







Appendix H

Health and Wellbeing Scrutiny Committee Health Inequalities: Veterans Health Needs

Review Progress Summary				
 not on schedule	 on schedule	 undeliverable	 achieved	Total
	3	0	11	14

Ref	Recommendation	Action	Owner	Timescale	RAG	Progress
A	NE LA services should actively ask the question of those they provide services for “have you served in the UK Armed Forces”	<p>The Council is establishing a model of identification and integration to enable the service community to be appropriately directed and supported using existing services. There is particular focus within this model on housing needs.</p> <p>The model of working will achieve :</p> <ul style="list-style-type: none"> • Support for the armed forces community to settle back into the community; • An audit of the provision of services to veterans by statutory and voluntary agencies operating in Sunderland; and • The development of accurate identification of service personnel in the community <p>The aim is for 100% of service leavers locating in the city of Sunderland to be provided with transition plans and a package of support.</p>	Alan Caddick, HHAS	September 2013		This is an ongoing piece of work with partners and through the Armed Forces Network. Awareness of Veterans and their issues is to be a priority and training is to be provided for all partner organisations. This improved understanding and awareness will allow us to develop and establish a sustainable model and allow us to be better prepared for the likely increases in veterans coming back into the city as a result of the downsizing of the armed forces.
B	That all organisations providing (or potentially providing) services for the	The first step in this process has involved working with the 54 GP practices in the city to identify service leavers through GP registration.	SAFN / CCG	September 2013		Currently testing with Sunderland CCG and SAFN a process to proactively identify veterans who may

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	ex-service community should encourage veterans to voluntarily identify themselves by asking “ have you served in the UK Armed Forces”					be registered with GP practices. Depending on the success of the pilot it will be rolled out further.
C	NE LAs should consider dedicating a chapter in their Joint Strategic Needs Assessments to vulnerable service leavers and their needs and identifying as a target population the ex- service community within their strategic planning processes in relation to social exclusion, anti-poverty, homelessness and offending	<p>The Joint Strategic Needs Assessment has been fundamentally reviewed and includes work to establish the needs of the ex-service community.</p> <p>Through the JSNA the council has led on developing a shared understanding of the needs of the ex-service community. The Council has developed links with each of the Armed Forces in the city and supports the Sunderland Armed Forces Network (SAFN), a network of ex-service personnel who target support for veterans and their families.</p> <p>Sunderland City Council and its partners are working to develop their understanding of</p> <ul style="list-style-type: none"> • The impact of the economic downturn and welfare reform on individual households and including ex-service personnel; • improved engagement with ex-service personnel to integrate vulnerable groups’, and their representative groups’, views of needs and preferences in this analysis; • This will include an analysis of those individuals most at risk of exclusion and the degree of this exclusion at a community and individual household level. 	Performance Team	Completed	●	Ex-Service Community information is located mainly in Isolation section of JSNA with additional information within Mental Health and Physical Disabilities.
D	As some sections of ex-service community are vulnerable and hard to reach NE LAs work with	<p>The local authority and the third sector organisations such as ex-service charities will aim to develop a formal process for referring vulnerable service leavers into specific services.</p> <p>By using the partnerships within the Sunderland Armed Forces Network (SAFN) we will be able to deliver support across the whole spectrum of</p>	SAFN	2013	●	Work will be carried out with all Registered Providers and supported housing providers to ensure

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	<p>third sector bodies which provide an outreach service (such as ex-service charities and Norcare) to raise awareness and improve access to available support mechanisms</p>	<p>needs:</p> <ul style="list-style-type: none"> • Recent service leavers • Those who may be excluded from accessing services • Those who may only need some low level of support • The model of working will utilise those who are successfully integrated to help shape services for others <p>Specific achievements so far include:</p> <ul style="list-style-type: none"> • Outreach services co-ordinated so that the identified needs of ex-service personnel are met. • Information Leaflets have been located in all of the city's libraries • Exhibitions have being linked to major events: Sunderland International Airshow, Remembrance Day, Armed Forces Day. <p>Demand for advice has continued to rise for all vulnerable groups and is projected to rise further due to the impact of ongoing welfare reform and personal debt levels.</p> <p>A new model has been adopted which is the way that the council intends delivering all information, advice and guidance in the future.</p> <p>Customers will receive services at the most appropriate level for them with self serve and mediated access being the main ways that the council delivers information/ advice both directly and through its partners. The outcome is intended to be improved local access to information, advice and guidance for all vulnerable groups.</p> <p>This is in addition to partnership with the Sunderland Armed Forces Network (SAFN) which delivers support across the whole spectrum of needs:</p> <ul style="list-style-type: none"> • Recent service leavers • Those who may be excluded from accessing services • Those who may only need some low level of support • The model of working will utilise those who are successfully integrated to help shape services for others <p>To date, SAFN has signposted 112 ex-services individuals to support</p>			<p>that outreach services are co-ordinated and that the identified needs of ex-service personnel are met.</p> <p>It is expected that the self directed support approach and focus within our personalised service to be pro active in supporting the veteran community.</p>
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		services.				
E	That all agencies should make use of and promote local directories of services provided by the voluntary and community sector and statutory provision for those seeking help and for those making referrals (e.g. web based directory provided by Veterans NE and Finchale College, Durham)	Sunderland City Councils Community IT Team have worked with Sunderland Armed Forces network to support the development of their own Community of Interest web portal. The Website: www.safn.org.uk contains information about all members of SAFN http://www.safn.org.uk/contacts.html and will include signposting to all partners and agencies who provide services and support to the ex-forces community. http://www.safn.org.uk/a-z.html	Debbie Ross, e - Neighbourhood Programme Manager, ICT, Chief Executives			The website is continuing to be developed into an information portal.
F	That NE LAs examine opportunities for using digital media to improve communication with the ex-service community and raise awareness of available support mechanisms	The establishment of the safn.org website demonstrates the use of digital media to engage support and communicate with the Ex-Service Community in Sunderland. SAFN is also utilising other digital media such as film (see sites home page) and will be reviewing the utilisation of social networking tools to further engage. The Councils Community IT Team www.sunderland.gov.uk/communityit work with many communities across Sunderland supporting the development of digital programmes. The Team support 162 individual organisations to offer services to their individual client groups and Communities of Interest. Many of these Voluntary & Community Sector organisations support the very hardest to reach or disadvantaged communities or those from specific interest group that it is likely include ex-Service Personnel and their families.	Debbie Ross, e - Neighbourhood Programme Manager, ICT, Chief Executives			To raise awareness across the whole city, through the Network, SAFN has arranged to have a monthly column about the armed services in the Sunderland Echo. There will also be a two-page spread on the work of the Armed Forces Network highlighting the work of all of its constituent organisations.

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			SAFN			
G	That NE LAs and other key partner organisations across the region should consider identifying a senior figure who can act as a champion for the ex-service community and establishing a central point of contact in each local authority area or sub - region to assist when the ex-service community experience difficulties. (examples of possible approaches are set out in Joint report)	The Leader of the Council has been appointed as the Council's Armed Forces Champion ensuring that military involvement is embedded at the highest levels within the Council and senior officer time has been given to enhance the support for the Armed Forces community and develop the partnership with the three services.	Alan Caddick HHAS Head of Housing			Officer champion regularly attends SAFN meetings
H	That LAs should consider how to bring together voluntary organisations large and small with a specific interest in the	Sunderland's Armed Forces Network (SAFN) was set up by Veterans to bring together local and national statutory bodies, agencies, and charities who are involved in delivering welfare and support for armed forces personnel, Veterans and their families..				SAFN network meetings provide a useful opportunity for support providers to exchange information




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	welfare of the ex-service community in light of the Government's response to the task force on the Military Covenant.					
I	NE LAs strongly recommended to explore options for establishing and publicising a central point of contact telephone number -to increase the chances of people getting the help they need and to provide a consistent standard across the region. (Model adopted by Hampshire County Council, in which telephone enquiries are channelled to a specific staff member is particularly worth consideration	<p>The Council's Customer Service Network is the single point of contact for all ex-service personnel.</p> <p>The Customer Access Strategy has created a set of intuitive thematic groupings for Council Services. A new "thematic groupings" numbering strategy is now in place and fully operational.</p> <p>All data and requests for service from ex-service personnel are delivered across these thematic groupings rather than a separate number being developed to ensure consistency of approach and depth of first contact resolution.</p>	Liz St Louis, Head of Customer Service and Development, City Services			Work is ongoing to fully embed all Council Services within the Council's Customer Contact system and this will include services particularly relevant for ex-service personnel.
J	That local authorities across the region examine the scope to	This will be considered as part of our future commissioning intentions for housing related support that will be developed by September 2013, with implementation of new arrangements from April 2014.	Alan Caddick HHAS	September 2013		

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	provide housing related support for ex- service tenants once a property has been identified.					
K	That the new Health and Well-being Boards prioritise veterans' mental health issues, taking a lead in ensuring that on day 1 of discharge into civilian life that services are in place to meet the needs of the ex-service community in relation to both NHS and social care provision.	Sunderland Clinical Commissioning Group Commissioning Intentions for 2012/13 specifically references military & veterans' health and will introduce major changes to mental health contracting during 2012-13. This will include a shift from block grants to Payment by Results which is associated with individual service users and their interactions with mental health services.	HWB / CCG	Completed		Commissioners will work constructively with providers to ensure a smooth transition to this new Care Packages and Pathways Programme (CPPP) system throughout 2012/13.
L	Joint Strategic Needs Assessments should specifically identify the mental health needs of the ex-service community including families and dependants	The revised JSNA addresses the Mental Health Needs Assessment.	Performance Team	Completed		Assessment will include better understanding of needs and services e.g. housing, drug and alcohol dependency, post traumatic stress disorder, mental health, money etc.
M	Local authorities and GP consortia should be actively	Sunderland Council has been working actively with Sunderland Clinical Commissioning Group to shape the Commissioning Intentions.				Commissioning intentions for year ahead are awaited

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	engaged in joint planning and commissioning of services with the NHS			Completed	●	
N	Local Authorities should be actively engaged in the NHS Armed Forces Network and consider how they can take on a leadership role in relation to veterans mental health issues - perhaps linked to the formation of the new Health and Wellbeing Boards	Sunderland Armed Forces Networks has been established - and is open to other local authority areas - meetings take place monthly.	SAFN	Completed	●	<p>Progress to date:- Membership of SAFN NHS SOTW regularly represented at SAFN Provision of updates to SAFN</p> <p>Representatives from NHS SOTW attend the SAFN. Representation from the CCG has taken place.</p>