



# The South Yorkshire Armed Forces Covenant Project

*Mapping of the Armed Forces Community  
across the region*



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## **The Helena Kennedy Centre for International Justice (HKCIJ)**

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At the HKCIJ, our central values are those of widening access to justice and education, the promotion of human rights, ethics in legal practice, equality and a respect for human dignity in overcoming social injustice. Our involvement in this project demonstrates our commitment to research and scholarly activity concerning often marginalised and vulnerable populations, in order to challenge stigma and exclusion, and to enable communities to fulfil their potential.

## Executive summary

Sheffield City Council, along with Rotherham, Doncaster and Barnsley Local Authorities bid successfully for a Covenant Fund grant, under 'Priority 3: Strengthening of Local Government delivery of the Covenant' to enable a work stream including Sheffield Hallam and York St John Universities. This document presents the findings from the first of four community capacity building components of the South Yorkshire Armed Forces Covenant project. As the first of two reporting outputs- this current report contains the results of the research project component 1: 'Consultation and Mapping survey research', which is underpinned by a newly emerging 'human rights as perspective' theoretical framework. See section 2 for methodology and theoretical framework details. The second reporting output will be published in July 2019 and contain the results of an evaluation of the York St John Military awareness training, an evaluation of the Covenant group's Action Planning activities and a profile of the South Yorkshire Armed Forces Covenant model.

### Key findings and Covenant Action Plan agenda setting

Data collection took place between November 2017 and July 2018. Across the region, a total of 474 members of the Armed Forces Community completed the South Yorkshire Armed Forces Covenant project consultation and mapping survey. Along with the Covenant Action plan resources located in Appendix 3, the proposed Covenant Action Plan agenda items below, based on the survey data findings are designed to assist developing consistency in South Yorkshire's Covenant Action Planning<sup>1</sup>.

Overall, this data findings report demonstrates that the members of the Armed Forces community across South Yorkshire that did respond to the survey are doing reasonably well and identified minimal distinctions between each of the four areas in South Yorkshire. Six areas for development are however identified below and recommendations for Covenant Action planning agenda items made, based directly on the survey data findings:

#### Inclusion in Joint Strategic Needs Assessments and Health and Wellbeing Strategies

The core covenant structure assessment exercise highlighted that the needs of the Armed Forces Community are not consistently addressed across the regions' Joint Strategic Needs Assessments (JSNA) or Health and Wellbeing (HWB) Strategies, as is necessitated by statutory duties.

Proposed Covenant Action Plan agenda item 1
Ensure all the region's JSNA's and HWB strategies include reference to the needs of the Armed Forces Community

#### Improving connections to serving regular and reservist, families and the bereaved

The survey respondents are predominantly from the ex-forces community (81%), with the remaining four branches of the community only making up the remaining 19% of the survey sample total. This is therefore not a representative sample of the five branches that make up the Armed Forces Community (see section 1.4). These findings highlight the paucity of existing regional Covenant groups connections into these less represented branches of the community across the region.

Proposed Covenant Action Plan agenda item 2
To improve regional Covenant group connections into branches of the Armed Forces community not well represented (e.g. serving regular and reservists, family members and the

<sup>1</sup> Informing Component two of the South Yorkshire Armed Forces Covenant project: "Ensuring consistency in best practice" (see section 2 of the main report for details).

Bereaved)

### Addressing disadvantage in the employment sector

Overall, this data report demonstrates that the members of the Armed Forces community across South Yorkshire, that responded to the survey, are doing reasonably well. The survey findings identified minimal distinctions between each of the four areas in South Yorkshire (see Appendix 4 for details). This 'doing well' assertion is based on findings demonstrating that:

- More than half (52%) are homeowners, 63% are qualified to GCSE level and above and just less than half are in employment (47%)
- The vast majority (70%) have more than £1,500 after tax per calendar month to live on, have not been turned down for commercial financial services (64%) and report having never had to use food banks (89%).
- More than half (53%) rate their overall quality of working life and their future career prospects in the region as very good or good and 82% identify a high sense of job security

However, despite these relatively positive economic-activities related findings, more than half (55%) report having experienced disadvantage in the employment sector in South Yorkshire due to their service history/ connections.

#### Regional Covenant Action Plan agenda item 3

Conduct an activity to both determine the parameters of and address this high level of disadvantage experienced by the Armed Force community in the employment sector in South Yorkshire.

### Addressing loneliness and social isolation

Survey findings identify key social integration issues experienced by the Armed Forces community across the region, such as:

- While the majority report never to occasionally feeling lonely or socially isolated (77%), 23% report feeling lonely or socially isolated frequently or very frequently, which is much higher than the national average
- Indeed, 69% indicate they would benefit from access to a larger social network, while only 39% were aware of the opportunities for community interaction across the region.

#### Regional Covenant Action Plan agenda item 4

To raise the awareness of community social activities available across the region in order to address the loneliness and social isolation experienced by members of the Armed Forces community in South Yorkshire.

### Raising awareness of Covenant support initiatives

Survey findings show that awareness of the national Armed Forces Covenant across the region is relatively high (70%), however:

- More than half (53%) were unaware of their Council's having signed the Covenant and report a poor awareness of specific support services available to them (53%)

- The majority of the survey respondents reflect broader issues of the community feeling misunderstood and unsupported by the UK Government (61%), their local Council (53%), the national media (47%) and local media outlets (52%).

**Regional Covenant Action Plan agenda item 5**

Develop a distinct regional Communications and Marketing Strategy directed at raising the awareness of Covenant activities to the Armed Forces community across the region, including highlighting the specific support services available to them

**Improving the experience of accessing public and commercial services**

Findings highlight that of the 81% of respondents having accessed public and commercial services:

- The majority (63%) report having never been asked to identify as a member of the Armed Forces community and 85% report this disclosure never or rarely resulting in sign posting to specific service provision
- While 64% report they had never received a positive response to their membership disclosure when accessing services across the region.

**Regional Covenant Action Plan agenda item 6**

Develop a strategy to improve the experience of Armed Forces community members accessing public and commercial services across the South Yorkshire region. This could include a regional activity to raise the awareness of local businesses and services of the benefits of asking the community membership question (see section 1.5) and identifying the specific service pathways that are available should they identify members of the community.

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## Section 1: Introduction and policy context

### 1.1 Introduction

A recent Government Association report regarding the delivery of local Armed Forces Covenant pledges concluded that the implementation of the Covenant was inconsistent across the UK (Shared Intelligence 2016<sup>2</sup>). Principally, the report recommends that clusters of local authorities should work together to ensure consistency in the implementation of the Covenant.

Responding to this call, Sheffield City Council led a partnership funding bid, along with Rotherham, Doncaster and Barnsley Local Authorities to work with Sheffield Hallam and York St John Universities. The partnership was successful in achieving a Covenant Fund grant, under 'Priority 3: Strengthening of Local Government delivery of the Covenant', provided to support Local Authorities to deliver their commitments under the Armed Forces Covenant. This present document is the first of two reporting outputs for the subsequently entitled "South Yorkshire Armed Forces Covenant Project" - containing the results of the first project component: Consultation and Mapping Research. The specific details of this project are laid out in section 2 of this report.

### 1.2 The policy context

This section outlines the significant policy drivers which have formed the environment in which the funding bid and subsequent South Yorkshire Armed Forces Covenant project takes place.

#### 1.2.1 The Armed Forces Covenant 2011

Placed into statute in 2011, the Armed Forces Covenant is a commitment to ensure that those who serve or have served in the UK Armed Forces and their families are treated fairly, that they "should be treated with fairness and respect in the communities, economy and society they serve with their lives<sup>3</sup>". The Covenant is enshrined in the Armed Forces Act 2011<sup>4</sup>, enacted to ensure that members of the Armed Forces Community "have the same access to government and commercial services and products as any other citizen".

The two key expectations of the Covenant are:

1. The Armed Forces Community "should not face disadvantage compared to other citizens in the provision of public and commercial services" and that
2. "Special consideration is appropriate in some cases especially for those who have given the most"

#### 1.2.2 The Health and Social Care Act 2012

The Health and Social Care Act 2012<sup>5</sup> contains the most extensive reorganisation of the structure of the National Health Service in England to date. The Care Act 2014 further set out the legal framework for local authorities' duties in relation to assessing needs and eligibility for publicly

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<sup>2</sup> Shared Intelligence, Forces in Mind Trust and Local Government Association (2017) Our Community Our Covenant, available at: <http://www.fim-trust.org/wp-content/uploads/2016/08/Our-Community-Our-Covenant-Report-30.08.16.pdf>

<sup>3</sup> Ministry of Defence (2011) The UK Armed Forces Covenant [web page]: [www.armedforcescovenant.gov.uk](http://www.armedforcescovenant.gov.uk)

<sup>4</sup> UK Armed Forces Covenant (2011) Available at: <https://www.gov.uk/government/publications/armed-forces-covenant-2015-to-2020/armed-forces-covenant>

<sup>5</sup> Department of Health (2012) Health and Social Care Act 2012: <http://www.legislation.gov.uk/ukpga/2012/7/contents/enacted>

funded care and support (Department of Health, 2014<sup>6</sup>). Originally proposed responsibility for War Disablement Pension costs falling to the Local Authority was however removed after pressure from Local Government Association and Armed Forces agencies (Shared Intelligence, Local Government Association and Forces in Mind Trust 2016<sup>7</sup>).

### 1.2.3 Local Authority duties

Since April 2008, local government and health authorities have been under a statutory duty to recognise and reflect the needs of the Armed Forces community. This has principally been addressed in two key ways, by:

- the needs of the Armed Forces Community being reflected in local Joint Strategic Needs Assessments (JSNAs), Health and Wellbeing (HWB) Strategies or Single Integrated Plans (Community Innovations Enterprise 2015)
- establishing Armed Forces Covenant partnerships, made up of local authorities, the armed forces community, businesses and local communities working together to nurture public understanding, develop events to recognise, remember and integrate the armed forces community into local life

A Head of Public Health, Armed Forces and their Families and Health & Justice Commissioning has been appointed and a Mental Health Task Force created to develop a range of appropriate services (NHS Health Care for Veterans 2018<sup>8</sup>). Since 2011, every local authority in mainland Great Britain has signed the Armed Forces Covenant (Ministry of Defence 2017<sup>9</sup>). However, accurate data concerning the configuration, size and profile of the Armed Forces community in each region would therefore prove particularly useful to assist local authorities in strategic planning and assessment to ensure they are meeting the requirements set down in the Armed Forces Covenant.

## 1.3 Guidance for improving the delivery of local covenant pledges

As highlighted above, at a local level Covenant groups complement the national Armed Forces Covenant aims and encouraging local communities to support their Armed Forces community and promote understanding and awareness among the public of issues affecting them. A key report, supported by the Ministry of Defence, "Our Community- Our Covenant" (2016) has been released by the Forces in Mind Trust (FiMT) and Local Government Association (LGA) by way of guidance for local Covenant groups to deliver the Armed Forces Covenant in their area. Local authorities and the Armed Forces community are encouraged to work together to establish a covenant in their area to:

- encourage local communities to support the Armed Forces community in their areas and to nurture public understanding and awareness of issues affecting the community
- recognise and remember the sacrifices faced by the Armed Forces community
- encourage activities which help to integrate the armed forces community into local life

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<sup>6</sup> Department of Health (2014) Care Act Factsheets: 1 - General responsibilities of local authorities: prevention, information and advice, and shaping the market of care and support services, Available at: <https://www.gov.uk/government/publications/care-act-2014-part-1-factsheets/care-act-factsheets> (Accessed 27/05/17).

<sup>7</sup> Shared Intelligence, Local Government Association and Forces in Mind Trust (2016) Our Community, Our Covenant,

<sup>8</sup> NHS England (2018) NHS Healthcare for veterans: <https://www.nhs.uk/NHSEngland/Militaryhealthcare/veterans-families-reservists/Pages/veterans.aspx>

<sup>9</sup> Ministry of Defence (2017) Armed Forces Covenant for Communities: <https://www.gov.uk/government/publications/armed-forces-community-covenant/armed-forces-community-covenant#community-covenants-by-region>

- encourage the Armed Forces community to help and support the wider community, whether through participation in events and joint projects, or other forms of engagement

In order for local Covenant groups to develop strategic action plans and assessment to ensure they are meeting the requirements set down in the Armed Forces Covenant, first one needs to be able to identify the Armed Forces community in the local area.

## 1.4 Who makes up the Armed Forces Community?

According to the "Our Community, Our Covenant" report (2016, p 11<sup>10</sup>), the Armed Forces Community is made up of 5 different branches, specifically defined as:

1. **Regular currently serving personnel:** from the Royal Navy, Army or Royal Air force
2. **Volunteer and Regular Reservists:** from the Royal Naval Reserve, Royal Marine Reserve, Territorial Army, Royal Auxiliary Air Force, Royal Fleet Reserve, Army Reserve, Air Force Reserve, Royal Fleet Auxiliary and Merchant Navy (where serve(d) on a civilian vessel)
3. **Veterans:** who is anyone who has served in the armed forces for at least a day, whether regular or reserve
4. **Families of regular, reservist and veterans:** this includes spouses, civil partners, children, parents, unmarried partners and other family members
5. **The Bereaved:** these are family members of service personnel and veterans who have died whether that death is connected to their service or not.

Given the different branches of the Armed Forces Community, one can see that the needs of each branch may also be quite different. This highlights that accurate data around each of these branches of the Armed Forces Community is essential to assist Local Authorities and Clinical Commissioning groups to make locally informed, strategic decisions.

## 1.5 The identification of members of the Armed Forces community

Since the Armed Forces Covenant was launched in 2011, local authorities and the Armed Forces community have been encouraged to work together and co-ordinate the implementation of a new policy of asking customers accessing commercial products and public services if they have an armed forces connection (Forces in Mind Trust 2016; Ministry of Defence 2017<sup>11</sup>). Having adopted the "Our Community- Our Covenant" report definition of the five branches of Armed Forces community membership outlined in section 1.3 above for this project it became clear that developing an effective question in order for service staff to capture all of the five Armed Forces community membership categories was key. The Education and Development Lead, Military Culture and Transition Training at York St John's University and Principle Investigator of the South Yorkshire Covenant project at the Helena Kennedy Centre for International Justice therefore developed the following question:

*"Have you ever served in the Armed Forces as a regular, reservist or volunteer or are you or have you ever been a family member of someone who has?"*

This identification question was subsequently adopted for the South Yorkshire Armed Forces Covenant project.

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<sup>10</sup> For the purposes of the Covenant the Armed Forces Community is defined as including

<sup>11</sup> Ministry of Defence (2017) Guidance - Armed Forces Covenant for communities:

<https://www.gov.uk/government/publications/armed-forces-community-covenant/armed-forces-community-covenant>

## 1.6 Existing Armed Forces community data

Definitive information about the size of the UK armed forces community in the UK is not currently available. The Royal British Legion estimates that veterans make up to one in ten of the general population. The Legion's Household Survey estimates that there are 2.8 million veterans living in the UK, along with 2.1 million dependent adults (including spouses and widows), 1 million dependent children, and between 190,000 to 290,000 hidden members of the ex-Service community, who reside in communal establishments such as care homes (Royal British Legion 2015<sup>12</sup>). In 2016, the Ministry of Defence (2017<sup>13</sup>) estimated the number of veterans residing in the UK at 2.5 million. This estimate does not include families or dependants.

Armed Forces community data has not previously been collected in the UK Census, except in relation to the occupation of those currently serving. Following a national consultation on 2021 Census topics, pressure to collect information regarding the size of the Armed Forces Community in the UK has grown. The Office of National Statistics have included 3 questions<sup>14</sup> on their Annual Population survey since 2014 to identify those who are serving, or have served, in the UK armed forces and their dependants. Initial official estimates suggest the number of ex-service personnel in England, Wales and Scotland is around 2.6 million (Office of National Statistics 2016<sup>15</sup>). In November 2017, the intention to recommend inclusion of the Armed Forces community membership topic in the 2021 Census was announced (Office for National Statistics 2017<sup>16</sup>). However, given this official data will not be forthcoming until after the next census in 2021, many regions are developing their Covenant Action Plans without an informed sense of their armed forces community in their region.

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<sup>12</sup> The Royal British Legion (2015) A UK Household survey of the Ex-service community:

<https://media.britishlegion.org.uk/Media/2275/2014householdsurveyreport.pdf>

<sup>13</sup> Ministry of Defence (2017) Annual Population Survey: UK Armed Forces Veterans residing in Great Britain, 2016: [on-line]: <https://www.gov.uk/government/statistics/annual-population-survey-uk-armed-forces-veterans-residing-in-great-britain-2016>

<sup>14</sup> The questions differentiate between those who are (were) regulars or reserves and for which armed forces they are (were) employed in. Where applicable, it also asks for the year they left the services.

<sup>15</sup> Office of National Statistics (2016) ONS and the Ministry of Defence joint workshop on 8 November 2016 with key stakeholders from across government, local government and the charitable sector Workshop summary: [on-line]:

<https://www.ons.gov.uk/census/censustransformationprogramme/progressanddevelopment/questiondevelopment/armedforcesworkshopsummaryofdiscussions> (Accessed 09/07/18).

<sup>16</sup> Office for National Statistics (2017) Intention to recommend inclusion of this topic in the 2021 Census: Announcement [on-line]:

<https://www.ons.gov.uk/census/censustransformationprogramme/consultations/the2021censusinitialviewoncontentforenglandandwales/updateonmeetinginformationneedsonthearmedforcescommunityveterans> (Accessed 09/07/18).

## Section 2:

### The South Yorkshire Armed Forces Covenant Project

#### 2.1 A regional partnership project

This project is being delivered in a partnership between Sheffield City Council, Rotherham, Doncaster and Barnsley Local Authorities, Sheffield Hallam University (SHU) and York St John University (YStJ). This project successfully gained funding from an Armed Forces Covenant grant to conduct activities over two years in order to:

- Gain a better understanding of and communication with the Armed Forces Community in South Yorkshire; and
- Strengthen the consistent delivery of the Armed Forces Covenant across South Yorkshire

#### 2.2 Project aims

The South Yorkshire Armed Forces Covenant Project aims to utilise innovative and collaborative working practices to improve our regional understanding of and communication with the Armed Forces Community. Activities will be conducted in order to improve the consistency with which Armed Forces Covenant pledges are delivered across South Yorkshire focusing on four key aims, to:

- Engage with the Armed Forces community across the region
- Assess the size and composition of the Armed Forces Community in South Yorkshire, producing data which can be used to inform Covenant group Action Plans
- Establish South Yorkshire's Armed Forces community's experience of accessing services
- Raise the awareness of both the Armed Forces Covenant and their rights contained within it and opportunities to socialise with peers within the Armed Forces Community in the region
- Share best practice and ensure consistency in the delivery of Covenant priorities across the region
- Provide Armed Forces community awareness raising training to frontline staff across the region

#### 2.3 Project objectives

These project outcomes are to be realised through delivery of four core South Yorkshire Armed Forces Covenant project components:

Component	Core activity	Activity detail	Completion
1	Research: consultation and mapping	Consultation with and mapping of the Armed Forces Community in South Yorkshire	July 2018
2	Consistency in best practice	Regional Covenant Group Action Learning Set <sup>17</sup> / World café activities <sup>18</sup> to build	June 2019

<sup>17</sup> Action learning sets are a methodology by which one can foster learning in the workplace. Simply put, the Action Learning Set approach provides a structured way of working in small groups which can provide the discipline we often need to help us learn from what we do, and improve our practice as a result. References: Revans, R. W. (1982). What is action learning?. *Journal of management development*, 1(3), 64-75 and Revans, R. (2017). ABC of action learning. Routledge.

		strategic and consistent Covenant Action Plans	
3	Staff awareness training	Delivering training to front line staff regarding working with the Armed Forces Community	March 2019
4	Evaluation	Evaluate the impact and effectiveness of project activities	June 2019

This present report contains the findings from key component 1- the consultation and mapping research phase, from which the remaining project components are built around. The final report, due in July 2019 will contain the outcomes from the remaining three key project components.

## 2.4 Theoretical framework development

This project is predicated on viewing the Armed Forces Community through a 'Human Rights as perspective' theoretical framework, which emphasise that human rights values stem from participatory communities and active citizenship (Harvey 2018<sup>19</sup>). This approach acknowledges that while human rights values are motivated by laws, policies, and practices, these need to accurately reflect the current needs of our communities (see, Walgrave 2018<sup>20</sup>; Gavrielides 2018<sup>21</sup>; Van Ness 2018<sup>22</sup>). Human rights are based on the principle of respect for the individual and are:

"the basic rights and freedoms that belong to every person in the world, from birth until death (...) These basic rights are based on shared values like dignity, fairness, equality, respect and independence. These values are defined and protected by law. In Britain, our human rights are protected by the Human Rights Act 1998" (Equality and Human Rights Commission website, 2018<sup>23</sup>).

Traditionally dominated by legal analysis, the human rights discourse has become subject to a more interdisciplinary focus, from which we are urged to approach Human Rights is a conceptual 'device for thinking about the real', as ultimately becoming "relevant to ordinary people when the relative security of everyday life is absent" (Freeman 2011<sup>24</sup>, pp 3-4). From this approach, the research component of this project is designed to establish if the Armed Forces community in South Yorkshire experiences disadvantage, an issue linking the work directly to the addressing the key principles of the Armed Forces Covenant, highlighted in the section above.

Likewise, the term social justice is a political and philosophical concept which holds that all people should have equal access to wealth, health, wellbeing, justice and opportunity. This is of direct significance to the Armed Forces Community whom, the research evidence informs us, are at

<sup>18</sup> The World Café is a whole group interaction method focused on conversations. A Café Conversation is a creative process for leading collaborative dialogue, sharing knowledge and creating possibilities for action in groups of all sizes. References: Carson, L. (2011). Designing a public conversation using the World Cafe method: The Value of Techniques. Martin, Brian (ed.). J. Social alternatives, 30(1), 10. Aldred, R. (2009). From community participation to organizational therapy? World Cafe and Appreciative Inquiry as research methods. Community Development Journal, 46(1), 57-71.

<sup>19</sup> Harvey, C. (2018). Reconstructing and Restoring Human Rights. In Gavrielides, T. (ed.), Human Rights and Restorative Justice (pp. 13-27). London: RJ4ALL Publications. Fouché, C., & Light, G. (2011). An Invitation to Dialogue: 'The World Café' In Social Work Research. Qualitative Social Work, 10(1), 28-48.

<sup>20</sup> Walgrave, L. (2018). Restorative Justice and Human Rights in a Democratic Society. In Gavrielides, T. (ed.), Human Rights and Restorative Justice (pp. 112-131). London: RJ4ALL Publications.

<sup>21</sup> Gavrielides, T. (ed.) (2018b) Human Rights and Restorative Justice. London: RJ4ALL Publications.

<sup>22</sup> Van Ness, D. (2018). Living in a Relational and Moral Universe. In Gavrielides, T. (ed.), Human Rights and Restorative Justice (pp. 8-12). London: RJ4ALL Publications.

<sup>23</sup> Human Rights Commission (2018) What are Human Rights?, available at:

<https://www.equalityhumanrights.com/en/human-rights/what-are-human-rights>

<sup>24</sup> Freeman, M. (2011). Human rights: an interdisciplinary approach. Polity.



significant risk of experiencing unemployment (British Legion 2015; 2016), coming into contact with the criminal justice system (McManus 2013<sup>25</sup>) and experiencing social isolation (Hatch et al. 2013<sup>26</sup>). Therefore this project focusses on establishing the living conditions, health and financial status of the Armed Forces Community in South Yorkshire. Indeed, the identification of the struggle for recognition and active participation in society for communities is becoming increasingly significant, as Fraser argues that injustice can be 'rooted in social patterns of representation, interpretation and communication, which result in cultural domination, non-recognition and disrespect' (Fraser 1995<sup>27</sup>, p 55).

In practice this means the survey design incorporates consideration of wider issues such as community integration and levels of social interaction for the Armed Forces Community in South Yorkshire. In this way, the survey is designed to help us begin to both define and measure these multiple dimensions of 'rights', thereby seeking to establish if the principles of the Armed Forces Covenant are being adhered to and also seeking to provide a framework to pursue accountability. Finally, as this approach promotes dignity and autonomy, the project is built around the participation of the Armed Forces Community in the survey design, as utilising participatory methodologies can mobilise both the community and civil society (Maschi 2015<sup>28</sup>).

**Figure 2.4 The four elements underpinning the Human Rights model adopted to project design<sup>29</sup>.**

	<b>The four elements characterising a human rights approach to research and/or Project work</b>	<b>Practical illustrations of incorporation into project design</b>
1.	<p><b>Adopting a research design which accounts for and helps to define the multiple dimensions of rights</b> - for any community which can be used to measure/monitor these dimensions.</p> <p>Ensuring that both the standards and the principles of human rights are integrated into policymaking as well as the day to day running of organisations.</p>	<p>The South Yorkshire Armed Forces community survey (SYAFCS) incorporates details in order to establish: standards of living; homelessness; levels of poverty; access to physical and mental health; education and training; Children's Education and Services; employment sector status; extent of chronic illness and; Criminal Justice system/Addiction service contact. The survey includes dimensions of citizenship, participation and cultural rights (e.g. identifying social isolation and community participation).</p> <p>Action Learning Sets/ World café activities will be run to ensure consistency in policy making across the region and engaging those accessing staff training activities to promote what they learn into their day-</p>

<sup>25</sup> MacManus, D., Dean, K., Jones, M., Rona, R. J., Greenberg, N., Hull, L., & Fear, N. T. (2013). Violent offending by UK military personnel deployed to Iraq and Afghanistan: a data linkage cohort study. *The Lancet*, 381(9870), 907-917.

<sup>26</sup> Hatch, S.L., Harvey, S.B., Dandeker, C., Burdett, H., Greenberg, N., Fear, N.T. and Wessely, S., 2013. Life in and after the Armed Forces: social networks and mental health in the UK military. *Sociology of health & illness*, 35(7), pp.1045-1064.

<sup>27</sup> Fraser, N. (1995) 'From redistribution to recognition: dilemmas of justice in a "postsocialist" society', *New Left Review*, July-August, 68-93.

<sup>28</sup> Maschi, T. (2015) *Applying a Human Rights Approach to Social Work Research and Evaluation: A Rights Research Manifesto*. Springer.

<sup>29</sup> Adapted from Maschi, T. (2015) *Applying a Human Rights Approach to Social Work Research and Evaluation: A Rights Research Manifesto*. Springer.

		to-day activities (e.g. staff cascading activity- see Appendix 1).
2.	<b>Providing a framework to pursue accountability</b> - thereby increasing the ability and accountability of individuals and institutions that are responsible for respecting, protecting and fulfilling rights.	<p>The SYAFCS is designed to identify members of the community across the region, their needs, and experience of accessing services and to report any disadvantage.</p> <p>This information will be used to build regional Covenant Action Plans, which will include priorities and future monitoring of achievements against them.</p>
3.	<b>Utilising a research model that promotes the dignity and autonomy of people and communities</b> - by giving people greater opportunities to participate in shaping the decisions that impact on them and empowering people to know and claim their rights. Acknowledging that a Human Rights model can mobilise civil society.	<p>The SYAFCS is developed in consultation with whole community in South Yorkshire. Full details of consultation activities conducted with the community detailed in section 2.7.</p> <p>The survey is designed to include key information for the Armed Forces community to mobilise and begin to help themselves, through raising their awareness of:</p> <ul style="list-style-type: none"> <li>• the Armed Forces Covenant</li> <li>• the rights available to them under the Armed Forces Covenant</li> <li>• Local peer fellowship opportunities</li> </ul>
4.	<b>Increasing the ability of those with responsibility for fulfilling rights to recognise and know how to respect those rights</b> - and make sure they can be held to account.	<p>The SYAFCS is designed to identify any disadvantage and establish the needs and priorities of the community. Findings data will be used in Action Planning development through Action Learning Sets/ World café activities with each Covenant group - see section 2.3 above.</p> <p>Staff training is being delivered to raise awareness and confidence in identifying and working with the Armed Forces community across the region. For details see section 2.3- Components 3 and 4 and appendix 1.</p>

## 2.5 An evidence-based project design

The design of the South Yorkshire Armed Forces Project is based on research evidence suggesting difficulties in understanding the extent of the local Armed Forces Community, due to lack of useful and robust data which can hinder strategic action (Murrison, 2010<sup>30</sup>; Iverson et al., 2005<sup>31</sup>). Data on the various dimensions of former armed force's needs, particularly a year or more of post-service life is also scarce (Dandeker et al., 2006<sup>32</sup>) along with details on how poor transition outcomes can

<sup>30</sup> Murrison, A (2010) Fighting Fit: A mental health plan for servicemen and veterans [on line] [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/27375/20101006\\_mental\\_health\\_Report.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/27375/20101006_mental_health_Report.pdf)

<sup>31</sup> Iverson, A., Nikolaou, V., Greenburg, N., Unwin, C., Hull, L., Hotopf, M., Dandeker, C., Ross, J., and Wessely, S. (2005) 'What Happens to British Veterans when they leave the Armed Forces?', European Journal of Public Health, 15 (2): 175- 184.

<sup>32</sup> Dandeker, C., Wessely, S., Iversen, A., and Ross, J. (2006). What's in a Name? Defining and Caring for "Veterans" The United Kingdom in International Perspective. Armed Forces & Society, 32(2), 161-177.



influence each other (FiMT, 2013<sup>33</sup>). Research evidence has identified issues around the help seeking behaviours of former military personnel (Gould et al., 2010<sup>34</sup>; Greenberg, et al., 2003<sup>35</sup>; Iverson et al., 2011<sup>36</sup>; Ministry of Justice 2012<sup>37</sup>; NHS England 2015<sup>38</sup>). It has been further identified that many from the Armed Forces Community prefer to see clinicians with an understanding of military life and culture (Ben-Zeev et al., 2012<sup>39</sup>; McCartney, 2011<sup>40</sup>). Indeed, the NHS England equate access to services with health professionals who have an understanding of Armed Forces culture as paramount to equitable care (NHS Constitution, 2015<sup>41</sup>; Phillips, 2014<sup>42</sup>). A key finding from this literature is that front line civilian service staff who have had minimal experience of working with this community can impede access to services.

## 2.6 Research questions

The research questions underpinning the data collection and analysis strategies are:

- What are the key characteristics of the Armed Forces community in the region?
- What are the community's standards of living and quality of working life in the region?
- Do the Armed Forces community experience disadvantage when accessing public and commercial services?
- What are the best ways to communicate with the Armed Forces community?
- What are the key development priorities according to the Armed Forces community in South Yorkshire?

## 2.7 The consultation and mapping research component

### 2.7.1 Collaborative, community-based survey design

Systematic consultation activities with key regional stakeholders were undertaken to assist in the design of the Armed Forces Community survey with a range of regional groups in each of the four areas across South Yorkshire. The SHU research team conducted Armed Forces Community

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<sup>33</sup> Forces in Mind Trust report (2013) The Transition Mapping Study: Understanding the transition process for Service personnel returning to civilian life, [on-line] <http://www.fim-trust.org/wp-content/uploads/2015/01/20130810-TMS-Report.pdf> (Accessed 13/06/2016).

<sup>34</sup> Gould, M., Adler, A., Zamorski, M., Castro, C., Hanily, N., Steele, N., Kearney, S. and Greenberg, N., 2010. Do stigma and other perceived barriers to mental health care differ across Armed Forces?. *Journal of the Royal Society of Medicine*, 103(4), pp.148-156.

<sup>35</sup> Greenberg, N., Thomas, S. L., Iverson, A., Unwin, L., Hull, L., and Wessely, S. (2003) 'Do Military Peacekeepers want to talk about their Experiences? Perceived psychological support of UK military peacekeepers on return from deployment', *Journal of Mental Health*, 12 (6): 565- 573.

<sup>36</sup> Iversen AC, van Staden L, Hughes JH, et al. (2011) The stigma of mental health problems and other barriers to care in the UK Armed Forces. *BMC Health Serv Res*, 11:31

<sup>37</sup> Ministry of Justice (2012) Life after the Forces: <https://www.gov.uk/government/news/life-after-leaving-the-uks-armed-forces>

<sup>38</sup> NHS England (2015) Developing Mental Health Services for Veterans in England Engagement Survey [on line].

<sup>39</sup> Ben-Zeev, D., Corrigan, P.W., Britt, T.W., & Langford, L. (2012). Stigma of mental illness and service use in the military. *Journal of Mental Health*, 21, 264–273.

<sup>40</sup> McCartney, H. (2011). Hero, victim or villain? The public image of the British soldier and its implications for defense policy. *Defence & Security Analysis*, 27, 43–54.

<sup>41</sup> NHS (2015) THE HANDBOOK TO The NHS Constitution for England 27 July 2015

<sup>42</sup> Phillips, S (2014) Former Members of the Armed Forces and the Criminal Justice System, A Review on behalf of the Secretary of State for Justice [on line]: [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/389964/former-members-of-the-armed-forces-and-the-criminal-justice-system.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/389964/former-members-of-the-armed-forces-and-the-criminal-justice-system.pdf)

consultation activities with the following key stakeholder groups in Sheffield, Doncaster, Rotherham and Barnsley:

- Armed Forces and Veterans Breakfast club visits
- Public Health and Health Needs Assessment teams
- Council Chief Executives
- Members of each Covenant group
- Regional Armed Forces Champion interviews and infrastructure mapping activities

### 2.7.2 Survey design group

A survey design group was set up to provide support and liaison regarding the survey design and selection of the final survey design. The survey design group membership was made up of all four regional AFC Council point of contact Officer, a representative from the Royal British Legion and the grass roots veteran community, along with attendance from the SHU research lead and York St John training delivery staff. The group proved invaluable in ensuring the correct terminology was used; alongside providing quality assurance regarding ensuring the tool addressed the aims of the project outline.

### 2.7.3 Piloting and testing

The final survey was subject to wider academic peer review and the electronic version was piloted by a range of members of the Armed Forces Community, nominated by the Council's AFC point of contact officers in October 2017. The survey was adapted to respond to their comments and recommendations. The electronic survey was tested and subsequently launched on Remembrance Day 2017. The survey remained open until one week after Armed Forces Day celebrations in 2018.

### 2.7.4 Survey distribution and dissemination

Responding to local requests, the research team provided survey advertising flyers and 500 paper copies of the survey which were distributed to the Council point of contact officers and members of the Armed Forces and Veterans Breakfast organisers in each of the four areas. Paper survey's included SAE's. The local newspapers across the region featured the opening of the survey and contained the electronic survey link. The survey was the subject of a Radio Sheffield interview and a full page feature of the Sheffield Star newspaper. Covenant group membership were provided with electronic versions of the survey flyers for distribution through their networks and the survey link featured on each Council web pages. Electronic flyers were distributed to The Helena Kennedy Centre's mailing list, containing 600 contacts. A grass roots veterans' group, Rotherham's Military Community Veterans Centre (MCVC), operating across the region carried out systematic dissemination activities across South Yorkshire between November 2017 and April 2018. This included approaching Regimental Associations. See Appendix 2 for full details of these activities.

### 2.7.5 Data analysis

The South Yorkshire Armed Forces Covenant project survey data were collated utilising the on-line Qualtrics Research Core<sup>43</sup> software. Any returned paper copies of the completed survey were uploaded to the Qualtrics site manually by the research team. Data analysis took place utilising Microsoft Word Excel software. Due to the small numbers responding in each area, the report is formatted illustrating both percentages and numbers, e.g. "Of the 94% (n=96) of the Armed Forces

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<sup>43</sup> Qualtrics Research Core survey software - Sheffield Hallam University has an institutional subscription. For further information see their website: <https://www.qualtrics.com/uk/research-core/>

community sample completing this question, 80% (82)". Where (n=and a number) is featured- this indicates the number that is equivalent to 100%.

## 2.8 Challenges and limitations

Initially 600+ survey responses were identified on the Qualtrics Research Core software, which included 26 paper copies of the survey received and uploaded off-line by the research team. However, 154 'survey starters' had to be removed as they contained no further inputted data. More than 150 members of the Armed Forces Community, having read the 'project information page' chose not to indicate their permission to continue on the subsequent 'consent to continue' page of the anonymous electronic survey. This situation has obvious implications for the South Yorkshire Armed Forces sample size and representativeness, as this data may not be representative of the wider Armed Forces Community. The survey results are clearly generated from community members who are easier to find and those more inclined to fill in a survey.

It is difficult for the research team to ascertain if this lack of continuance is due to lack of interest in the survey aims or as reflecting negatively on the information provided, length or design of the survey. It is anticipated this short coming may well emerge during feedback on the process from Covenant groups conducting the Action Learning Sets/ World cafe activities later on in the project.

## Section 3:

### Covenant infrastructure in South Yorkshire

#### 3.0 Introduction

This section outlines the population of the South Yorkshire region, details the estimates of Armed Forces Community population in the region and contains the mapping of the region's core Covenant infrastructure, Covenant group delivery and the findings of the Covenant group membership consultation. Further, this section presents the findings from the assessment of the regions Joint Strategic Needs Assessments/Health and Wellbeing strategies with regard to the Armed Forces community. Finally, this section outlines the geographic location of the South Yorkshire Armed Forces community survey respondents by area.

#### 3.1 The South Yorkshire region

South Yorkshire is the southernmost county in the Yorkshire and the Humber region and had a population of 1.33 million according to the 2011 census. South Yorkshire covers a geographic area of 1,552 square kilometres (599 square miles) and consists of Sheffield City Council and three metropolitan boroughs, Barnsley, Doncaster and Rotherham. South Yorkshire's population is spread across the four metropolitan boroughs as follows:

Sheffield	Doncaster	Rotherham	Barnsley
553,000	302,000	257,000	231,000

#### 3.2 Armed Forces Community population estimates in the region

While the definitive number of the whole of the Armed Forces Community in South Yorkshire is currently unavailable, the Ministry of Defence's Annual Population survey estimates that South Yorkshire as a county has 65,000 veterans, which represents 5% of the county's population (2017<sup>44</sup>). From these official figures we can estimate the numbers of veterans in each area in South Yorkshire. Further, by assuming a figure of at least two family members per veteran, an estimate of veteran family members with connections to South Yorkshire as follows:

	Total population	Veteran estimate by area (5% of the population)	Estimated family members (at 2 per veteran)
Sheffield	553,000	27,650	55,300
Doncaster	302,000	15,100	30,200
Rotherham	275,000	13,750	27,500
Barnsley	231,000	11,550	23,100

<sup>44</sup> Ministry of Defence (2017) Annual Population Survey: UK Armed Forces Veterans residing in Great Britain, Annex A [online]: <https://www.gov.uk/government/publications/mod-national-and-officialstatistics-by-topic/mod-national-and-official-statistics-by-topic>

The Armed Forces point of contact Officer mapping activities estimated the characteristics of the profile of the Armed Forces community in South Yorkshire in 2017 as being made up of a "modest currently serving presence, with a significant known presence of veterans"<sup>45</sup>.

### 3.3 South Yorkshire local authorities signing the Covenant

Across the region, each of the four areas in South Yorkshire signed the Covenant before 2012, as follows:

Sheffield	Doncaster	Rotherham	Barnsley
2011	2012 <sup>46</sup>	2012	2012

### 3.4 Core Covenant infrastructure in South Yorkshire

In 2016, The Forces in Mind Trust (FiMT) and the Local Government Association (LGA) commissioned Shared Intelligence to establish a model of the commended core infrastructure to facilitate the implementation of the Armed Forces Covenant (Shared Intelligence 2016<sup>47</sup>, p 5). This model is adopted for the purposes of this report to identify the status of this infrastructure across the four regions of South Yorkshire at the beginning of the South Yorkshire Armed Forces Covenant project activities. The findings of which are located in figure 3.4:

Figure 3.4: South Yorkshire Core Covenant infrastructure status by area in 2017:

Core infrastructure		Sheffield		Doncaster		Rotherham		Barnsley	
Individuals	Collaboration								
An elected member Champion	An outward facing forum	Y	Y	Y	Y	Y	Y	Y	Y
An officer point of contact within council	A mechanism for collaboration with partners	Y	Y	Y	Y	Y	Y	Y	Y
Communication	Vision and commitment								
A web page with key information and links <sup>48</sup>	An action plan that leads to action/monitored and reviewed <sup>49</sup>	Y	N	Y	Y	Y	N	Y	N
A clear public statement of expectations	Policy reviews	Y	N	Y	Y	Y	N	Y	N
A route through which concerns can be made	Enthusiasm and commitment	Y	Y	Y	Y	Y	Y	Y	Y
Training of frontline staff		N		Y <sup>50</sup>		N		N	
The production of an		N		Y <sup>51</sup>		N		N	

<sup>45</sup> Characteristics taken from the Shared Intelligence model (2016), table 2.1.

<sup>46</sup> Re-signed as more activity and wider partnership in 2015

<sup>47</sup> Shared Intelligence, Local Government Association and Forces in Mind Trust (2016) Our Community, Our Covenant, available at: <http://www.fim-trust.org/wp-content/uploads/2016/08/Our-Community-Our-Covenant-Report-30.08.16.pdf>

<sup>48</sup> Regular updating of web site material can prove an issue however.

<sup>49</sup> Action plans may not however contain points which are amenable to monitoring, measurement or review.

<sup>50</sup> Armed Forces eLearning package for DMBC staff – embedded in 2015/updated package released May 2018.

<i>annual report highlighting the key actions taken that year</i>					
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All four regions have made substantial progress towards establishing the recommended Covenant infrastructure, as evidenced above. Each area has an elected member Champion, an Officer point of contact and an outward facing forum in the form of an Armed Forces Covenant group. These group meetings are utilised as a mechanism for collaboration with a wide range of partner agencies and businesses. Each area also has a web page with key information which contains a clear public statement of expectations. Three key areas identified for future development to aid consistency across the South Yorkshire region are:

1. Covenant Action plans
2. Front line staff training
3. Annual Covenant reporting

These are the three key areas that the current South Yorkshire Armed Forces Covenant Project seeks to advance. Please see section 2.3 for details of how the South Yorkshire Armed Forces Covenant project's aims and objectives meet these three issues of consistency building.

### 3.5 Covenant group delivery

In terms of Covenant membership, each area has substantial numbers of members, including representatives from the relevant serving military locations in the area. Differences exist around the frequency of Covenant meetings in each area, as demonstrated in the table 3.5 below. The different location of the point of contact Officer at each council in terms of operational or strategic responsibilities may be an issue that may be useful to reflect on with regard to regional best practice.

Figure 3.5: AF Covenant meeting frequency and location of Council point of contact

Area	Covenant meeting frequency	Location of Council's Officer point of contact
Sheffield Armed Forces Covenant group	Bi-annually	Customer Service Manager
Doncaster Armed Forces Covenant group	Bi-monthly	Stronger Communities Wellbeing Manager, Adults , Health and Wellbeing Manager
Rotherham Armed Forces Covenant group	Bi-monthly	Executive Office Manager
Barnsley Armed Forces Covenant group	Quarterly	Legal and Governance Officer

<sup>51</sup> Produced annual report 2017 – 2018 to highlight key actions of the Armed Forces and Veterans Steering Group

### 3.6 Covenant group consultation and prioritise

The four area's Covenant membership consultation activities included a short electronic survey asking members what they would most like to know about their Armed Forces community/ what the priorities for them were, for potential for incorporation in the survey draft being designed.

Figure 3.6.1: AF Covenant group membership consultation

Area	Organisational membership numbers	Survey responses received
Sheffield Armed Forces Covenant group	n=46	28% (13)
Doncaster Armed Forces Covenant group	n=30	53% (16)
Rotherham Armed Forces Covenant group	n=20	50% (10)
Barnsley Armed Forces Covenant group	n=50	24% (12)

The top three priorities selected by the Covenant group members across the region, with 34% (n=51/146) responding, are illustrated in figure 3.6.2 below:

Figure 3.6.2: Prioritise - South Yorkshire's Covenant groups

Priority 1	Priority 2	Priority 3
Understanding the AFC needs and priorities across the region and in each area	Understanding how we can support the community most effectively both strategically and practically	Establishing the size of the AFC across SY and in each area

### 3.7 Regional Joint Strategic Needs Assessments (JSNA) and Health and Wellbeing (HWB) strategies

In 2015, a Forces in Mind Trust and NHS England commissioned review of all the 150 of JSNA's in England identified that fewer than half (40%) of JSNAs included a reference to the mental and related health needs of veterans and family members, which it was stated, often do not feature strongly enough in these needs assessments. Further, the review identified:

'There are also variations in the way that the JSNAs address the health needs of veterans e.g. amongst the 40% that do include veterans the majority (82%) have no more than the word 'veteran' somewhere in the assessment as either a vulnerable group or one whose specific health needs should be addressed. Amongst the 18% that do have more detailed information only a handful cover the full range of health needs including mental health needs' (Forces in Mind Trust 2015<sup>52</sup>, p 8).

This review identified seventeen Local Authorities across Yorkshire and Humber conducting JSNA's, of which only 7 (41%) referenced the needs of veterans (Community Innovations Enterprise 2015, p 23). In March 2017<sup>53</sup>, as part of establishing the core Covenant infrastructure for South Yorkshire, the research team likewise reviewed each areas JSNA's and HWB Strategies.

<sup>52</sup> Community Innovations Enterprise (2015) Call to Mind report, commissioned by Forces in Mind Trust and NHS England, Available at: <http://www.fim-trust.org/wp-content/uploads/2015/10/CALL-TO-MIND-REPORT.pdf> (Accessed 21/02/17).

<sup>53</sup> This activity has not been updated subsequently and therefore does not include any updated documentation later than March 2017.



**Figure 3.7: Profile of inclusion of veterans or Armed Forces Community in JSNA's and HWB Strategies**

	<b>Sheffield</b>	<b>Doncaster</b>	<b>Rotherham</b>	<b>Barnsley</b>
<b>Joint Strategic Needs Analysis</b>	Yes (2013 <sup>54</sup> )	Yes (2014 <sup>55</sup> )	Yes (2011 <sup>56</sup> )	Yes (2016 <sup>57</sup> )
Inclusion of AF Covenant, veterans or community?	No	No	Yes Veterans as community of interest (p 8)	No
<b>Health and Wellbeing Strategy</b>	Yes (2013-2018 <sup>58</sup> )	Yes (2016-2021 <sup>59</sup> )	Yes (2015-2018 <sup>60</sup> )	Yes (2014-2019)
Inclusion of AF Covenant, veterans or community?	No	Yes Veterans and Housing (p 17)	No	No

As demonstrated in figure 3.7 above, each of the four areas has an existing JSNA and HWB Strategy in place. Only Rotherham's JSNA contains a direct reference to Veterans as a community of interest (2011, p 8) and Doncaster's HWB Strategy contains a direct reference to Veterans and Housing (2016, p 17). Doncaster conducted a Veterans Health Needs Assessment in 2015; however the areas' JSNA does not contain any direct reference to veteran's needs. This situation highlights the potential of developing Action Planning priorities around ensuring the regions JSNA's and HWB Strategies contain references to the needs of the Armed Forces community in the future.

### **3.8 The Armed Forces community responding to the survey**

Across the region, a total of 474 members of the Armed Forces Community completed the South Yorkshire Armed Forces Covenant project survey between November 2017 and July 2018. Survey responses were received relatively equally from the Armed Forces community across the region, identifying connections with: Sheffield 28% (102); 19% (70) with Doncaster; 27% (101) with Rotherham; and 25% (93) with Barnsley.

<sup>54</sup> Sheffield's Joint Strategic Needs Assessment (2013), available at:

<https://www.sheffield.gov.uk/home/public-health/health-wellbeing-needs-assessment> (Accessed 26/05/17).

<sup>55</sup> Doncaster Data Observatory (2014) Joint Strategic Needs Assessment, Available at:

<http://www.teamdoncaster.org.uk/joint-strategic-needs-assessment> (Accessed 27/05/17).

<sup>56</sup> Rotherham Joint Strategic Needs Assessment, Available at: <http://www.rotherham.gov.uk/jsna/> (Accessed 26/05/17).

<sup>57</sup> Barnsley Joint Strategic Needs Assessment (2016), Available at: <https://www.barnsley.gov.uk/services/our-council/research-data-and-statistics/joint-strategic-needs-assessment/> (Accessed 26/05/17).

<sup>58</sup> Sheffield Health and Wellbeing Board (2013) Sheffield's Joint Health and Wellbeing Strategy 2013- 2018, available at: <https://www.sheffield.gov.uk/content/dam/sheffield/docs/public-health/lifestyle/Sheffield%20Joint%20Health%20and%20Wellbeing%20Strategy.pdf> (Accessed 26/05/17).

<sup>59</sup> Doncaster Health and Wellbeing Strategy 2016-2021 (Updated 2015), Available at:

[http://doncaster.moderngov.co.uk/documents/s4168/051115%20i9%20HWB\\_Strategy%20update%202015%20Ap4.pdf](http://doncaster.moderngov.co.uk/documents/s4168/051115%20i9%20HWB_Strategy%20update%202015%20Ap4.pdf) (Accessed 27/05/17).

<sup>60</sup> Rotherham Health and Wellbeing Strategy 2015-2018, Available at:

[https://www.rotherham.gov.uk/hwp/homepage/6/joint\\_health\\_and\\_wellbeing\\_strategy](https://www.rotherham.gov.uk/hwp/homepage/6/joint_health_and_wellbeing_strategy) (Accessed 27/05/17).



## Section 4:

### South Yorkshire's Armed Forces Community profile (n=474)

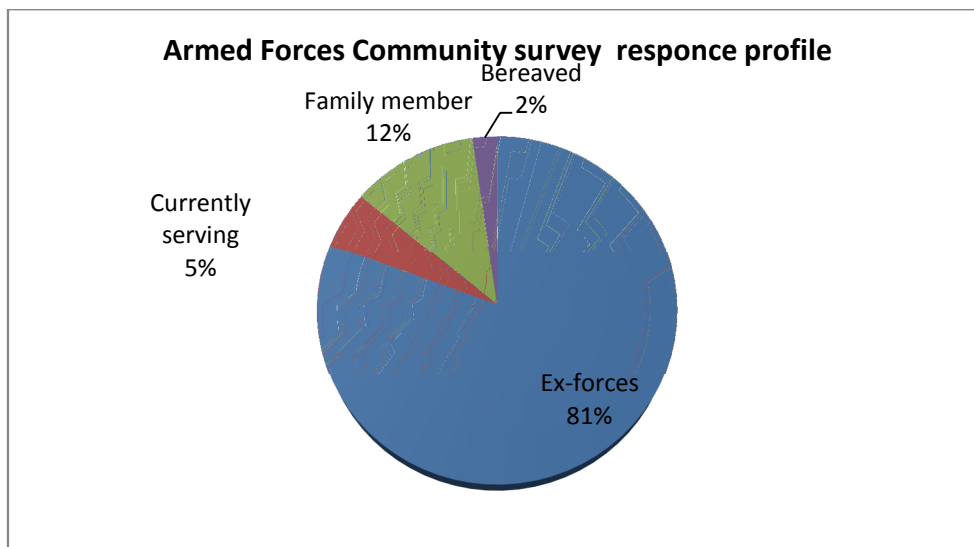
As highlighted in the estimates in section 3.2 of this report, estimates for veterans with connections to South Yorkshire are estimated to be in the region of 65,000 and based on these estimates; we may assume numbers of family members of veterans across the region may total as many as 136,100. These estimates also do not take account of serving regulars, reservists, their family members or the Bereaved with connections to the region. Across the region, a total of 474 members of the Armed Forces Community completed the South Yorkshire Armed Forces Covenant project survey between November 2017 and July 2018.

#### 4.1 Breakdown of community membership profile

Of the 92% (n=436) the survey respondent total that completed the membership question, the vast majority:

- 81% (360) identified as ex-forces
- 12% (46) as family members
- 5% (21) as currently serving
- 2% (9) as the Bereaved

**Figure 4.1: Membership of the Armed Forces Community profile**



##### 4.1.1 Regular and reservist connections profile

As identified in figure 4.1.1 below, of the Armed Forces community survey sample across the region, the experiences of reservist-connected community members are not well represented in the sample.

**Figure 4.1.1: South Yorkshire's Armed Forces membership profile- regular/ reservist**

South Yorkshire Armed Forces community membership detail				
	Regular	Reserve	Not specified	Totals
Ex-forces	236	17	63	316
Regular currently serving personnel	21	0	0	21
Family member	29	3	14	46
The bereaved	6	0	3	9

No data inputted	-	-	-	82
<b>Total</b>	-	-	-	<b>474</b>

#### 4.1.2 Originating from and currently living in South Yorkshire

Of the 94% (n=446) of the Armed Forces community that responded to this section of the survey, more than half:

- 57% (254) reported being born in South Yorkshire
- 43% (192) as not being born in the region.

Of the 96% (n=455) who completed the question:

- 90% (409) identified as currently living in South Yorkshire
- 10% (46) identifying as not currently living in the region, but having connections to South Yorkshire.

#### 4.1.3 Force served

Of the 67% (n=331) of the Armed Forces community survey sample completing this question, the majority:

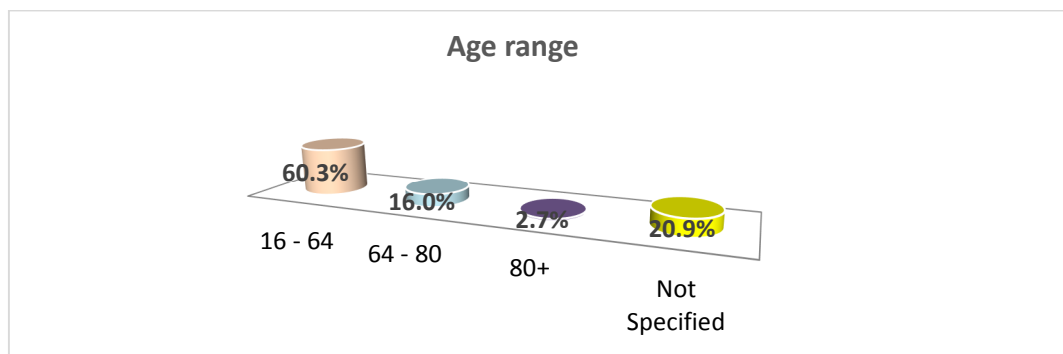
- 69% (230) reported their connection to service, or as having a family member with a history of service in the British Army
- 16% (52) reported their connection to the Royal Navy
- 15% (49) to the Royal Airforce.

#### 4.1.4 Gender, age range and ethnicity

The survey sample consisted of 67% (317) male survey respondents and 18% (84) female respondents, and an additional 15% (73) of respondents elected not to provide this information.

The age of the survey respondents as illustrated in table 4.1.4 below shows that the majority of members of the Armed Forces Community completing the survey across South Yorkshire, 60% (286), are of working age, i.e. between 16 and 64 years old.

Figure 4.1.4: Age ranges



The ethnicity question in the survey was an open text box, resulting in 84% (n=397) of the respondents identifying with "British", "white British" or "white". Only 0.8% (4) identified their ethnicity as other than: "Black Jamaican" - lives in SY, but location not specified (1); "Irish" (2); and "Kashmir" (1). 15% (73) declined to provide this profile information.

#### 4.1.5 Accommodation status

Across the region, of the 83% (n=394) of the Armed Forces community that responded to this question in the survey, more than half - 52% (247) are homeowners. Just less than half 47% (106) report being in public or private rental and 6% (15) as residing with other family members (i.e. in their parents' home). A further 6% (13) report living in Service personnel accommodation. 1% (2) members of the Armed Forces community in the region report current homelessness, one of whom does not give a specific location in South Yorkshire.

#### 4.1.6 Experience of homelessness

Across the region, 87% (n=254) of the survey respondents that filled in this part of the survey 85% (217), report having never experienced homelessness in South Yorkshire. Of the remaining 13% (37) who reported an experience of homelessness, 10% (29) reported being homeless on one occasion, and 3% (8) on multiple occasions.

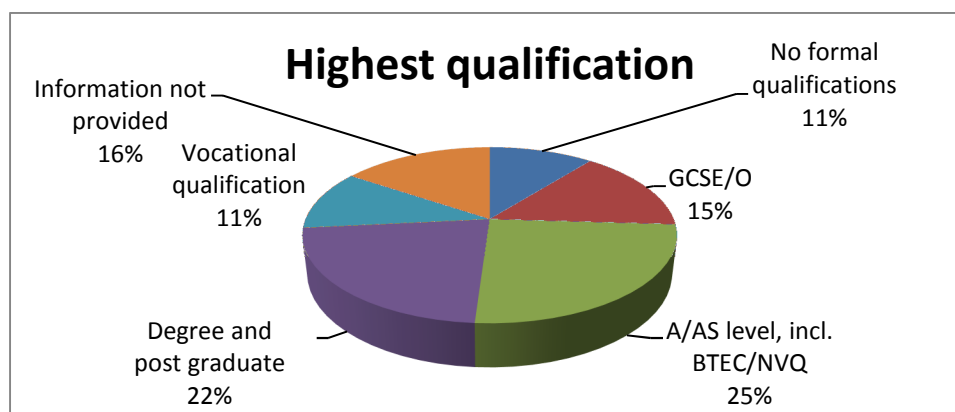
### 4.2 Economic activity indicators

According to a recent SSAFA report (2016<sup>61</sup>, p 8), one of the greatest challenges faced by their working age veterans is financial hardship. This section features a variety of economic activity indicators in order to assess the financial situation of the Armed Forces community in South Yorkshire.

#### 4.2.1 Levels of educational attainment

In 2015, veterans residing in Yorkshire and the Humber were estimated to be least likely to have a degree or equivalent when compared with all other regions (Office of National Statistics 2016<sup>62</sup>, p 37). Across South Yorkshire, 63% of the Armed Forces community are qualified to GCSE level and above, as demonstrated in the figure below.

**Figure 4.2.1: Highest educational qualification**



<sup>61</sup> SSAFA (2016) The New Frontline: Voices of veterans in need: <https://www.ssafa.org.uk/new-frontline-voices-veterans-need>

<sup>62</sup> Ministry of Defence (2016) Annual Population Survey: UK Armed Forces Veterans residing in Great Britain, 2015: [on-line]: <https://www.gov.uk/government/statistics/annual-population-survey-uk-armed-forces-veterans-residing-in-great-britain-2015>

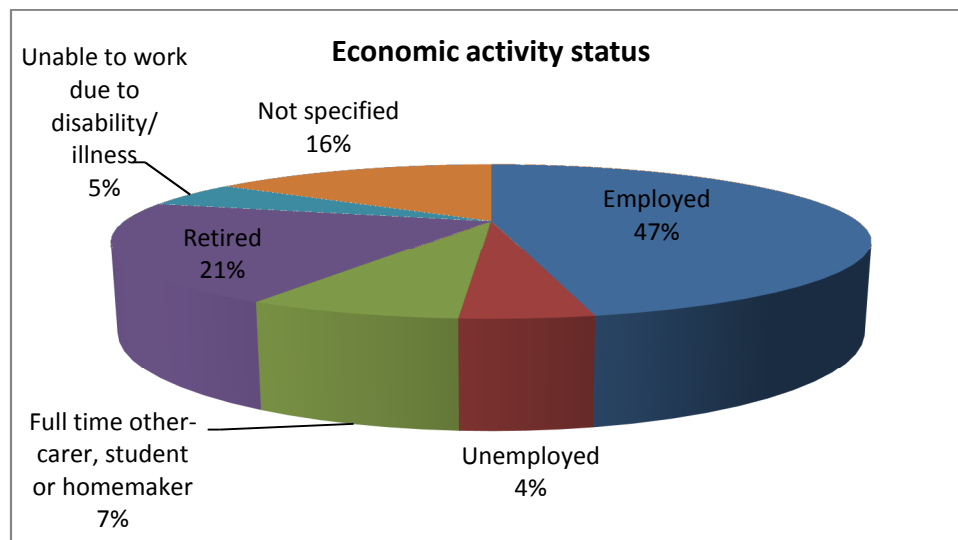
#### 4.2.2 Currently engaging in education and/ or training

Of the Armed Forces community across South Yorkshire that responded to the survey, currently 13% (60) report they are currently engaging in further education and/ or training opportunities. 70% (33) report not currently engaging in education or training and 17% (81) did not respond to this section of the survey.

#### 4.2.3 Economic activity status

It has been highlighted that working age veterans in the UK face a civilian employment sector where they are nearly twice as likely to be unemployed as their civilian contemporaries (Royal British Legion 2014<sup>63</sup>, p 64; 2016<sup>64</sup>). Across South Yorkshire, of the Armed Forces community responding to this part of the survey 84% (n=400), just less than half reported being in employment<sup>65</sup> at 47% (221); 4% (21) as unemployed<sup>66</sup>; 7% (34) identified as being a full time carer, student or homemaker (full time-other); 21% (99) as Retired; 5% (25) as unable to work due to disability/ illness.

Figure 4.2.3: Economic activity status



#### 4.2.4 Household income

Across South Yorkshire, the majority, 70% (248) of the Armed Forces Community identify as having more than £1,500 after tax per calendar month (pcm) to live on. 18% (86) of the Armed Forces community report an income of more than £3,000 pcm. However, 30% (107) of the community across the South Yorkshire region have less than £1,500 pcm to meet day-to-day expenditure. While 2% of members of this community identify as having less than £500 by way of pcm income after tax. For full details of the income break down results of the Armed Forces Community across the region, see figure 4.2.4 below.

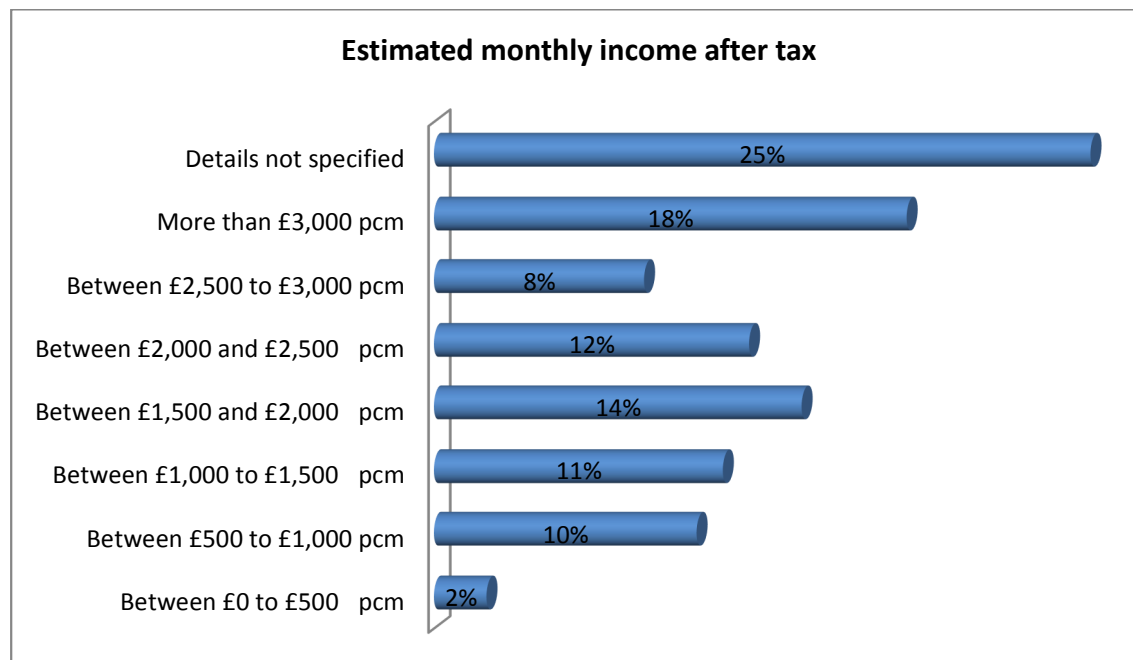
<sup>63</sup> The Royal British Legion (2014) A UK Household Survey of the ex-Service community.

<sup>64</sup> Royal British Legion (2016) Deployment to Employment: Exploring the veteran employment gap: Available [on-line]: <http://www.britishlegion.org.uk/get-involved/campaign/the-veteran-employment-gap/>

<sup>65</sup> This includes full time and part time; secure and insecure; and zero-hours contracts.

<sup>66</sup> This includes those unemployed and looking for work and unemployed and not looking for work

**Figure 4.2.4: Estimated household income per calendar month after tax**



#### **4.2.5 Household debt**

Of the 71% (n=338) of the total Armed Forces community completing the survey that replied to this question in the survey, the majority, 45% (212) reported not having any outstanding household debt. Twenty nine percent (136) of the community do have outstanding household debt, which includes credit cards, but not car and mortgage loans.

#### **4.2.6 Declined for commercial financial products**

The Ashcroft review identified a fifth of ex-service personnel surveyed reporting finding themselves disadvantaged when accessing commercial financial services, while a quarter of ex-service personnel reported being refused a mortgage, loan or credit card in the previous five years (Ashcroft Review 2014<sup>67</sup>). Of the 75% (n=355) of the Armed Forces community sample responding to this question across South Yorkshire, the majority:

- 64% (304) reported never being turned down for commercial financial services
- 51% (51) however did report being declined for one or more of these services.

#### **4.2.7 Food bank use**

Of the 75% (n=355) of the Armed Forces across South Yorkshire replying to this question, regarding the use of food banks in the last 12 months:

- 89% (316) have not used a food bank
- 6% (20) have experienced using a food bank
- 5% (19) have not, but anticipate having to access food bank provision in the next 12 months.

<sup>67</sup> Ashcroft, M. (2014) The Veterans Transition Review [on-line] Available at: <http://www.veteranstransition.co.uk/vtrreport.pdf>

### **4.3 Working and living in South Yorkshire**

The Armed Forces community responding to the Armed Forces Covenant project survey were asked to reflect on a variety of dimensions which can be indicative of the general quality of life experienced by the Armed Forces community in South Yorkshire.

#### **4.3.1 Experience of disadvantage in employment due to service history**

The Armed Forces community across the region were asked to indicate if they had experienced any challenges in the employment sector due to having a military service history or as a family member. Of the 63% (n=299) of the total survey sample that responded to this survey question:

- more than half, 55% (163) reported they had experienced disadvantage due to their service history, while
- 45% (136) reported that they had not.

#### **4.3.2 Overall quality of working life/ future career prospects in South Yorkshire**

Of the 63% (n=300) members of the Armed Forces community who responded to this question in the survey, more than half rated the overall quality of working life and their future career prospects in the region as:

- 53% (156) "Very good" or "Good"
- 30% (91) "Fair"
- 18% (53) "Poor" or "Very poor"

#### **4.3.3 Sense of security in current employment**

Across the region, the Armed Forces community responding to the survey predominantly:

- 82% (181) indicate a sense of security to a "great extent" or "moderate extent" concerning their current employment
- 17% (37) identified feeling "not at all secure" or "secure to a small extent" in their current work environment.

#### **4.3.4 The Armed Forces community - volunteering across South Yorkshire**

According to the Institute for Volunteering (2015-16<sup>68</sup>) 41% of the UK general public volunteer at least once a month, with regular volunteers giving on average 11.6 hours per month. 24% (n=116) members of the Armed Forces community responding to the survey spend time volunteering in their communities across South Yorkshire. Of the members identifying the number of hours they volunteer per week 81% (n=95), reported:

- 86% (82) volunteer up to 16 hrs per week and
- 14% (13) volunteer between 16 and 50 hrs per week

This indicates that the Armed Forces community in South Yorkshire are less likely to volunteer than the national average, but when they do- they provide many more hours to volunteering than the national average.

<sup>68</sup> UK Civil Society Almanac (2017) Volunteering overview: <https://data.ncvo.org.uk/a/almanac17/volunteering-overview/>

## 4.4 Physical and mental health profile

Research evidence suggest that the Armed Forces community face particular physical and mental health needs, which can sometimes prove to be as a direct result of their own or a family members service history (Dandeker et al., 2006<sup>69</sup>; FiMT, 2013<sup>70</sup>). This section features the results of physical and mental health rating indicators in order to assess the physical health and mental health status of the Armed Forces community in South Yorkshire.

### 4.4.1 Physical health profile

Of the 64% (n=302) of the survey sample that replied to this question, more than half:

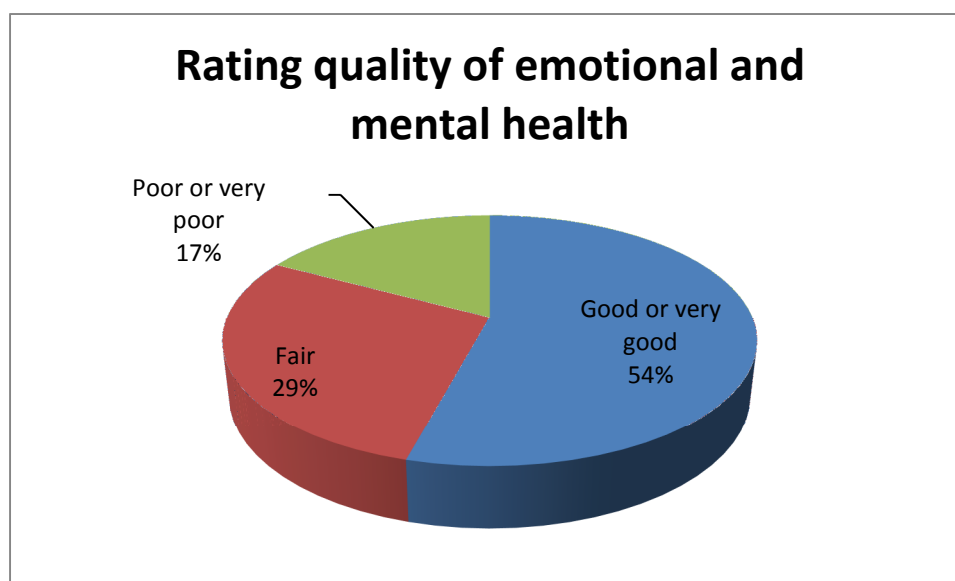
- 56% (169) of the Armed Forces community respondents rate their quality of physical health as "Good" or "Very good"
- 27% (82) rate their physical health as "Fair" and 17% (51) as "Poor" or "Very poor".

### 4.4.2 Emotional and mental health profile

Of the 64% (n=297) that replied to this rating question, more than half:

- 54% (161) of the Armed Forces community rate the quality of their emotional and mental health as "Good" or "Very good"
- 29% (85) as "Fair" and 17% (51) as "Poor" or "Very poor".

**Figure 4.4.2: Rating overall quality of emotional and mental health**



### 4.4.3 Long term illness or chronic health condition

Across South Yorkshire, the Armed Forces community were asked to indicate if they had a chronic health condition that limited daily activity and employment opportunities. Sixty four percent (n=302) of the total of survey respondents completed this question. Of these, the majority:

- 61% (183) reported not currently having a long term illness or chronic health condition

<sup>69</sup> Dandeker, C., Wessely, S., Iversen, A., and Ross, J. (2006). What's in a Name? Defining and Caring for "Veterans" The United Kingdom in International Perspective. *Armed Forces & Society*, 32(2), 161-177.

<sup>70</sup> Forces in Mind Trust report (2013) The Transition Mapping Study: Understanding the transition process for Service personnel returning to civilian life, [on-line] <http://www.fim-trust.org/wp-content/uploads/2015/01/20130810-TMS-Report.pdf> (Accessed 13/06/2016).



- 39% (119) reported that they were currently suffering with a chronic health condition that limited daily activity and employment opportunities.

#### 4.4.4 Extent to which chronic health conditions attributable to service

Of the total number of members of the Armed Forces community in South Yorkshire that reported suffering with long term illness or chronic health conditions (n=119) reported above, all but one completed the next survey question enquiring about the extent to which their condition could be directly related to their own service history or that of a family member's service history (n=118):

- 29% (34) reported their long term illness or chronic health condition had no connection to their own service history or that of a family members service history
- 71% (84) reported their condition was "Somewhat associated" or as a direct consequence of their own or a family member's service.

### 4.5 Relationships with the wider community and peers

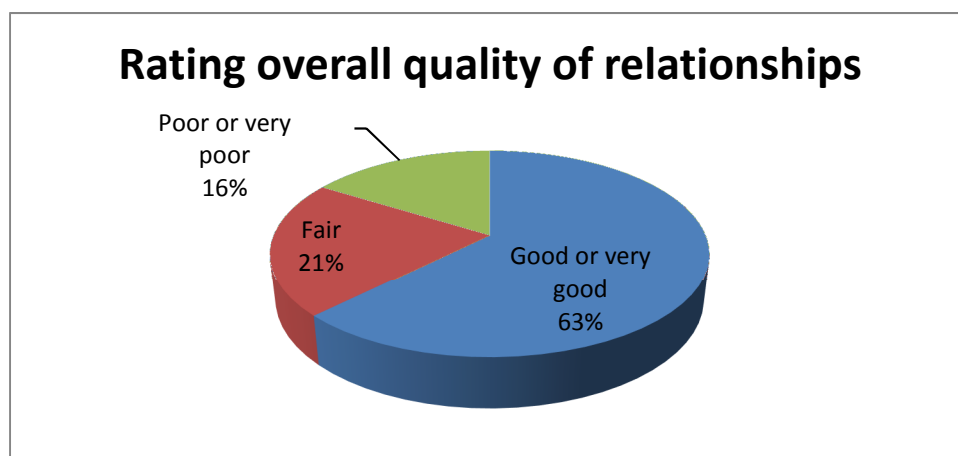
A body of work has identified that those leaving military service are at an increased risk of social isolation (Hatch et al. 2013<sup>71</sup>; Iverson et al. 2005<sup>72</sup>; Hipes et al. 2014<sup>73</sup>). This section contains the findings associated with ascertaining the quality and scope of social relationships and communities which the Armed Forces community in South Yorkshire belong.

#### 4.5.1 Relationships profile

Of the 62% (n=296) that replied to this survey rating question, the vast majority:

- 63% (185) of the Armed Forces community respondents rate the quality of their relationships as "Good" or "Very good"
- 21% (63) as "Fair" and 16% (48) as "Poor" or "Very poor", as illustrated in figure 4.5.1 below.

**Figure 4.51: Rating overall quality of relationships**



<sup>71</sup> Hatch, S.L., Harvey, S.B., Dandeker, C., Burdett, H., Greenberg, N., Fear, N.T. and Wessely, S., 2013. Life in and after the Armed Forces: social networks and mental health in the UK military. *Sociology of health & illness*, 35(7), pp.1045-1064.

<sup>72</sup> Iverson, A., Nikolaou, V., Greenburg, N., Unwin, C., Hull, L., Hotopf, M., Dandeker, C., Ross, J., and Wessely, S. (2005) 'What Happens to British Veterans when they leave the Armed Forces?', *European Journal of Public Health*, 15 (2): 175- 184.

<sup>73</sup> Hipes, C., Lucas, J.W. and Kleykamp, M., (2014) Status-and Stigma-related Consequences of Military Service and PTSD Evidence from a Laboratory Experiment, *Armed Forces & Society*, vol. 41 no. 3 477-495



#### **4.5.2 Loneliness and social isolation**

According to recent data from the Office for National Statistics (ONS, April 2018<sup>74</sup>), throughout 2016/17, 5% of adults in England report feeling lonely “often” or “always”. While new YouGov research commissioned by SSAFA, has found that more than two in five (41%) of British Armed Forces veterans surveyed have felt lonely or isolated at some point since leaving the military (YouGov 2017<sup>75</sup>). Across South Yorkshire, of the 72% (342) of the survey sample that completed this question, the vast majority of the Armed Forces community:

- 77% (265), report "never" to "occasionally" feeling lonely or socially isolated
- 23% (77) of respondents report feeling lonely or socially isolated "frequently" or "very frequently"

This is much higher than the national average of 5%, as indicated above.

#### **4.5.3 Benefitting from a larger social network to draw on**

Of the 72% (n=342) of the Armed Forces community survey sample responding to this question, more than half:

- 69% (236) of the Armed Forces Community across South Yorkshire indicated they may benefit from access to a larger social network
- 31% (106) indicated they did not feel they would benefit from access to a larger social network.

#### **4.5.4 Awareness of opportunities for fellowship across South Yorkshire**

Of the 72% (342) members of the Armed Forces Community in South Yorkshire completing this survey question:

- 39% (183) were aware of the Armed Forces and Veterans' Breakfast initiatives occurring regularly across the region
- 33% (159) were unaware of these often weekly opportunities for fellowship.

#### **4.5.5 Regimental Association membership**

Survey respondents were asked if they retained membership of any of the multitude of national Regimental Associations, which are charitable veterans' organization composed of present and past members and affiliates. Across the region, of the 71% (339) of survey respondents that completed this question, the Regimental Association membership features as follows:

- 37% (127) of the Armed Forces community in South Yorkshire are members
- 63% (212) are not members of the Regimental Associations available.

<sup>74</sup> Office of National Statistics (2018) Analysis of characteristics and circumstances associated with loneliness in England using the Community Life Survey, 2016 to 2017:

<https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/articles/lonelinesswhatcharacteristicsandcircumstancesareassociatedwithfeelinglonely/2018-04-10>

<sup>75</sup> You Gov (2017) Survey findings: <https://www.ssafa.org.uk/latest/41-veterans-have-felt-isolated-research-reveals>

#### 4.5.6 Army Cadet force involvement

Across the region, survey respondents replying to this question regarding their involvement with the Cadet force 72% (343), responded as follows:

- 6% (19) identified they were engaged with their local Cadet Force
- 94% (324) reported not being involved.

### 4.6 Awareness of Armed Forces Covenant activity

There are concerns that despite containing principally the rights of the Armed Forces community, there is an apparent lack of awareness of the document amongst the community it seeks to protect (House of Commons Defence Committee 2017<sup>76</sup>). This section contains the findings associated with ascertaining the awareness and understanding of the Covenant by the Armed Forces community in South Yorkshire.

#### 4.6.1 Awareness of the Covenant

Of the 66% (n=313) of survey respondents from across South Yorkshire who responded to the question regarding their awareness of the national Armed Forces Covenant, the vast majority reported they knew of its existence, as follows:

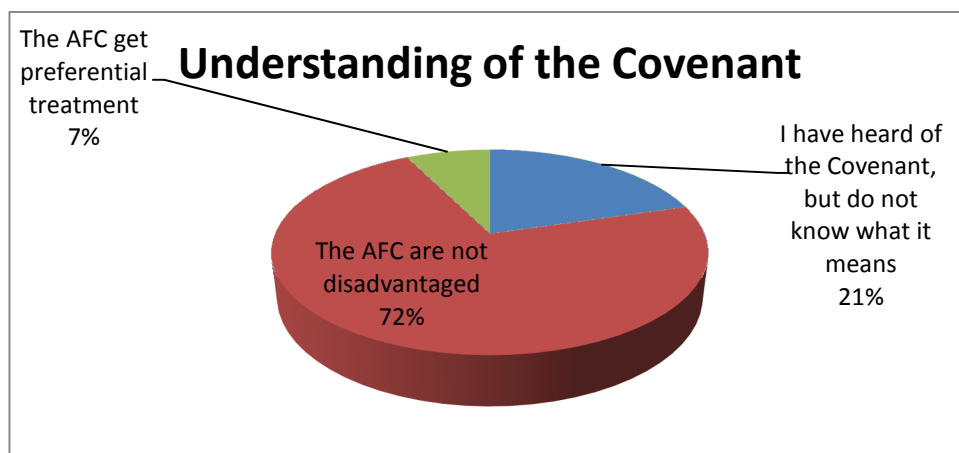
- 70% (220) indicated they were aware of the Armed Forces Covenant
- 30% (93) indicated they were unaware of the Armed Forces Covenant

#### 4.6.2 Understanding of core Covenant principle

Of the 69% (n=215) of the Armed Forces community (AFC) who responded to the following question regarding their understanding of the key principle of the Covenant, as follows:

- 21% (44) selected "I have heard of the Covenant, but do not know what it means"
- 7% (16) selected "The AFC get preferential treatment" and
- 72% (155) selected "The AFC are not disadvantaged"

**Figure 4.6.2: Understanding of the Covenant - South Yorkshire**



<sup>76</sup> House of Commons Defence Committee (2017) Ninth Report of Session 2016–17: [:https://publications.parliament.uk/pa/cm201617/cmselect/cmdfence/492/492.pdf](https://publications.parliament.uk/pa/cm201617/cmselect/cmdfence/492/492.pdf)

#### 4.6.3 Awareness of local authority signing of the Covenant

The Armed Forces community across South Yorkshire were asked if they were aware that all the council's in South Yorkshire have all signed the Armed Forces Covenant, previously referred to as "Community Covenant". Of the 65% (n=310) of survey respondents from across South Yorkshire who replied to the question, the responses received were as follows:

- 47% (146) indicated they were aware
- 53% (164) indicated they were unaware

#### 4.6.4 Awareness of services to go to for support

There have been concerns expressed that despite the significant UK wide Armed Forces Covenant-activity that has taken place over recent years, there remains a lack of awareness amongst veterans particularly of the dedicated services that are available to them (House of Commons Defence Committee 2017<sup>77</sup>). Across the region, members of the Armed Forces community were asked to indicate the extent of their awareness of services available to them across the region. Of the 55% (n=262) that replied to this question,

- 53% (140) reported a "Poor awareness" to "no support services available for the issues I face"
- 47% (122) reported a "Good" to "Fair" awareness of agencies to go to for support locally.

### 4.7 Sense of support from national and local: Governance and media

Research evidence suggest that the recognition and sense of support received by the Armed Forces community from the Government, the public and the media has a significant impact on the sense of support the community feel (e.g. McCartney 2011<sup>78</sup>; Demers<sup>79</sup>). Across the region, members of the Armed Forces community were asked to indicate to what extent they felt their community is supported and understood by a range of national and local institutions.

#### 4.7.1. The UK Government

Of the 65% (n= 310) of the Armed Forces community that responded regarding to what extent they felt their community is supported and understood by the UK Government:

- 26% (81) indicated to a "Great extent" or "Moderate extent"
- 61% (189) to a "Small extent" or "Not at all" and
- 13% (40) indicated they "Do not know" or "Do not think about it"

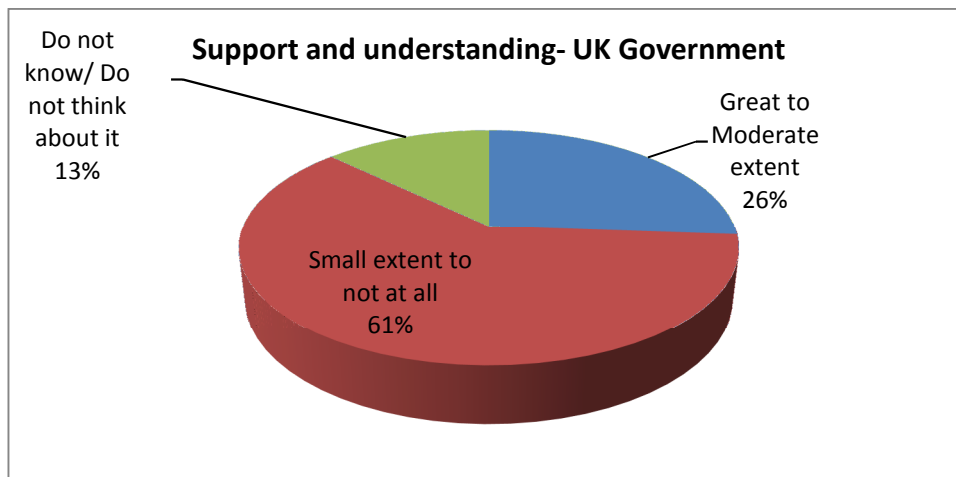
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<sup>77</sup> House of Commons Defence Committee (2017) Ninth Report of Session 2016–17: <https://publications.parliament.uk/pa/cm201617/cmselect/cmdfence/492/492.pdf>

<sup>78</sup> McCartney, H. (2011). Hero, Victim or Villain? The Public Image of the British Soldier and its Implications for Defense Policy. *Defense & Security Analysis*, 27(1), 43-54.

<sup>79</sup> Demers, A. (2011). When veterans return: The role of community in reintegration. *Journal of Loss and Trauma*, 16(2), 160-179.

**Figure 4.7.1:** Support and understanding- UK Government

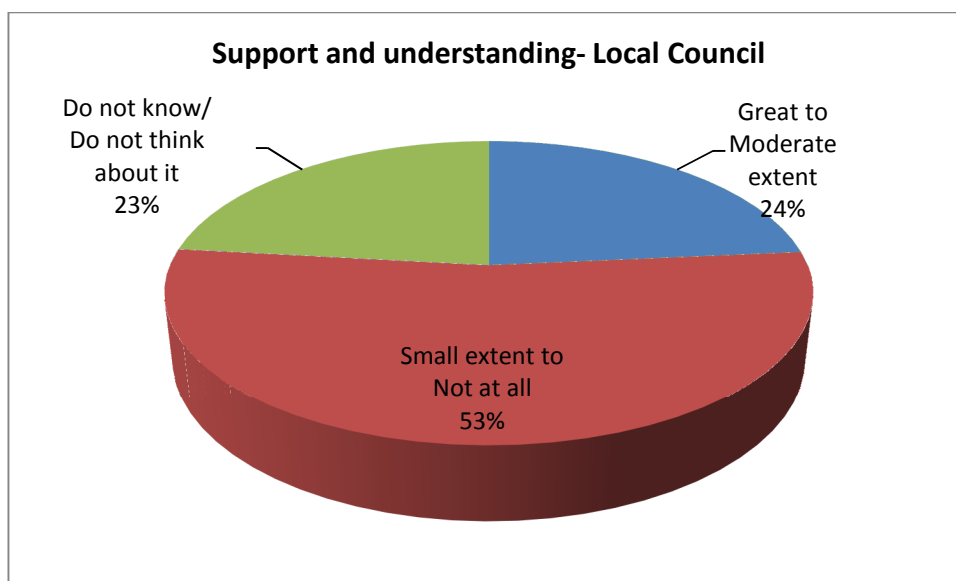


#### **4.7.2 The local Council**

Of the 65% (n= 310) of the Armed Forces community that responded regarding to what extent they felt their community is supported and understood by their Local Council:

- 24% (73) indicated to a "Great extent" or "Moderate extent"
- 53% (165) to a "Small extent" or "Not at all"
- 23% (72) indicated they "Do not know/ Do not think about it"

**Figure 4.7.2:** Support and understanding- Local Council



#### **4.7.3 National media**

Across the region, members of the Armed Forces community were asked to indicate to what extent they felt their community is supported and understood by national and local media. Of the 65% (n=310) of the Armed Forces community across the region that responded regarding to what extent they felt their community is supported and understood by the national media (e.g. national newspapers and television):

- 47% (145) to a "Small extent" or "Not at all"
- 39% (121) indicated to a "Great extent" or "Moderate extent" and

- 14% (44) indicated they "Do not know" or "Do not think about it"

#### 4.7.4 Local media

Of the 65% (n=310) of the Armed Forces community across South Yorkshire that responded regarding to what extent they felt their community is supported and understood by their local media (i.e. local newspapers):

- 25% (78) indicated to a "Great extent" or "Moderate extent"
- 52% (160) to a "Small extent" or "Not at all"
- 23% (72) indicated they "Do not know/ Do not think about it".

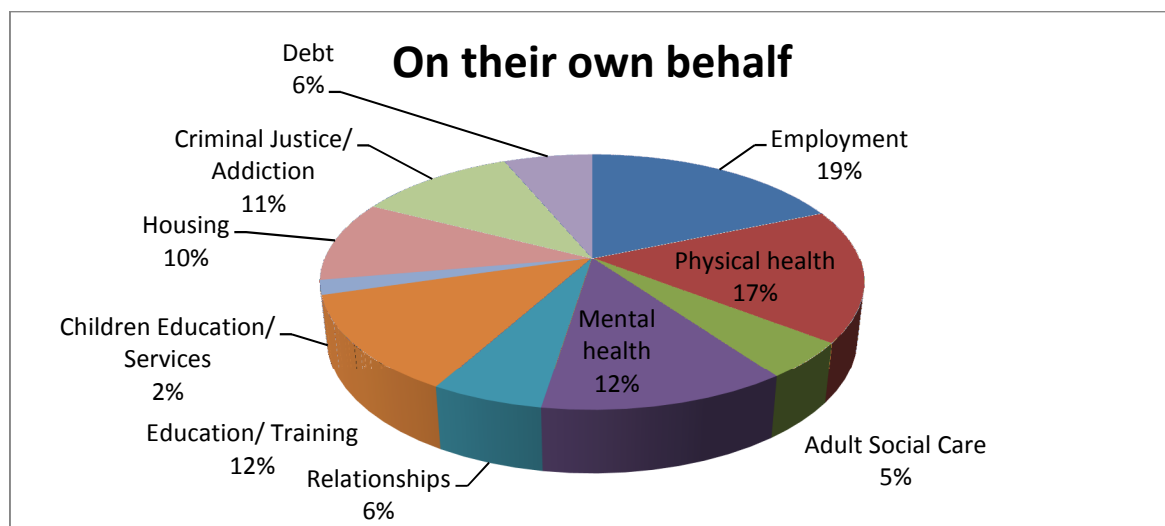
### 4.8 Experience of accessing public and commercial services

There are currently two major projects attempting to assess experience of disadvantage within the Armed Forces community with regard to service access: the MoD's 'Addressing disadvantage' project (2016<sup>80</sup>) and NatCen Social Research and Shared Intelligence (2017<sup>81</sup>) project 'Tackling disadvantages faced by the Armed Forces Community', as yet however data on this issue are scarce. One of the key aims of the South Yorkshire Armed Forces Covenant survey is to establish the experiences of the Armed Forces community accessing public and commercial services in the region. Across South Yorkshire, of the sample total of 474 members of the Armed Forces community responding to the survey, 63% (n=298) completed at least part of the 'Accessing services' section of the survey.

#### 4.8.1 Profile of service access

Of these, 19% (57) report having never accessed any formal support services in South Yorkshire. Of the 81% (241) of the Armed Forces community reporting having accessed at least one support service "On their own behalf" and/or "On the behalf of a family member". NB: these cases are multiple.

**Figure 4.8.1a: Proportion of Armed Forces community contact with support services in SY: Own behalf (n=602)**

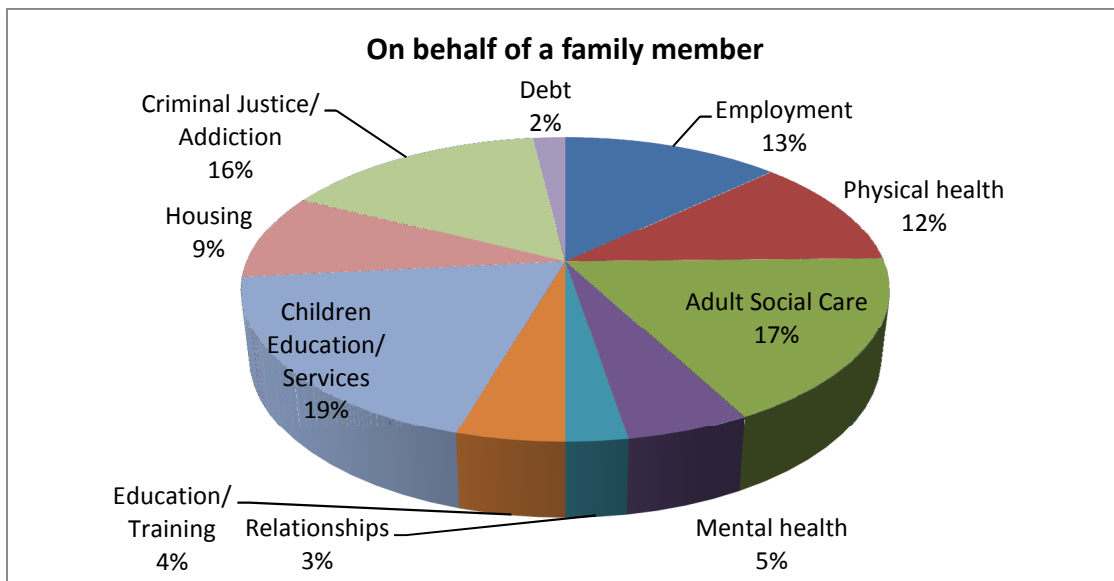


<sup>80</sup> MoD (2016) Addressing disadvantage survey project alert:

<https://www.gov.uk/government/publications/addressing-commercial-disadvantage-for-armed-forces-service-personnel/addressing-commercial-disadvantage>

<sup>81</sup> NatCen Social Research and Shared Intelligence (2017) Fieldwork call: <http://www.natcen.ac.uk/taking-part/studies-in-field/tackling-disadvantages-faced-by-the-armed-forces-community/>

**Figure 4.8.1b: Proportion of Armed Forces community contact with support services in SY: Family member (n=154)**

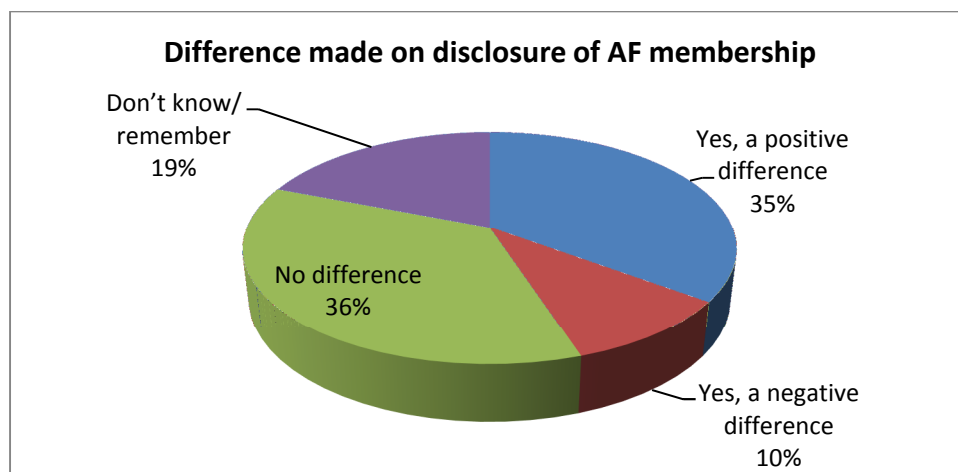


#### **4.8.2 Public and commercial service awareness of community membership**

81% (241) of the Armed Forces community who have accessed at least one support service in South Yorkshire<sup>82</sup>, on their own behalf or on the behalf of a family member, were further asked to reflect on whether the services they approached were aware of their membership of the Armed Forces community. Proportionally<sup>83</sup> (n=695) of those completing this section, on 53% of service access situations respondents had made service staff aware of their Armed Forces community connection and in 47% of occasions, respondents had not.

On the 53% of occasions where respondents made service staff aware of their membership of the Armed Forces community in South Yorkshire proportionally, on 35% of these occasions this declaration is reported to have made a positive difference to the service received. On 36% of occasions this declaration made no difference. In 10% of cases, this declaration made a negative difference to the services received, as illustrated in figure 4.8.2a below:

**Figure 4.8.2a: Difference made to service received on disclosure of Armed Forces community membership (n=398)**

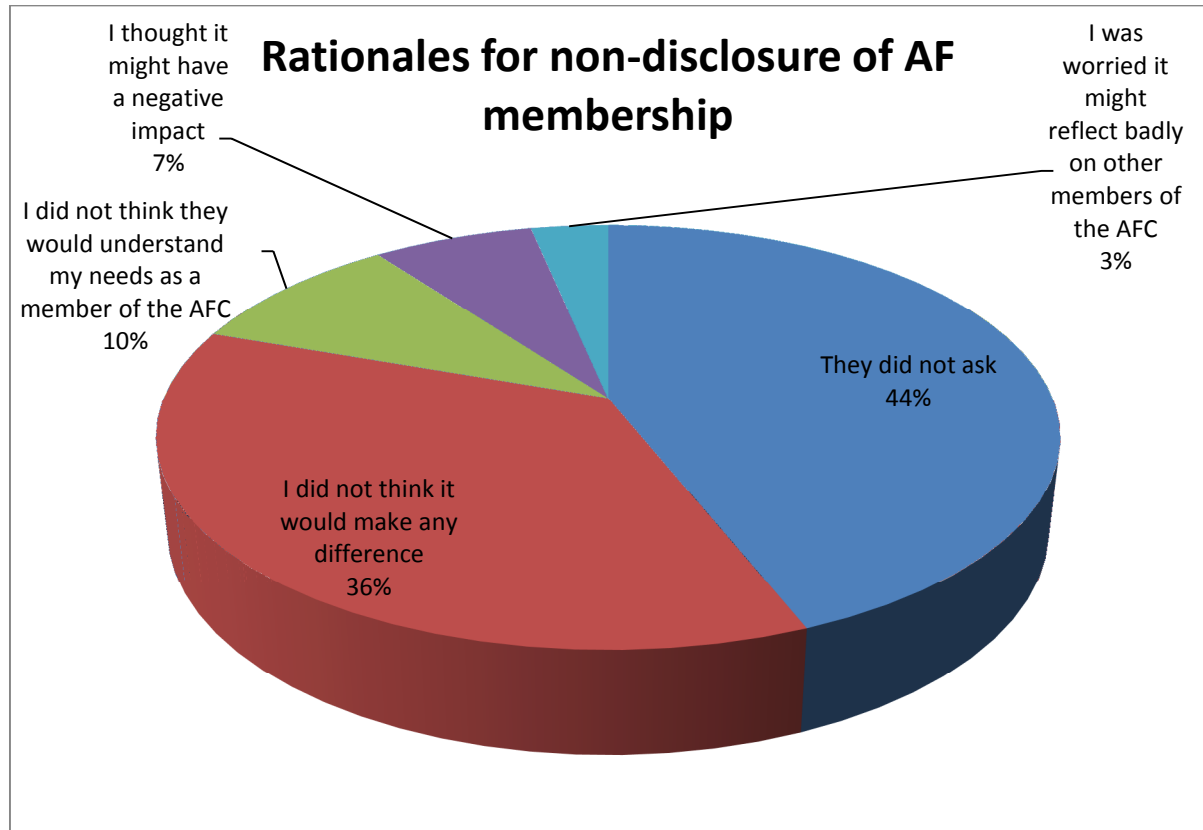


<sup>82</sup> This ranges from "Currently in contact" to "Over 20 years ago"

<sup>83</sup> Yes (n=369); No (n=326)

In the 47% of occasions where respondents did not make the service staff aware of their membership of the Armed Forces community, the two main rationales provided were: that the declaration of their membership would make no difference (in 44% of occasions) to the service received; and that the service staff had not asked for this type of information (in 36% of occasions). As illustrated in the figure 4.8.2b below.

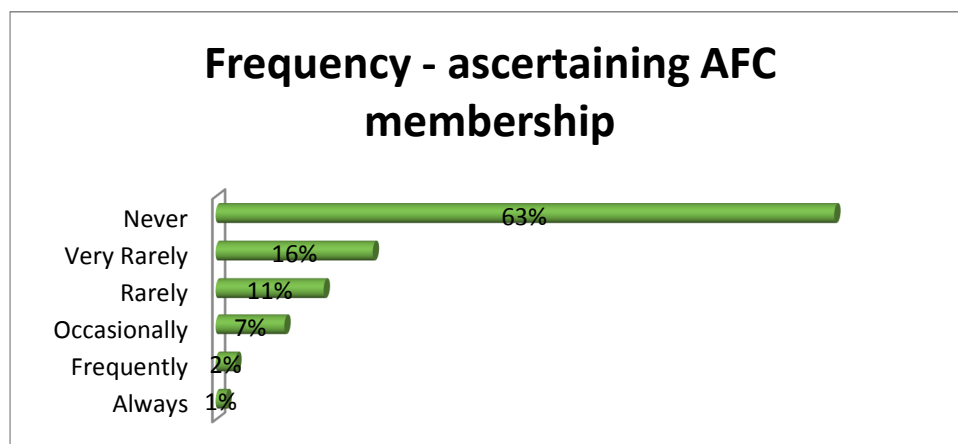
**Figure 4.8.2b: Rationales for non-disclosure of Armed Forces community membership (n=423)**



### 4.8.3 Levels of ascertaining Armed Forces community membership

Across the region, of the 55% (n=261) respondents of the survey who responded to this question, the vast majority, 63% (164) reported having "Never" been asked to identify as a member of the Armed Forces community when accessing public or commercial services as illustrated in figure 4.8.3 below:

**Figure 4.8.3: Frequency- ascertaining AFC membership (n=261)**



#### **4.8.4 Community membership identification leading to outlining of specific provision**

Survey respondents were asked to report when agencies in South Yorkshire were made aware of their Armed Forces Community membership status, how frequently service staff went on to make them aware of any specific provision for members of the Armed Forces Community. Of the 51% (n=243) members of the Armed Forces community across the region responding to this question, the vast majority:

- 85% (206) reported this occurring "Never" to "Rarely"
- 15% (37) reported being informed about specific provision "Always" to "Occasionally"

#### **4.8.5 Service responses to Armed Forces community membership**

Of the 56% (n=264) members of the Armed Forces community that responded to this question:

- 36% (96) reported that they had experienced an excellent response to their Armed Forces community membership from public and commercial services in South Yorkshire on at least on one occasion
- 64% (168) reported they had "never" received a positive response.

### **4.9 Armed Forces community consultation**

From the 56% (n=264) of members of the Armed Forces community completing at least part of the 'Consultation' section of the survey, the following results outline what they as a community feel are the areas for development in the region.

#### **4.9.1 Experience of disadvantage accessing services**

Armed Forces community members were asked to report if they felt they had ever experienced disadvantage due to their service history when accessing commercial or public services in the region. Of the members of the Armed Forces community that completed this question, 56% (n=264):

- 83% (219) reported having never experienced disadvantage due to their service and
- 17% (45) report feeling disadvantaged due to their service at least once when accessing commercial or public services

#### **4.9.2 Ranking of Armed Forces community priorities**

Members of the Armed Forces community were asked to rank the top priorities for the Armed Forces community. According to the members of the Armed Forces community across South Yorkshire that completed at least some of this section 56% (n=264), the three top ranked priorities are:

1. Employment
2. Housing/ Accommodation
3. Emotional/mental health



#### 4.9.3 Actions to prioritise at a local level

Members of the Armed Forces community in South Yorkshire ranked the priority of a set of potential endorsed actions<sup>84</sup> that could be taken locally to improve local strategies for supporting the Armed Forces community as follows:

1. More communication between the council and the Armed Forces Community
2. A point of contact in the council
3. Information sharing between organisations
4. A clearer understanding of possible needs
5. A good Council web page with relevant links.

#### 4.9.4 Communicating with the Armed Forces community in South Yorkshire

Members of the Armed Forces community across South Yorkshire were asked to make suggestions regarding how best local areas could improve their communication with their Armed Forces community. The Armed Forces community that responded to this question, ranked the priority that should be given to 7 recommendations<sup>85</sup>, as follows:

1. An up-to-date webpage
2. Raising awareness of Armed Forces Covenant meetings
3. A Face Book page
4. The Covenant staff having a bigger presence at local AFC events (e.g. Armed Forces Day)
5. Regular newsletter
6. Increasing interaction with serving community (e.g. through tri-Service HIVES)
7. Having a telephone helpline.

The data presented above is summarised in the next section and key areas for consideration during Covenant Action planning activities are identified.

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<sup>84</sup> From the Shared Intelligence report (2016) endorsed actions

<sup>85</sup> From the Shared Intelligence report (2016) recommendations

## Section 5:

### Setting Covenant Action Planning agendas

#### 5.1 Covenant Action Planning

The results of the consultation and mapping survey findings form only part of the South Yorkshire Armed Forces Covenant project activities (see section 2 for full details). Each of the four Armed Forces Covenant groups within South Yorkshire will receive an area specific survey findings report.

The next project component involves the research team presenting these data findings to each area and facilitating Action Learning Set or World café activities. The aim of these activities is to build the governance capacity of each Covenant group by supporting them to develop an area-specific Armed Forces Covenant Action Plan. These Action Plans will be directly informed by the data findings from the South Yorkshire Armed Forces Covenant project Consultation and Mapping survey. Based on the report findings contained here, the following Action Plan development areas are proposed with direct reference to the key survey data findings:

##### 5.1.1 Inclusion in Joint Strategic Needs Assessments and Health and Wellbeing Strategies

The core covenant structure assessment exercise (section 3) conducted highlights that the needs of the Armed Forces Community are not consistently addressed across the regions' Joint Strategic Needs Assessments (JSNA) or Health and Wellbeing (HWB) Strategies as is necessitated by statutory duties.

Proposed Covenant Action Plan agenda item 1
Ensure all the region's JSNA's and HWB strategies include reference to the needs of the Armed Forces Community

##### 5.1.2 Improving connections to serving regular and reservist, families and the bereaved

The survey is predominantly completed by the ex-forces community (81%), with the remaining four branches of the community only making up the remaining 19% of the survey sample total. This is therefore not a representative sample of the five branches that make up the Armed Forces Community (see section 1.4). These findings highlight the paucity of existing regional Covenant groups connections into these less represented branches of the community across the region.

Proposed Covenant Action Plan agenda item 2
To improve regional Covenant group connections into branches of the Armed Forces community not well represented (e.g. serving regular and reservists, family members and the Bereaved)

##### 5.1.3 Addressing disadvantage in the employment sector

Overall, this data report demonstrates that the members of the Armed Forces community across South Yorkshire that did respond to the survey are doing reasonably well. The survey findings identified minimal distinctions between each of the four areas in South Yorkshire (see Appendix 4 for details). This 'doing well' assertion is based on findings demonstrating that:

- More than half (52%) are homeowners, 63% are qualified to GCSE level and above and just less than half are in employment (47%)
- The vast majority (70%) have more than £1,500 after tax per calendar month to live on, have not been turned down for commercial financial services (64%) and report having never had to use food banks (89%).
- More than half (53%) rate their overall quality of working life and their future career prospects in the region as very good or good and 82% identify a high sense of job security.

However, despite this relatively positive economic-activity related data finding, more than half (55%) report having experienced disadvantage in the employment sector due to their service history/connections in South Yorkshire.

**Regional Covenant Action Plan agenda item 3**

Conduct an activity to both determine the parameters and address this high level of disadvantage experienced by the Armed Force community in the employment sector in South Yorkshire.

**5.1.4 Addressing loneliness and social isolation**

Survey findings identify key social integration issues experienced by the Armed Forces community across the region, such as:

- While the majority report never to occasionally feeling lonely or socially isolated (77%), 23% report feeling lonely or socially isolated frequently or very frequently, which is much higher than the national average
- Indeed, 69% indicate they would benefit from access to a larger social network, while only 39% were aware of the opportunities for community interaction across the region.

**Regional Covenant Action Plan agenda item 4**

To raise the awareness of community social activities available across the region in order to address the loneliness and social isolation experienced by members of the Armed Forces community in South Yorkshire.

**5.1.5 Raising awareness of Covenant support initiatives**

Survey findings show that awareness of the national Armed Forces Covenant across the region is relatively high (70%), however:

- More than half (53%) were unaware of their Council's having signed the Covenant and have a poor awareness of specific support services available to them (53%)
- The majority of the survey respondents reflect wider issues of the community feeling misunderstood and unsupported by the UK Government (61%), their local Council (53%), the national media (47%) and local media outlets (52%).

**Regional Covenant Action Plan agenda item 5**

Developing a distinct regional Communications and Marketing Strategy directed at raising the awareness of Covenant activities to the Armed Forces community across the region, including

highlighting the support services available to the community across the region
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### **5.1.6 Improving the experience of accessing public and commercial services**

Findings highlight that of the 81% having accessed public and commercial services either on their own behalf and/or on the behalf of a family member, their experience of accessing services across South Yorkshire is one that requires significant improvement, as:

- The majority (63%) reported having never been asked to identify as a member of the Armed Forces community and 85% report this disclosure never or rarely resulting in sign posting to specific service provision
- While 64% report they had never received a positive response to their membership disclosure when accessing services across the region.

<b>Regional Covenant Action Plan agenda item 6</b>
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A strategy to improve the experience of Armed Forces community members accessing public and commercial services across the South Yorkshire region, including conducting a regional activity to raise the awareness of local businesses regarding asking the community membership question (see section 1.5) and what specific service pathways are available should they identify members of the community.
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Along with the Covenant Action plan resources located in Appendix 3, the proposed Covenant Action Plan agenda items above are designed to assist developing consistency in South Yorkshire's Covenant Action Planning. This next activity represents Component two of the South Yorkshire Armed Forces Covenant project: "Ensuring consistency in best practice" (see section 2 of the main report for details).

## Appendices

### Appendix 1: Military awareness training evaluation methodology and protocol



#### **Evaluation of the South Yorkshire Armed Forces Covenant 'Military Human' staff training: methodology and protocol**

**Dr Katherine Albertson, April 2017**

As part of the South Yorkshire Armed Forces Covenant project, St John's University York are delivering working with the Armed Forces awareness training to 1200 front line staff across South Yorkshire. An evaluation of the training is to be conducted to ascertain the impact of this training. The research team at Sheffield Hallam University designed specific evaluation data collection tools in the form of a pre- and post-training attendance survey.

In liaison with South Yorkshire Armed Forces Covenant Project Steering group and York St John's University, the following methodology and protocols were developed by SHU team:

1. A flyer has been designed to advertise the training - including details of the Continuing Professional Development points gained by attendance
2. The flyer is to be e-mailed to each Council's partner agency list. The flyer includes details of potential trainee's agreement to:
  - Engage in the Sheffield Hallam University evaluation, involving completing an electronic pre-and post-training survey
  - Attend the free, 1 day, York St John's 'Military Human' training
  - Conduct an Armed Forces Community issues "Cascading" activity to other staff in the agency they represent- within 6 weeks of training attendance

#### Methodology

A repeat measure (before and after) methodology is adopted to systematically establish the extent of impact on South Yorkshire's front line staff of attendance at training, in assisting the meeting of the objectives of the South Yorkshire Covenant project, by specifically establishing the degree to which attendance has impacted (or not) on:

- levels of awareness and confidence in working with AFC for staff working across the region
- influenced partner protocols around AFC
- challenging widely held perceptions by impacting on staff knowledge base around the nature of challenges faced by AFC
- the awareness of national and local Armed Forces Covenant initiatives
- knowledge of Armed Forces Community specific support services available locally
- the potential for closer working relationships with the local AF Covenant groups and other service delivery and strategic planning across South Yorkshire

3. On registration, staff receive the Sheffield Hallam University Pre-training (base-line) evaluation survey link, which includes the appropriate project information and consent details
4. On each training delivery day- St John's University staff will collect feedback data sheets, scan and send to the evaluation team
5. Six weeks after training attendance, training attendees are sent the link to the follow-up, post-training attendance survey
6. York St John's University retain access to the on-going data for South Yorkshire Armed Forces Covenant project reporting and monitoring purposes
7. The data will be analysed by the Sheffield Hallam University evaluation team in March 2019, or before then, should the number of staff to be trained meet its target sooner
8. The final evaluation of training data is to be included in the South Yorkshire Armed Forces Covenant project final report due in July 2019.

## Appendix 2: MCVC Questionnaire distribution activities

### **Armed Forces Covenant Project Questionnaire Distribution**

<b>Date</b>	<b>Location</b>	<b>Event</b>	<b>Type</b>
17.11.17	Rotherham	MCVC Drop In	Weekly Event
18.11.17	Rotherham	MCVC Breakfast Club	Fortnightly Event
18.11.17	Rotherham	RUFC v Shrewsbury FC	MCVC Outreach Trailer
24.11.17	Rotherham	MCVC Drop In	Weekly Event
26.11.17	Rawmarsh	Rosehill Park Xmas Fayre	MCVC Outreach Trailer
30.11.17	Sheffield	Howden House	Table Top Promotion
01.12.17	Rotherham	MCVC Drop In	Weekly Event
02.12.17	Rotherham	MCVC Breakfast Club	Fortnightly Event
02.12.17	Conisbrough	Xmas Fayre	MCVC Outreach Trailer
08.12.17	Rotherham	MCVC Drop In	Weekly Event
15.12.17	Rotherham	MCVC Drop In	Weekly Event
16.12.17	Rotherham	MCVC Breakfast Club	Fortnightly Event
22.12.17	Rotherham	MCVC Drop In	Weekly Event
29.12.17	Rotherham	MCVC Drop In	Weekly Event
30.12.17	Rotherham	MCVC Breakfast Club	Fortnightly Event
05.01.18	Rotherham	MCVC Drop In	Weekly Event
12.01.18	Rotherham	MCVC Drop In	Weekly Event
13.01.18	Rotherham	MCVC Breakfast Club	Fortnightly Event
19.01.18	Rotherham	MCVC Drop In	Weekly Event
26.01.18	Rotherham	MCVC Drop In	Weekly Event
27.01.18	Rotherham	MCVC Breakfast Club	Fortnightly Event
02.02.18	Rotherham	MCVC Drop In	Weekly Event
07.02.18	Rotherham	Riverside House	Table Top Promotion
09.02.18	Rotherham	MCVC Drop In	Weekly Event
10.02.18	Rotherham	MCVC Breakfast Club	Fortnightly Event
13.02.18	Rotherham	Markets	Table Top Promotion
16.02.18	Rotherham	MCVC Drop In	Weekly Event
19.02.18	Doncaster	Colonnades S/Centre	Table Top Promotion
21.02.18	Barnsley	Alhambra S/Centre	Table Top Promotion
23.02.18	Rotherham	MCVC Drop In	Weekly Event
24.02.18	Rotherham	MCVC Breakfast Club	Fortnightly Event
27.02.18	Sheffield	Moor Markets	Table Top Promotion
02.03.18	Rotherham	MCVC Drop In	Weekly Event

<b>Date</b>	<b>Location</b>	<b>Event</b>	<b>Type</b>
09.03.18	Rotherham	MCVC Drop In	Weekly Event
10.03.18	Rotherham	MCVC Breakfast Club	Fortnightly Event
16.03.18	Rotherham	MCVC Drop In	Weekly Event
23.02.28	Rotherham	MCVC Drop In	Weekly Event
24.03.28	Rotherham	MCVC Breakfast Club	Fortnightly Event
30.03.18	Rotherham	MCVC Drop In	Weekly Event
06.04.18	Rotherham	MCVC Drop In	Weekly Event
07.04.18	Rotherham	MCVC Breakfast Club	Fortnightly Event
13.14.18	Rotherham	MCVC Drop In	Weekly Event
20.04.18	Rotherham	MCVC Drop In	Weekly Event
21.04.18	Rotherham	MCVC Breakfast Club	Fortnightly Event
27.04.18	Rotherham	MCVC Drop In	Weekly Event



04.05.18	Rotherham	MCVC Drop In	Weekly Event
05.05.18	Rotherham	MCVC Breakfast Club	Fortnightly Event
11.05.18	Rotherham	MCVC Drop In	Weekly Event
18.05.18	Rotherham	MCVC Drop In	Weekly Event
19.05.18	Rotherham	MCVC Breakfast Club	Fortnightly Event
25.05.18	Rotherham	MCVC Drop In	Weekly Event
01.06.18	Rotherham	MCVC Drop In	Weekly Event
02.06.19	Rotherham	MCVC Breakfast Club	Fortnightly Event
08.06.18	Rotherham	MCVC Drop In	Weekly Event
15.06.18	Rotherham	MCVC Drop In	Weekly Event
16.06.18	Rotherham	MCVC Breakfast Club	Fortnightly Event
22.06.18	Rotherham	MCVC Drop In	Weekly Event
29.06.18	Rotherham	MCVC Drop In	Weekly Event

### **Additional Areas Targeted by Email, Phone Calls and Post**

#### **Reservist Units**

- McKay VC Barracks, Rotherham – Reservist Unit
- Fontenay Barracks, Barnsley – Reservist Unit
- Manor Top Training Centre, Sheffield – Reservist Unit
- Endcliffe Hall, Sheffield – Reservist Unit
- Bailey Barracks, Sheffield – Reservist Unit
- Somme Barracks, Sheffield – Reservist Unit
- Scarborough Barracks, Doncaster – Reservist Unit
- Danum Rd, Doncaster – Reservist Unit
- Wallis Barracks, Chesterfield – Reservist Unit

#### **Armed Forces & Regimental Associations**

- RMP Assoc. – Rotherham
- Royal Signals Assoc. - McKay VC Barracks Rotherham
- Light Infantry Assoc. - Rifles Doncaster
- Light Infantry Assoc. - Rifles Sheffield
- Parachute Regiment Assoc. - Sheffield
- Yorkshire Volunteers Assoc. - Rotherham Branch
- Royal Engineers Assoc. – Chesterfield
- Royal Engineers Assoc. – Sheffield
- Royal Engineers Assoc. – Doncaster
- Chesterfield & South Yorkshire Royal Tank Regiment Assoc.
- RAF Regiment (South Yorkshire)
- Royal Navy Assoc. Sheffield
- Royal Navy Assoc. Barnsley
- Royal Navy Assoc. Mexborough
- Royal Navy Assoc. Stocksbridge & Deepcar
- Royal Marines Assoc. Doncaster
- Fellowship of the Services, Rotherham

#### **Civilian Organisations (Ex Armed Forces Employees)**

- NHS Foundation Trust - Rotherham
- NHS Foundation Trust - Sheffield Teaching Hospitals
- NHS Foundation Trust – Barnsley Hospital
- NHS Foundation Trust – Doncaster & Bassetlaw Teaching Hospitals

- NHS Foundation Trust – Chesterfield Royal Hospital
- Yorkshire Ambulance Services – Administration Centre Rotherham
- South Yorkshire Fire & Rescue Service Command Headquarters
- South Yorkshire Police Headquarters – Sheffield
- South Yorkshire Police - Rotherham
- First Bus South Yorkshire - Rotherham

**Royal British Legion Branches (RBL)**

- RBL Armthorpe
- RBL Barnsley
- RBL Bentley
- RBL Burghwallis
- RBL Chapeltown
- RBL Consibrough
- RBL Darfield & District
- RBL Dinnington
- RBL Doncaster Central
- RBL Frechville
- RBL Grimethorpe
- RBL Hallamshire
- RBL Hoyland & District
- RBL Maltby & District
- RBL Mexbrough
- RBL New Rossington
- RBL Pennsitone
- RBL Sheffield South
- RBL Shiregreen & District
- RBL Sprotbrough
- RBL Stannington
- RBL Stocksbridge
- RBL Thorne & District
- RBL Thurnscoe
- RBL Wombwell

### **Appendix 3: Covenant Action Plane Resources**

A Guide for Local Authorities: How to deliver the Covenant in your area

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/655596/Booklet - Local Authority Guide - Overview.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/655596/Booklet_-_Local_Authority_Guide_-_Overview.pdf)

ANNEX to A Guide for Local Authorities: How to deliver the Covenant in your area- ENGLAND:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/653311/Booklet - Local Authority Guide - England.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/653311/Booklet_-_Local_Authority_Guide_-_England.pdf)

Norfolk Covenant Action Plan (an excellent example):

<file:///C:/Users/dskw/AppData/Local/Temp/Armed%20Forces%20Community%20Covenant%20action%20plan.pdf>

Buckinghamshire Covenant Action Plan (an example):

[file:///C:/Users/dskw/AppData/Local/Temp/Buckinghamshire Armed Forces Community Covenant 2016 171.pdf](file:///C:/Users/dskw/AppData/Local/Temp/Buckinghamshire_Armed_Forces_Community_Covenant_2016_171.pdf)

Armed Forces Covenant content Style Guide:

<https://www.armedforcescovenant.gov.uk/home/armed-forces-covenant-content-style-guide/>

## Appendix 4: South Yorkshire's Armed Forces community data - by area

### 4.1 Survey respondent profile<sup>86</sup>

	Sheffield's Armed Forces Community (n=102)	Doncaster's Armed Forces Community (n=70)	Rotherham's Armed Forces Community (n=101)	Barnsley's Armed Forces Community (n=93)
<b>Estimate 1</b> Veterans per area (see section 3.2)	27,650.	15,100.	13,750.	11,550.
<b>Estimate 2</b> Family members of veterans per area	55,300.	30,200.	27,500.	23,100.
<b>4.1 Armed Forces community membership</b>	80% (82) Ex-forces 3% (3) Serving 10% (10) Family 1% (1) Bereaved.	80% (56) Ex-forces 3% (2) Serving 1% (1) Family 6% (4) Bereaved.	72% (73) Ex-forces None - Serving 11% (11) Family 2% (2) Bereaved.	68% (63) Ex-forces 5% (5) Serving 18% (17) Family 1% (1) Bereaved.
<b>4.1.2 Born in South Yorkshire?</b>	58% (58) Yes 42% (42) No.	63 % (42) Yes 37% (25) No.	56% (57) Yes 44% (44) No.	64% (58) Yes 36% (32) No.
<b>4.1.3 Force Served/ connection to</b>	65% (53) Army 19% (16) Navy 16% (13) Airforce.	73% (43) Army 13% (8) Navy 14% (8) Airforce.	71% (59) Army 13% (11) Navy 16% (13) Airforce.	73% (49) Army 15% (10) Navy 12% (8) Airforce.
<b>4.1.4a Gender</b>	80% (78) Male 20% (20) Female.	89% (59) Male 11% (7) Female.	79% (75) Male 20% (19) Female 1% (1) "Other".	68% (59) Male 32% (28) Female.
<b>4.1.4b Age range</b>	77% (74) 16 to 64 18% (17) 65 to 80 5% (5) 81+	73% (43) 16 to 64 27% (16) 65 to 80 None- 81+	71% (45) 16 to 64 25% (16) 65 to 80 4% (3) 81+	85% (69) 16 to 64 14% (11) 65 to 80 1% (1) 81+
<b>4.1.4c Ethnicity</b>	98% (95) "white British" 2% (2) "Irish" and "Kashmir".	98% (64) "white British" 2% (1) "Irish".	94% (90) "white British" 6% (6) other- no detail provided.	98% (85) "white British" 2% (2) other - no detail provided.
<b>4.1.5 Accommodation status</b>	58% (55) homeowners 28% (27) rental 10% (9) parents' home 1% (1) homelessness 3% (3) "Other".	65% (42) homeowners 29% (19) rental 3% (2) Service accommodation 3% (2) "Other".	65% (62) homeowners 32% (30) rental 1% (1) parents' home 3% (2) "Other".	65% (55) homeowners 24% (20) rental 5% (4) parents' home 2% (2) Service accommodation 4% (3) "Other".
<b>4.1.6 Experience of</b>	85% (58) No	91% (50) No	89% (64) No	83% (51) No

<sup>86</sup> **Sheffield**- 100% per question: 4.1 (n=96); 4.1.2 (n=100); 4.1.3 (n=82); 4.1.4a (n=98); 4.1.4b (n=96); 4.1.4c (n=97); 4.1.5 (n=95); 4.1.6 (n=68). **Doncaster** - 100% per question: 4.1 (n=63); 4.1.2 (n=67); 4.1.3 (n=59); 4.1.4a (n=66); 4.1.4b (n=59); 4.1.4c (n= 65); 4.1.5 (n=65); 4.1.6 (n=55). **Rotherham** - 100% per question: 4.1 (n=86); 4.1.2 (n=101); 4.1.3 (n=83); 4.1.4a (n=95); 4.1.4b (n=63); 4.1.4c (n= 96); 4.1.5 (n=95); 4.1.6 (n=72). **Barnsley** - 100% per question: 4.1 (n=86); 4.1.2 (n=90); 4.1.3 (n=67); 4.1.4a (n=87); 4.1.4b (n=81); 4.1.4c (n= 87); 4.1.5 (n=84); 4.1.6 (n=61).

<b>homelessness ?</b>	10% (7) Once 5% (3) Multiple times.	5% (3) Once 4% (2) Multiple times.	10% (7) Once 1% (1) Multiple times.	15% (9) Once 2% (1) Multiple times.
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## 4.2 Economic activity indicators<sup>87</sup>

	<b>Sheffield's Armed Forces Community (n=102)</b>	<b>Doncaster's Armed Forces Community (n=70)</b>	<b>Rotherham's Armed Forces Community (n=101)</b>	<b>Barnsley's Armed Forces Community (n=93)</b>
<b>4.2.1 Levels of educational attainment</b>	11% (11) None 12% (12) Vocational 22% (21) GCSE 30% (29) A level 25% (24) HE/ FE.	17% (11) None 17% (11) Vocational 14% (9) GCSE 31% (20) A level 24% (16) HE/FE.	17% (16) None 12% (12) Vocational 20% (19) GCSE 18% (17) A level 33% (32) HE/FE.	13% (11) None 13% (11) Vocational 19% (16) GCSE 37% (32) A level 24% (21) HE/FE.
<b>4.2.2 Currently engaging in education and training?</b>	15% (14) Yes 85% (81) No.	11% (7) Yes 80% (57) No.	11% (11) Yes 89% (85) No.	21% (18) Yes 79% (67) No.
<b>4.2.3 Economic activity status</b>	57% (55) Employed 22% (21) Retired 8% (8) Other 8% (8) Ill/ disabled 5% (5) Unemployed.	46% (30) Employed 31% (20) Retired 9% (6) Other 9% (6) Ill/disabled 5% (3) Unemployed.	52% (50) Employed 29% (28) Retired 10% (9) Other 3% (3) Ill/disabled 6% (5) Unemployed.	66% (57) Employed 19% (16) Retired 8% (7) Other 6% (5) Ill/disabled 1% (1) Unemployed.
<b>4.2.4 Household income</b>	27% (15) < £500 26% (14) £500/1k 18% (10) £1k/£1500 29% (16) £1500/£2k. None- £2k/£3k. None- <£3k.	13% (8) < £500 8% (5) £500/1k 36% (21) £1k/£1500 12% (7) £1500/£2k 17% (10) £2k/ £3k None- >£3k.	15% (11) < £500 20% (14) £500/1k 20% (12) £1k/£1500 18% (13) £1500/£2k 30% (21) £2k/ £3k. None- >£3k.	None < £500 7% (5) £500/1k 19% (13) £1k/£1500 14% (10) £1500/£2k 32% (22) £2k/£3k 28% (19) > £3k.
<b>4.2.5 Outstanding Household debt?</b>	55% (47) No 45% (38) Yes.	63% (38) No 32% (19) Yes.	66% (59) No 34% (30) Yes.	58% (39) No 42% (28) Yes.
<b>4.2.5a Amount of debt</b>	48% (17) <£500 29% (10) £5k/£10k 23% (8) £10k/£40k None- £40k +.	63% (12) <£500 32% (6) £5k/£10k 5% (1) £10k/£40k None- £40k +.	53% (15) <£500 14% (4) £5k/£10k 29% (8) £10k/£40k 4% (1) £40k+.	63% (17) <£500 18% (5) £5k/£10k 19% (5) £10k/£40k None- £40k +.
<b>4.2.6 Declined for commercial financial products?</b>	86% (75) No 14% (12) Yes.	89% (55) No 11% (7) Yes.	88% (78) No 12% (11) Yes.	84% (58) No 16% (11) Yes.

<sup>87</sup> **Sheffield** - 100% per question: 4.2.1 (n=97); 4.2.2 (n=95); 4.2.3 (n=97); 4.2.4 (n=55); 4.2.5 (n=85); 4.2.5a (n=38); 4.2.6 (n=87); 4.2.7 (n=87). **Doncaster**- 100% per question: 4.2.1 (n=65); 4.2.2 (n=64); 4.2.3 (n=65); 4.2.4 (n=59); 4.2.5 (n=60); 4.2.5a (n=19); 4.2.6 (n=62); 4.2.7 (n=64). **Rotherham** - 100% per question: 4.2.1 (n=96); 4.2.2 (n=96); 4.2.3 (n=95); 4.2.4 (n=71); 4.2.5 (n=89); 4.2.5a (n=30); 4.2.6 (n=89); 4.2.7 (n=89). **Barnsley**- 100% per question: 4.2.1 (n=86); 4.2.2 (n=85); 4.2.3 (n=86); 4.2.4 (n=69); 4.2.5 (n=67); 4.2.5a (n=27); 4.2.6 (n=69); 4.2.7 (n=69).

<b>4.2.7 Profile of Food bank use?</b>	79% (69) No 11% (9) Yes 10% (9) May need to in near future.	90% (56) No 5% (3) Yes 3% (5) May need to in near future.	93% (83) No 5% (4) Yes 2% (2) May need to in near future.	94% (65) No 3% (2) Yes 3% (2) May need to in near future.
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### 4.3 Working and living in South Yorkshire<sup>88</sup>

	<b>Sheffield's Armed Forces Community (n=102)</b>	<b>Doncaster's Armed Forces Community (n=70)</b>	<b>Rotherham's Armed Forces Community (n=101)</b>	<b>Barnsley's Armed Forces Community (n=93)</b>
<b>4.3.1 Experience of disadvantage in employment due to service history/ connection?</b>	58% (41) Yes 42% (30) No.	57% (32) Yes 43% (24) No.	50% (38) Yes 50% (38) No.	58% (36) Yes 43% (26) No.
<b>4.3.2 Overall quality of working life/ future career prospects</b>	47% (34) "Good/Very good" 38% (27) "Fair" 15% (11) "Poor/Very poor".	55% (31) "Good/Very good" 32% (18) "Fair" 13% (7) "Poor/Very poor".	59% (45) "Good"/Very good" 22% (17) "Fair" 19% (14) "Poor/Very poor".	44% (28) "Good/Very good" 33% (21) "Fair" 23% (15) "Poor/Very poor".
<b>4.3.3 Sense of security in current employment</b>	71% (42) "great/moderate extent" 29% (17) "not at all/small extent".	91% (32) "great/moderate extent" 9% (3) "not at all/small extent".	87% (48) "great/moderate extent" 13% (7) "not at all/small extent".	83% (49) "great/moderate extent" 17% (10) "not at all/small extent".
<b>4.3.4 Volunteering hours</b>	92% (23) up to 16 hrs per week 8% (2) between 16 and 50 hrs per week.	87% (14) up to 16 hrs per week 13% (2) between 16 and 50 hrs per week.	65% (15) up to 16 hrs per week 35% (8) between 16 and 50 hrs per week.	90% (20) up to 16 hrs per week. None- between 16 and 50 hrs per week.

<sup>88</sup> **Sheffield**- 100% per question: 4.3.1 (n= 71); 4.3.2 (n=72); 4.3.3 (n=59); 4.3.4 (n=25). **Doncaster** - 100% per question: 4.3.1 (n=56); 4.3.2 (n= 56); 4.3.3 (n= 35); 4.3.4 (n= 18). **Rotherham** - 100% per question: 4.3.1 (n=76); 4.3.2 (n= 76); 4.3.3 (n= 35); 4.3.4 (n=23). **Barnsley** - 100% per question: 4.3.1 (n=62); 4.3.2 (n= 64); 4.3.3 (n= 39); 4.3.4 (n=22).



#### 4.4 Physical and mental health profile<sup>89</sup>

	Sheffield's Armed Forces Community (n=102)	Doncaster's Armed Forces Community (n=70)	Rotherham's Armed Forces Community (n=101)	Barnsley's Armed Forces Community (n=93)
<b>4.4.1 Physical health profile</b>	43% (31) "Good/Very good" 33% (24) "Fair" 24% (17) "Poor/Very poor".	64% (35) "Good/Very good" 18% (10) "Fair" 18% (10) "Poor/Very poor".	55% (41) "Good/Very good" 30% (22) "Fair" 15% (11) "Poor/Very poor".	52% (33) "Good"/Very good" 31% (20) "Fair" 17% (11) "Poor/Very poor".
<b>4.4.2 Emotional and mental health profile</b>	48% (34) "Good/Very good" 33% (23) "Fair" 19% (13) "Poor/Very poor".	53% (29) "Good/Very good" 31% (17) "Fair" 16% (9) "Poor/Very poor".	59% (43) "Good/Very good" 23% (17) "Fair" 18% (13) "Poor/Very poor".	56% (35) "Good/Very good" 29% (18) "Fair" 15% (9) "Poor/Very poor".
<b>4.4.3 Long term illness or chronic health condition?</b>	58% (42) No 42% (30) Yes.	67% (37) No 33% (18) Yes.	54% (40) No 46% (34) Yes.	59% (38) No 41% (26) Yes.
<b>4.4.4 Chronic health conditions attributable to service?</b>	60% (18) "Somewhat associated/direct consequence" 40% (12) "No connection".	67% (12) "Somewhat associated/direct consequence" 33% (6) "No connection".	70% (24) "Somewhat associated/ direct consequence" 30% (10) "No connection".	76% (19) "Somewhat associated/ direct consequence" 24% (6) "No connection".

#### 4.5 Relationships with the wider community and peers<sup>90</sup>

	Sheffield's Armed Forces Community (n=102)	Doncaster's Armed Forces Community (n=70)	Rotherham's Armed Forces Community (n=101)	Barnsley's Armed Forces Community (n=93)
<b>4.5.1 Relationships rating (current)</b>	56% (39) "Good/Very good" 25% (17) "Fair" 19% (13) "Poor/Very poor".	60% (33) "Good/Very good" 22% (12) "Fair" 18% (10) "Poor/Very poor".	66% (48) "Good/Very good" 19% (14) "Fair" 15% (11) "Poor/Very poor".	69% (43) "Good/Very good" 16% (10) "Fair" 15% (9) "Poor/Very poor".
<b>4.5.2 Loneliness and social isolation experienced?</b>	81% (68) "never/occasionally" 19% (16) "frequently/very frequently".	77% (46) "never/occasionally" 23% (14) "frequently/very frequently".	81% (69) "never/occasionally" 19% (16) "frequently/very frequently".	72% (50) "never/occasionally" 28% (19) "frequently/very frequently".
<b>4.5.3 Wider</b>	61% (62) Yes	68% (41) Yes	65% (55) Yes	70% (48) Yes

<sup>89</sup> **Sheffield**- 100% per question: 4.4.1 (n=72); 4.4.2 (n=70); 4.4.3 (n=72); 4.4.4 (n=30). **Doncaster** - 100% per question: 4.4.1 (n=55); 4.4.2 (n=55); 4.4.3 (n=55); 4.4.4 (n=18). **Rotherham** - 100% per question: 4.4.1 (n=74); 4.4.2 (n=73); 4.4.3 (n=74); 4.4.4 (n=34). **Barnsley** - 100% per question: 4.4.1 (n=64); 4.4.2 (n=62); 4.4.3 (n=64); 4.4.4 (n=25).

<sup>90</sup> **Sheffield**- 100% per question: 4.5.1 (n=69); 4.5.2 (n=84); 4.5.3 (n=84); 4.5.4 (n=84); 4.5.5 (n=84); 4.5.6 (n=85). **Doncaster**- 100% per question: 4.5.1 (n=55); 4.5.2 (n=60); 4.5.3 (n=60); 4.5.4 (n=60); 4.5.5 (n=59); 4.5.6 (n=60). **Rotherham**- 100% per question: 4.5.1 (n=73); 4.5.2 (n=85); 4.5.3 (n=85); 4.5.4 (n=85); 4.5.5 (n=85); 4.5.6 (n=85). **Barnsley**- 100% per question: 4.5.1 (n=62); 4.5.2 (n=69); 4.5.3 (n=69); 4.5.4 (n=69); 4.5.5 (n=69); 4.5.6 (n=68).



<b>social network benefit?</b>	21% (22) No.	32% (19) No.	35% (30) No.	30% (21) No.
<b>4.5.4 Awareness of opportunities for fellowship</b>	46% (47) aware 36% (37) unaware of opportunities for fellowship.	44% (31) aware 42% (29) unaware of opportunities for fellowship.	55% (56) aware 29% (29) unaware of opportunities for fellowship.	34% (32) aware 40% (37) unaware of opportunities for fellowship.
<b>4.5.5 Regimental Association membership</b>	42% (35) members 58% (39) are non-members.	32% (19) members 68% (40) are non-members.	38% (32) members 62% (52) are non-members.	39% (27) members 61% (42) are non-members.
<b>4.5.6 Army Cadet Force involvement</b>	95% (81) not involved  5% (4) involved.	None involved (n=60)	92% (78) not involved  8% (7) involved.	90% (61) not involved  10% (7) involved.

#### 4.6 Awareness of Covenant activities<sup>91</sup>

	<b>Sheffield's Armed Forces Community (n=102)</b>	<b>Doncaster's Armed Forces Community (n=70)</b>	<b>Rotherham's Armed Forces Community (n=101)</b>	<b>Barnsley's Armed Forces Community (n=93)</b>
<b>4.6.1 Awareness of the Armed Forces Covenant</b>	75% (57) aware 25% (19) unaware.	77% (44) aware 23% (13) unaware.	71% (56) aware 29% (23) unaware.	64% (41) aware 36% (23) unaware.
<b>4.6.2 Understanding of core Covenant principle</b>	95% (36) "not disadvantaged"  None- "heard of it, but do not know what it means"  5% (2) "get preferential treatment".	70% (31) "not disadvantaged"  23% (10) "heard of it, but do not know what it means"  7% (3) "get preferential treatment".	92% (47) "not disadvantaged"  None- "heard of it, but do not know what it means"  8% (4) "get preferential treatment".	60% (24) "not disadvantaged"  30% (12) "heard of it, but do not know what it means"  10% (4) "get preferential treatment".
<b>4.6.3 Awareness of local authority signing the Covenant</b>	55% (41) aware 45% (33) unaware Sheffield City Council has signed the Covenant.	49% (28) aware 51% (29) unaware Doncaster Council has signed the Covenant.	56% (44) aware 44% (34) unaware Rotherham Council has signed the Covenant.	28% (18) aware 72% (46) unaware Barnsley Council has signed the Covenant.
<b>4.6.4 Levels of Awareness of services to go to for support</b>	51% (33) "Good/Fair" awareness  49% (32) "Poor awareness" to "no support services available for the	56% (27) "Good/Fair" awareness  43% (21) "Poor awareness" to "no support services	54% (34) "Good/Fair" awareness  46% (29) "Poor awareness" to "no support services	26% (14) "Good/Fair" awareness  73% (39) reported a "Poor awareness" to "no support services

<sup>91</sup> **Sheffield**- 100% per question: 4.6.1 (n=76); 4.6.2 (n=38); 4.6.3 (n=74); 4.6.4 (n=65). **Doncaster**- 100% per question: 4.6.1 (n=57); 4.6.2 (n=44); 4.6.3 (n=57); 4.6.4 (n=48). **Rotherham**- 100% per question: 4.6.1 (n=79); 4.6.2 (n=51); 4.6.3 (n=78); 4.6.4 (n=63). **Barnsley**- 100% per question: 4.6.1 (n=64); 4.6.2 (n=40); 4.6.3 (n=64); 4.6.4 (n=53).

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#### 4.7 Sense of support - national and local: Governance and media<sup>92</sup>

	<b>Sheffield's Armed Forces Community (n=102)</b>	<b>Doncaster's Armed Forces Community (n=70)</b>	<b>Rotherham's Armed Forces Community (n=101)</b>	<b>Barnsley's Armed Forces Community (n=93)</b>
<b>4.7.1 The UK Government</b>  <i>Level of understanding and support felt</i>	61% (45) "Small extent/Not at all" 23% (17) "Great/Moderate extent" 16% (12) "Do not know".	53% (30) "Small extent/Not at all" 31% (18) "Great/Moderate extent" 16% (9) "Do not know".	64% (50) "Small extent/Not at all" 28% (22) "Great/Moderate extent" 8% (6) "Do not know".	70% (45) "Small extent/Not at all" 24% (15) "Great/Moderate extent" 6% (4) "Do not know".
<b>4.7.2 The local Council</b>	51% (38) "Small extent/Not at all" 20% (15) "Great/Moderate extent" 29% (21) "Do not know".	42% (24) "Small extent/Not at all" 26% (15) "Great/Moderate extent" 32% (18) "Do not know".	55% (43) "Small extent/Not at all" 28% (22) "Great/Moderate extent" 17% (13) "Do not know".	67% (43) "Small extent/Not at all" 17% (11) "Great/Moderate extent" 16% (10) "Do not know".
<b>4.7.3 National media</b>	54% (40) "Small extent/Not at all" 27% (20) "Great/Moderate extent" 19% (14) "Do not know".	35% (20) "Small extent/Not at all" 47% (27) "Great/Moderate extent" 18% (10) "Do not know".	42% (33) "Small extent/Not at all" 45% (35) "Great/Moderate extent" 13% (10) "Do not know".	51% (33) "Small extent/Not at all" 44% (28) "Great/Moderate extent" 5% (3) "Do not know".
<b>4.7.4 Local media</b>	49% (36) "Small extent/Not at all" 24% (18) "Great/Moderate extent" 27% (20) "Do not know".	49% (28) "Small extent/Not at all" 26% (15) "Great/Moderate extent" 25% (14) "Do not know".	51% (40) "Small extent/Not at all" 26% (20) "Great/Moderate extent" 23% (18) "Do not know".	61% (39) "Small extent/Not at all" 25% (16) "Great/Moderate extent" 14% (9) "Do not know".

<sup>92</sup> **Sheffield**- 100% per question: 4.7.1 (n=74); 4.7.2 (n=74); 4.7.3 (n=74); 4.7.4 (n=74). **Doncaster**- 100% per question: 4.7.1 (n=57); 4.7.2 (n=57); 4.7.3 (n=57); 4.7.4 (n=57). **Rotherham**- 100% per question: 4.7.1 (n=78); 4.7.2 (n=78); 4.7.3 (n=78); 4.7.4 (n=78). **Barnsley**- 100% per question: 4.7.1 (n=64); 4.7.2 (n=64); 4.7.3 (n=64); 4.7.4 (n=64).

#### 4.8 Experience of accessing public and commercial services<sup>93</sup>

	<b>Sheffield's Armed Forces Community (n=102)</b>	<b>Doncaster's Armed Forces Community (n=70)</b>	<b>Rotherham's Armed Forces Community (n=101)</b>	<b>Barnsley's Armed Forces Community (n=93)</b>
<b>4.8.1 Profile of accessing public and commercial services</b>	14% (10) None 85% (62) Have accessed at least one service in Sheffield.	16% (9) None 80% (45) Have accessed at least one service in Doncaster.	17% (13) None 83% (63) Have accessed at least one service in Rotherham.	19% (12) None 75% (48) Have accessed at least one service in Barnsley.
<b>4.8.1a Service access profile</b> (multiples per respondent)	On their own behalf (n=177) On behalf of a family member (n=44).	On their own behalf (n=110) On behalf of a family member (n=25).	On their own behalf (n=175) On behalf of a family member (n=33).	On their own behalf (n=100) On behalf of a family member (n=33).
<b>4.8.2 Public and commercial service awareness of community membership</b>	49% of cases - made staff aware of community membership  51% did not make staff aware.	48% of cases - made staff aware of community membership  52% did not make staff aware.	65% of cases- made staff aware of community membership  35% did not make staff aware.	45% of cases- made staff aware of community membership  55% did not make staff aware.
<b>4.8.2a Impact-</b> when staff made aware of community membership	38% of cases- this made a positive difference 25% made no difference 10% made a negative difference.	31% of cases- this made a positive difference 46% made no difference 5% made a negative difference.	38% of cases- this made a positive difference 38% made no difference 6% made a negative difference.	31% of cases- this made a positive difference 36% made no difference 18% made a negative difference.
<b>4.8.2b Rationales for non-disclosure</b> of community membership	35% of cases- because not asked 37% would not make any difference 9% may have had negative impact 12% would not understand my needs 7% may reflect badly on community.	52% of cases- because not asked 36% would not make any difference 8% may have had a negative impact 3% would not understand my needs 1% may reflect badly on community.	42% of cases- because not asked 44% would not make any difference 4% may have had a negative impact 7% would not understand my needs 3% may reflect badly on community.	51% of cases- because not asked 31% would not make any difference 6% may have had a negative impact 12% would not understand my needs None- may reflect badly on community.
<b>4.8.3 How often</b>	63% (41) Never 17% (11) Very rarely	59% (28) Never 15% (7) Very rarely	59% (38) Never 20% (13) Very rarely	70% (37) Never 17% (9) Very rarely

<sup>93</sup> **Sheffield**- 100% per question: 4.8.1 (n=72); 4.8.1a (multiples cases per respondent- n=221); 4.8.2 (n= 62 cases); 4.8.2a (n= 103 cases); 4.8.2b (n= 49% of cases); 4.8.3 (n=64); 4.8.4 (n=58); 4.8.5 (n=65). **Doncaster**- 100% per question: 4.8.1 (n=54); 4.8.1a (multiples cases per respondent- n=135); 4.8.2 (n=124 cases); 4.8.2a (n=48% of cases); 4.8.2b (n=52% of cases); 4.8.3 (n=47); 4.8.4 (n=45); 4.8.5 (n=49). **Rotherham**- 100% per question: 4.8.1 (n= 76); 4.8.1a (multiples cases per respondent- n=208); 4.8.2 (n= 197 cases); 4.8.2a (n=65% of cases); 4.8.2b (n=35% of cases); 4.8.3 (n=64); 4.8.4 (n=61); 4.8.5 (n=65). **Barnsley**- 100% per question: 4.8.1 (n=64); 4.8.1a (multiples cases per respondent- n=133); 4.8.2 (n= 45% cases); 4.8.2a (n=56% of cases); 4.8.2b (n=55% of cases); 4.8.3 (n=53); 4.8.4 (n=50); 4.8.5 (n=53).

<b>asked about community membership by staff</b>	8% (5) Rarely 8% (5) Occasionally 3% (2) Frequently None- Always.	13% (6) Rarely 11% (5) Occasionally 2% (1) Frequently None- Always.	11% (7) Rarely 5% (3) Occasionally 3% (2) Frequently 2% (1) Always.	11% (6) Rarely 2% (1) Occasionally None- Frequently None- Always.
<b>4.8.4 Disclosure leading to outlining of specific provision</b>	83% (48) "Never/Rarely" being informed of specific provision 17% (10) reported "Occasionally/Always" being informed.	89% (40) "Never/Rarely" being informed of specific provision 11% (5) "Occasionally/Always" being informed.	89% (54) "Never/Rarely" being informed of specific provision 11% (7) "Occasionally/Always" being informed.	88% (44) "Never/Rarely" being informed of specific provision 12% (6) "Occasionally/Always" being informed.
<b>4.8.5 Service response to community membership disclosure</b>	58% (38) report having "Never" received a positive response  42% (27) report an "Excellent" response to their community membership disclosure.	67% (33) report having "Never" received a positive response  33% (16) report an "Excellent" response to their community membership disclosure.	63% (41) report having "Never" received a positive response  37% (24) report an "Excellent" response to their community membership disclosure.	64% (34) report having "never" received a positive response  36% (19) report an "Excellent" response to their community membership disclosure.

#### 4.9 Armed Forces community consultation results<sup>94</sup>

	<b>Sheffield's Armed Forces Community (n=102)</b>	<b>Doncaster's Armed Forces Community (n=70)</b>	<b>Rotherham's Armed Forces Community (n=101)</b>	<b>Barnsley's Armed Forces Community (n=93)</b>
<b>4.9.1 Experience disadvantage -accessing services due to military service history/ connection?</b>	75% (49) No  25% (16) Yes.	92% (45) No  8% (4) Yes.	87% (56) No  13% (8) Yes.	77% (41) No  23% (12) Yes.
<b>4.9.2 Ranking of local Armed Forces community priorities (top 3)</b>	1. Employment 2. Emotional and mental health 3. Housing and accommodation.	1. Employment 2. Emotional and mental health 3. Education and training.	1. Employment 2. Housing and accommodation 3. Emotional and mental health.	1. Employment 2. Physical health 3. Housing and accommodation.
<b>4.9.3 Actions to prioritise at a local level (top 3)</b>	1. Point of contact in the council  2. Information sharing	1. Clearer understanding of possible needs	1. Clearer understanding of possible needs 2. More	1. Good Council web page with relevant links

<sup>94</sup> **Sheffield** - 100% per question: 4.9.1 (n=65); 4.9.2 (n=66); 4.9.3 (n=65); 4.9.4 (n=65). **Doncaster**: 4.9.1 (n=49); 4.9.2 (n=66); 4.9.3 (n=66); 4.9.4 (n=66). **Rotherham**- 100% per question: 4.9.1 (n=64); 4.9.2 (n=63); 4.9.3 (n=63); 4.9.4 (n=63). **Barnsley** - 100% per question: 4.9.1 (n=53); 4.9.2 (n=53); 4.9.3 (n=53); 4.9.4 (n=53).

	3. More communication - council and the Community.	2. Point of contact in the Council  3. Information sharing.	communication - council and the Community  3. Good Council web page with relevant links.	2. Point of contact in the council  3. Information sharing.
<b>4.9.4 Communicati ng with the Armed Forces community (top 3)</b>	1. Up-to-date webpage 2. Advertising local Covenant meetings 3. A regular Community newsletter.	1.Up-to-date webpage 2. Community Face Book page 3. Advertising local Covenant meetings.	1.Up-to-date webpage 2. Community Face Book page 3. Advertising local Covenant meetings.	1. Up-to-date webpage 2. Community Face Book page 3. Advertising local Covenant meetings.

