

Service to Civvy Street

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Lead

Project Conception

- Attended a conference run by Combat Stress and Royal British Legion.
- Listened to lots of injured veterans experiences after leaving the forces.
- Concluded that there are lots of services available to veterans, but nothing specifically summarising what's available in Warwickshire.
- Veterans feedback was that in some cases they struggled to know where to access support.
- Military Covenant talks about 'priority treatment' of veterans through the NHS, but where is the evidence this happens?
- Received notification of the Armed Forces Community Covenant Fund two weeks before the closing date.
- Submitted a joint bid with Coventry University.

Which way to civvy street?

- Communications and awareness raising project with three main audiences:
 - Veterans
 - Partners, spouses and families
 - GP's NHS staff and Public Sector staff
- Highlighting and raising awareness of the difficulties veterans face during resettlement.
- Raise the profile of veterans within our communities to support the recognition of the sacrifices made during active service (through launch campaign).
- Create opportunities for communities within Warwickshire to show their appreciation of veterans.

Which way to civvy street?

- Explain the various policies around veteran entitlement and access to services with regard to health, housing and education.
- Support public sector workers to gain a better understanding of the needs of veterans and how we can tailor our approach to meet these needs.
- To bring together other agencies during implementation such as; Local Authority, Clinical Commissioning Groups, Public Health, The Royal British Legion and Coventry University to develop important strategic links to better meet the needs of the veterans community.
- Adaptable model which can be rolled out across other localities.

Success!



Progress to date...

- Questionnaire used to ascertain opinions and need.
- Stakeholder consultation event held in March 2013.
- Veterans focus group held in April 2013.
- Coventry University produced draft booklet content.
- Draft booklet consultation.
- Launch event which coincided with Remembrance Day 2013.
- Information loaded onto WCC website, able to be viewed as a web app.
- Various communication activities including Facebook Campaigns, press releases and an article in Veterans World.
- Re-launch which included further consultation on content.
- Distributed to all Trusts, GPs and councils locally.







Service to Civvy Street



A booklet to help service **veterans** navigate healthcare, employment, housing, education and other support available in Warwickshire.

Service to Civvy Street



A booklet to help partners, spouses and **families** of service veterans navigate healthcare, employment, housing, education and other support available in Warwickshire.

Service to Civvy Street



A booklet to help **NHS** and other **Public Sector Professionals** support veterans in Warwickshire.



What's next...

- Presented veterans health issues to the Warwickshire Health and Wellbeing Board.
- HWBB requested a Needs Assessment for Veterans in Warwickshire.
- Public Health have committed resource to conduct the needs assessment:
 - All veterans, veterans who are medically discharged and veterans who leave as part of their normal agreed service. Also Army, Navy and RAF.
 - Incidence and prevalence - estimating quantity, frequency, size and characteristics of the veteran population.
 - Available services and their costs.
 - Effectiveness and cost effectiveness of services – using published data on evidence based interventions available to support veterans.
 - Recommendations

Opportunities...

- Bid for funding to create a Service to Civvy Street app.
- Appetite in Warwickshire with Coventry and Warwickshire Partnership Trust dedicating further resources to supporting veterans.
- Opportunity to explore recommendations from the veterans needs assessment.