

THINK PREVENT REFERRAL



Surrey Civilian Military Partnership Board

Armed Forces Covenant Annual Report

1 April 2018 - 31 March 2019

FOREWORD

As Chairman of the Surrey Civilian Military Partnership Board, it gives me great pleasure to present to you our annual report covering the period from 1 April 2018 to 31 March 2019. It has been another highly successful year for our work supporting Surrey's armed forces community, made possible through working in partnership with 11 Infantry Brigade South East, the Lord-Lieutenant, the borough and district councils, Police and Crime Commissioner, Surrey Fire and Rescue, Service Charities, business and with our partners in Health, Education and Employment.

Much has been achieved, but some personal highlights for me include the dedication of a new Canadian war memorial in Milford, attending Armistice 100 events, both for the county at Guildford Cathedral and in my own division as well as officially opening a new play area at Peter Pan Pre-School in Pirbright. These events remind me of the sacrifices our armed forces make for the Nation.

As well as our work in Surrey, you will read about the impact we are having across the south east region, and further afield through Forces Connect South East, to make it easier for members of the armed forces community to access advice and sources of support. This is made possible through a series of training events for frontline staff as well as the development of a new mobile app funded through the Armed Forces Covenant Fund. I am delighted our work continues to be recognised nationally. Last September, we briefed Lt-Gen Richard Nugee CVO CBE, Chief of Defence People on our regional work, and for the third year running we have a case study included in the National Armed Forces Covenant Annual Report.

When you have read this report, I hope you feel, as I do, justly proud of all that we have achieved working together as agencies and organisations across the county to help ensure that no one in Surrey is disadvantaged because of their service to the Nation.

Peter Martin

Chairman of Surrey Civilian Military Partnership Board

INTRODUCTION

This report sets out a summary of the key achievements of the Surrey Civilian Military Partnership Board, and its partners, in implementing the Armed Forces Covenant. The Armed Forces Covenant is a promise by the Nation ensuring that those who serve or who have served in the armed forces, and their families, are treated fairly. Since 2012, all Surrey local authorities have signed the Armed Forces Covenant and appointed an elected councillor Armed Forces Champion and work hard to ensure the armed forces community does not face disadvantage compared to any other citizen when accessing public services.

ENGAGEMENT

Surrey Civilian Military Partnership Board (SCMPB) Action Plan

The Board has agreed an updated annual action plan which includes actions highlighted within the audit of the work of the SCMPB which was undertaken during 2017. This action plan will be updated and reviewed at each Board meeting.

2019 Surrey Armed Forces Covenant Conference

Surrey's Annual Armed Forces Covenant Conference was held on 6 February 2019 at the Army Training Centre (Pirbright). The highly successful day included updates on the national and local picture in relation to the Covenant, a look back at achievements over the past year which included the Forces Connect South East Training programme and Remembrance events across the county, as well as a series of workshops on health, veterans and working with the military in an emergency. The afternoon session was purely focused on supporting Service children, with a video played of two Surrey Service children explaining what it is like being a Service child and the issues they face. This was followed by a series of thought provoking presentations from primary and secondary schools in Surrey as well as the Ministry of Defence (MoD) on support provided to Service children. The day was very well received from delegates and received lots of positive feedback including the following comment 'The level of enthusiasm and engagement in Surrey always acts like a tonic and people come away more determined than ever to do their bit to make sure the Covenant really means something locally. I thought the focussing of the afternoon session on a single issue was very powerful'.

Covenant Signings

Over the past year there have been a number of Armed Forces Covenant signings in Surrey. These included, the signing of the Armed Forces Covenant between the Diocese of Guildford and 11 Infantry Brigade & HQ SE on Sunday 11 November 2018 (Remembrance Sunday) at Guildford Cathedral, the signing by Surrey Heartlands Clinical Commissioning Groups (Guildford and Waverley CCG, North West Surrey CCG and Surrey Downs CCG) on 30 November 2018 and the signing of the Covenant by Blackdown Pre-School on 10 December 2018.

Forces Connect South East (FCSE)

FCSE is a partnership led by Surrey County Council with Hampshire, Kent, East and West Sussex County Councils and Brighton & Hove and Medway Councils, which exists to support the aims of the Armed Forces Covenant and promote a greater understanding and awareness of the issues affecting the Armed Forces Community within public services across the South East region. In 2017 the partnership was successful in accessing £321,300 of MoD Covenant Funding to deliver a project enabling fair and consistent advice and access to public services for the Armed Forces Community across the South East and to ensure they face no disadvantage compared to any other citizen.

The programme, which is due to run until September 2019 will enable in excess of 4,000 people from public and voluntary organisations across the region to be trained on the covenant, the needs of the armed forces community as well as which organisations to signpost to for further sources of support. Training has been provided through face to face sessions, as well as e-learning. In addition, a number of referral pathways have been developed to assist with signposting, which are available to access through a newly launched Forces Connect 'App', as well as a new eLearning package to provide support and advice those employees mentoring service leavers.

A briefing on the programme was given to Lt-Gen Richard Nugee CVO, CBE – Chief of Defence People at the Ministry of Defence, which was very positively received, and a case study on the project was included within the National Armed Forces Covenant Report 2018, debated in Parliament.

Within the grant, the Ministry of Defence included an additional £40,000 funding to roll the training programme out across the country. This will be achieved through a series of regional training sessions are being planned in each of the Brigade areas, in addition to promotion through presentations at the National Armed Forces Covenant Conference and the Local Government Association Conference.

For more information please visit www.surreycc.gov.uk/forcesconnectse

SCMPB Webpages

A review of the SCMPB webpages was undertaken during the year, to enable regular news stories to be added to the homepage to ensure it is reactive and up to date. These have been well received.

@SurreyMilitary

The Surrey Military twitter accounts continues to grow with 714 followers, and has been widely used to promote training available through Forces Connect South East #forcesconnectse as well as veteran hubs and other work being done locally.

Pass Out Parade

In June 2018, members of the SCMPB attended a Pass Out Parade for new recruits finishing their Phase One training at Army Training Centre (Pirbright). This celebration gave Board members the opportunity to speak to the recruits and their families to understand what joining the Army means to them and to thank them for all they will do for the Nation.

Natural Flood Management on Ash Ranges

Surrey County Council in partnership with Guildford Borough Council, Thames Water, Network Rail and the Environment Agency have formed a Project Board to explore opportunities to reduce flood risk in Ash / Ash Vale Catchment.

The Ministry of Defence (MoD) Ash Ranges are located to the east of the Blackwater Valley River forming the upper part of the drainage catchment. Surrey is working with the local MoD representatives to map and measure existing watercourses and land drainage in order to understand surface water flow in this upper part of the Ash catchment. This will allow the multi-agency Project Board to assess if there are opportunities for reducing flood risk including natural flood risk management. This part of the project has shown collaborative working with the MoD.

Probation and ATC (Pirbright)

The Probation Service has developed good links with ATC (Pirbright) and their Unpaid Work Team have been working at the Barracks on various projects.

Exercise Atlantis

Operation Atlantis was a multi-agency (Surrey Local Resilience Forum) exercise test of the Lower Thames Flood Emergency Management Plan carried out on the 17th-18th October 2018. The exercise focussed on the Strategic Command Group (SCG) parts of the flood plan and included scenario tests of each part of the plan prior and during a major flood incident.

The Military supported this exercise with a command team at the SCG and with members of the 4PWRR who assisted with the deployment of the Temporary Flood Barriers. One of the key feedback observations was on the effective use of interactive online mapping and other information that supported the SCG during the planning meetings and the Local Resilience Forum will be working with the Joint Regional Liaison Officer for 11 Infantry Brigade to further develop this support to the SCG.

Informing Councillors and MPs

Surrey Heath Local Committee, which is made up of Surrey County Councillors representing Surrey Heath alongside six Surrey Heath Borough Councillors, received a presentation on the work being done to support the armed forces community within Surrey Heath in October 2018. Surrey Heath Borough Council has a close relationship with RLC Deepcut, the Royal

Military Academy Sandhurst and the Cadet Training Centre in Frimley. The committee heard about the recent Employer Recognition Bronze Award the council has received, along with the a new play area in Deepcut which has helped integrate military and civilian communities, as well as a tea party that was planned for Remembrance Day for all residents that have turned 100.

In order to ensure all Surrey MPs and councillors at both county and borough/district council level are aware of how to advise and signpost members of the armed forces community to appropriate sources of support, an updated briefing document for Surrey's MPs and councillors was circulated containing a summary of issues pertinent to the armed forces community along with local contacts and links to the newly developed referral pathways developed under Forces Connect South East. This document was well received.

4th Battalion The Princess of Wales's Royal Regiment (4 PWRR) comes to Redhill

Following the formation of the new Fourth Battalion Princess of Wales' Royal Regiment (4PWRR) in September 2017, the new Headquarters in Denmark House, Redhill was officially opened by Brigadier General Lars Christian Hedemark – Defence Attache at the Danish Embassy on 2 November 2018.

Surrey Fire and Rescue Service (SFRS) has developed excellent relationships with the Commanding Officer of 4PWRR and have been sharing resources and will also share some training as military and SFRS have complementary strengths. Both SFRS and 4PWRR recruited during the year so they also combined forces here as well.

Surrey Military Appeals Committee (SMAC)

The SMAC, chaired by the Lord-Lieutenant of Surrey continued to meet during the year. The committee is made up of the Vice Lord-Lieutenant, High Sheriff, High Sheriff in Nomination of Surrey, the lead Service Deputy Lieutenant for Surrey, Anne Milton MP, Chairman of Surrey Civilian-Military Partnership Board, Dame Penelope Keith and Deputy Commander 11 Infantry Brigade. As well as supporting the wider work of the military and service charities in the county, the committee has had a specific role during the year to promote the Ministry of Defence apprenticeship scheme and lobbying over increasing the speed at which Capita recruit to the military.

Armed Forces Champions

Surrey continues to lead the way in developing the role of elected councillor Armed Forces Champions within the County Council and all 11 district and borough councils in Surrey. At the national Armed Forces Covenant Conference, the County Council led workshops on the approach being taken by Surrey which included the job description that has been developed. Following the workshops, the County Council has been working closing with the Ministry of Defence on the best way of sharing what works in Surrey with the rest of the UK.

During November, the Surrey Armed Forces Champions and Covenant Leads had a workshop with 11 Brigade to discuss effective working with the military in Surrey at a local

level. This led to an increased understanding of how each organisation can support each other going forward, and the role that local units, not under the direct control of 11 Brigade currently play.

COMMUNITY INTEGRATION

EDUCATION AND YOUNG PEOPLE

Outcomes for Service Children

Work has been ongoing during the year to ensure that Service children achieve positive outcomes at the end of primary school (Key Stage 2), as data suggests that, in some cases, their attainment is lower than that of their civilian peers which is in contrast to national trends. Further investigation showed that service children catch up at the end of Key Stage 4 (GCSE). Officers, along with both primary and secondary head teachers at schools with significant numbers of service children have carried out further research and identified best practice that can be shared with others, especially those schools with lower numbers of Service children. This includes examples for the use of Service Pupil Premium which provides £300 per annum for each Service child in Reception to Year 11 to enable schools to provide extra support, mainly pastoral, to children with parents in the Armed Forces. This issue was also the focus of the afternoon session of the Surrey Armed Forces Covenant Conference, which had presentations from some of the schools with high numbers of service children, as well as some insights into what it is like being a service child at both primary and secondary school.

11 Infantry Brigade has a particular focus on young people, and has taken their schools Youth Engagement Programme to Ash Manor School, Guildford; Kings International School, Camberley; and Farnham Heath End School. This six week programme aims to raise awareness and understanding of the Armed Forces, explore possible careers opportunities as well as developing the individuals who take part. The programme is designed to be fun and engaging with some health and fitness and STEM (Science, Technology, Engineering and Maths) activity, as well as military ethos and skills, applicable to everyday life. Students worked hard during the six week course and their personal growth and development was evident at the end of the course.

School Admissions Factsheet

An admission case for a Service child raised during the 2018 school admissions process highlighted a misunderstanding of how the Covenant could be applied in the case of school admissions. An advisory note was written and circulated to help inform key players including Armed Forces Champions, Covenant Leads and service charities, so help could continue to effectively help and advise members of the armed forces community.

Working together to Safeguard Children

A successful meeting was held between the Army Welfare Service, Surrey's Multi-Agency Safeguarding Hub, Surrey County Council's Children's Services and a representative from

the Family Support Programme to increase understanding and develop links between agencies that work together to help ensure any safeguarding issues concerning Service children have the appropriate input and support.

Brookwood Youth Cafe

Brookwood Youth café received £10,888 from the Armed Forces Covenant Fund to improve facilities at St Saviours Church in Brookwood to enable them to provide a safe and welcoming space for all young people at a pivotal time of their development as they enter adolescence and moving into secondary school. The café will help encourage community integration between service and military children, and provide young people with the opportunity to make new friends, learn new skills and have fun in a safe environment.

Pre-School Play Area

Peter Pan Pre-School, which is based in Alexander Barracks Pirbright, received a grant from the Ministry of Defence Armed Forces Covenant Fund towards a new outdoor play area. This was constructed during the summer of 2019, and officially opened in October by the Chairman of SCMPB. This was a lovely occasion and enabled Board members to see the children enjoy themselves on the new equipment.

Army Taster Days

The Community Skills Relationship Manager has developed good relationships with the Unit Welfare Officer at Army Training Centre (Pirbright), and taster sessions have been offered to young people who would be interested in joining the forces, by inviting them to appropriate events at the Barracks.

Another area of work being explored is around the reparation programme, and if any young people on the programme were interested in joining the forces, then they could be allocated to a gardening project, or similar, to enable them to get a feel for life at the Barracks.

Duke of Cornwall Community Safety Award

The Duke of Cornwall Community Safety Award was developed to give young people in the UK the first opportunity to learn what to do in an emergency situation such as severe weather, a pandemic or long-term power cut. As well as teaching them to protect themselves, the process makes them think about how to prepare their families and consider vulnerable people in their local communities. Twenty five Army Cadets from Reigate were the first to complete this award in Surrey.

EMPLOYMENT

Armed Forces Employment Policy

Surrey County Council has developed a new 'Supporting the Armed Forces in Employment Policy' and associated guidance. As well as Reservists, it also covers ex-service personnel, spouses, cadet force adult volunteers and Reservists from other nations. In addition, it makes provision for ex-service personnel and reservists to support the Emergency Management Team if there is a serious emergency in the county.

During the recruitment process, Surrey County Council records the military status of the employee (including family members), where they are happy to provide this information. This helps ensure that they are supported appropriately.

Military Leadership Opportunities

As a result of Surrey County Council being a gold Employer Recognition Scheme Award holder and Woking Borough Council being a silver Award holder, a number of colleagues have had the opportunity to attend leadership programmes run by the military. During the course of the year, the councils have had access to two leadership courses run at Royal Military Academy Sandhurst, as well as ones at RAF Halton and at RAF Cranwell. These courses enabled staff to explore and enhance their leadership and team building skills through physical and mental military exercises.

An additional opportunity for Surrey County Council was the opportunity for its Director of Community Protection and Emergencies to see the Royal Marine Reserves receiving their training out in the field, which demonstrated the high levels of commitment these servicemen and women show, alongside their team and leadership qualities.

Surrey Outdoor Learning and Development

Surrey Outdoor Learning and Development (SOLD) takes young people and adults out of their usual surroundings and into the outdoors to develop vital life skills. As a result of attending the Forces Connect South East training, SOLD made links with 11 Brigade Transition and during the year attended an event at RMA Sandhurst as an exhibitor and another in Aldershot as an employer to promote the work they do.

Gold Alumni

As a gold Employer Recognition Scheme holder, Surrey County Council is co-chairman of the South East Group, which gives advice, mentoring and support to other organisations developing their relationship with Defence in the area. One specific role Surrey County Council undertook during the year was to act as a 'critical friend' to Kent County Council during their successful application to gold status.

In addition, Defence Relationship Management has developed a new online 'chat' group for Gold Award holders to share best practice and ideas which Surrey County Council is a member of. There are also plans to develop a specific local authority sub-group.

Promoting the Employment of Ex-Service Personnel

Surrey County Council has worked closely with the Career Transition Partnership (CTP) to promote the council as an employer of choice to those leaving the military. The County Council has developed a focus page on the CTP website, and appropriate vacancies of interest to ex-service personnel will be promoted through this route.

Employer Engagement

Surrey County Council and Woking Borough Council continue to be active members of the Regional Employer Engagement Group hosted by SERFCA (South East Reserve Forces and Cadets Association). The aim of this group is to look at ways of promoting the benefits of the relationship between defence and business. Surrey County Council promoted Forces Connect South East at a recent group meeting.

SERFCA hosted an annual briefing on the Armed Forces for key representatives from the county, including all Surrey's Mayors and Armed Forces Champions. The event in June 2018 also had a presentation from the Chairman of the SCMPB on the achievements of the Board to date.

The County Council is represented on the SERFCA County Committee.

Job Centre Staff Training

Following attendance at the Forces Connect South East Service Champions training, the leader of the Epsom Armed Forces Veterans Breakfast Club met with the local Job Centre to explain the needs of the armed forces community and the Armed Forces Covenant. As a result of this meeting, the Job Centre Manager offered the leader of the Breakfast Club a room for up to three days a week where he can meet and support local veterans. Whilst he is there, he will also give some training to the staff on the Covenant.

HEALTH, WELLBEING AND WELFARE

Veteran's Hubs

Surrey County Council led a successful application on behalf of the Forces Connect South East partnership for a £148k Ministry of Defence Covenant Fund grant to enhance existing veteran drop-in centres and set up new ones in areas where they are found to be needed. As well as offering practical advice on things like jobs and housing, the drop-in centres foster friendships and help ensure that veterans with mental health difficulties or social care needs get the right support. During the first six months of this two year project, a comprehensive needs assessment has been undertaken with proposals for additional provision and a best practice guide to setting up a Veterans Hub developed.

Unit Welfare Officers Meeting

During 2018, Surrey's Unit Welfare Officers (UWOs) continued to meet regularly with 11 Brigade, covenant lead officers at Surrey County Council as well as other lead officers on education, housing and health. The aim of the meetings are to better understand the issues facing serving personnel and their families and to see how the SCMPB might mobilise further help to support the armed forces community. These meetings held under 'Chatham House' rules also provide an opportunity in confidence for the military welfare officers to share experiences and successes with their colleagues.

Surrey Armed Forces Health Champions Network

The new NHS Long Term Plan and the Government Carers Action Plan 2018-2020 both provide national policy directives around Armed Forces Covenant. The Health and Social Care Act (2012) contains provisions to enable the NHS, local government and other sectors in England to work together collaboratively to help improve local population outcomes. For the armed forces community, an important part of this has been the partnership between the NHS and the Ministry of Defence (MoD), which is backed by the Armed Forces Covenant, embedded in the NHS Constitution, to support fair access to treatment. The Surrey Armed Forces Health Champions Network born out of the Community Integration Task Group has been established to ensure the health and care needs of the Surrey armed forces community are met.

The armed forces community are part of the local resident population, and responsibility for commissioning their health care falls to the newly formed Integrated Care Partnerships (ICPs). This is in addition to bespoke and other services commissioned at a national level by NHS England. The group will develop and oversee the delivery of a detailed action plan across the Surrey local authority geographical footprint including monitoring and managing the implementation of plan and ensure outcomes and milestones are met. This will be achieved through cross-border cooperation between the three Surrey based Integrated Care Partnerships and will note the findings of the Surrey Armed Forces Health Needs Assessment 2013.

Current areas of work are around GP Veteran registration, promotion of Step into Health, which connects employers in the NHS to people from the armed forces community, by offering an access route into employment and career development opportunities, support for military carers and mental health support. A number of Surrey Clinical Commissioning Groups have also signed the Armed Forces Covenant.

Armed Forces Carers

Action for Carers provides specialist information and support to anyone in Surrey who is caring for someone who is currently serving, a reservist or veteran, or an armed forces family member. Specific support is also available for armed forces young carers.

['Codename Carers'](#) is an animated film which aims to help young carers self-identify and recognise that there is specialised support available for them – as well as make armed

forces personnel, schools, professionals and voluntary bodies aware of the existence of young carers in the armed forces environment.

HorseHeard

Following a successful pilot programme in January 2019, HorseHeard ran a free pilot programme in Surrey during March 2019 at Merrist Wood College in Guildford. HorseHeard is a charity which uses horses to help veterans 'find their place' in civilian society. Veterans who were struggling to adapt to civilian life with issues such as low self-esteem, low self-confidence and those who had difficulty forming relationships self-nominated themselves to take part in the programme. This involved them working in small groups with other like-minded veterans to work through their issues together. Horses are powerful creatures that are adept at picking up and responding to the way people behave, so can help address issues in a non-judgmental way. Comments from previous course attendees include "I've learned to be calmer in everyday situations", "I'm gradually becoming more confident and this helped with my work interview and got me the job", "I've learnt to cope at home due to HorseHeard". The aim is that following the pilot, the programme will be run in Surrey on an annual basis, subject to demand.

RECOGNITION AND REMEMBRANCE

Remembrance Commemorations – Armistice 100

All across Surrey, local authorities marked the centenary of the end of the First World War. Leading very much from the front was Guildford Cathedral, working with Surrey County Council, the Surrey Lieutenancy, the Royal British Legion and Guildford Borough Council, they hosted a number of their events to remember those who lost their lives in the First World War and in all conflicts since then.

On Saturday 10 November, in addition to First World War re-enactors, there was abseiling from the Cathedral Tower raising funds for The Royal British Legion. This was followed by An Evensong for Remembrance, which concluded with the exterior of the Cathedral being illuminated by a Falling Poppy Display, which went on until 10.30pm.

The Cathedral also hosted a Poppy Dinner in aid of The Royal British Legion where the High Sheriff and other VIPs enjoyed a meal of (not quite) WW1 rationing!

On Sunday 11 November at 6.00am, Guildford Cathedral had one of the 1000 individual Pipers across the United Kingdom and countries around the world commencing the day's commemorations with the traditional Scottish lament played at the end of battle - Battle's O'er. The Dean of Guildford and the Bishop of Guildford accompanied the Lord-Lieutenant of Surrey, the Mayor of Guildford, the Chairman of Surrey County Council and the High Sheriff of Surrey, at the top of the tower of Guildford Cathedral, to witness this act of commemoration. Commander Matt O'Grady read the WW1 Tribute to the Millions.

At 10.00am, The Cathedral held the County Service of Remembrance which was attended by the Lord-Lieutenant, the Chairman of the County Council, other Surrey and Military dignitaries including Brigadier Tom Bateman CBE – 11 Infantry Brigade and HQ SE and also representatives from the Surrey Yeomanry, commemorating 100 years since the end of the First World War and all conflicts since then. The Bishop of Guildford preached, This service culminated with a gun salute and two minutes silence, which was then immediately followed by the signing of the Armed Forces Covenant between the Diocese of Guildford and 11 Infantry Brigade with the Bishop of Guildford and Brigadier Bateman being signatories to it.

At 6.55pm, 1000 individual Buglers, including a number in Surrey sounded The Last Post as WW1 Beacons of Light were lit across Surrey and the Nation and UK Overseas Territories. This was immediately followed at 7.00pm by WW1 Beacons of Light symbolizing an end to the darkness of war and a return to the light of peace. Then at 7.05pm the Ringing out for Peace by 1000 Cathedral and Church Bells rang out across the Nation, and beyond, in celebration of Peace with A Cry for Peace around the world.

As well as events at the Cathedral, there was massive support from the general public at all Remembrance Events across Surrey. Guildford Borough Council hosted a very well-attended Remembrance Sunday Service at Holy Trinity and then in the Castle Grounds at the newly dedicated War Memorial. Cadets, scouts and veterans were very well represented.

Spelthorne Borough Council, set up 'Spelthorne Remembers' involving up to 500 school children. Its aim was to heighten their awareness of the sacrifices made by so many Spelthorne residents in the years gone by. Wreaths were laid by the children, who all received a silhouette of a 'Tommy' for their school, 135 Geo Royal Engineers were in attendance representing the Military with the local Padre leading a special Service of Remembrance. More than 1,000 people attended for what was a very memorable occasion.

Caterham also took part in a special Remembrance Day mark of respect. The day commenced at 6am with a piper playing the War is Over when the original armistice was signed. A Beacon was lit on Westway Commons as part of the Beacons of Light event, which saw over 2,000 beacons lit across the world at 7pm on 11 November 2018. The event started with a reading of World War One poems followed by the Oxted Band performing to over 500 people. Caterham on the Hill Parish Council attached poppies to railings, 'river of blood' at St Lawrence's Church on the Hill.

An ecumenical service was held in Victory Park in Addlestone on Saturday 10th November – 200 people of all ages and faiths turned out in a truly community event. Coordinated and spearheaded by Chertsey Museum, all the primary schools across the borough were involved in producing memorial candles (fashioned from tea lights in glass jars decorated with poppies) with one for every fatality recorded in the borough of Runnymede. These were laid out forming a pathway from the memorial gates at the entrance of the park to the area the service was led from. The service kicked off with the unveiling of a new memorial bench marking the centenary and the planting of a commemorative tree by Runnymede Borough Council's Mayor, Cllr Dolsie Clarke.

Other events were held in almost every town and village in the County. In Dorking the High Sheriff attended its special Remembrance Sunday Service and Vigil at Dorking's War Memorial supported by Churches Together in Dorking. Newdigate held its Remembrance Sunday service with an RBL standard and a packed church. Brookwood held a Centenary of the Armistice. A new Armistice Memorial Ground was dedicated in Nightingale Road Godalming, and will be used for Remembrance for many years to come.

St Paul's Church Howell Hill in Epsom staged Journey's End and was a complete sell out as was their exhibition on WW1. Epsom Shopping Centre displayed the names of all 300 people from Epsom who had lost their lives.

Many Silent Soldiers and Soldier Silhouettes had been deployed across the County in local churches and many villages, as well. Clearly Surrey came to peace and to stop and remember at 11am on Remembrance Sunday 2018.

Guildford Fire Station Open its Doors to Veterans

On the afternoon of Remembrance Sunday, Guildford Fire Station opened its doors to local veterans as their way on saying thank you to their military brothers and sisters. This event was very well received and appreciated locally, and will be developed into annual event.

Vivace Concert

Guildford Borough Council sponsored the Vivace Chorus *Concert for Peace*, a moving and uplifting tribute to all those from Guildford and the surrounding area who gave their life in the Great War and conflicts since. This took place on 10 November 2018 at G-Live in Guildford.

WWI Film, Guildford Remembers

Members of the Guildford community reflected on life in Guildford in 1918. This film, which was put together by Guildford Borough Council can be viewed via the following link - <https://www.youtube.com/watch?v=q1FHn3WhhS8&feature=youtu.be>

Woking Party in the Park

Woking came together in Woking Park on Saturday 7 July 2018, to help commemorate 100 years since the end of World War One as well as the momentous victory won by women to achieve the vote for the first time. The event which was supported by the Army Training Centre (Pirbright) was reminiscent of a Peace Celebration party that took place in the same park in the summer following the end of World War One, almost 100 years ago. The event opened with a parade, introduced by the Military Wives Choir, Windsor and as the procession ended, Joey the War Horse emerged. Woking Borough Council and SCMPB had a stand promoting the Peace Garden in Horsell, as well as some of the wider work of the Board.

New War Memorial in Guildford

Guildford Borough Council has dedicated a new war memorial, commemorating all those with a local Guildford connection who have been killed in conflict and whilst on active service, since the end of World War Two. The new memorial is in the Castle Grounds in Guildford and is located alongside the War Memorial commemorating those who were killed in the two world wars.

Following the Council's decision to commission the memorial, much research was done to find the names of those who had given the ultimate sacrifice. Adverts were placed in local papers, research was conducted at the Surrey History Centre and organisations/services/societies/regiments/associations were contacted. The names of 18 servicemen were identified who came from all three Services and from conflicts as recent as Afghanistan.

The Artist worked closely with the families involved, and they were invited along with the Lord-Lieutenant, the Mayor of Guildford, the High Sheriff of Surrey and representatives of their regiments and the schools they attended, to the dedication.

Canadian War Memorial in Milford

In September 2018, a new war memorial and cairn to commemorate the Canadian soldiers based at Milford Common during World War 1 was unveiled by the Mayor of Waverley, Cllr Denise Le Gal with Rt Hon Jeremy Hunt MP.

In January 1915, orders were issued for the setting up of a camp on Witley Common for training British and Canadian soldiers before they were sent to France. The camp extended into Milford Common with the Surrey countryside providing an ideal landscape for artillery training, with rolling hills, sandy soil, as well as good roads and villages. The camp provided the soldiers with housing, medical attention, recreation facilities, and shops, also known as 'Tin-Towns,' found on the edge of the camp. Part of Milford Common was also used as a baseball pitch for the troops. During the Second World War the camp was purely for the training and housing of Canadian Troops. The camp was rebuilt on Rodborough Common for WWII and expanded to the size of a small village where it contained a chapel, hospital, parade ground, garrison theatre and brick buildings for living quarters.

Waverley Borough Council, Surrey County Council and the National Trust all supported the memorial. The engraving reads 'In gratitude to all Canadian soldiers based in the area during WWI and WWII. We will remember them,'

Multi-Faith Ceremony at Woking Peace Garden

To mark one hundred years since the end of World War One, the Armed Forces Muslim Association played a key role in the first National Muslim Service of Commemoration at the

Woking Peace Garden in Horsell. Representatives from Muslim organisations and community leaders came together from across the country to show their respect to all those who made the ultimate sacrifice in the service and defence of the nation, regardless of faith.

The service took place at the Woking Peace Garden, the original resting place for some Muslim soldiers killed during the First and Second World Wars.

In 1969, the bodies of the men buried in the Cemetery were exhumed and reinterred at the larger Brookwood Military Cemetery. The site was recently renovated to its former glory and turned into an Islamic-inspired Peace Garden as a lasting legacy to all the Muslim servicemen who made the ultimate sacrifice and to mark the centenary commemorations of the Great War.

The Armistice and Armed Forces Communities Programme

This programme, funded through the Armed Forces Covenant Fund has made awards of up to 10 'There but not there' silhouettes to 39 Surrey based community groups, parish councils, schools, cadet units and churches. These were used across the county at events to commemorate the Armistice.

Armed Forces Week

The annual Surrey Joint Services' Choral Matins at Guildford Cathedral took place at the start of Armed Forces Week on Sunday 24 June 2018 with the Lord-Lieutenant raising the Armed Forces Flag. There then followed a parade and full inspection of the tri-service cadets, watched by the High Sheriff and all Surrey's Mayors. On 25 June, all Surrey District and Borough Councils participated in Armed Forces Week by raising the Flag.

The Wednesday of Armed Forces week was Reserves Day. Surrey County Council held a thank you event for Reservists and members of wider armed forces community that are employees. As well as reviewing activity of the past year, the meeting reviewed the draft HR Armed Forces Policy for Surrey County Council, explored ways in which they may wish to assist the Council in an emergency and also discussed how they could keep in touch in between meetings. The group will come together a couple of times a year as the Surrey County Council Military Peer Support Group.

On Armed Forces Day, Guildford Borough Council invited 2nd Battalion Princess of Wales's Royal Regiment to exercise their freedom to march through the town centre. This was a spectacular parade, enjoyed by many thousands of Surrey residents. In addition, other towns in Surrey, including Woking, held a parade in the Town Centre to mark the occasion.

RAF 100

2018 saw the centenary of the formation of the Royal Air Force. As part of the commemorations, Surrey County Council wrote a two page article for inclusion in the national RAF Commemoration Book on the links Surrey has to the RAF. This included the work that Sir Barnes Wallis, a resident of Effingham carried out on the development of the bouncing bomb, along with the role that Brooklands had as a major aircraft testing and production site.

Surrey County Council was represented at the national RAF100 event at Horseguards Parade in London, involving the Royal Family, culminating in the national RAF100 flypast.

Elizabeth Cross

The Lord-Lieutenant presented the Elizabeth Cross to the grandson of a soldier shot in Cyprus. It was a very special day and the Army looked after the family extremely well.

Lord-Lieutenants Awards Ceremony

October 2018 saw the Lord-Lieutenant present a number of awards to Cadets and Reservists in the County who have shown exceptional commitment and loyalty to the cause.

Headley Court Farewell

June 2018 saw Surrey say a final farewell to Defence Medical Rehabilitation Centre (DMRC) Headley Court following its move in the autumn to the Midlands. The final Beating Retreat was held at DMRC Headley Court on 12 July 2018 and saw a Spitfire fly over accompanied by music from the Band of the Royal Marines.



Surrey Civilian Military Partnership Board Priorities for April 2018- March 2020

SCMPB Members are asked to promote and champion the priorities within this document through their respective organisations. This document needs to be read alongside associated action plans for the Recognise and Remember Task Group and Community Integration Task Group. The Community Integration Task Group remains alert to issues and challenges faced by the Armed Forces Community in integrating into the civilian community. It takes action to address issues in relation to education, employment, health, welfare and housing.

Aims

The key aims for the SCMPB are:

- Maintain Surrey's position as a lead authority for the Covenant nationally
- Ensure maximum PR is achieved and momentum maintained
- Identify new initiatives to support the civilian and military integration and bring further funding into the county
- Promote training and learning opportunities through FCSE and leadership courses
- Promote the benefits of employing Reservists, ex-service personnel and spouses of those serving
- Increase aspirations and educational attainment of Service children

Challenges

The SCMPB recognise a number of challenges which need to be addressed to ensure the successful implementation of this action plan. These are as follows:

- Ensuring information is effectively passed down through the military chain of command (tri-service) and within public authorities
- Eventual closure of RLC Deepcut
- Relocation of Welsh Guards, 4 Armd Med Regt, 22 Field Hospital and 27 Regt RLC out of the county and ATR and other new units into the county

1. Military – Engagement

Objective: To enable effective continuous support and engagement between the armed forces community and the civilian community, particularly through local authorities thereby promoting an even greater understanding and awareness of issues affecting the Armed Forces Community

Target	Measures	Deadline	Who	RAG Status
<p>Increase awareness of services available to support the Armed Forces Community</p> <ul style="list-style-type: none"> Capture evidence necessary to confirm to the MoD that the Forces Connect SE programme has been delivered effectively and that genuine benefit has been gained by the Armed Forces community in the South East. Progress and successfully implement Forces Connect SE cross border and share best practice with other counties. SCMPB Board members to promote training within their organisations Ensure the appropriate alignment with the MoD's Veterans Gateway initiative and other relevant Service charities. 	<ul style="list-style-type: none"> Increase website and social media followers by 40% Introduce a direct link to the Armed Forces pages from the SCC Home Page Introduce a clearer direct link to the Contact Centre details from the SCC Home Page 500 elearning completed 120 service champions trained 400 frontline staff trained 12 elected Armed Forces Champions and Covenant lead officers trained Facilitate peer support through FCSE 	<p>December 2018</p> <p>FCSE June 2019 reviewed 4 monthly by Members Board</p>	<p>SCC Lead with support from all Board Members</p> <p>FCSE contracted deliverers</p>	<p>Website has been reviewed and contains news stories and an updated calendar. New FCSE pages have been added, with links through some social media.</p> <p>FCSE is on track for delivery by June 2019, exceeding all targets with the exception of the elearning. Programme has been a huge success with national interest.</p> <p>The Veteran's Gateway and Service Charities are promoted through the training and the new mobile app.</p> <p>Presentation and briefing for Lt-General Nugee on 19 September about FCSE.</p> <p>External evaluation of the FCSE programme is very positive.</p>

Enable armed forces and civilian communities to come together to connect and address issues of mutual concern through the continued programme of conferences, seminars and meetings.	Deliver the Annual Armed Forces Covenant Conference	Feb 2019	SCC and 11 Brigade	Successful conference held on 6 Feb 2019 at ATC (Pirbright) with over 140 attendees. Positive feedback received from delegates. Focus on national update, remembrance and Service Children with workshops on FCSE, Veteran Hubs, Health and Emergency Management.
	Deliver FCSE training to all 12 Armed Forces Champions and Covenant Officers	June 2018 June 2019	FCSE contracted deliverers	Training delivered on 14 June 2018. Need to give individual guidance to new champions appointed since the training Additional date in June 2019 to be identified to ensure newly elected AFCs are able to access training.
	Facilitate regular meetings between Task Force Commanders and Armed Forces Champions	November 2018	SCC, Welsh Guards and 11 Brigade	Meeting with 11 Brigade and AFCs held in November 2018 to fully understand current Army commitments in relation to TFC role. New relationship to be developed once Welsh Guards move. Emerging role of ATC (Pirbright) as key link for Woking and Guildford primarily.
	Hold six monthly meetings with Unit Welfare Officers and service leads	September 2018 March 2019	SCC/ District and Boroughs/CCG/11 Brigade	Meeting held on 17 September 2018. Meeting delayed from March to May 2018 due to officer workload.
Effectively deliver the Covenant and promote nationally, maintaining a high profile in terms of publicising events, activities and success stories.	Surrey case studies in National Covenant Report to Parliament	October 2018	SCC with MoD	Case study included on FCSE. Video case study on service children produced for conference has been requested for MoD website.

	Input provided to the National Covenant Conference	April 2019	SCC/FCSE	National conference to be held on 30 April 2019 in Newcastle. Aiming to host session on Armed Forces Champions and FCSE. Input being planned on FCSE to LGA Conference in July 2019
	Update Ministers, Surrey MPs and Councillors on Covenant as appropriate: <ul style="list-style-type: none"> Update MPs and councillors briefing document Consider annual briefing with MPs and Armed Forces Champions Invite to annual conference 	Autumn 2018 July 2019 February 2019	SMAC/Chairman/ Armed Forces Champions	Briefing document updated and circulated to all Surrey MPs and Surrey County Councillors. SMAC briefed (including Anne Milton MP) invited to Surrey Conference. MP briefing to be considered after Brexit
	Surrey Covenant Annual report	April 2019	SCC/SCMPB	Draft produced for 6 February 2019 with a view to publishing in April 2019 Facilitated signing of Covenant by Diocese of Guildford with 11 Brigade
Support high quality Covenant Fund applications to bring increased funding into Surrey <ul style="list-style-type: none"> Liaise with the MoD regarding Civilian Military Partnership Board input into an application SCC Member on Regional Panel 	Funding brought into Surrey from successful projects	Review quarterly via Exec	SCC and Covenant Leads	<ul style="list-style-type: none"> June 2018 - Brookwood Youth Club - £10,888 Armistice fund widely promoted – 39 Surrey organisations were successful. Feedback on grant process given directly to MoD Covenant leads SCC Officer represents local authorities on the Regional Funding Panel

Smooth relocation of DRMC Headley Court	Support retention of staff in Surrey via input to project group with Mole Valley District Council leading	April 2019	Mole Valley District Council with SCC in support	Headley Court closed autumn 2018
-----------------------------------------	-----------------------------------------------------------------------------------------------------------	-------------------	--------------------------------------------------	----------------------------------

2. Military – Surrey County Council

Objective: To ensure effective and consistent delivery of the Covenant within Surrey County Council

Target	Measures	Deadline	Who	RAG Status
Raise awareness of the Covenant and responsibilities of all staff	<ul style="list-style-type: none"> Promotion and awareness via SNet Buy in of Directors and CEX Retain Customer Service Excellence for this service user group Consider re-signing of the Covenant 	December 2018 November 2018 Spring 2019 February 2019	Chairman/SCC SCC SCC/11 Brigade	FCSE promoted through JIVE, departmental newsletters and direct emails. Briefing given to CEX in December 2018 and Director attended briefing by Defence at Lancaster House. Re-accreditation achieved June 2018 Considering re-signing at full council.

<p>Enhance HR policies and initiatives to better support the requirements of the Armed Forces Covenant, promote SCC as an Armed Forces friendly organisation and maximise leadership opportunities provided by the military, as well as learning achieved</p>	<p>Support SCC HR Group and Action Plan:</p> <ul style="list-style-type: none"> • HR new policy • Promote SCC as an Armed Forces friendly organisation • Provide employment opportunities to Armed Forces community • Support the rehabilitation of wounded, injured and sick Service personnel 	<p>New Policy to go through Members Sept 2018</p> <p>Ongoing implementation of HR Action Plan</p>	<p>SCC – HR Nominated lead and Partnerships Team</p>	<ul style="list-style-type: none"> • Action Plan developed • Sandhurst Leadership Challenge – 5 people attended for 29 September, 5 more booked for March • RAF Halton – 2 people attended in September • RAF Cranwell – 2 attendees plus observer in May • Chief Fire Officer on Employer Engagement Event to Norway with MoD • Gold logo on Job adverts and promotion via website and CTP • New HR Policy agreed which includes guidance on Reservist Employer Notification letters
<p>Ensure continuous improvement in delivery of the Covenant and keep audit actions under review</p>	<ul style="list-style-type: none"> • Retain SCC Gold Award from MoD • SCC membership of regional Gold Alumni Group 	<p>Autumn 2021</p> <p>Ongoing</p>	<p>SCMPB Exec</p>	<ul style="list-style-type: none"> • Annual successes recorded and audit recommendations integrated into SCMPB action plan • SCC Officer Chairman of regional Gold Alumni Group in July 2018 • SCC member of online Gold Alumni Group hosted by DRM
<p>Promote best practice from Surrey on Reservists, Service Champions and HR practice</p>	<ul style="list-style-type: none"> • Develop case studies to be promoted nationally, and promote best practice via annual conference and other methods • Continue to highlight the contribution made within 	<p>March 2019</p> <p>March 2019</p>	<p>SCC</p> <p>SCC</p>	<p>Case studies drafted on FCSE, Fire Service Memorial and new Guildford Memorial.</p> <p>Video case studies produced on Service Children and FCSE.</p> <p>Reserves Day event held 28 June 2018.</p>

	the workplace by Reservist employees.			Looking at promoting employment as a Reservist during Armed Forces week 2019
Raise profile of SCC Peer Support Group and develop relationship with the Emergency Management Team	<ul style="list-style-type: none"> Consider formal links between Peer Support Group and SCMPB Develop work plan for Peer Support Group 	March 2019	SCC	<ul style="list-style-type: none"> Initial meeting held 28 June 2018 Reservists invited to flag raising and conference New HR Policy contains reference to support during emergencies. Work plan not yet developed

3. Military - Reservists and Ex-Service Personnel

Objective: To promote the benefits of employing Reservists and ex-service personnel in Surrey

Target	Measures	Deadline	Who	RAG Status
Close working with SERFCA to promote benefits of employing Reservists and ex-service personnel in Surrey	Surrey representation on the South East Regional Employers Group (SE REEG) and REEAC (Advisory Committee)	Ongoing	SCC	Quarterly meetings
	Encourage district and borough councils to promote through Business Breakfasts 2X Business Breakfasts to be held	March 2019	SCC/SERFCA	Hold discussions with councils
	<ul style="list-style-type: none"> Advocate the benefits of the Employer Recognition Scheme within Surrey and input in the Gold Alumni. 	March 2019	SCC/SERFCA	<ul style="list-style-type: none"> Input into the Gold Alumni both at regional meetings and through new online forum. Demonstrated what it means to be 'Gold' at annual conference.

	<ul style="list-style-type: none"> Receive quarterly updates from SERFCA/DRM of Covenant signings and ERS Award in Surrey 			Issued via REEG
Build on and develop close links with all Surrey Reserve Units	Build links with the new 4PWRR Redhill	Ongoing	SCC/SFRS	SRFS carrying out joint training and recruitment. Attended official opening of new HQ March SCMPB being held at new HQ
	Work with SERFCA to understand and then promote Reservist manpower requirements with local employers via SCMPB	March 2019	SCC/SERFCA	SCC considering hosting a Reservist recruitment event during Armed Forces Week.
Surrey CC to act as exemplar in supporting Reservists and family members	<ul style="list-style-type: none"> Hold annual event for Reserves Day New HR policy (as above) 	June 2018/June 2019	SCC	Held on 28 June – supported by Reservists, veterans and family members. Event to be planned for 2019

4. Military – Veterans

Objective: To support Veterans in Surrey and ensure links to Service Charities as appropriate

Target	Measures	Deadline	Who	RAG Status
Ensure awareness of front line staff and effective referral mechanisms of the needs of the Armed Forces Community through the SE Cross Border Bid and Veterans Gateway	Successful delivery of the Cross Border bid through the Cross Border Officer Working Group	June 2019 monitored quarterly	SCC/FCSE	FCSE training on track as above. Monthly officer meetings held
Successful implementation of the MoD funded FCSE Veterans Hubs project led by SCC	<ul style="list-style-type: none"> Needs analysis carried out Guide/best practice for drop-in Centres produced 	May 2020	SCC/SMPL Solutions	Project commenced 20 May 2018. SMPL Solutions appointed and now delivering. Needs assessment and gap analysis completed and focus of

	<ul style="list-style-type: none"> Enhanced provision as appropriate according to need 			<p>one of the workshops at the conference.</p> <p>Initial guide produced, with more detailed version due end of April.</p> <p>Funding process for hubs now in place and first applications expected.</p>
--	-------------------------------------------------------------------------------------------------------	--	--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

5. Military - Youth

Objective: Support SERFCA and 11 Brigade Priorities around Young People where they link with Surrey Objectives

Target	Measures	Deadline	Who	RAG Status
To support SERFCA priorities in Surrey	Promote vacancies for Cadet Force Adult Volunteers through district and borough councils and other engagement opportunities Target: 10% increase in volunteers	April 2019	SCC/SERFCA	Promoted at Woking Party in the Park – 7/7/18
Engage Cadets in citizenship and resilience	Promoting Duke of Cornwall Awards through Surrey Youth Organisations Target: develop case study based on Reigate unit	April 2019	SCC/Army Cadets	25 Army Cadets completed award in Reigate, BERT through local school, Police Cadets Case study to be developed
Understand and support 11 Brigade priority around Youth Engagement	One joint project to be identified and implemented	April 2019	SCC/11 Brigade	Three Surrey secondary schools participated in youth programme – Ash Manor, Farnham Heath End and Kings International. Schools being targeted for Army Engagement Event. Would like to explore youth event at ATC linking in with Active Surrey and local schools

Raised aspirations and support Service Children within Surrey Schools	<ul style="list-style-type: none"> Increased attainment at KS2 and monitor at KS4 Service family needs recognised within the restructuring of Children Centre provision Production of termly newsletter and promote best practice 	March 2019 December 2018 Ongoing	SCC	<ul style="list-style-type: none"> Meeting held on 4 October. Focus on service children at conference Input from DCYP – MoD Service Children video made ATC (Pirbright) input into Children Centre consultation and update provided at March 2019 Board.
Increased understanding of Admissions process for Service children	Factsheet produced and links to FCSE admissions video	Autumn 2018	SCC FCSE	Factsheet produced by end September 2018 FCSE admissions video due to be completed spring 2019

6. Military - Governance

Objective: Ensure smooth and effective operation and delivery of Governance structure to implement the Covenant

Target	Measures	Deadline	Who	RAG Status
Enable effective running of governance mechanisms	Effective delivery of the SCMPB and its associated task groups and the cross border Governance structure	Ongoing	SCC/SCMPB Exec/FCSE	Successful meetings held
<ul style="list-style-type: none"> Introduce a process for SCMPB or SCMPB Executive to review the key issues raised by Armed Forces Champions, Task Force Commanders and Unit Welfare Officers. Consider 	To complete review with recommendations to SCMPB Board Nominated lead for Peer Support Group	March 2019 December 2018	SCC/Exec SCC	Community Integration/Unit Welfare Officer meeting September 2018 Health Champions meeting resourced by CCGs.

formal link to SCC Armed Forces Peer Support Group. <ul style="list-style-type: none"> Review Task Group structure and recommend revisions in line with current resources 		March 2019	SCMPB Exec	Recognise and Remember TG reduced from 4 meetings a year to 3 SCMPB ToR updated SCC Armed Forces Peer Support Group – June 2018, led by Peter Martin and Steve Owen-Hughes
Ensure that SCMPB remains relevant to military requirements within Surrey.	Annual endorsement of objectives via SCMPB	March 2019	SCC/11 Brigade	11 Brigade, ATC (Pirbright) and SERFCA full members of SCMPB

7. Military - Recognition and Remembrance

Objective: To commemorate and celebrate key military events

Target	Measures	Deadline		RAG Status
To ensure the County is fully informed of military, ceremonial and commemorative activities taking place	To keep the Armed Forces calendar updated and ensure all Civic Secretaries use it. Measure: 20% increase in page views	March 2019	SMAC/SCC and District and Borough Councils	<ul style="list-style-type: none"> Armed Forces calendar on SCC website Regular emails sent to Mayors secretaries to ensure it is up to date Caroline Breckell DL member of Recognise and Remember Task Group Still to meet with Civic Secretaries
Co-ordinate events leading up to the 100 yr anniversary of the end of the WW1 with the Recognise and Remember Task Group	Successful events to mark 100 year anniversary	Nov 2018	Recognise and Remember Task Group	<ul style="list-style-type: none"> Large focus on 2018 commemorations through Recognise and Remember Task Group and a review by the Lord-Lieutenant at the annual Conference.

				<ul style="list-style-type: none"> • All Armed Forces Champions invited to Sept R&R TG • Cathedral Service held 11 November 2018
Support development of archive of all Surrey War Memorials	Case study to demonstrate the benefit of developing an archive	March 2019	Surrey History Centre	Officer left – new officer to be approached
Support Chairman's Office in civic events to recognise the military		Remembrance – November 2018	SCC	Guildford Cathedral - November

DRAFT Surrey Civilian Military Partnership Board

Terms of Reference

Surrey Civilian Military Partnership Board (SCMPB) was established to foster closer working between agencies and the military to support the armed forces community (serving personnel, both regular and reserve, their families and veterans) in Surrey.

Role:

The Surrey Civilian Military Partnership Board has a high level remit to ensure that the military community (service personnel, military spouses and their children, reservists, cadets, veterans) are not disadvantaged by their service and are given appropriate recognition and status within the county. The Board helps to maintain good relationships with the Ministry of Defence and the military command structure through 11 Infantry Brigade and its nominated Task Force Commanders within the county so that potential problems can be averted and issues resolved in an amicable and timely manner and at the right level.

Functions:

1. To act as a platform to address countywide issues pertaining to the Armed Forces Covenant in Surrey and give strategic direction and advice in order to strengthen links between civilian communities and the military
2. To maintain Surrey's 'Military Friendly' position as a lead authority for the Covenant nationally and share good practice with other areas in respect of promoting the Armed Forces Covenant and to learn from them
3. To work closely with the Armed Forces in Surrey to see how the military can support the Board members in taking forward their organisations aims and vice versa
4. To champion the Armed Forces in Surrey and recognise and honour the commitment given by them through Armed Forces Week, Remembrance events and other occasions
5. To acknowledge and promote the valued role Reservists and ex-service personnel play within our community including promoting Reserves Day
6. To identify opportunities to bring additional funding into the County through opportunities including the Armed Forces Covenant Fund
7. To widely promote training and learning opportunities through Forces Connect South East and leadership courses.
8. To review and audit the work of the Armed Forces Covenant in Surrey on an annual basis
9. To hold an Annual Covenant Conference and training and briefing days as and when required
10. To work with and support the elected Armed Forces Champions and Covenant Leads across the borough and district councils in Surrey
11. To provide regular briefings on its activities to Surrey's joint and local committees
12. To work collaboratively with the task group/s and act as final arbiter

Membership:

The Board will comprise the following representation:

- Surrey County Council
- 11 Infantry Brigade and other Military as appropriate
- Lord-Lieutenant
- Garrison/Welfare Representative
- Garrison Covenant Lead Officer
- SERFCA
- ssafa Surrey
- ABF The Soldiers' Charity Surrey
- The Royal British Legion
- Chairman of Task Group(s)
- Representative of Surrey Leaders
- Representative of Surrey Chief Executives
- Representative of the Voluntary Sector
- Surrey Fire and Rescue Service
- Police and Crime Commissioner
- NHS Clinical Commissioning Group
- Surrey Chambers of Commerce
- Guildford Diocese
- Surrey Association of Local Councils
- Surrey Heath Borough Council

Other representatives may be invited to attend on an adhoc basis at the discretion of the Chairman.

Chairman:

The Chairman will be a Surrey County Councillor (Chairman, Vice Chairman or past Chairman of Surrey County Council) and the Vice-Chairmen will be the Chairman of the Task Group/s.

Operation of the Board:

- Meetings will be scheduled twice a year, with the option to hold additional meetings at the discretion of the Chairman.
- Any urgent decisions will be taken by an Executive Group made up of the Chairman, Vice - Chairmen and Brigade / Garrison representatives. Any decisions made will be reported to the next scheduled meeting of the Board.
- A quorum of five members representing five different organisations and including at least one civilian and one military organisation representative is required to constitute a meeting.
- The Board will meet in private and the papers will be published on the Surrey County Council website for information only.
- Surrey County Council will administer and assist the Board, with meetings being held in venues across the county.

CONSTITUTION
Surrey Civilian-Military Partnership Board (July 2012)

1. Title

- 1.1 This constitution sets out the framework for the organisation that will be known as the 'Surrey Civilian-Military Partnership Board' (SCMPB).

2. Membership

- 2.1 The SCMPB will consist of the following members:

- i. Chairman of Surrey County Council
- ii. Lead Member
- iii. A representative from Surrey County Council including Assistant Chief Executive – a senior officer
- iv. Lord Lieutenant
- v. 2 Brigade representative
- vi. Deepcut Barracks Welfare Officer
- vii. Pirbright ATC Welfare Officer
- viii. Headley Court representative
- ix. Three representatives from District and Borough Councils in Surrey Leaders of Waverley & Woking until July when full term representation to be appointed at meetings of Surrey Leaders
- x. NHS Surrey representative
- xi. Public Health representative
- xii. The Royal British Legion Chairman
- xiii. Soldiers, Sailors, Airmen and Families Association (SSAFA) Surrey representative
- xiv. SERFCA representative
- xv. Army Benevolent Fund representative
- xvi. Chambers of Commerce Chief Executive Surrey
- xvii. Voluntary Sector Representative - Surrey Voluntary Action Network (SVAN) Chairman
- xviii. A representative of Surrey Police Authority (until the appointment of the PCC)

- xix. Faith Sector Representative
- xx. Surrey and Sussex County Associations of Local Councils representative

- 2.2 Membership may also be extended to organisations or individuals with specific knowledge for individual meetings as required, to aid the SCMPB in its discussions.
- 2.3 A quorum of five members representing five different organisations and including at least one civilian and one military organisation representative is required to constitute a meeting.
- 2.4 Matters to be resolved by consensus, in cases where a vote is requested each member as identified in 2.1 (with the expectation of the county council officers) will have one vote. The Chairman (person presiding the meeting) will have a second or casting vote.
- 2.5 Board members cannot vote to endorse community covenant grant bids where they have a conflict of interest. Members must declare their interest at the start of the meeting.
- 2.6 Meetings will be chaired by the Chairman of Surrey County Council.
- 2.7 An officer from Surrey County Council will be appointed to conduct the administrative work of the meeting.

3. Meetings

- 3.1 The SCMPB will meet when required and at least once every six months.

4. Responsibilities

- 4.1 The SCMPB will have the following responsibilities:



- i. To review the work of the signatories of the Surrey Community Covenant to ensure that they are fulfilling their commitments against the Surrey Community Covenant
 - the welfare needs of our Armed Forces and their families and the recuperation of sick and injured personnel
 - considering the future needs of the Armed Forces Community as part of the wider Surrey community in future service and infrastructure planning
 - acknowledging as lead Surrey employers the valued role Reservists play within our Community
 - providing and publicising effective customer services to all communities within Surrey inclusive of our Armed Forces Community
 - the commemoration of Remembrance Day and support for Armed Forces Day.
 - ii. To act as a platform to address countywide issues pertaining to the Surrey Community Covenant and promote the role of the Armed Forces in Surrey and their dependants.
 - iii. To review the Surrey Community Covenant annually and propose amendments where necessary.
 - iv. To scrutinise applications for the Ministry of Defence Community Grant Scheme.
 - v. To oversee, and take responsibility for, the administering of Community Grant Scheme grants.
 - vi. To ensure that evidence is collected for audit purposes.
- 4.2 Scrutiny of applications for the Community Grant Scheme must be conducted in a timely fashion to meet Ministry of Defence deadlines. This may therefore be done outside of full meetings and by electronic means.
- 4.3 Applications for the Community Grant Scheme must have the support of the majority of the members of the SCMPB in order to be recommended for consideration by the Ministry of Defence.

- 4.4 Individual member organisations of the SCMPB may be delegated responsibilities under section 4.1(v).
- 4.5 The SCMPB must produce an annual report of its work, detailing measures taken under section 4.1 for review by signatories of the Surrey Community Covenant.
- 4.6 The SCMPB may make suggestions and recommendations for action to be taken by signatories of the Surrey Community Covenant.

5. Accountability

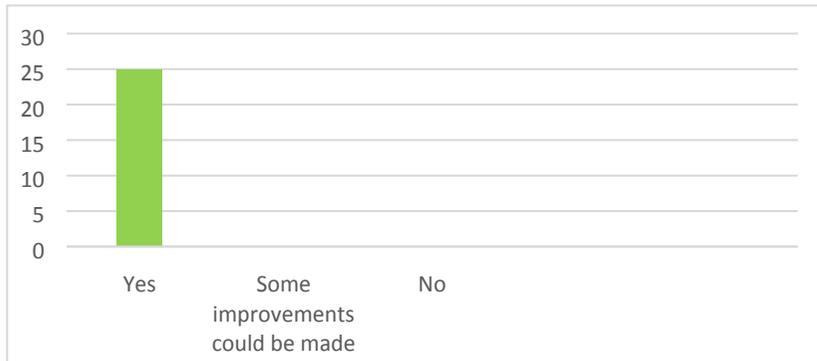
- 5.1 The SCMPB has a responsibility to review and comment on the work of all signatories of the Surrey Community Covenant.
- 5.2 The SCMPB must give signatories of the Surrey Community Covenant full access to its decisions.
- 5.3 Decisions on Community Grant Applications must be made public, where possible, to aid prospective applicants and encourage strong future applications.

COLLATED FEEDBACK
SCMPB Armed Forces Covenant Conference
Wednesday 6 February 2019, Army Training Centre (Pirbright)

168 delegates registered to attend the Surrey Armed Forces Covenant Conference 2019 from a wide range of backgrounds and organisations. The response from those who attended has been extremely positive - verbally on the day, via social media and in terms of emails received. An online feedback form was circulated and 25 responses were received, the details of which can be found in the report below. Also included below are extracts from emails received as well as social media posts. Actions arising from this feedback will be discussed and taken forward as appropriate.

Online feedback form.

1a Did you find the registration process straightforward?

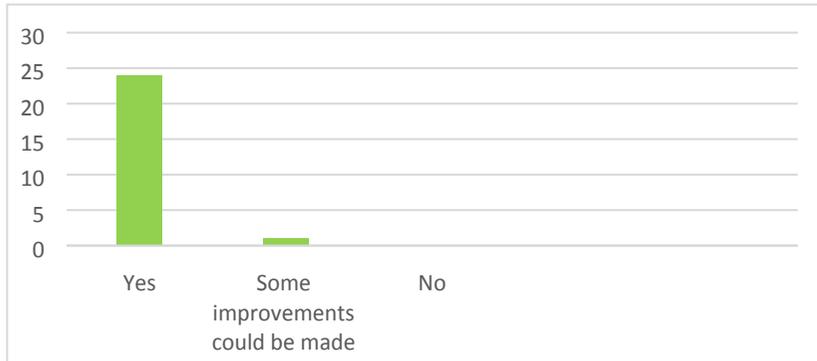


Yes – 25
Some improvements could be made - 0
No - 0

1b - Suggested improvements to registration process:

No suggestions were made.

2a - Were the joining instructions and information provided ahead of the event adequate?

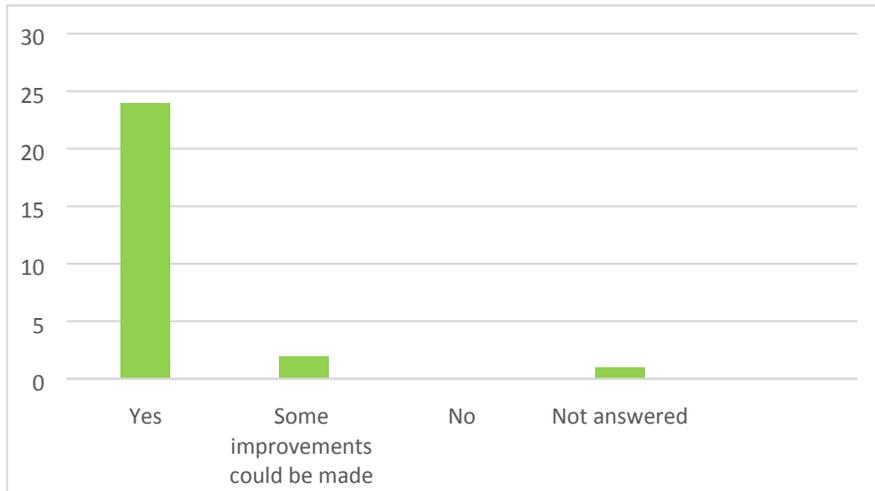


Yes	24
Some improvements could be made	1
No	0

2b Suggested improvements to information provided ahead of event:

Map of the location and map to show where the event would be helpful please.
 Not having the conference at a military base where security is so tight

3a - Did the morning session further your understanding of the work that is being done in Surrey, the needs of the military and how your organisation could help?



Yes	22
Some improvement could be made	2
No	0
Question not answered	1

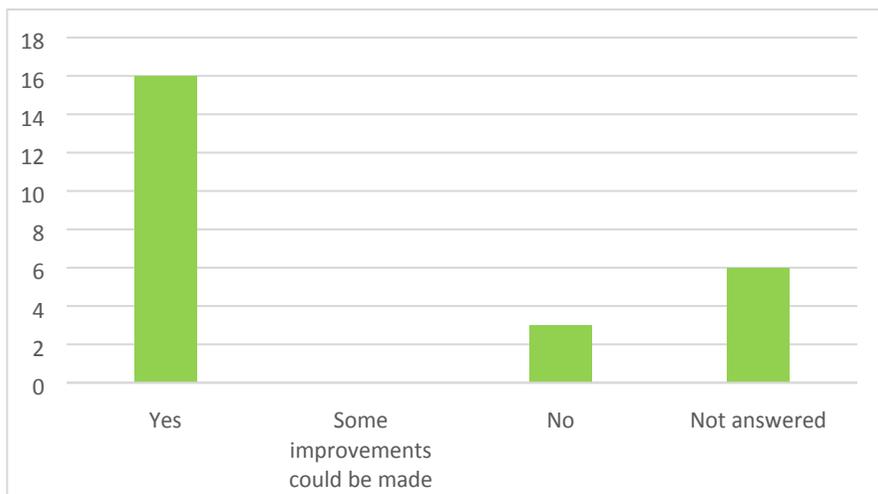
3b - Comments and suggested improvements for morning session:

- Very informative and set the scene for what is to be a Gold Award Holder

Suggested improvement:

- I would like the opportunity to be able to attend all the work shops that are held in the morning. May be this could be reduced down to 2 or 2 in the morning and 2 in the afternoon this may keep people from leaving after lunch.

4a - Did the afternoon session further your knowledge and understanding of the challenges faced by service children and those supporting them?



Yes	16
Some improvement could be made	0
No	3
Question not answered	6

4b - Comments and suggested improvements for afternoon session:

- This was the highlight of the event
- Yes it was good to hear from different departments their thoughts and ideas.
- We need to find out how many Armed Forces children in our schools in West Sussex
- Families perspective important

- Not really part of SSAFA's remit.
- I found the AFF presentation a bit abrasive especially as she had already heard and seen about the good work that is already being done.

5 - Please could you note below one key point that you will take back to your organisations as result of attending the conference

- Get involved
- To share some of the schools best practice with West Sussex schools
- Need to relate to veterans
- Difficulties of young people as a result of the transient nature of belonging to a family with serving members.
- The need for your existence
- Good practice and how the covenant needs to be embedded in all service areas in the Council. A good insight into what a Gold award winner looks like and entails.
- The point about children 'fitting in' was well made.
- An exceptional event. Really worthwhile attending. Especially enjoyed presentation from Jenna and in the afternoon the three headteachers.
- How much schools are doing to support the children of military families.
- Setting up a brunch for veterans in Runnymede.
- The Holistic care for all of our Armed forces and the family.
- The many items of interest there are open for Veterans.
- #Veterans Hub Grants #Get a copy of "Veterans Strategy" # "Benefit not Burden" paper
- Contacts and funding opportunity
- How we can ask the question "Did you Serve?"
- Collaboration is key
- The National Picture
- Government involvement in the Covenant
- Fantastic work of Forces Connect
- The Hub workshops

6 - Are there any issues or concerns that you would like help with?

- How can we influence the MOD with the dates of their briefings etc? Holding an event 15 May is not appropriate as most D&B's won't have Champions in place by then.
- No, issues and topics covered well.
- I have made representation to Jenna Clare that I think a national recruitment campaign would be useful to try to get veterans to become involved in the various associations (RBL, RNA, RAFA etc). The more that Veterans associate themselves with these groups the less of a burden they become on the NHS (loneliness, mental & physical illness etc. We all tend to look out for each other and it does make a difference!
- Advertising events to veterans please.

- Getting SAAFA involved in this Borough (Epsom and Ewell)
- I am happy to help with communication (delegate known)

Suggested improvements:

- I felt the seminars were more for ex-military service groups rather than working with the military covenant groups
- It would be good to be able to share contact details.

7 - Is there anything not covered at the event that you would like a briefing on, or included in next years' conference?

- Work of the Cadet Forces
- How to engage with local government and NHS from 3rd sector perspective to ensure joined up delivery.
- The story so far.
- Probably, but it is difficult to fit everything in as it is!
- Who are all the Veterans Groups we see out there collecting money? Which ones can be trusted?

8 - Any additional comments or suggestions.

- I have none, well organised and informative.
- Unfortunately as always there is never enough time. I thought this was the best conference we have had and heartily congratulate all organisers. As we were not making notes (there wasn't time) and we are all busy people, a lot of the content gets lost or forgotten. If someone could send out an overview of the whole conference and topics covered that we could forward on to relevant parties that would be good. I'm not convinced that much will be passed on once the conference is over.
- THANK YOU for organising the event!
- Thoroughly enjoyed the workshops it helped understand how important this is and how we can reach out to them.
- We done another really good event, I look forward to next year.
- I thought the speaker from the government was excellent and should have had more time. The issue of programme timings arose again.
- It was a good conference but I would have liked more time to network at lunchtime.
- In the end I did not attend the conference. It is not local to me and public transport isn't that close. I would suggest laying on a minibus to collect people from the station. My team cannot fund taxi fares.

Email feedback (some edited for anonymity)

Blue text indicates suggested improvement.

- ..thoroughly enjoyed our day at the Armed Forces Covenant Conference. I found it really informative and it definitely built my understanding of what we all have to do to help.
- xxx and I are arranging sometime together so we can share our experience with the whole Contact Centre to work out how we can help by asking the question "Have you Served" catching anyone that may come through to the Front House of Surrey County Council
- On a slightly different note, thanks to the conference, I have built more working relationships with other counties and services. I want to work on using a similar model to TILS for our officers. That isn't what you're about, I know, I just wanted to let you know that nice things are happening as a result of your hard work.
- Really enjoyed yesterday, well done on a smoothly run and thought provoking conference!
- There is always so much to learn and I really appreciated hearing from the three heads during the afternoon session although the opportunity to hear from the cadets themselves was really inspirational.
- The level of enthusiasm and engagement in Surrey – and across FCSE – always acts like a tonic and people come away more determined than ever to do their bit to make sure the Covenant really means something locally. I thought the focussing of the afternoon session on a single issue was very powerful and, once again your timing is spot on, as Education and Service Children chimes nicely with the Covenant Team's priorities for the year ahead
- It was good to have so many old friends in place and there were a lot of new contacts, ideas and thoughts.
- The loan of ATR Pirbright was excellent.
- The focus on service children was very helpful.
- The lay-out of the workshop room was not conducive for a workshop rather for "show and tell" but we can't work on that next time.

Extracts from Social Media

- Great visit to #SAFCCConference19 many ideas shared and contacts made. Thanks @SurreyMilitary @BritishArmy 👍
- Saw this again today, 3 cadets speaking at @SurreyCouncil @SurreyMilitary conference @ashmanorCCF @AshManorSchool fabulous #cadets #youth
- Very worthwhile Military Covenant Conference. Good to see the armed forces making real efforts to integrate with the civilian community and of course vice-versa. @SurreyMilitary
- If the three head teachers we have had presentations from this afternoon are representative of school leadership in #Surrey then we are in great shape educationally. @LewistoryMary @SurreyMilitary @SurreyCouncil
- Gr8 video of 2 amazing service family children who explained brilliantly the impact of the transient nature of belonging to a military family. It certainly brought a tear to my eye and will make me hug my daughter extra tightly when I get home. @SurreyMilitary @LewistoryMary
- One element that struck a big chord with me and is something I have encountered as a councillor in a garrison village is the enormous impact the transient nature of military life has on the families of serving members of our armed forces. In particular on the children of those families. Just imagine what it must be like for those children whose parents may be redeployed every two years and therefore those children have to settle into a new school with each move. The impact is often heartbreaking for those children and this was highlighted with a video interview with two such children. I am not ashamed to admit it brought a tear to my eye. There are practical issues that come with this for the parents particularly with schooling matters. Military families should not be disadvantaged as a result of these issues and the Military Covenant was created to directly address these issues.

I was also blown away by presentations head teachers from three local schools on what extraordinary lengths they go to in order to support children from service families. My immediate thought was that if these three head teachers are representative of school leadership across Surrey then we can all be safe in the knowledge that our children are in exceptionally good hands. I was especially impressed with the recent creation of a CCF unit at Ash Manor School. Delegates received a presentation from the Head Teacher and three cadets from the unit all of which were very impressive.

It is absolutely right that families from service families are given priority treatment when it comes to their children and following today's conference I am satisfied all that can be done will be done to assist such families.

I also sat in on a workshop on support for Military Veterans and was delighted to see my good friend Roy Sellstrom from Surrey Heath Veterans and Families. Under discussion was the fact that the veteran community is quite hard to reach and I offered to talk to Roy on how this might be addressed. All in all a great conference and was very reassuring to know there are so many dedicated people and organisations committed to the best support for armed forces families in Surrey.

This page is intentionally left blank

Become an Armed Forces Service Champion

This free course on

**Wednesday 27 March
9.30am-1.30pm in Dorking**

**is designed to enhance your
understanding of the Armed Forces
and how we can support them.**

The training will provide you with the skills and knowledge to better understand military life and the needs of people who may have left the Armed Forces, how to engage with them, and how your service might work with others in the best interest of serving personnel and veterans, family and carers.

To book a place email scdt.admin@nhs.net

Forces Connect SE is a regional partnership, led by Surrey County Council, which has been successful in securing an MoD grant to fund this training across the whole of the south east region. Training delivered by the Armed Forces Network. CPD accredited half day course.

www.surreycc.gov.uk/armedforces Page 61



This page is intentionally left blank

FCSE Veterans Hubs Needs and Gap analysis for Surrey



Executive Summary.

Surrey has three Veterans Hubs that are ASDIC¹ registered and four Armed Forces Breakfast Clubs (AFVBCs) serving over forty two thousand veterans (see Figure 1 and Appendix 1). Most South East veterans² (66%) are unaware of the location and services provided by their Hubs [Nield and Nield, 2018]. The support provided for these veterans across the county is of high quality yet not available to everyone in need. There are identified gaps in provision and it is recognised that some veterans are hard to reach and to engage with.

National research undertaken by [Latter, Powell & Ward, 2018] shows that a significant majority of people (64%) say they have not heard of the Armed Forces Covenant and this is also reflected across research carried out in the South East [Nield and Nield, 2018].

Our research is supported by the views of ASDIC members across the UK and shows that Veterans' Hubs have a significant role in advocating for and sharing the goals of the Armed Forces Covenant.

Therefore, in Surrey the key tasks to address these findings are:

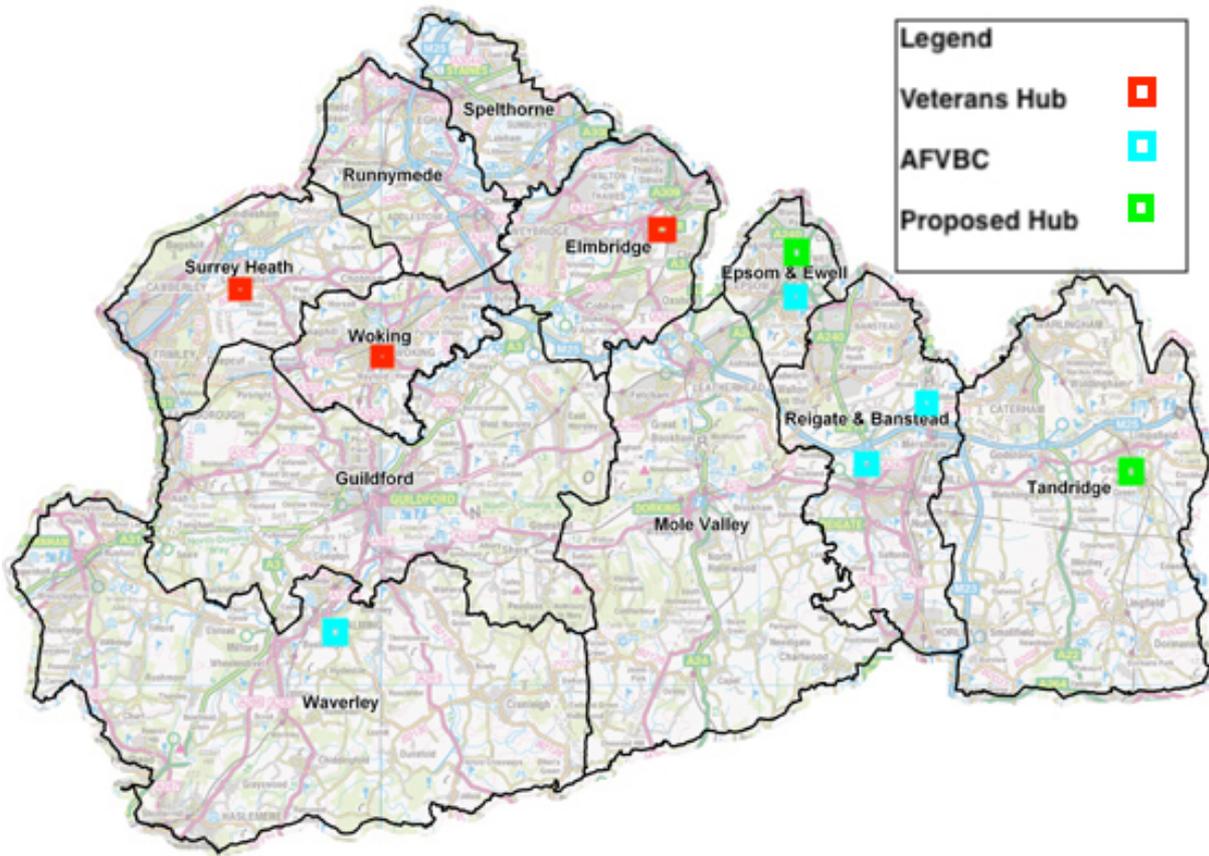
- To put the current Hubs 'on the map' and advertise their presence and services.
- To signpost identified veterans with needs to the Hubs (or other appropriate services).
- To ensure that both existing and new Hubs are sustainable in the long term.
- To identify the locations of veterans, especially those that are hard to reach.
- To help explain to the public what the Armed Forces Covenant is and what is being done locally to support veterans and how this links into the Hubs.

Research across Surrey has shown that the current veterans' provision is strongly appreciated by service users and their families. The present hubs are well used and integrated locally. Veterans from their 20's to their 90's regularly attend them and meet a range of service providers. In addition to the very necessary current provision, there is an identified demand from veterans and service providers in Surrey for new hubs in Epsom town and the Tandridge District Council area. However work needs to be done to re-advertise the existing Hubs provision as well as celebrating and improving links with Surrey's 12 elected councillor Armed Forces Champions. By taking a proactive approach through Surrey's veterans Hubs, it is anticipated that there will be a reduced demand in future on statutory services by taking a preventative approach and addressing issues before they escalate [Runnymede Local Policing Plan 2015].

¹ ASDIC is the Association of ex-Services Drop-In Centres, a project funded under an Armed Forces Covenant Grant to record all the veterans' drop-ins across the UK. ASDIC works with COBSEO and is under the umbrella of the Veterans Outreach Service.

² A veteran can be aged 18 years old having served in HM Armed Forces.

Figure 1. Showing the locations across Surrey of the current and proposed provision of Veterans Hubs.



Introduction

The Forces Connect South East Veterans Hubs Project (Veterans Hubs) is funded through the Ministry of Defence Covenant Fund and commenced on the 21st of May 2018. Our first priorities were benchmarking the provision for veterans and a needs and gap analysis to identify areas where additional support is required. Alongside this we aim to raise awareness of veterans' services available across the South East region comprising Surrey, Hampshire, East Sussex, West Sussex and Kent. This paper provides the current picture of need in Surrey as well as current provision and makes recommendations how to address identified gaps and issues.

Background

Veterans' Hubs provide access to services and support for veterans in the FCSE area under ASDIC principles. ASDIC defines a drop-in as an organised group for veterans providing a warm welcome, refreshments and general welfare support. Some have additional activities such as music, sports, veterans' news updates and guest speakers to promote wellbeing and/or access to mental health support. A drop-in takes place normally monthly under one roof in an informal environment. A Veterans Hub is defined as a drop-in having at least two support organisations regularly attending its meetings [ASDIC, 2018]. As well as veteran drop-ins and Hubs, there are Armed Forces Veterans Breakfast Clubs (AFVBCs) and Men's Sheds that provide comradeship and a social gathering. Some Breakfast Clubs provide more and these could become Hubs under ASDIC criteria which would be

achieved by extending their offer and having two or more service providers such as SSAFA or Combat Stress attend their meetings. ASDIC would regulate this.

In addition to specifically veterans facing events, Men's Sheds are self-support groups that welcome ex-services people. These provide support and signposting. Surrey has 11 such Men's Sheds.

The Hubs team have supported the three existing Surrey Hubs to become ASDIC recognised. This has been achieved by helping facilitate the Hubs to meet ASDIC's requirements, supporting their applications and advising ASDIC.

The majority of veterans living in Surrey are either not involved in veterans activities or are members of other community groups that are not military facing. The recent 'Lifting the Lid on Transition' report calls for a more coherent offer of veterans services [Heaver, McCullough and Briggs, 2018]. Service leavers and families also need to evolve to better understand the breadth of transition and the need to engage with it from an earlier point in a Service leaver's career. This includes the importance of advance planning, specific education to cover transition entitlement and processes and tailoring support to families' specific needs [Heaver, McCullough and Briggs, 2018]. Both Veterans Gateway and ASDIC are working to address these deficits by mapping the locations of services for ex-service personnel and their families but support at local level from Hubs and veterans groups is crucial. Almost half of Veterans (45% nationally [Heaver, McCullough and Briggs, 2018]) say it is harder for them to get a job than it is for people who have not served in the military. From contacts in 11 Brigade this percentage in Surrey is thought to be lower. More research is required.

Overall perceptions of how veterans are treated differ across age groups, and there is some criticism for those in Central Government [Latter, Powell & Ward, 2018]. In Surrey, county, borough, district and parish councils are committed to addressing veterans' needs through the implementation and regular review of the Armed Forces Covenant.

Recently displayed Silent Soldiers across Surrey have positively influenced public perceptions of councils' support for veterans. Notwithstanding that many of the silhouettes were sponsored by local businesses, they were seen as an act of remembrance and they have made residents think about local veterans.

Research shows that it takes 12 years on average for an ex-service person to ask for support [Ashcroft, 2014] which suggests that services must be offered proactively [Latter, Powell & Ward, 2018]. However the current services available are not generally known [Nield and Nield 2018] and in order to address this, the aims and goals of this project around raising general knowledge of what is available to help veterans has taken on an increasingly significant role.

Objectives

Our main objective following research into supporting Surrey's veterans is to identify and connect veterans with the services they require to succeed as valued members of Surrey's communities by:

- Researching current veteran provision in the county.
- Researching the location of veterans and analysing their needs and requirements.
- Identifying and addressing gaps in provision, by both provision and location.
- Promoting services available.

This will be achieved in a number of ways, including:

- Helping to inform the public about the Armed Forces Covenant through trained Front Line and Contact Centre Staff who will be able to advise what support is available in Surrey for serving personnel, veterans, reserves and their families.
- Encouraging new hubs to open in areas where there is a demonstrated veteran's need by gathering support from service providers and engagement from the local Armed Forces Champion.
- Working to ensure that veterans hubs achieve ASDIC standards and are sustainable beyond June 2020, and
- Encouraging all Hubs to provide a preventative approach to help reduce demand on other public services.
- Using innovative tactics to identify veterans in need and raising awareness in the public about local support for veterans and the Armed Forces Covenant.

Methodology

To complete these objectives we have and continue to carry out research through surveys, personal interviews and have listened to the experience of SSAFA, RBL, ABF the Soldiers' Charity [Army Benevolent Fund, 2014] and other service charities as well as speaking to FCSE members, Local Government Covenant Officers, the local military Personnel Recovery Unit, local military units and veterans themselves. We have met with elected councillor Armed Forces Champions and made visits to local Hubs. These interactions have allowed us to help promote and publicise existing provision and to promote stronger connection between local services. We are supporting the establishment of new provision in areas of identified need and encouraging and supporting the sharing of best practice with the first of three publications³, a guide to setting up a Hub. The other two documents will be published with extended good practice based on ongoing research.

In September 2018 we conducted a Veterans Hubs Survey. 312 self-selected veterans took part in this survey which was then followed up with focus groups and mini-surveys. Four thirty minute group conversations and eight 60 minute one-to-one interviews were used to explore provision for veterans across the South East, looking in detail at perceptions of veterans, what they need to participate in their communities and where they believed additional Hubs or provision were needed.

These groups were made up of all military branches and all groups were a cross section of society by gender and age. Due to the low numbers of BAME and Gurkha respondents to the initial survey and to gather information from older veterans, 14 additional individual surveys were undertaken.

The information provided from the above has been tested during visits to Veterans Hubs, Drop-ins and at AFVBC events. It has also been discussed with the Transition Intervention and Liaison

³ A Simple Guide to Starting a Veterans Hub is available now at www.smpl.org.uk

Service (TILs), elected councillor Armed Forces Champions, Veterans Advisory and Pensions Committee members and at Reserve Centres.

We have further looked at the services provided in Surrey's Hubs by visiting them all and comparing them with services other ASDIC members supply and against the requirements which were identified during the research.

Results and Analysis

Firstly we addressed an issue that had raised national concerns, what should veterans be called? Many ex-service personnel do not like the term 'veteran' and the image of elderly men that they believe it conjures up in the public mind [Heaver, McCullough and Briggs, 2018]. However, research carried out for the project showed that most veterans accept that agencies and charities will call them veterans even if they prefer another title. Of the respondents (n=128) 72% said they were happy to be called veterans or didn't mind and 28% preferred to be called ex-services. Veterans tend to refer to themselves as ex-Ship/Squadron/regiment or Corps plus their role. For general use we recommend using the term 'ex-service personnel' which is almost universally accepted. However for this document for simplicity we shall use the term veteran. A veteran can be aged 18 years old having served in HM Armed Forces.

Surrey has three Veterans Hubs that are ASDIC registered and four AFVBCs (please refer to Figure 1 and Appendix 1) as well as 11 Men's Sheds which are available to any of the 42,000 veterans in Surrey in need of additional support.

Our Veterans Hubs Survey of 312 veterans discovered 50% of respondents who used a Hub found it very convenient or convenient to visit. Inconvenience was defined as the location being too far away from good transport links or being held at a time/day that they could not attend due to other commitments.

Although 62% of respondents have never visited a Hub, over 71% in the South East recognise that such provision provides a useful safety net and that they would visit in future when necessary. The main reason for veterans not visiting a Hub is a lack of knowledge about them, the services they provide and their location.

Over 40% of respondents said they were willing to be interviewed further on their veterans-in-need views. These formed our focus groups [Nield and Nield, 2018]. Veterans are clear about what services they would like each Hub to provide and these are set out in Appendix 2.

The following key points were made during the focus groups:

- Hubs should be safe places for everyone, including veterans, staff, service providers and visitors.
- Veterans will self-organise and this should be capitalised upon.
- There is a clear need for branding, advertising and sharing news between Hubs.
- Hubs should be encouraged to work together to support every veteran.
- A diary of veterans' events across the region⁴ was requested and has been produced.
- Some veterans are willing to travel a considerable distance to a Hub (e.g. people travel from Guildford to the Veterans Outreach Service in Portsmouth).

⁴ This should include all civil-military events and Passing Out parades where veterans are welcome.

- Some veterans engage well with social media while others eschew it and we need to reach all through a variety of media platforms.

After reviewing the data from our survey suggesting that hubs were not well marketed we tested a theory to discover if hubs that open irregularly in locations are less effective and are consequently less well supported. In other areas Hubs based at libraries, community centres and church halls that co-exist with general support have the most positive connections to other communities. This means that a hard to reach veteran (or their family members) attending that location for another purpose may learn of the Hub's existence. We are also trying to discover if opening Hubs for more than one day a month would make a significant difference to their uptake and use. Research suggests that more needs to be done to publicise the management, location and the services available to increase the number of veterans attending the Hubs. Further research is ongoing.

In addition we will be monitoring a "Travelling Hub" initiative that is being launched. This is a vehicular based Hub travelling around villages and remote locations with poor public transport links such as a "mobile bank" or "police station" that is being trialed in Kent.

Figure 2. A Simple Guide to Starting a Veterans Hub.

A Simple Guide to Starting a Veterans Hub

And what you want to think about.



What is a Veterans Hub?

We consider Hubs to be a specialised form of a drop-in service for veterans in their communities.

A Veterans Hub is a warm & welcoming venue that, in addition to the expected support of comradeship and a brew provides access to two or more agencies/charities at least once a month.

Not all Hubs begin in this format. we know from experience that building a Hub takes time.

Some are very vibrant and provide a lot of support including welfare, wellbeing, mental health and on-site assessments.

Are they needed?

YES! Our research with veterans identifies that 71% recognise that one day they may need the services of a Veterans Hub. Yet 62% of veterans asked are unaware of their local Hub! [Nield & Nield 2018]. So there is work for us to do.....



How we can help you

1. Provide Support and advice.
2. Knowledge on how to avoid some pitfalls
3. Guide you to training that can enhance your meetings.
4. Provide a mentor system for the organisers.
5. Share knowledge of groups that could assist your Hub.
6. Funding application guidance.
7. Access to a library of useful document templates.

Common Issues

1. Telling people & advertising where you are based
2. Informing people what you do & provide.
3. Funding and making a Drop-in sustainable
4. Providing a one size fits all Drop-in.
5. Do you choose a military type venue or not ?
6. Could a licensed premises be a problem?
7. Setting guidelines for your group and accountability.
8. Who can access your services - and how?



We have surveyed the 35 ASDIC Hubs and the Veterans Outreach Service⁵ and have distilled best practice in our initial leaflet 'A Simple Guide to Starting a Veterans Hub' (Figure 2) in order to provide the best practical advice to anyone seeking to set up a Hub in the FCSE area. Best practice keeps being identified and our Simple Guide will be extended and improved.

⁵ The Veterans Outreach Service is a major veteran's hub based in Portsmouth that is funded in part by an Armed Forces Covenant grant.

Our research, which is supported by the views of ASDIC members across the UK show that veterans hubs have a significant role in advocating for and sharing the goals of the Armed Forces Covenant. We argue that even greater engagement between local elected councillor Armed Forces Champions and Veterans Hubs will significantly improve the public perception of the Armed Forces Covenant, increase awareness of veterans' services across the county and reassure the public that councils are improving services for all communities. Other organisations including sports and football clubs and local businesses can be symbiotic and make a Hub sustainable. Further research is required.

Due to low numbers of BAME and Gurkha respondents to our surveys we have made contact with people from those communities to ensure their views are represented. This matter will be addressed in ongoing research.

On the analysis before us there is a need and an opportunity to launch a new Hub in Epsom town. This is supported by local veterans and RBL staff who work in the area and we are supporting them to open this Hub. There is also a demand from veterans for a hub in the Tandridge District Council area but this is aspirational at this time. Further research and discussions are required.

However setting up a Veterans Hub carries risk in terms of safeguarding procedures, GDPR, lone worker, insurance, budget planning and food hygiene. This risk can be mitigated by following the Simple Guide (Figure 2) and achieving the criteria to join ASDIC. For new or current Hubs that apply to this project for a grant their sustainability will be addressed through supportive conditions and ongoing oversight set by the Hubs Project board.

It is expected that supporting this project will be cost neutral to the Forces Connect South East authorities and that it will provide an ongoing reduction in demand on their services that can be re-deployed.

Recommendations

We propose that the following steps be followed to address the needs identified and to strengthen the offer to veterans in Surrey. Tackling these points will support the outstanding overall goals of the project, to create a best practice guide to develop sustainable services (Hubs) alongside the ASDIC project and to roll out best practice and develop locally tailored services based on identified need.

- We propose that this project works ever closer with elected councillor Armed Forces Champions to make use of their local knowledge and contacts, for example by inviting them to join the management committee of each Hub and if appropriate, support access to local funding and signposting to community services.
- To address the evidenced need for further Hubs in Epsom town and also the Tandridge District Council area. We will continue to work with Epsom Drop-In team who are in the process of modelling an Epsom Hub and encourage support from the Epsom AFVBC to provide an improved local service. In Tandridge we are seeking volunteers to manage and run a Hub based on the Simple Guide to Starting a Veterans Hub.
- We shall be supporting existing Hubs through providing best practice and mentoring to enable them to be or become self-reliant and more connected so they are able to learn from each other (and across the FCSE area). This will include support on governance, insurance, health and safety and DBS accreditation amongst many other areas.

- We will support Hubs to extend their reach through FCSE branded material and enhanced promotion via the media and social media. Simple measures such as posters in libraries, doctors' surgeries and other local amenities and businesses will help to connect to hard to reach veterans. Furthermore the respected Surrey Disability Register Newsletter and other community news channels add to the support the dissemination of veterans' services.
- We are championing Forces Connect South East mobile app⁶ and the use of the hashtag #VeteransHubsSE across social media platforms to raise awareness of veterans' issues, events and service providers.
- Our current diary of veterans events will be expanded to incorporate local government and other civil/military and veterans commemorative events including Armed Forces Day Flag-raising and civic receptions, and will be linked to the Surrey Armed Forces calendar. The diary has been successfully trialed on a monthly basis, but will be moved to a longer timeframe as further dates are gathered.
- We support local doctors and mental health services with social prescribing for veterans.

Conclusions

Surrey has vibrant veteran communities but not all of them are connected and so there is a need for further promotion of available existing services. There is public and veteran support for the provision of sustainable well identified Hubs that can address the needs of veterans locally.

Surrey has 42,000 veterans many of whom are not engaged with the available veterans' services. For many of these invisible veterans this is a choice. Others, who could benefit from support simply do not know that there are Hubs across the county that can assist them. However, for the marginalised few who have a need, the services that are openly available are not reaching them. We seek to address this hard to reach group and engage them as appropriate. In providing an improved framework of well known, accessible Hubs and other services in Surrey we will discover these hard to reach veterans. We are aware that there are many other veterans working for the Emergency Services as well as the Prison Service and we need work with colleagues through the wider Forces Connect South East project and the training provided through the Armed Forces Networks to help inform them of all the services available so they can help signpost veterans for advice and support.

If veterans in need engage with support services at an earlier stage, this can help reduce demand on local services. A good veterans Hub, supported by the local elected councillor Armed Forces Champion, can help ensure greater community cohesion locally.

⁶ Search for "Forces Connect" in your app store of choice.

Appendix 1:

Veteran Hubs, Drop-ins and Breakfast Clubs by Surrey Borough/District:

Borough	Hub/AFVBC	Services Provided	Veterans attending	Veterans in receipt of AFPS or WDA*
Elmbridge	Veterans Support Association HUB (West Molesey)	STOLL AFC Champion Indoor and outdoor games.	10 out of 856 members	354
Epsom & Ewell	AFVBC (Epsom)	Companionship	10	169
Guildford				807
Mole Valley				298
Reigate and Banstead	Merstham(AFVBC)	Companionship	8	413
	Redhill (AFVBC)	Companionship	9	
Runnymede				240
Spelthorne				301
Surrey Heath	SHV&F-LP (Camberley) HUB and the brand new: Naffi Break Cafe	Royal British Legion Action For Carers TILs Combat Stress Vulnerable Veterans Companionship Tea & Coffee	30 of 350 members	860
Tandridge				289
Waverley	AFVBC (Godalming)	Companionship	25 of 101 members	430
Woking	Surrey Armed Forces Drop-In (Woking) HUB	AFC Champion. Vulnerable Veterans Royal Naval Association SSAFA	13 of 440 members	171

Within the County there are also The Royal British Legion clubs and branches that provide support as well as other non-veteran specific provision, such as Men's Sheds that we know veterans access for support.

* Numbers in Surrey by Local Authority claiming under the Armed Forces Pension and Compensation Scheme.

List of Hubs times and locations:

- SHV&F-LP (Surrey Heath Veterans & Families -Listening Project), 1000-1300- St Mary's Church and Centre, Park road, Camberley GU152SR.

- SAFDI (Surrey Armed Forces Drop In), 1100-1300 at Woking Railway Athletic Club, Goldsworth Road, Woking GU216JT.
- VSA (Veterans support association), 1000-1600- 3rd Molesey Scout Hut, St Peters Road, West Molesey KT8 2QE.

Armed Forces Breakfast Clubs can be found on the website <http://www.afvbc.net>.

DRAFT

Appendix 2. What Veterans want from a Drop In:

Subject	%
Comradeship	85
Wellbeing	70
Tea/Coffee	90
Cafe	30
Organised Events	45
Visits	38
Sport/Exercise	38
Veterans Family day	31
Access/Funding to Education and Training	46
Housing Support	31
Assistance with pension/benefit claims	23
Work Opportunities	23
Warrior Programme	15
Life Skills Course	31
First Aid/ Mental Health First Aid training	58

[N=251]

Bibliography:

Armed Forces Veterans Breakfast Clubs (2018); <https://www.afvbc.net> Published on line.

Army Benevolent Fund (2014); *Impact Report 2013-14*. Published on line.

ASDIC www.asdic.org.uk Published on line.

Ashcroft, M., (2014); The Veterans' Transition Review. www.veteranstransition.co.uk Published on line.

Camden & Islington NHS Trust (2017); *NHS Transition, Intervention and Liaison Veterans' Mental Health Service*. Camden & Islington NHS Trust, London. <http://www.candi.nhs.uk/services/london-veterans-assessment-and-treatment-service-lvs>.

COBSEO (2017); *Transition, intervention and liaison mental health service for armed forces personnel approaching discharge* On line www.cobseo.org.uk/transition-intervention-liaison-mental-health-service-armed-forces-personnel-approaching-discharge-veterans/

Goodman, S. and Bruinvels, P. (2018); Briefing for MPs, Councillors and Caseworkers Surrey Civilian-Military Partnership Board.

Heaver, I. McCullough, K. & Briggs, L (2018); Lifting the Lid on Transition. www.fim-trust.org/wp-content/uploads/2018/11/Transition-Final-Report-FINAL-ONLINE.pdf Published on line.

Latter, J, Powell, T, & Ward, N.(2018); Public Perceptions of veterans and the armed forces www.fim-trust.org/wp-content/uploads/2018/11/20181002-YouGov-perceptions-final.pdf. Published on line.

Men's Sheds (2019) <https://menssheds.org.uk/find-a-shed/> Published on line.

Ministry of Defence (2010); *Estimating the proportion of prisoners in England and Wales who are ex-Armed Forces*; a data matching exercise carried out by the MOD in collaboration with the MoJ Published on line.

Nield, R.H, & Nield, L.L. (2016); *Vulnerable Veterans - halting the revolving door*. Project Review. An unpublished report commissioned by SMPL Solutions.

Royal British Legion (2011). *Literature Review: UK Veterans and the Criminal Justice System*. London.

SSAFA (2016); *The New Frontline: Voiced of Veterans in need* <https://www.ssafa.org.uk/help-you/> Published on line.

Veterans Advisory and Pensions Committees (2018) www.gov.uk/government/publications/vapc-south-east-england-meeting-minutes. Published on line.

The Veterans' Mental Health Transition, Intervention and Liaison (TIL) Service (formerly known as London Veterans' Service) (2018); www.veteransservicelse.nhs.uk. Published on line.

Veterans Gateway (2017); *The first point of call for veterans seeking support*. Veterans Gateway, UK. <https://www.veteransgateway.org.uk>.