



Citizens Advice Charnwood

We, the undersigned, commit to honour the Armed Forces Covenant and support the Armed Forces Community. We recognise the value Serving Personnel, both Regular and Reservists, Veterans and military families contribute to our business and our country.

Signed on behalf of:

Citizens Advice Charnwood

Signed: _____

A handwritten signature in black ink, written over a horizontal line. The signature is stylized and appears to be a first name followed by a surname.

Position: Chief Officer _____

Date: 1st October 2018 _____



The Armed Forces Covenant

An Enduring Covenant Between

The People of the United Kingdom

Her Majesty's Government

– and –

All those who serve or have served in the Armed Forces of the Crown

And their Families

The first duty of Government is the defence of the realm. Our Armed Forces fulfil that responsibility on behalf of the Government, sacrificing some civilian freedoms, facing danger and, sometimes, suffering serious injury or death as a result of their duty. Families also play a vital role in supporting the operational effectiveness of our Armed Forces. In return, the whole nation has a moral obligation to the members of the Naval Service, the Army and the Royal Air Force, together with their families. They deserve our respect and support, and fair treatment.

Those who serve in the Armed Forces, whether Regular or Reserve, those who have served in the past, and their families, should face no disadvantage compared to other citizens in the provision of public and commercial services. Special consideration is appropriate in some cases, especially for those who have given most such as the injured and the bereaved.

This obligation involves the whole of society: it includes voluntary and charitable bodies, private organisations, and the actions of individuals in supporting the Armed Forces. Recognising those who have performed military duty unites the country and demonstrates the value of their contribution. This has no greater expression than in upholding this Covenant.

Section 1: Principles of the Armed Forces Covenant

1.1 **Citizens Advice Charnwood** will endeavour in our business dealings to uphold the key principles of the Armed Forces Covenant, which are:

- *no member of the Armed Forces Community should face disadvantage in the provision of public and commercial services compared to any other citizen.*
- *in some circumstances special treatment may be appropriate especially for the injured or bereaved.*

Section 2: Demonstrating our Commitment

2.1 We recognise the value serving personnel, reservists, veterans and military families bring to our business. In our role as a service provider, will seek to uphold the principles of the Armed Forces Covenant, by;

- *promoting the fact that we are an armed forces-friendly organisation;*
- *Embedding the principles and ethos of the Armed Forces Covenant within the Citizens Advice Service across Charnwood, Melton and Rushcliffe;*
- *Ensuring that advisors in agencies across Charnwood, Melton and Rushcliffe are aware of the additional needs that anyone with a current or historical link to the armed forces may have;*
- *Ensuring that advisors in agencies across Charnwood, Melton and Rushcliffe are aware of and maximise the use of existing armed forces specific resources (charities, national advice lines and health services) that provide service and support over and above that available to the general population;*
- *Promoting the volunteering opportunities that Local Citizens Advice can offer to veterans and their families across Charnwood, Melton and Rushcliffe;*
- *Raising awareness among veterans, reservists and their families of the help that Local Citizens Advice can offer across Charnwood, Melton and Rushcliffe;*
- *Aiming to participate actively in Armed Forces Day;*

In our role as an employer we will;

- **Veterans:** *seek to support the employment of veterans and work with the Career Transition Partnership (CTP), in order to establish a tailored employment pathway for Service leavers;*
- **Service Spouses & Partners:** *strive to support the employment of Service spouses and partners; including flexibility in granting leave before, during and after a partner's deployment;*

- **Reserves:** seek to support our employees who are members of the Reserve Forces, including granting special paid leave [either 5 days paid or unpaid leave] for training and supporting deployment;
- **Cadet Organisations:** seek to support our employees who choose to be volunteer leaders in military cadet organisations; supporting local cadet units.

2.2 We will publicise these commitments through our literature and/or on our website, setting out how we will seek to honour them and inviting feedback from the Service community and our customers on how we are doing.