



Strategic
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Global Support Organisation

Location Guide

North Italy



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Foreword by

Staff Sergeant David Skill AGC(SPS)
Head of Location
National Support Element North Italy



Welcome,

As the Head of Location (HoL) of North Italy I would like to offer my congratulations on your assignment to Italy. There will undoubtedly be many points of similarity between your host in-country military and the British military, yet there will also be areas of profound difference. Enjoy what is common to both and relish the differences.

You will have received a welcome email from the National Support Element (NSE) to inform you of what actions you need to complete in order to prepare for the start of your assignment. Early engagement and proactive administration will be key to keeping things on track and ensure your arrival is as smooth as possible. The administration for your arrival and move is complex, however this guide and the checklist will ensure you and your family arrive in good order, ready to enjoy Italy.

During your assignment, the NSE will look after you for in-processing, service administration, changes in personal circumstances, some career and manning advice/guidance and eventually out-processing as you move on to future assignments. The team also includes the Community Liaison Officer (CLO) and a Host Nation Liaison Officer (HNLO) who are available to all UK Service Personnel and their eligible dependants. There is a wealth of knowledge, and no question is too small so please engage with them at the earliest opportunity.

You will be allocated a sponsor who will, if possible, have similar family circumstances to you. They will aid in your first couple of weeks in Italy. Your sponsor, the NSE and the community will support throughout the process, and we will get you in-processed as soon as we can.

Contact Details:

Telephone: +39 0331 329 300

Email: GSO-EJSU-NWItaly-NSE-Mailbox@mod.gov.uk

<https://www.nrdc-ita.nato.int/1/home>



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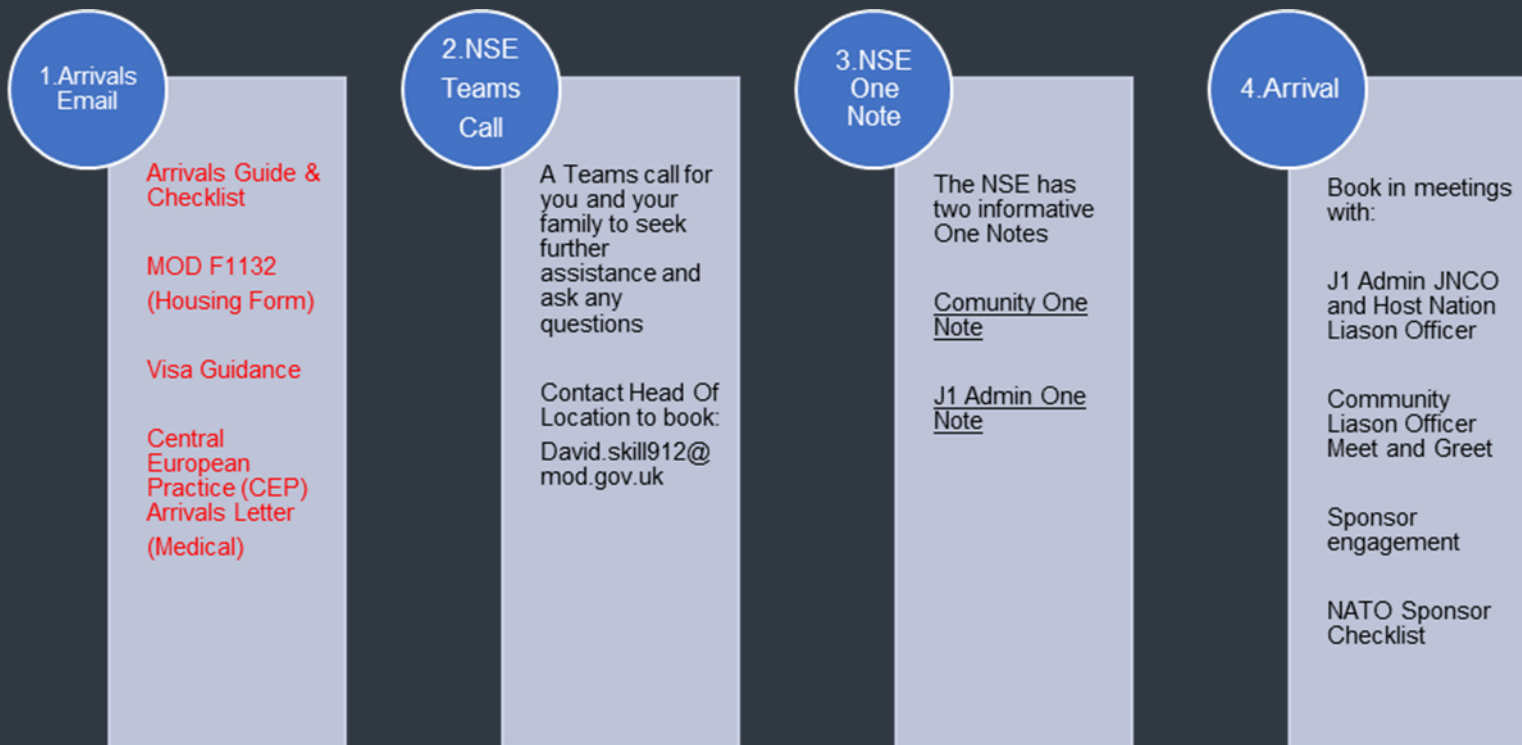
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Arrival Process

The 4 Step Arrival process set out below has been designed to ensure that you and your family get the right level of information at the right time through what will be exciting but challenging time as you move to Italy.

1. The Arrivals email contains all the very important information and forms you will need at the very start and are critical to your pending move.
2. The Team's call is an opportunity for you and your family to discuss any issues and ask any questions.
3. The NSE One Notes are a place for the more detailed information, a one stop shop for all information from medical to internet providers.
4. Arrival, it is vital that you communicate with the team and book in to ensure you are administered correctly, by both the NSE and your sponsor.



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Supportability For An Overseas Assignment

Screening is required for all Service personnel (SP) and any entitled dependants that will be accompany them on assignment. Ensure you are compliant with requirements as laid out in [2021DIN01-050 - Supportability Overseas](#) & [2020DIN01-137](#).

If you will be assigned accompanied by your family contact UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk for your FMOV64 pack which will include medical screening forms.

If unaccompanied and you have not done so, please contact UKStratCom-DMS-DPHC-EJSU-CEPGrp@mod.gov.uk to ensure correct screening forms have been completed.

Failure to enrol and complete the pre-screening prior to arriving in country may result in you or a member of your accompanying family being returned to the UK if they are subsequently deemed to be unsupported in location. Any queries or questions reference Medical supportability please contact UKStratCom-DMS-DPHC-EJSU-CEPGrp@mod.gov.uk

Education

All SP wishing to send their children to schools in the EJSU area of responsibility must ensure that they have read the [education policies](#) and

<https://www.gov.uk/guidance/education-overseas-for-service-children>

All schools in location fall under the remit of DCYP and so any queries with regards to Education should be addressed through the NSE. The options for schooling can be found at Education link in the Index.

If you have received a posting/assignment order for any location within EJSU, even if you are already serving overseas, you are required to contact the Families Section at Abbey Wood (UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk .) They will provide a family travel pack with all the information regarding clearances that includes a personal assessment on the suitability of your child to be educated in Italy.



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Removals

Agility Logistics are contracted to move SP and their dependents' personal effects to their new assignment overseas. Registration with Agility Logistics with details of your move should be completed as soon as you receive your Assignment Order, you can apply without knowing the delivery address in Italy as this can be added later.

Regardless of the type or size of property being moved into, SP are limited to a cubic metre allowance based upon SLA to which the service person is entitled to in accordance with housing regulations:

The Furniture Movement Service (FMS). For accompanied personnel moving from SFA or privately owned/rented accommodation and Single homeowners moving between privately owned or rented accommodation you are entitled to FMS. The maximum volume that may be moved at public expense under FMS is up to 67.92 Cubic Meters (M3). Under FMS a contractor packs the belongings, moves it to the new residence and unloads it.

Self-Pack Service (SPS). This service is primarily intended for use by single non-homeowners and unaccompanied personnel and involves you packing your own boxes then having them moved under Service arrangements. Accompanied personnel may also use this service in certain circumstances. The maximum volume for SPS is 6 M3(1078 Kg).

Alternatively, you may make your own arrangements and claim back your costs up to a set MOD limit; you can find further information in JSP 752 Ch. 12, Sect 04.

The Agility Logistics Website holds all the regulations and has FAQs relating to the removals process and we strongly recommend reading through those documents. If you have any further questions or concerns, contact the NSE.



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Stores

Your losing unit should fully kit you on posting to NRDC-ITA or DACCC. You may require Kit that is not in use in the UK such as No4 Dress and it is recommended to visit stores as early as possible as some kit may be made to order. Clothing supplies are available to order whilst in Italy; however, this process is slow, so it is recommended to obtain your entitlement in the UK.

The daily working uniform is PCS. It is recommended to get a mixture of light weight and heavy weight for the summer and winter.

Virtus

You must arrive in Italy with Virtus, your current Stores/QM department should be able to get you measured and demand Virtus for you, If you have issues with this please contact the Head of Location.

Tailoring

For tailoring and alterations, the U.S Army Base in Vicenza has an Alterations shop where personnel can get minor tailoring done to uniform, such as rank slide changes. However, they are unable to mount Service Medals; this will be needed to be completed in the UK or SHAPE, Mons, Belgium.

SOFA Status

The North Atlantic Treaty Organisation (NATO) Status of Forces Agreement is the treaty that sets out the terms under which the armed forces of a NATO Member State are allowed to operate and live within another NATO Member State. Whilst assigned to a NATO Member State, United Kingdom (GBR) Ministry of Defence personnel are entitled to the rights and subject to the obligations of the NATO Status of Forces Agreement, to which all NATO Member States are parties.

In accordance with Article 5.4.7 of EC C(2019) 7131 (Practical Handbook for Border Guards), the European Commission recognises in law those “documents issued pursuant to paragraph 2 of Article III of the NATO Status of Forces Agreement between the Parties to the North Atlantic Treaty regarding the Status of their Force.” The issue of a NATO Status of Forces Agreement Identification Card to a member of the Force, the Civilian Component or their Dependants is pursuant to Article III

A link to the application is within the Arrivals Checklist and **must** be completed for you and your dependants shortly after receiving the Assignment Order.



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MOD 90

If your MOD 90 is due to expire before the end of your tour here, you are to renew it prior to posting. When you arrive you will be issued with numerous passes that are limited to your ID date, so you will be required to renew them too if your ID expires.

NATO Security Certificate

You must request a NATO Security certificate from your current unit on receipt of an assignment order. Once you have received it, a copy must be sent to the NSE prior to arrival in order to ensure that the relevant paperwork is raised.

If you do not have a NATO Security Clearance valid for 12 months, you cannot be issued with a NATO ID.

Importing Pets

Pet travel documentation required for Europe and after Brexit:

- Your pet must be microchipped.
- Your pet must be vaccinated against rabies – your pet must be at least 12 weeks old before it can be vaccinated.
- Wait 21 days after the primary vaccination before travel.
- Visit your vet to get an AHC for your pet, no more than 10 days before travel to the EU or NI.

Speak to your vet (and/or consult www.gov.uk/defra) as there are necessary procedures concerning micro chipping and rabies vaccinations that will need to be completed well in advance of leaving the UK. Once in Italy, seek local veterinarian advice on rabies boosters, worming (especially heartworm as without immunization, this condition can be fatal, treatment involves administering a pill monthly) and tick treatment. If you wish to re-enter the UK with your dog, cat or ferret, you will need to ensure that its rabies vaccinations are up to date (according to UK rules, not Italian rules) and for dogs that they have had a vet-administered worming treatment within a given timeframe, currently no less than 24 hrs. and no more than 120 hrs.



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State Benefits (UK)

Child Benefits -Crown servants posted overseas

If you are in receipt of Child Benefit and remain eligible under current DSS rules, you may continue to claim using your BFPO address. You can inform HMRC Child Benefit or by reporting a change online, by phone or by writing direct to:

DSS, (Child Benefit Centre)
Washington
PO Box 1
Newcastle-Upon-Tyne
NE88 1AA.

Telephone:
0300 200 3100
Outside UK:+44 161 210 3086

Monday to Friday: 8am to 6pm

It is important to keep a note of your Benefit reference number in order to quote it on all correspondence. For further information please follow the link to the UK Government website: <https://www.gov.uk/child-benefit-abroad>

National Insurance Credits

Eligible personnel can claim Class 1 National Insurance Credits which count towards entitlement to the basic State Pension, bereavement benefits and some other state benefits.

Spouses of SP attract recognition within the tax system by virtue of accompanying overseas on assignment. The application form is available online and is completed towards the end of your accompanying overseas tour. You must complete the form and get the Head of Location to complete 'Part 2' certifying you are eligible for the credits.

It must be completed before you leave and submitted within the tax year you return to the UK.

Job Seekers Allowance (JSA) or Employment Support Allowance (ESA)

JSA and ESA are provided when someone is unemployed and looking for work (JSA), ill or disabled (ESA) and offers financial support to spouses and older dependent children (up to 21 years old) of SP when returning from overseas tours.

For further information on Job seekers Allowance click [here](#)
For information on Employment Support Allowance click [here](#)



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In Country Contingent

NRDC Italy – UK Contingent

It comprises:

- 1 x 2* Gen. (Army or RM)
- 2 x Cols (Army). -SNR
- 4 x Lt Cols (Army).
- 2 x Wg Cdr (RAF).
- 4 x Majs (Army).
- 2 x WO2s (Army)
- 2 x Sgts (Army)



Total 17 UK military staff in the HQ

An OF-5 is the Contingent's Senior National Representative (SNR), and an OF-4 is the Contingent XO on a rotational basis.

DACCC Poggio Renatico – UK Contingent

It comprises:

- 1 x Gp Capt (RAF). - SNR
- 1 x Wg Cdr (RAF).
- 8 x Sqn Ldr (RAF).
- 2 x Flt Lt (RAF).
- 1 x WO2 (Army)
- 2 x FS (RAF)
- 3 x Sgts (RAF)
- 4 x Cpl (RAF)
- 3 x AS1 (RAF)



Total 25 UK military staff in DACCC

An OF-5 is the Contingent's Senior National Representative (SNR), and an OF-4 is the Contingent XO on a rotational basis.

UK NSE

The UK National Support Element (NSE) is an outstation of the European Joint Support Unit (EJSU) in Mons, Belgium. Located at Caserma Ugo Mara and Ferrara, the NSE consists of:

- 1 x SSgt – HoL (Army AGC (SPS)).
- 2 x Cpl – J1 JNCO (Army AGC(SPS)& (RAF Pers)).
- 2 x HNLO – Italian civilian
- 2 x Community Liaison Officer - Civilian post, filled by dependant from the UK Community.



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AO Received – 3(+) Months to Assignment Overseas			
Immediate Action (Within 7 days of AO)	Remarks	Links	Tick
Complete N Italy Arrivals online	Complete the proforma ensuring all details are complete and correct and upload all required documents to SAMs	SAMS Arrivals	
Complete The 1132 Form For Housing ASAP.	<p>Complete the manual form at the link asap. Email it to the NSE Mailbox at GSO-EJSU-NW Italy-NSE-Mailbox@mod.gov.uk or GSO-EJSU-NE Italy-NSE-Mailbox@mod.gov.uk</p> <p>Ensure it is signed off by an WO2 or above in your current admin chain (Details entered and email authority with the submission if signed electronically).</p> <p>More housing info can be found in JSP 464</p>	MOD-Form-1132-Application-to-occupy-SFA.pdf	
Contact DSCOM Families section	ACCOMPANIED PERS ONLY – Email Families Section with your AO and a small introduction to your and your family members. They will issue you with a families pack for moving overseas.	UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk	
Contact Defence Children Services and OEST	For more information about school provisions contact For info on schooling please see the Link as well as contact details on the Leaflet Link.	Defence Children services ADR010262-CEAS-Leaflet-Updated-20211020.pdf	
Email Docs To The NSE	<p>Email the following to the NSE so the in-processing can begin:</p> <p>Dichiarazione Sostitutiva Di Certificazione Self Declaration (Link NRDC Only) - This is required in order to retrieve your Attestato Di Servizio from NATO J1 which you require for your Visa Appt – Also attached to Welcome Email – Please ensure you wet sign the bottom right hand corner.</p>	GSO-EJSU-NWItaly-NSE-Mailbox@mod.gov.uk 20210513-Dichiarazione Sostitutiva Di Certificazione Self Declaration.doc	
Book Visa Appointment	ACCOMPANIED PERS ONLY – Follow the guide at the Link to book your appointment with the Visa Service. There are constant delays, please book asap to avoid issues prior to deployment.	20220706-Visa Guide for Italy.docx	
Removal and transport of PE	Registration with Agility Logistics with details of your move should be completed as soon as possible <u>once you receive your Assignment Order</u>	Agility Logistics	
SOFA Card Application	<p>Complete all aspects of the application and ensure all documents required are uploaded – failure to do so result in the whole application being restarted.</p> <p>* Only apply if you are within 3 months of Assignment date.</p>	SOFA Card Application	
Arrivals Letter	<p>Arrivals letters are required for:</p> <p>NRDC Only DCOM NRDC-ITA, Maj Gen Eldon Millar CVO MBE (Senior British Officer (SBO – NW Italy)) and ACOS Joint Fires, Col Neil Cross (Senior National Representative (SNR))</p> <p>These can be sent as an attachment on outlook for ease.</p>		

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4-8 Weeks Prior To Deployment	Remarks	Links	Tick
Medical Registration (HEALIX)	To register for you and your family's Med Cover read the Pre-Arrivals Letter (linked) and contact the Central European Practice prior to completing the online application as they will give you a code in order to be able to register. Registration for yourself and any family members is to be completed at the following link (HEALIX) once code has been received from CEP.	<p><u>CEP Pre-Arrivals Letter - PLEASE READ</u></p> <p>CEP: UKStratCom-DMS-DPHC-EJSU-CEPGrp@mod.gov.uk</p> <p>HEALIX: HEALIX Registration Website</p>	
Document Renewal (If Necessary)	<p>Ensure the following documents are in date and have been applied for if they are due to run out during your overseas assignment (For you and all accompanying family members):</p> <p>Valid Passport MOD 90 NATO Security Clearance (Need a physical copy with you on arrival) UK Driver Licence</p>		
Visa Appointment	<p>Complete the Visa appointment at your chosen Visa Services. (Ensure you have received the Attestato Di Servizio and NATO Travel order from the HNLO prior to attending).</p> <p>You will need your Transport to Italy booked as you will need to prove this at Interview.</p>		
Removals	Confirm Address and Date of Removals. Ensure you will be in country for the arrival of your PE.	https://grms.agilitylogistics.com/	
Passage Overseas	Utilise GBT to book passage from your current location to NW Italy. Note that as part of STRATCOM you may need to create an account at the following link for any future travel.	https://uk.hrgisuite.com/dtd/Logon?returnurl=%2fdtd	
European Matrix Certificate	<p>You are required to have your MyDrive documentation up to date. Please add STRATCOM and search for Milan or Poggio – add this hub to your account and sign drivers orders.</p> <p>You are required to complete both the Euro Matrix and the UK Matrix to be able to drive white fleet and UK Hire Card should you need one during your assignment.</p>	<p>DLE Road Tests</p> <p>European Road Test 1</p>	
10 Days Prior To Deployment	Remarks	Links	Tick
Confirmations	<p>Please ensure you have thought about and actioned the following:</p> <ul style="list-style-type: none"> • Transport – Eurotunnel, Vehicles, Trains, Flights, Ferry (Should be done for Visa Appt) • NATO Travel Order 		
Pet Passport	<ul style="list-style-type: none"> • Ensure you have the Animal Health Certificate for any pets you are bringing across. 	Pets & Registration	

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Week 1 Arrival In Post	Remarks	Links	Tick
NSE Arrivals	<ul style="list-style-type: none"> • Arrivals Brief with Hol and NSE Team • Arrivals paperwork/ JPA Action with NSE JNCO • Collection of Car Registration paperwork and Codice Fiscale from HNLO • Collect keys for locker and UK Business Suite • Vehicle Registration booking • Residence Permit 		
NATO Arrivals	<p>All of the below will be conducted with your sponsor:</p> <ul style="list-style-type: none"> • J1 Branch Arrivals • NATO Pass Office • Vehicle Pass Office 		
Within 4 Weeks Of Arrival In Post	Remarks	Links	Tick
Vehicle Registration	Trip to Vicenza to put UK vehicle onto Italian plates and AFI System		
Bank Account	<p>Bank Account – HNLO to take you through the process and book the Appt with the bank. This will include your Telepass (Toll Device).</p> <p>Split Net Pay</p> <p>This is a basic account and can only be used in country.</p>		
Internet/Utilities			
Permesso Di Soggiorno	Resident Permit for Family members – HNLO to book and will explain the process.		

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ALLOWANCE	ELIGIBILITY	EVIDENCE NEEDED TO CLAIM	RATE
GET YOU HOME OVERSEAS (GYH(O))	All SP and accompanying dependants in post are entitled to 1 per year.	Inform NSE; Claim via JPA Expenses.	£219 per person
HOME TO DUTY TRAVEL (HDT)	All SP who commute to work within the posting.	n/a – Entered by NSE when SP are in theatre.	Distance dependant
RESPIRE JOURNEYS	All SP and accompanying family members located in post, are eligible.	Inform NSE; Apply on JPA in advance of dates to be taken. Keep receipts for Audit purposes.	4 days at £104 per person per day. Max refund amount = £416 per person, per year of assignment.
TOLL FEES	SP on the Daily Commute from RWA to camp. 1 Return journey a day can be claimed.	Claim via JPA Expenses in blocks no greater than 90 days.	Actual Expenditures
OVERSEAS PRIVATE VEHICLE PROVISION (OPVP)	On Assignment, allows a contribution to be claimed back for selling and purchase of a new car as a result of the posting; Or the MMA for driving personal car to the overseas location can be claimed.	For Purchase/Sale of vehicle – Evidence of Car purchase and/or Sale.	£1025 max or OMMA for distance Travelled/Road Tolls.
SECOND VEHICLE ALLOWANCE	Accompanied PStat 1/1S/1C only.	Vehicle Insurance; Proof of Ownership.	£4.16 per day for second vehicle
SCHOOL CHILDRENS VISIT'S	SP whose children do not accompany them at post. 6 Return Per Year. Any child travel claimed on GYH(O) cannot be claimed under SCV and vis versa.	Inform NSE; Submit on JPA.	6 return journeys or 12 single journeys per year.
LOA – PERMANENT	All SP assigned to Italy. Two rates are applicable. 'Accompanied' and another for 'Unaccompanied' SP.	n/a – automatically paid for all SP.	Unaccompanied – £23.47 per day Accompanied – £31.74 per day
LOA – CHILD ELEMENT	Each Child that accompanies SP at post (and children visiting on SCV for the duration of their visit).	Children's details are entered on JPA. Paid as part of LOA Permanent.	£1.73 per Child
LOA – RESIDUAL	Unaccompanied SP who deploy out of the assignment country, will keep their LOA at 49% of the permanent daily rate. Accompanied SP will keep theirs at 100%.	Inform NSE of Exercises; Courses etc for Move and Track.	Unaccompanied - £11.50 Accompanied - No change in Daily Rate of LOA
LSA –VOLSEP	PStat 1 SP (or 5S/C) who are unaccompanied in posting, are eligible for LSA Level 1. This does not increase their total number of LSA days.	Inform NSE of Accompanied/Non-Accompanied Status.	LSA Level 1 - £8.85
LSA - INVOLSEP	PStat 1 SP who are unaccompanied and meet the criteria within JSP 752, Ch , Whose family are unable to accompany them.	Inform NSE of Accompanied/Non-Accompanied Status.	LSA as per current individual level

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Leave

Definitive leave regulations are in JSP 760.

Relocation Leave

You are entitled to 10 working days Relocation Leave if assigned in from the UK or a theatre other than NW Europe; this leave may be taken either in the UK or at your new overseas location depending on accommodation arrangements.

Annual Leave Allowance

All SP are entitled to 38 days annual leave. In recognition of the extra Public Holidays (PH) taken across Europe, all SP within the EJSU AOR are credited with an extra 4 days to accommodate these PH. These days will be added to individual leave records by NSE staff.

Travelling Time

Travelling Time is designed primarily to ensure that SP do not spend an inordinate amount of their leave entitlement travelling to their home address from an overseas posting.

Travelling time will be permitted under the following conditions:

The journey is to a registered address (NOK, parents or privately maintained home) on JPA.

The leave period must be for a minimum of 3 working days (e.g. Fri-Tue inclusive).

The journey must be over a distance greater than 120 miles and beyond the borders of the country of assignment.

One day of leave will be credited to SP leave accounts to cover travelling time in any one period of leave.



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Housing

There are no purpose-built Service accommodation in Northern Italy. Accommodation is sourced by the Defence Infrastructure Organisation (DIO) around the Towns of Varese (NRDC) 25 KM and of Ferrara (DACCC) 12 KM from base. Although there are no guarantees on house location but will be within the permitted distance of your place of duty

Your entitlement and personal status are the deciding factors for the type of accommodation you are allocated. Consideration will be given to preferences but there is considerable difficulty acquiring housing so specific requests may not always be available. You will be housed in an available property that meets your entitlement and most suits your needs where possible. More information can be found in [JSP 464 Part 2 Vol 5 Part 12 - Overseas Service Accommodation](#)

The first Step once you have received your Assignment Order/ Assignment notification is to Complete the MOD F 1132 (see arrivals email) as soon as possible Once complete this is to be forwarded to Head of Location and the DIO estate Manager.

This will be then processed by DIO and LMS who will either allocate a property should one that fits your entitlement be available or a new property will have to be found. Finding new properties can take significant time up to 6 Months + depending on market conditions. If a property is not available for your report for duty date, then a Non-Availability Certificate will be issued by DIO giving your authority to book Hotel accommodation and claim Subsistence. If accompanied, you will be Involuntary separated and be eligible for LSA .

Early engagement with DIO and NSE is a must

Utilities

Service Personnel occupying accommodation are required to pay a daily Fuel and Light charge through their pay account. This charge covers the cost of gas, electricity, and heating oil consumed.

Furniture

Requests for the provision of accommodation stores/furniture should be made on the F1132 application form. Furniture will be provided by DIO, noting some items are not available in all locations. Some locations cannot have furniture removed after move-in, and it will need to remain in the property.



The majority of homes provided are long term leased properties. DIO will only acquire new properties where stock on the existing portfolio does not meet entitlement or where there is no availability to meet demand. Whilst every effort will be made to source a new property to meet assignment dates, this cannot be guaranteed, and the SP may need to occupy temporary accommodation initially and serve unaccompanied until a property becomes available. DIO will source new properties which will be able to be used effectively for future requirements and not to meet individual aspirations.

The F1132 also gives, due to the complexities of housing availability, a one offer system is used. The

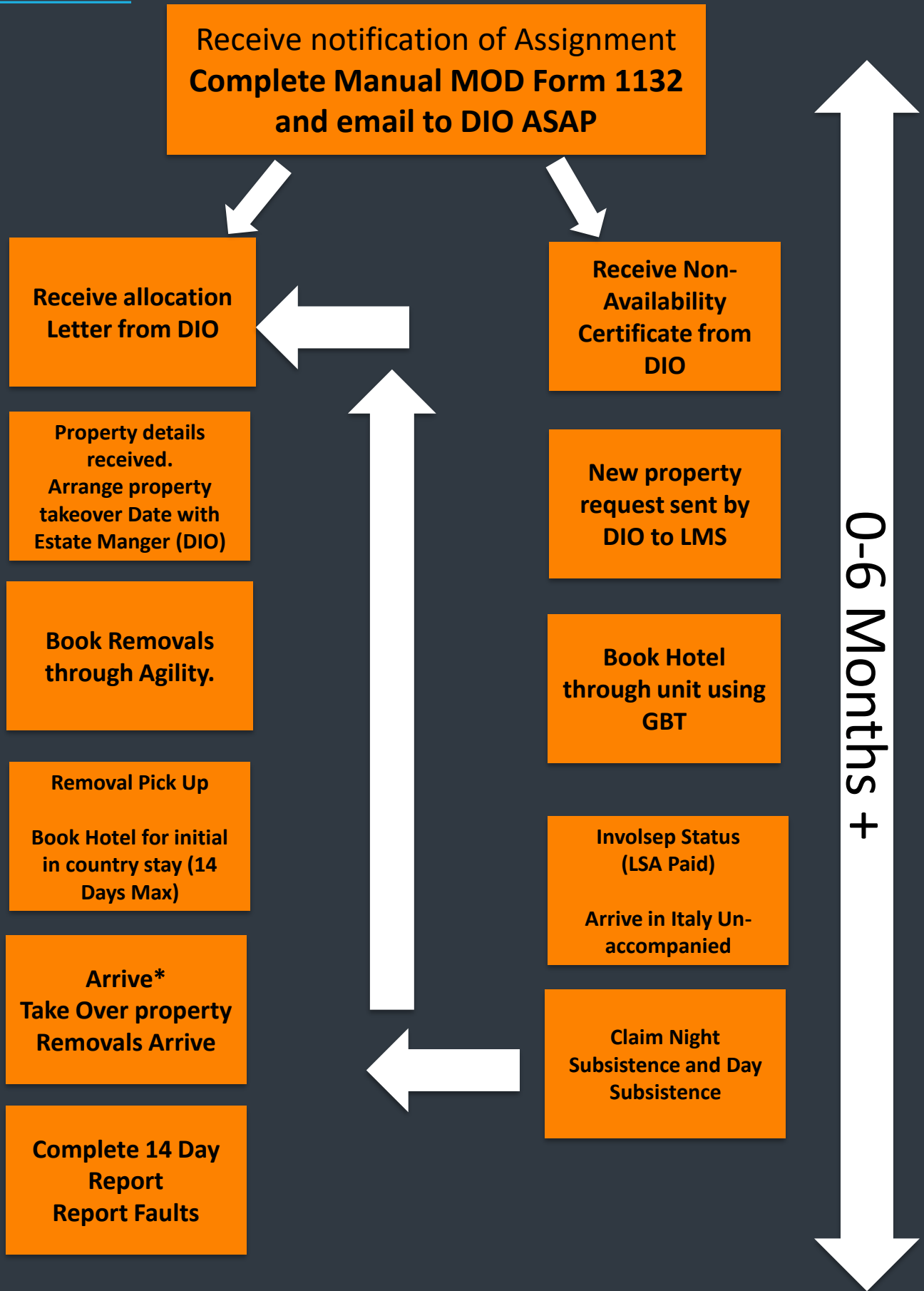
following important points must be considered prior to refusing the offer:

- A refusal can be submitted for medical, welfare, or entitlement reasons only.
- All refusals must be submitted to DIO within 5 working days from receiving the allocation. The refusal must include the reason for rejection and include any supporting evidence.
- Refusals cannot be supported based on a family having one vehicle, driving status, school preferences, pets, garden size, pools, community hubs or other similar grounds that do not relate to a property meeting entitlement.
- For a refusal under medical or welfare grounds to be supported this matter must have been previously disclosed on the F1132 application, and the supportability process carried out. The applicant will need to request written support from GSO, their CoC and from relevant departments to provide supporting evidence.
- If an applicant refuses an offer of appropriate accommodation, within 5 working days, it will be referred to GSO and the applicant will be required to contact GSO and their CoC to establish their support.
- When a property is on the DIO portfolio and an offer is refused, it could generate significant abortive costs. Furthermore, if a refusal is unsupported by DIO and GSO it could place the Service Person at risk of being placed outside the provision of accommodation from DIO and the responsibility would fall to their CoC.



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Entitlements for Officers

Type	Occupational Level and configuration	Army	Royal Airforce	Notes
I	6/7 person Bedrooms: 2 double 2/3 single	General Lieutenant General	Air Chief Marshal Air Marshal	1. All Officers of 3 and 4* rank are entitled to a Type I OSFA.
		Major General	Air Vice- Marshal	1. Certain 2* officers designated by the MOD as occupying 'In Command' appointments iaw Vol 1 Part 1 Chapter 3 Para 0302, are entitled to a Type I OSFA. SFA charges to be levied in accordance with Vol 1 Part 1 Chapter 3 Para 0335.
II	6/7 person Bedrooms: 2 double 2/3 single	Major General	Air Vice- Marshal	1. 2* Officers when not In Command.
		Brigadier Colonel	Air Commodore Group Captain	1. Certain officers of 1* and OF5 rank designated by the MOD as occupying 'In Command' appointments iaw Vol 1 Part 1 Chapter 3 Para 0302, are entitled to a Type II OSFA. SFA charges to be levied in accordance with Vol 1 Part 1 Chapter 3 Para 0334
III	6 person Bedrooms: 2 double 2 single	Brigadier Colonel	Air Commodore Group Captain	5. Officers of 1* and OF5 rank when not In Command.
[Lieutenant Colonel	Wing Commander	Refer to Vol 1 Part 1 Chapter 3 Para 0337– SFA Entitlements. 6. Commanders, Lieutenant Colonels RM and Lieutenant Colonels with one or no children may be offered a type IV OSFA if no Type III OSFA is available under the 'one down' rule
IV	6 person Bedrooms: 2 double 2 single	Major	Squadron Leader	Refer to Vol 1 Part 1 Chapter 3 Para 0337– SFA Entitlements. 7. Lieutenant Commanders, Majors RM, and Majors with one or no children may be offered a Type Vs/V OSFA if no Type IV OSFA is available under the 'one down' rule.
Vs	Special 5 person Bedrooms: 2 double 1 single	Major	Squadron Leader	8. Appropriate for applicants with one or no children if no Type IV OSFA is available. Type V charges to be levied.
V	5 person Bedrooms: 2 double 1 single	Captain and below	Flight Lieutenant and below	9. Officers who are normally entitled to Type V SFA but have 4+ children of any age, or 3 children all aged 10 years or over will be entitled to elect to occupy Type IV SFA (above normal rank entitlement) but must pay SFA charges for the type and band of SFA allocated.

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Entitlements for NCOs and WOs

Non-Commissioned Officers & WO's						
Type	Occupational Level and configuration	Royal Navy	Army	Royal Air Force	Civilians	Notes
	D	7 person Bedrooms: 3 double 1 single	Applicants with 4 or more children of any age, or 3 or more children age 10 or over.		Warrant Officers and applicants with 4 or more children of any age, or 3 or more children age 10 or over.	Band E and equivalent
C	5 person Bedrooms: 2 double 1 single	Warrant Officer 1s			Band E and equivalent	1. See Notes 13 and 14.
		Applicants with 2 or 3 children				1. Applicants, including WOs, who are normally entitled to Type C SFA but have 4+ children of any age, or 3 children all aged 10 years over, will be entitled to elect to occupy Type D SFA but must pay SFA charges for the type and band of SFA occupied.
B	4 person Bedrooms: 2 double	Applicants with 1 or no child			Band E and equivalent	14. Where Type C quarters are in short supply, it may be necessary for families with 2 children under 5 to occupy Type B quarters.

Fault Reporting



- The Mitie Helpdesk for Germany and Wider Europe can be contacted 24/7 365 days a year via two numbers:
 - +44 (0)1527 919123 (From UK numbers)
 - 800 819 704 (From Italian numbers)
- We recommend reporting emergencies and critical faults by telephone to get a job number straight away. (The operator will determine the response category of your fault.)
- gwe.helpdesk@mod.secmitie.co.uk (Emailed reports will be actioned within 24 working hours. Once actioned, an automated confirmation is sent, providing the work order number, job details, and response category.)
- Please remember to provide clear details of the fault and location, the property PID and address, your tel number and email address.
- You will be given a job number to keep until the works are complete. You can request an update on a job number during core office hours (Mon – Fri 0800-1630).
- A customer survey form will automatically be issued by email on job completion.

NOTE: an out of hours service will run from 16:30 to 08:00 Monday to Thursday and 16:30 Friday to 08:00 Monday. Only emergencies will be attended out of hours.)

Please scan to view the
**Guidance for
Estate Users**



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Education and Schooling

Any queries with regards to Education should be addressed through HoL or CLO

All Service Personnel and UK Based Civil Servants wishing to send their children to schools in the EJSU area of responsibility, must ensure that they have read the education policies and information relating to their area of assignment. Follow the link for the latest guidelines regarding education: [Education Overseas for Service Children Gov Site](#)

Parents should conduct their own thorough research and must satisfy themselves that a school is suitable for use before committing their child to attend. Parents are not mandated to use the schools detailed within the information provided but remain free to choose a school that they believe is suitable for their child's education.

MOD has a legal responsibility to ensure that the children of Service Personnel and UK Based Civil Servants attend school or undertake home tuition. However, parents remain responsible for deciding which school their child will attend.

Defence Children Services (DCS)

DCS is a tri-service organisation funded by the MOD. It was established to provide information and support to Service families and eligible MOD civilians on all aspects of the education of their children in the UK and overseas. DCS is Split into two distinct parts:

Overseas Education and Supportability Team (OEST)

Information about the Education Advisory Team (UK)

Overseas Education and Supportability Team (OEST)

If you are considering an overseas posting or have been assigned, please get in touch with the Overseas Education and Supportability Team (OEST) as early as possible. They can advise on the impact the posting may have on your child's education and give you the information you need to make informed decisions. While it is every parent's responsibility to research and make choices about their child's education overseas, they can help and support you through this process.

RC-DCS-HQ-OES@mod.gov.uk



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Supportability

All children aged 0 to 18 years of age require confirmation of educational supportability before accompanying their parent on an overseas assignment. Defence Children Services' (DCS) educational supportability assessment is part of the overarching MOD Assessment of Supportability Overseas (MASO) process. To gain confirmation of educational supportability, a child must be supportable in Italy

Confirmation of educational supportability is required:

- so the overseas Command and school/setting are able to consider whether appropriate support and educational provision is available to meet the individual needs of all children;
- so schools and settings have early knowledge of a child's needs, to prepare for, and ensure, a smooth transition;
- so parents have the chance to consider the variability of provision in overseas locations, to make informed choices and not be disadvantaged as the result of an overseas assignment.

If a child is not accompanying parents on an overseas assignment and is accessing educational provision in the UK, confirmation of educational supportability is not required. For example, if a child is at boarding school in the UK or residing with a guardian.

Confirmation of educational supportability also forms part of the overall overseas assignment procedures co-ordinated through the Families Section and/or DBS. They will seek evidence that 'Confirmation of Educational Supportability' has been given prior to completing all necessary arrangements. Parents are encouraged to engage with the process at the earliest possible time to avoid unnecessary delays to assignments

SEND

OEST are the subject matter experts in SEND and can provide advice and support when a child begins to have difficulties in an overseas location. If you are concerned about your child's special educational needs while overseas, please do contact us.



Virtual School

Virtual School As part of the MOD's public duty to safeguard the dependents of Service personnel overseas, DCS have set up a Virtual School (VS). The VS is available to provide support and guidance for families of children who are educated in non-DCS school areas, including those who Electively Home Educate. The aim of the virtual school is to work in partnership with the Service child's actual educational setting to ensure that they are safe and supported at all stages of their education. For further information please click here and Virtual School DIN

Elective Home Education (EHE)

If parents are currently home educating or wish to do so in the overseas assignment location, they are required to make contact with the OES team on RC-DCS-HQ-OES@mod.gov.uk, who will arrange an EHE advisory discussion with an Education Adviser.

The NSE is your first point of call for additional advice to that shown below. In addition, your sponsor or Community Liaison Officer can provide you with details of individuals with experience of the local schools.

You must inform NSE about your schooling choices, as soon as possible preferably before arrival so that all paperwork can be completed, i.e. enrolment, authorisation for payment etc.

In addition, please be aware:

1. The academic year is September through to July but the children are admitted into the school year for their correct calendar year of birth, this therefore often results in children entering different equivalent academic years than they would do under the British system.
2. Most, if not all, local schools do not wear school uniform.
3. Formal schooling starts in the September of the calendar year your child turns 6. There are then 5 years of primary school. ONA may be applicable until this point; [Overseas Childcare DIN 2024](#)
4. MOD funding will cover the costs of fulltime education for all children from the beginning of the academic year following their 4th birthday, in accordance with full time school provision in the UK. For further information see [JSP 342 Education of Service Children Overseas](#)



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Pre-School & Nurseries

Italian children start primary school the calendar year they turn 6. Prior to this there are two stages of pre-schools. Up to June in the calendar year they turn 3 they can attend “Asilo Nido”. From age 3 to the calendar year, they turn 6 they can attend “Scuola Materna” (it should be noted that UK dependent children are entitled to formal schooling from the same age as they would be in the UK through the private international system)

Overseas Child Care and Allowances

All the detail and policy for claiming overseas childcare can be found in the [Overseas Childcare DIN 2024](#)

There are currently no DCS provider in either Milan/Varese or Poggio/Ferrara and as such all applications are to be submitted to the Head of Location for processing.

Entitlement

ONA can only be applied for when using registered, regulated and inspected childcare settings.

- a. **From April 2024** - up to 15 hours funded childcare for eligible working families with a 2-year-old child.
- b. **From September 2024** - up to 15 hours funded childcare for eligible working families with a child aged between 9 and 23 months old.
- c. **From September 2025** - up to 30 hours funded childcare for eligible working families with a child aged from 9 months old up to school age.

Universal eligibility.

All Regular Service and Full Time Reserve Service (Full Commitment) (FTRS FC) personnel and UKBCs2 who are assigned overseas and are accompanied by pre-school children aged 3 to 4 years old, for whom they have parental responsibility, are eligible for the universal childcare entitlement of 15 hours funded childcare per week for 38 weeks per year. Applicants in receipt of a special guardianship order can also apply for eligible children in their care.

Working family's eligibility.

To be eligible for the additional entitlements available to working families, both parents i.e. the Defence person and their spouse/partner (or a sole parent in a lone parent family), must be in paid employment, or starting work within the next 31 days, and earning the equivalent of 16 hours per week at the UK National Minimum or Living Wage3. Current hourly rates can be found at GOV.UK. These limits are measured for eligibility purposes on average over a period of three months (13 weeks; in line with HMRC guidelines) on a reasonable expectation basis.



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Schools Varese/Como/Milan

- [European School Varese](#)
<https://www.eurscva.eu/en/home/>
- International School Como
<https://www.iscomo.com/>
- [British School Milan](#)
<https://www.britishschoolmilan.com/>

Nursery Varese

- Piccola England
<https://www.scuolapiccolaengland.it/en/>
- British College
<https://www.britishcollege.it/>
- NATO Nursery – Ugo Mara
Speak with NSE for details

Schools Ferrara/Bologna/Padua

- Smiling International School
<https://www.smiling-service.it/>
- International School Bologna
[International School of Bologna | IB® World School | Emilia-Romagna \(isbologna.com\)](#)
- The English International School of Padua
[The English International School of Padua | Homepage \(eisp.it\)](#)

Nursery in Ferrara

- Smiling International School
<https://www.smiling-service.it/>
- Scuola Natura, Montestirolo
[Cooperativa Serena \(coopserena.it\)](#)
- Mami Education
<https://www.giusbaby.it/>



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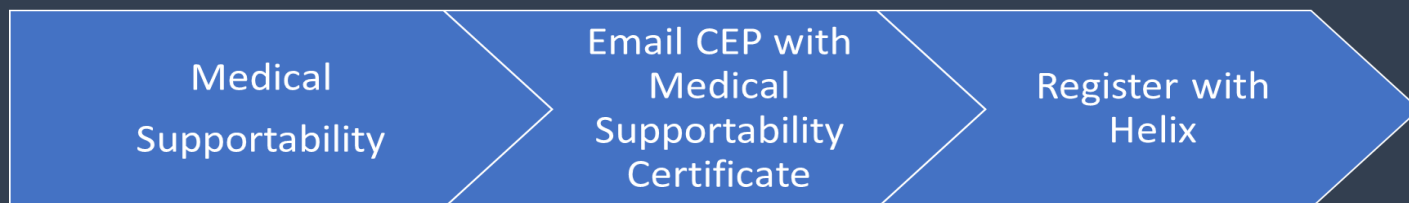
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Healthcare Information

Your healthcare during this assignment will be delivered by Host Nation providers, with secondary care co-ordinated by HEALIX in conjunction with the Central European Practice. You may also be referred into NHS services where appropriate. In the background the Central European Practice manages your NHS registration and records if you are fully registered. The CEP also conducts military occupational health clinics and can provide UK MoD clinical advice and support for our patients and to HEALIX. See CEP arrivals letter in arrivals email for more detail.



HEALIX Healthline

+44 (0)2084 817800

healthline@healix.com

Central European Practice

+32 (0)6544 2280

UKStratCom-DMS-DPHC-EJSU-CEPGrp@mod.gov.uk

Medication

Anyone taking any regular medication should bring a 3-month supply for initial needs. The PX in Vicenza (where you visit to register your vehicles) stocks common medication and it is worth bulk buying products that are more expensive over the counter at Italian pharmacies e.g. allergy tablets, cold remedies, feminine hygiene products, baby products and nappies. However, most UK medicines are available in Italy but often have a different name, so it is recommended that you bring supplies of any particular “brand” medicines you need. This also makes it easier for local chemist shops (“farmacia”) to provide advice when you provide your example product. If you have small children, you may wish to bring your favourite paediatric paracetamol (e.g. Calpol) with you.



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Primary Health Care

Once you have gained Medical supportability you will need to have contacted the Central European Practice (CEP) in SHAPE, they will provide you with a link to Helix and your assignment code to register. See CEP Arrivals Letter in arrivals email.

Both Contingents in Milan and Poggio have a good relationship for a select number of Drs and clinicians at each location with a cashless billing system set up.

You and your family are not obliged to use any of those detailed below but use of other services will require payment and claims being made.

CEP and Healix are the Authority for any Secondary care that is required. Primary appointments, pharmaceutical and emergency's do not require preauthorisation from CEP or Helix.

Note that emergency procedures (ie A&E) requires no prior HEALIX involvement until after the initial treatment, when they should be informed about what has been done. HEALIX also offer a 24/7 Healthline, which can be used to obtain any routine medical advice.

You are free to choose your own GP although the CEP is more likely to be able to maintain your records and arrange direct billing system with practices commonly used by the UK population. In N Italy you have a variety of Primary, and secondary care providers.

The hospital has a 24 hour accident & emergency department, although, you may be requested to pay up front and you will have to claim back on JPA after obtaining a claim number from HEALIX. We also have a direct billing option with the practices stated below so will make things easier for any sort of payment.



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Main Hospital Sites - NRDC – Varese/Busto Arsizio

EMERGENCY NUMBER IS 112

Varese Hospital
Viale Luigi Borri, 57
21100 Varese VA
+39 0332 278831



Varese Paediatric Hospital
Filippo Del Ponte, 19
21100 Varese VA
+39 0332 299111



Busto Arsizio Hospital
Via Arnaldo da Brescia, 1
21058 Busto Arsizio VA
+39 0331 699111



Main Hospital Sites - DACCC –Ferrara

EMERGENCY NUMBER IS 112

**Ospedale Universitario
Sant’Anna di Ferrara at Cona**
Via Aldo Moro
44124 Cona
E-mail: www.ospfe.it



Useful Words:

Dolore – Pain

Febbre – Fever

Infiammazione – Inflammation

esame de sangue – Blood Test

campione di urina– Urine Sample

Pagamento – Payment

Esame– Test

Appuntamento – Appointment

Risultati– Results



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Dental Care

All SP are to ensure they are seen by a DPHC(Dental) clinic, and they are dentally fit before taking an assignment abroad. All MOD personnel and entitled dependants are to ensure they have had a dental examination and all associated treatment undertaken no more than 6 months prior to commencement of the SPs assignment. All routine dental treatment needs are to be completed before proceeding overseas. This is to avoid personnel with outstanding high-risk treatment being assigned overseas. With sufficient notice DPHC(Dental) staff will prioritise treatment to SP who are assigned to isolated locations.

Further information on Dental treatment overseas can be found in the following DIN: [2023DIN01-037](#)

A key change is that from 01 Apr 2023, the DIN now enables UK boarding school children and students to access routine dental care overseas during SCV's. Note: The Service parent or sponsor still has the responsibility to ensure that a child is dentally fit to spend an SCV in the area overseas and should ensure that any dental treatment required for their child is completed before a SCV. A child will, however, be eligible for routine dental treatment (see para 16, ser 2) at public expense during the visit.

Spouses residing in Italy with SP are also entitled to a yearly checkup. It is advised to request a cleaning during your annual checkup as it falls under the same band.

The UK contingents use a local dentist who speaks good English and provides a cashless billing service to UK SP and their families.



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Vehicles

Since the military community is spread out among various locations, a car is a necessity. For families with children in school, having two cars is highly recommended to allow flexibility in day-to-day tasks such as the school run.

Bringing a car from the UK is the most convenient option as you won't need to sell/store your current car and you can bring some essentials with you to have on your first day in country as your belongings may arrive after you have arrived in Italy. You will not be able to buy a car through a normal second-hand garage as you are not registered as a resident of Italy.

After completing the registration process, you will be eligible for tax-free fuel rations for one car. Fuel cards are accepted at 2 Italian petrol station chains, AGIP and ENI and are not valid outside of Italy.

In this area of Italy, you must have winter tyres fitted for the period of 15 November to 15 April as well as many other places within Europe. A winter tyre is one marked M&S, MS, M+S (for mud and snow), or with the three peak or snowflake symbol. Note that 'All-Weather' tyres marked with M&S are also acceptable.

You will also need to carry extra equipment in your car, such as reflective jackets for all passengers, a warning triangle and first aid kit. In addition, you will need headlight converter stickers.



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Children In Cars

Children under four cannot travel unless they use a suitable restraint system. Children between four and 12 cannot travel in the front unless using a suitable restraint/ car seat system.

Tax Free Purchase

Serving SP stationed outside of the UK can additionally benefit from tax-free car sales through companies such as [Forces Cars Direct](#) and directly from dealerships. In addition to saving the UK VAT, there are significant discounts which could save you thousands when purchasing a new car during your assignment. There are strict rules associated with export and import of vehicles that should be understood prior to making a purchase, more details can be found [here](#) and [here](#)

International Driving Permit (IDP) and UK Driving License Update

Your UK driving license is valid for driving in Europe, you do not need to apply for an IDP. However, it is a requirement for you to change the address on your UK driving license to the BFPO address of your posting. For NRDC-ITA this is: UGO MARA CASERMA, BFPO 61

UK NSE Vehicles

There are two vehicles available to UK Contingent personnel for UK business only. This can include Med, Dental or AT if authorised by GSO.

As part of Duty Officer requirements, you will obtain need to ensure your My Drive is UpToDate and European Matrix is completed and uploaded.

You will also need to change your MyDrive Hub to Milan (Naples) or Poggio– This can be found in Defence Gateway – See the NSE for help if required.



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Vehicle Insurance

Third party liability insurance is compulsory in Italy. You must carry the insurance documents and the green card in your vehicle. Car insurance policies are generally issued for one year and several months' notice must be given to cancel a policy. There is a "bonus-malus" rating index which is like a no-claims bonus.

It is up to individuals to choose insurance for their vehicles, but advice can be obtained from the NSE.

Companies currently being used by contingent members include:

- Geico (geicovicecenza@hotmail.it or call 0039 0444 305052) and
- Italian Company Vittoria which has an office in the barracks.
- Clements International Insurance - <https://www.clements.com/>

This is a private legal requirement, and you are not obliged to use the above.

Tolls and Telepass

Tolls must be paid on most of Italy's autostrada at an average rate of about €0.05/km. Some minor tolls are totally mechanised to take either forms of payment (be sure to get into the appropriate lane for your payment method when approaching the tolls): Cash, Debit or Credit card and Telepass

For daily motorway travellers in a hurry, Telepass is the quickest way, especially if you have a right-hand drive car. When this small device is fitted, payments are debited automatically from your Italian bank account as you pass through the toll. They remove the necessity to stop and to lean across to pay when travelling alone in a right-hand drive car. Although these devices are not transferable between cars unless they are registered (up to 3 cars per family account) it is easy to change details using the Telepass App. It is worth acknowledging that the charges are deducted from your account every three months or up to €250. When setting up your bank account, ask to link your Telepass directly to the account, and they will provide you with the paperwork to take to the Telepass offices on the autostrada. The Telepass app is also available to assist should you have any other queries or wish to purchase other services e.g. breakdown assistance. <https://www.telepass.com>



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On arrival in Italy cars are required to be Armed Forces Italy (AFI) registered. This takes place at the Motor Vehicle Registration Office (MVRO) in Vicenza, a U.S military base. Only personnel who have completed the MVRO process and receive an AFI driver's license are permitted to drive their personal vehicle, therefore, spouses and dependents will be required to attend the registration process

Allied Forces Italy (AFI) Registration & Inspection

On bringing your car(s) from UK, you will need to register the car(s) under American Forces Italy (AFI) regulations if you wish to make use of the tax-free fuel and road tax exemption facilities run by the AFI. However, you will receive these benefits only for the first car you register. Your second car can be registered at Vicenza, but is not entitled to tax free fuel, and a Road Tax will be levied on the car. Each family is entitled to run one car on duty free fuel and oil using a fuel card that can be used at AGIP/ENI garages.

AFI registration is the recommended option as it avoids direct involvement with the Italian systems for registration and inspection. At present registration and inspection is undertaken through the US at Vicenza. A Full guide to Vehicle Registration at Vicenza will be given to you on arrival.

The first time you register a car at Vicenza, regardless of age it must go through an inspection on the US Base at Vicenza. All vehicles must be re-registered on an annual basis. If the vehicle is over 4 years old, it will need an inspection, which is done free of charge at Vicenza. Vicenza will also accept the Italian equivalent of the MOT (revisione), which can be done locally at approved garages. Although you have to pay for this, it may be a better option for those with older cars, who do not want to run the risk of driving to Vicenza only to find that it fails the free inspection and needs work doing to the car.

The Vicenza car registration office/Inspection Bay is off base near Caserma Ederle. The Driving Licence Office is on camp. Registration costs around \$5 and €30 after which you will be issued with your registration document, fuel ration card and AFI number plates which are identical to Italian civil number plates. You can get dollars from the cash point on camp in Vicenza.

A second or third vehicle may also be registered on the AFI system but will attract Italian road tax (cost dependent on the HP of the car). As an example, a Kia Piccanto (small car) is roughly €128 per year.

De-registration is quite a simple process, but you must take care to hand back the number plates.



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Pets

Northern Italy is a very pet friendly part of the world and well-behaved dogs are generally welcome everywhere. From public transport to restaurants and shopping centres it is common to see dogs out with their owners.

You need to inform DIO staff if you intend to bring pets with you. This is because some contracts with Landlords state that they do not wish to have pets in their property. DIO would advise you to make yourself familiar with the requirements of being a pet owner in SFA as per JSP 464 Vol 1, Part 1, Chapter 6.

Pet Insurance

Your personal/accident/household insurance company should provide 3rd party liability cover against the possibility of your pet causing damage or an accident, however, some have encountered difficulties insuring pets in Italy. One company, which does offer cover, is Agria, www.agriapet.co.uk, however, please note, Agria will not insure dogs over 8 years old, however they are accustomed to dealing with the Armed Forces.

Pet Registration

Personnel who have come from the UK with a cat or dog will need to ensure that their pet is registered with their commune. Your Italian vet may offer to do this for you. If they are unable to do so, you will need to take a trip to the ATS Insubria Distretto Veterinario Varese Nord. Registering your cat or dog and receiving an Italian pet passport will cost you approximately 20€. They operate a walk-in service so try to arrive by 09:00 or you may be in for a long wait! If you don't speak Italian it is good idea to have Google Translate loaded on your phone.

You will need to take with you:

- All your pet's documentation
- ID
- Proof of Address



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For welfare issues there is a qualified Welfare Officer based at the European Joint Support Unit (EJSU) in Mons, Belgium, who has access to the full range of welfare agencies. In the first instance however the Head of Location UK NSE or the Community Liaison Officers should be contacted either directly or through the CoC.



GLOBAL SUPPORT ORGANISATION - WELFARE TEAM



- The Welfare Team cover the whole of the GSO area and can be contacted at any time by e-mail or telephone.
- We are qualified and experienced and here to help, support and advise **you** and **your family** at any stage of your Assignment.
- We can provide specialist Welfare Support, Safeguarding and Youth & Community Development guidance and we work closely with the Pastoral, Medical and Educational Services.
 - We have access to a wide variety of support services and charities.

WE OPERATE A STRICTLY CONFIDENTIAL

If you are not sure if you should contact us – reach out anyway

Welfare Team

- **Welfare Manager:** Steve McKay - steve.mckay113@mod.gov.uk
0032 478 97 02 80
- **Welfare Advisors:**
 - Ann McKenzie - annmarie.mckenzie114@mod.gov.uk
0032 478 79 15 75
 - Anthony Riley - anthony.riley320@mod.gov.uk
473 52 55 66
- **Welfare Coordinator:** Jo Allen - jo.allen229@mod.gov.uk

Pastoral Services

- Padre David Norfield - david.norfield100@mod.gov.uk
0032 470 66 45 82
- Padre Mike Jenkinson - michael.jenkinson107@mod.gov.uk
0031 619 717 422
- **Army Welfare Service (Tri-Service support)**
- SSgt Ged Alexander - ged.alexander412@mod.gov.uk



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Its good to talk. Living Overseas can be daunting and as well as the opportunities it offers; it can also create doubts, dilemmas and distress.

It can be a time when what we think about things: ourselves; our lives; our families; what really matters; may be at the forefront of our minds

You may be trying to hold everything together and might welcome the chance to chat with someone who doesn't keep records or make notes. We all need help at some time or another. ***It's good to talk .***

Whatever your circumstances and beliefs and whether you are Army, Navy or RAF, a Civil Servant or a dependant - ***Chaplaincy is here for you....in confidence***

I may not be local, but we can always talk

Based in SHAPE your Chaplain is
Padre David Norfield



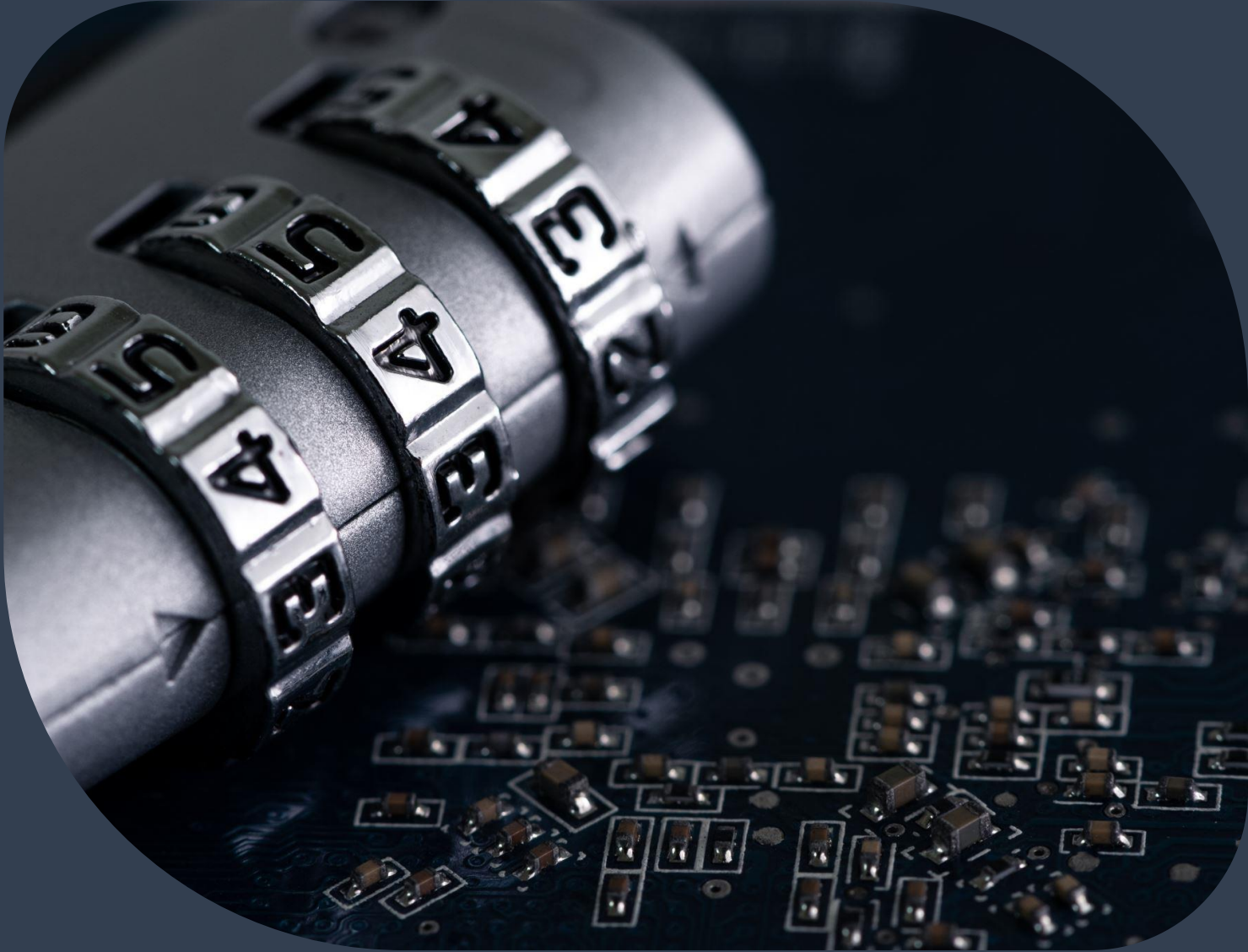
Email:
david.norfield100@mod.gov.uk

Call:
+32 470 66 45 82



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The information in this section has been compiled by J2



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Usually, and in broad terms, the security threat in Northern Italy is not markedly different from that encountered on the UK mainland. Nonetheless one must never be complacent, the risk can change - not just over time but according to geographic, national and personal circumstances.

For these reasons, a member of the UK Contingent has a security-related appointment with specific terms of reference. This appointment is a UK Contingent Security Officer – usually SO1 level. He or she will keep you informed on the security situation and recommend counters to the threat.

If you have not received a formal UK security briefing within 10 working days of your arrival it is your duty to contact the Security Officer to arrange one, regular updates are available on the NS LAN with any security threats in the area.

You may have heard horror stories from people serving in the Naples area where theft of cars and personal items are common. The situation is much better in Northern Italy. However, crime does exist and obviously you do have to be aware of security, especially when visiting established tourist routes and sites and when leaving your home unattended for any period.

Petty theft is common so do not leave belongings exposed, and never leave valuables on display in the car. Watch out for pickpockets in busy areas, they are competent at their work.

Home security is of particular importance when out of Italy on leave or deployed, where possible checks should be conducted by another sp whilst away, you must ensure doors and windows are locked and that shutters are closed.

Italian Security and Police Organisations

In Italy you will quickly notice the various security agencies that include the Carabinieri, the state police (“Polizia di Stato”) and the financial police (“Guardia di Finanza”).

The role of the Carabinieri encompasses tasks undertaken by the UK military police and, to a degree, the security-section related tasks of the Int Corps. Several posts within the HQ and DACCC are filled by Carabinieri which greatly assists liaison links with the UK Contingent. We provide the Carabinieri with all our hiring addresses, and these are passed onto local police forces.

Emergency Police – 112/113



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Post & The BFPO System

The correct mail address is:

Title, initials, name	Title, Initials, Name
HQ NRDC-ITA/ UK NSE	UK NSE
Caserma Ugo Mara	Ferrara
BFPO 61	BFPO 68
BF1 2AY	BF1 2AY

Please be aware that BFPO is an un-manned FPO and does not provide counter services. The NSE collects post and can send standard sized **LETTERS** back to the UK, providing they are correctly stamped with Royal Mail stamps. It is up to individuals to purchase stamps when back in the UK (or via friends/relatives, etc.), alternatively, sheets can be brought online (<https://shop.royalmail.com/>). It is not possible to use the Royal Mail pre-paid service for BFPO.

BFPO cannot send **PACKETS** or **PARCELS** of any description unless it is a pre-paid return parcel. As we are a limited no counter service we are unable to provide proof of postage certificates, for this you will need to use the local postal service or a courier service at your own expense. Parcel mail must be sent out on the local Italian service or with friends going back to UK. The Italian postal service is reliable, but it is expensive; LOA takes this expense into account.

In addition, stamps (francobolli) are not only available at post offices, but at most tabacchi (tobacconists—any shop marked with a white-on-brown "T" sign), and many newsstands. There are a few basic steps that might help your parcel meet its destination:

- Make your parcels look as boring as possible. Slip colourful packages into buff brown ones.
- Where possible, send to a business address as it implies boring contents.
- Box it to disguise obvious items, DVDs, CDs, clothes, etc.
- Try to declare as low a value for your item as you feel comfortable <25Euros. Some feel declaring items as Used Goods ('Beni Usati') is also a helpful deterrent to sticky fingers.
- Consider using printed labels (handwriting implies 'personal', 'gift', 'money').
- Never, ever, send cash.
- There is always DHL! Sendmybag.com is very popular and usually delivers within 5 working days.

Please be aware that BFPO does NOT operate a guaranteed time service and cannot be held responsible for perishable items.



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BFPO after 01 January 2021

With the UK leaving the EU, restrictions have been placed on the BFPO service. It is important to remember that items being sent from the UK to your BFPO address must have correctly completed customs forms attached.

Additionally, charges may apply depending on the items that are being sent.

Please see the below websites for more details:

<https://www.gov.uk/guidance/british-forces-post-office-services>

<https://www.gov.uk/goods-sent-from-abroad/gifts>

<https://www.gov.uk/goods-sent-from-abroad/tax-and-duty>

As the UK is no longer an EU member country it is also important to be aware of what cannot be sent to Italy from the UK: Please see the website below for more details:

<https://www.royalmail.com/sending/international/country-guides/italy>

The fastest way of buying goods online or through the post, is through Amazon Italia and other Amazon services based in Europe. Amazon Italia provides a reliable service and delivers to home address in Italy.

<https://www.amazon.it/Italia/s?k=Italia>



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Location Details

Duty in Italy offers opportunities of a lifetime: travel, recreation, professional development, education, and a whole lot more. The key to enjoying a successful tour lies in remembering that living in Italy is not like living in the United Kingdom. The customs, culture and way of life here are significantly different than what you may be accustomed to. This may be an adjustment to some but the key to a successful posting in Italy lies in your willingness to learn and adapt to the differences you will encounter here.

NRDC-ITA, Caserma 'Ugo Mara', Via per Busto, 20 – 21058 Solbiate Olona (VA)

The Caserma (Barracks) is situated off the A8 Autostrada, in Solbiate Olona, a small town adjacent to the larger one of Busto Arsizio. As shown on the map, the Barracks are 35km NW of Milan (pop. 1.3m) and 31km S from the city of Varese (pop 81,000), in the Lombardy region of Italy.

DACCC Poggio Renatico, Via Ponte Rosso, 44028 Poggio Renatico FE, Italy. The Air base is situated 12 Km southwest of Ferrara where the UK NSE is based.

Climate

The climate in Italy varies considerably from the North to the South. The majority of the UK Contingent are housed in the Varese province and Ferrara in North Italy. The climate in these areas are known for their cold, dry winters and hot, humid summers (with mosquitoes). Temperatures vary from a winter minimum of -5 °C to 35 °C and above during the summer. Rainfall is heaviest in May and November and lowest during the winter months. Heavy snowfalls can also occur in winter.

This particular location of Italy and the weather in the region offers various opportunities for leisure activities ranging from sunbathing at the lake in the summer to skiing in the Italian and Swiss Alps in the winter.

Translation Assistance

Invariably your Italian work colleagues will be willing to assist you for most other requirements (e.g. booking hotels and holidays) and there are also several software packages available to assist with translation - noting Google Chrome will translate web pages.

Duty Italian Speaker can be contacted in emergencies for assistance with local authorities
+39 331 611 2140

For medical translation we have access to 'Big Word', a direct translation service when dealing with medical matters. You will be briefed on this further on arrival.

We also recommend 'Google Translate'... it serves many of us well!



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UK Contingent Events

The UK Contingent organizes Contingent events, most of which involve partners (e.g., Summer and Christmas Functions, Dinner Nights, Restaurant Evenings etc).

The Community Liaison Officer (CLO)

The Community Liaison Officers role with each community is to support service personal and their families whilst in Northern Italy, they take a leading role with community events and activity. The CLO has a direct link into the Head of Location and the wider support network within Global Support Organisation (GSO) and wider defence agencies.

Sport

NRDC-ITA HQ and DACCC both have a well-established Sports Committee and various clubs. They are a very good value; most can receive sponsorship from the HQ Morale and Welfare Fund. Currently, the in-barracks sporting facilities include a well provisioned gym, a 5-a-side football pitch and 2 tennis courts. Other clubs include, Mountaineering Club, Running Club, Tennis Club – just to name a few.

NRDC-ITALY SPOUSES INTERNATIONAL CLUB (NISIC) - MILAN

NISIC is an association for spouses and partners within NRDC-Italy. It's a friendly and welcoming group; a great way to meet people across nationalities connected to NATO, share experiences in Italy and have fun along the way!

Signing up is free and there's no commitment - you can dip in and out of a wide range of activities, as much as you want and have time to.

FCUK-POGGIO

The FCUK Committee is the community group made up of members the British Contingent which is self funded. The committee put on events in conjunction with the NSE and helps support those in the community and their NATO friends.



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