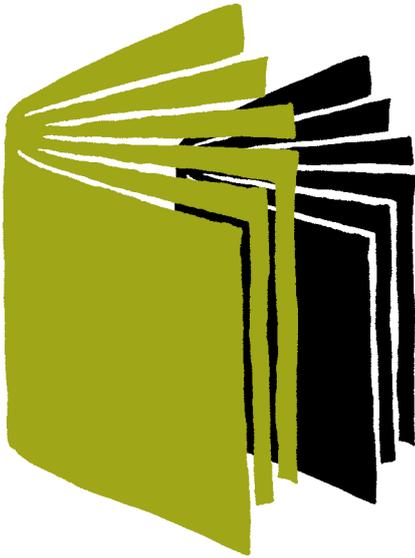


A guide to housing issues for ex-service personnel

Positive steps to prevent homelessness among ex-service personnel, and their families, and improve access to housing

January 2016





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Introduction

This guide has been developed to help local authorities in England, and their partners, in dealing with homelessness approaches by ex-service personnel and their families. It has been developed in the context of the government's commitment to prioritise armed forces personnel when accessing housing. This guide sets out current legislative obligations for local housing authorities and provides links to other useful sites. Links also provide details of practice developed to support service personnel in their transition to civilian life.

This guide is by no means exhaustive – it is intended as a starting point in assisting ex-service personnel and their families in the prevention of homelessness and gives links to relevant websites with in-depth advice and information.

Local authority and voluntary sector colleagues are encouraged to develop local actions that will assist in the prevention of homelessness. We recognise the vital role other local services play in meeting housing need and in alleviating homelessness and is part of local authority delivery plans to prevent and address homelessness for single people. Local authorities should seek to support all client groups – both the statutory and the non-statutory homeless. It is crucial that services are designed to deliver assistance to all clients, including 'irregular occupiers' who find themselves faced with homelessness or threatened with homelessness as a result of a relationship or marital breakdown.

This guide represents only the views of practitioners working with service personnel. Local authorities are encouraged to seek specific independent advice to satisfy themselves on any issues or questions raised.

All NHAS members, local authority frontline officers, voluntary agency members and Local Citizens Advice have access to the NHAS Consultancy Line to assist them with any advice issues relating to ex-service personnel and their families.

Consultancy line numbers can be found on our website:

[NHAS](#)

Other useful websites:

[Shelter](#)

[DCLG](#)

[The Ministry of Defence](#)



Government overview

The Department for Communities and Local Government is committed to ensuring that current and ex-service personnel receive appropriate advice and assistance in securing the accommodation that they and their families need.

Community covenant

The government has made a commitment to support ex service personnel. It is committed to ensuring that service personnel, veterans and their families have the support they need, and are treated with the dignity they deserve.

To deliver this commitment, the [armed forces covenant](#), outlines the positive measures being taken by government to ensure that the armed forces community face no disadvantage compared to other citizens in the provision of public and commercial services.

The Covenant sets out the relationship between the Nation, the State and the Armed Forces. It recognises that the whole nation has a moral obligation to members of the Armed Forces and their families, and it establishes how they should expect to be treated.

It exists to redress the disadvantages that the Armed Forces community faces in comparison to other citizens, and to recognise sacrifices made. In some cases this will require special consideration, especially for those who are injured and/or bereaved.

Find out here if your local authority is signed up to a local covenant and what that means for you. You may also want to consider whether you are able to provide some additional support for personnel as they resettle, through the community covenant, for example taking the day of joining the armed forces as being the date of joining the housing waiting list. Find [community covenants by region here](#).

For a copy of the Royal British Legion Best Practice Guide to Community Covenants tel 020 3207 2100 or www.britishlegion.org.uk.

There is a new **Covenant Fund** which aims to financially support projects, at the local level, which strengthen the ties or the mutual understanding between members of the Armed Forces Community and the wider community in which they live. The Grant Scheme will consider applications for projects that deliver tangible results and meet the overall aims of the Community Covenant Scheme. An application for funding can be submitted by any part of the community. This might include volunteer groups, charities, and public bodies such as schools.

Find out more information about the [Covenant Fund](#).



Legislation and statutory guidance

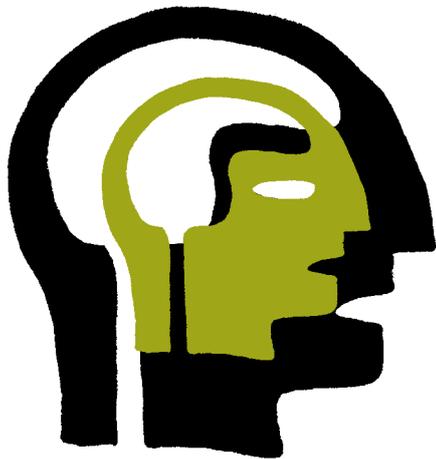
Allocation of social housing

The key legislation regulating the allocation of social housing is contained in part 6 of the Housing Act 1996.

Part 6 of the Housing Act 1996 regulates the allocation of social rented housing by local authorities. Part 6 has been amended by the Homelessness Act 2002, and, with effect from 18 June 2012, the Localism Act 2011. The Localism Act gave local authorities greater power to decide which categories of person they will allocate accommodation to.

In addition, the [Allocation of Housing \(Qualification Criteria for Armed Forces\) \(England\) Regulations 2012 SI 2012/1869](#) allows service personnel (and bereaved spouses or civil partners of service personnel if the spouse/civil partner dies), to establish a 'local connection' with the area in which they are serving or have served to allow parity of treatment with civilians already living in the area with regards to accessing social housing. Before these regulations, residence in an area that was not 'of choice' could preclude having a local connection with it. This puts the armed forces on an equal footing to others when applying for social housing.

In the exercise of their functions local authorities must have regard to guidance issued by the secretary of state. The current [Code of Guidance](#) on the Allocation of Accommodation was issued on 29 June 2012, with additional guidance 'providing social housing for local people' added in December 2013. The key message (at paras 23–25) in the 2013 Code of Guidance is that serving members of the armed forces, their bereaved spouses and civil partners, and former serving members who have suffered serious illness or disability as a result of service should not be disadvantaged by any 'residence' criteria that a local authority may choose to adopt in its allocations policy.



Homelessness assistance

The key legislation regulating the provision of assistance to homeless people is contained in part 7 of the Housing Act 1996.

Part 7 of the Housing Act 1996 allows local authorities to provide assistance, in the form of temporary accommodation, to applicants who are homeless, eligible, in priority need, not intentionally homeless, and who have a local connection with the area in question.

As with allocations, local authorities must have regard to the relevant Code of Guidance, in this case the [Code of Guidance on Homelessness 2006](#), when carrying out its duties under the act.

Priority need

Under the [Homelessness \(Priority Need for Accommodation\) \(England\) Order 2002 SI 2012/2051](#), armed forces personnel applying for assistance in England are in priority need if they are 'vulnerable' as a result of having been in the services. Being vulnerable has a specific legal meaning, but basically a vulnerable person is one who is at higher risk of injury or other bad consequence when they are homeless than an 'ordinary' homeless person.

With regard to armed forces personnel and their families, the Homelessness Code of Guidance states that the following will be considered when deciding if an applicant is vulnerable:

- How long the person has been in the armed forces
 - Type of service
 - Any time spent in military hospital
 - Whether the forces medical and/or welfare advisers consider the person vulnerable
 - How long it has been since the person left the forces
 - What support networks are available
-

Vulnerability Assessment Guide

The NHAS has produced the [Vulnerability Assessment Guide](#) for frontline advisers supporting single people making a homeless application where there may be an issue about priority need. This guidance has been developed following the [Supreme Court decision](#) in *Hotak v Southwark LBC*, *Kanu v Southwark LBC*; *Johnson v Solihull MBC* (15 May 2015) 17 November 2015

Local connection

From 1 December 2008, service personnel in England (and bereaved spouses or civil partners of service personnel if the spouse/civil partner dies) can establish a 'local connection' with the area in which they are serving or have served, regardless of the fact that they may not be living there 'out of choice'. The same applies to applications made to Welsh authorities from 30 March 2009.



What happens when service comes to an end?

Six months prior to the end of a service, members of the armed forces are issued with a [certificate of cessation of entitlement to occupy service living accommodation](#). During this time they and their families should explore a range of solutions to their forthcoming housing need, which includes registering for social housing.

These certificates indicate the date on which entitlement to occupy service accommodation ends, and the secretary of state considers that housing authorities should not insist upon a court order for possession to establish that entitlement to occupy has ended.

Authorities should take advantage of the six-month period of notice of discharge to ensure that service personnel receive timely and comprehensive advice on the housing options available to them when they leave the armed forces, or, where a relationship fails, the options available to the estranged partners and the children. During this period, where an approach is made to the local housing authority for assistance, frontline officers and their teams should be proactive in assisting households to access a range of services. These options could include assisting with the private rented sector through various local initiatives, registering on the waiting list, or accessing shared-ownership schemes.

Prevention is key and housing officers should not delay assistance simply because serving personnel have more than the statutory 28 days' notice to quit. Local authorities are reminded that they should make full use of the cessation period to assist anyone who makes an approach for housing assistance or applies as homeless. Local authorities have a duty to provide advice and assistance to anyone in housing need and we recommend linking to existing networks with the armed forces to ensure comprehensive advice is provided and informed choices can then be made by the armed forces personnel or their estranged family

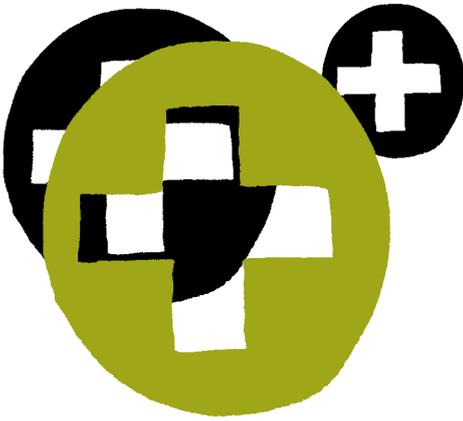


Preventing homelessness: what can local authorities do?

There is a body of evidence that demonstrates investment in local homelessness prevention services saves significant amounts of public money across statutory agencies including housing, health, criminal justice and community safety. The government has published a report bringing together the costs of homelessness which can be downloaded using [this link](#).

As with all other cases of homelessness prevention, early intervention is often key and we therefore suggest LAs review their current services to ensure service personnel are not disadvantaged as a result of being in the forces.

Local authorities who have barracks in their area may be more likely to see greater numbers of ex-service personnel and their families approaching with requests for advice and assistance than areas which do not, and it might be helpful, if you have not already done so, to make contact with your local MOD site. Each base has a welfare team and someone who is responsible for housing issues.



Support from MOD prior to leaving services

Joint Service Housing Advice Office (JSHAO)

The [JSHAO](#) has been set up by MOD to provide service personnel and their families with information and advice on the range of civilian housing options. The JSHAO provides a focal point for housing information and advice to all service personnel and their families, in particular those about to return to civilian life, and to ex-service personnel and their families who are still in Service Families Accommodation.

JSHAO 'Housing the Options' all day briefings are carried out at Resettlement Centres around the country (and some abroad) on a regular basis as part of the Career Transition Partnership's (CTP's) resettlement provision. Although priority is given to personnel within 2 years of their termination date, the briefs are open to personnel of all ranks looking to increase their awareness of civilian housing options, and spouses/partners are also welcome. Briefings cover topics including House Purchase, Social Housing, Affordable Home Ownership Schemes, Homelessness and Rentals, and also include the opportunity for a one to one discussion with a representative from the JSHAO.

Bookings are taken via the Career Transition Partnership
T: **0203 162 4410**

MOD are happy for the local housing authority to attend these briefings. We would encourage you to do so, particularly if you are in an area with military base/s and need to be more aware of service personnel approaching you for assistance.

Details of these FREE briefings and other useful information can be found on the MOD website.

Joint Service Housing Advice Office

Bldg 183, Trenchard Lines

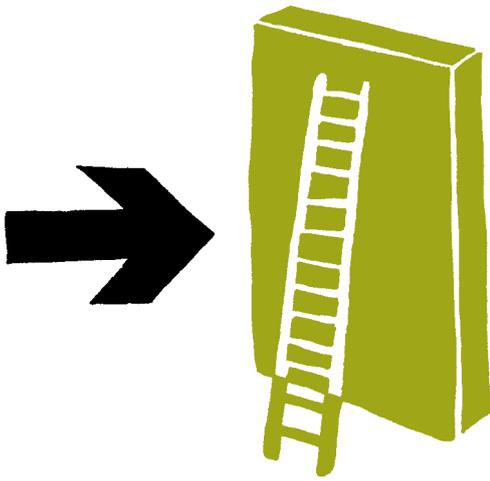
Upavon, Pewsey

Wiltshire SN9 6BE

T: **01980 618925**

E: aws-jshao-mailbox@mod.uk

W: [Joint Service Housing Advice Office](#)



Discharge from service and notice to vacate (NTV)

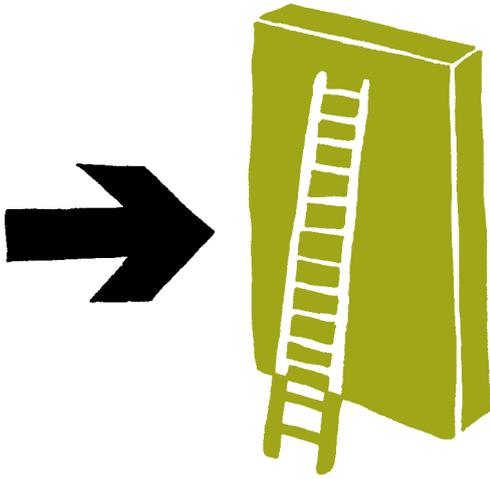
Notice to Vacate

The Notice to Vacate (NTV) is to allow ex service personnel time to sort out future housing. There may be circumstances when ex service personnel can apply for additional time to secure a future home. If this is the case, they will be required to complete a proportionality exercise assessment form which will be included in the NTV pack. It is the ex service personnel's responsibility to ensure they and their dependents have accommodation to move into and the JAHAO can provide information on the options available if required. For those seeking social housing through the local authority (council) they should apply as soon as they know they will need rehousing. The application should be updated as soon as they have their NTV and keep the local authority informed of any change of circumstances. Ex service personnel are entitled to a statutory homeless interview at the local authority housing office 28 days before the NTV expires. Although the prospect of being made homeless is daunting it doesn't mean sleeping rough. It is a term to classify people who do not have somewhere appropriate to live. In the case of people leaving the armed forces it is the process that is used to transfer responsibility for housing from the MOD to the local authority.

The NTV letter from the Defence Infrastructure Organisation Service Delivery Accommodation should be accepted by the local authority housing staff as proof that entitlement to live in SFA will end. However, if they want further documentary evidence ex service personnel can contact the DIO and they will issue a 'Certificate of Cessation of Right to Occupy Service Quarters'. This document shows when entitlement to occupy Service accommodation will end. Government issued guidance encourages local authorities to accept these certificates as 'proof of homelessness' and they should not insist on a court order for possession before being prepared to provide any homelessness assistance.

The local authorities homelessness department have a legal obligation to help. They will assess individual circumstances and assess priority need. If ex service personnel are able to source and pay for their own housing the local authority will only provide advice and information. If they assess ex service personnel as being in priority need they will rehouse but this may be in temporary accommodation for an initial period.

- In the case of marriage or civil partnership breakdown, the NTV will be 93 days from the day the HASC is notified of the change in marital status.



- In the case of a standard discharge or retirement from the Services, an occupant is required to give the HASC at least four months' notice of last day of service. ninety-three days 'notice to vacate' will then be given to coincide with the discharge date. If less notice is given, then the NTV period will be reduced accordingly. In areas where Service Family Accommodation (SFA) availability is good it may be possible for officers to apply to remain in a quarter past their leaving date on a 'surplus' basis. Market rate is charged for the rental of the property and a maximum occupation period of six months is permitted.
- In cases of medical discharge, 93 days NTV is given from the last day of service and quartering charges will be at service rates for 93 days after discharge.
- Discharge on disciplinary grounds gives only 28 days NTV.

Local authorities are advised to work with the MOD and the serving officer (and family members in cases of relationship breakdown) during their NTV period to explore a range of options which will address housing need, along with any necessary support, to avoid any period of homelessness or unnecessary periods in unsuitable accommodation.

In cases of marital or relationship breakdown and where the main carer is not the serving officer, you may be approached by both the family and the serving officer as homeless and should deal with these cases in the usual way, in the light of current legislation.



Irregular Occupancy

Irregular occupancy is not commonly discussed within the services unless someone finds themselves in the unfortunate situation of perhaps a marital breakdown, or just at the end of their service.

If ex service personnel have been unable to secure alternative accommodation before expiry of the Notice to Vacate, they should remain in SFA and continue to seek a place to move to. They will be classed as an irregular occupant and charged a new rate that is based on council rents, council tax and water/sewage rates and, whilst this is not full 'market rate', it may be considerably higher than current SFA charges. These figures are individually calculated and issued in plenty of time for an application for housing benefit if applicable. In the case of marriage breakdown council tax charges will be reduced by 25% to allow for single occupancy.

A Defence Infrastructure Organisation Service Delivery Accommodation (DIO SD Accn) finance team deals with collecting payments from Irregular Occupiers when they can no longer be deducted from salary, either because a spouse is now responsible for the quarters due to estrangement or the service person has been discharged. All letters in relation to Irregular Occupancy, with the exception of financial statements, will be issued by DIO. It is therefore important that any changes in personal circumstances are reported. Once an NTV has been issued notification of the new charges will be given at least 4 weeks prior to the notice expiring.

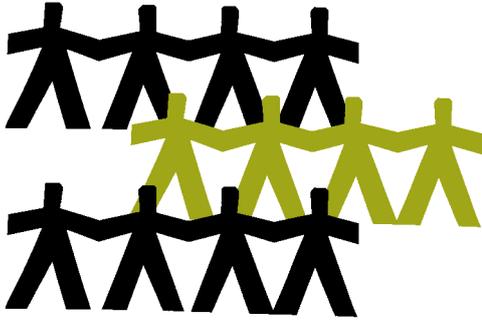
The letters sent out by the DIO use legal terminology and are set out in a manner required and understood by the courts and local councils. Terms such as 'Damages for Trespass' ('Violent Profits' in Scotland) can seem intimidating but they are simply legal phrases used to describe the total charges for use and occupation of quarters.

For anyone unable to find a place to live the DIO will initiate court proceedings to evict. The DIO will seek permission through the court to regain possession of the property by obtaining an Order for Possession (OfP) and approximately 4 weeks later they will apply to enforce the possession order by requesting a warrant for a bailiff to enforce removal from the property. Again this process is to transfer the responsibility of housing from the MOD to the local authority.

Throughout the time that SFA is occupied, including the time as an irregular occupant, all the appropriate charges must be paid. If payments aren't made and ex service personnel are evicted for this reason they may be classed as making themselves intentionally homeless and therefore the local authority no longer have a legal obligation to help.

It is acknowledged that moving out of SFA is a stressful time and the process is complicated. Throughout the transition to civilian housing there are various people who can assist and provide advice. The local HIVE staff or Unit Welfare or Community Support Officer. Alternatively, in cases of significant difficulties, the Army or Navy Welfare or SSAFA offer advice to all 3 services on welfare concerns, benefits and future housing provision, and see the organisations listed towards the end of this guide. The JSHAO will also provide advice on Civilian Housing options.

www.gov.uk/government/publications/joint-service-housing-advice-office-leaflet-index



Council tax relief

Service personnel on designated operational deployments can claim Council tax relief (CTR) from MOD in accordance with JSP 754 Chapter 9 Section 11. This includes private properties in England, Scotland, Wales or NI as well as SFA. CTR is claimed direct from MOD, on return from operational deployment, and not the local authority.

Individuals can ask their local authority for a council tax reduction when serving overseas. However this is a matter for the local authority to consider on individual applications, which may take into consideration the length of time of posting and whether the individual intends to return to live full-time in the property. For NHAS members please ring the Consultancy Line for further information.



Mental healthcare for veterans

Research indicates that armed forces personnel serving in Iraq or Afghanistan are no more prone to mental health issues than personnel not deployed to these areas. However, it is completely normal to experience anxiety or nightmares after traumatic events. Although these usually go away after a few weeks, some people develop psychological problems, which can lead to depression and anxiety. This can be tough for veterans to deal with, and the culture of the armed forces can make seeking help for a mental health problem appear difficult. Some people may not experience some of these symptoms for a few years after leaving the armed forces, or they may put off seeking help.

Read more about the symptoms of depression and mental health, and their treatment, in the NHS [mental health](#) section.

Post-traumatic stress disorder (PTSD)

A small number of individuals suffering with mental health issues may develop post-traumatic stress disorder (PTSD). Symptoms can include; being constantly anxious, being unable to relax, vividly re-experiencing a traumatic event, avoiding anything that might trigger distressing memories or feelings. PTSD can lead to problems in relationships and at work, including irritability, anger and substance misuse, particularly alcohol. While some symptoms, such as nightmares, are normal in the weeks following a traumatic event, symptoms that last longer than this can indicate a problem. Should this happen, it is important that they seek the advice of a GP as soon as possible.

If ex service personnel have not already done so, they need to register with a GP, tell them they are a veteran and bring to their attention any health problems related to their time in the armed forces. If ex service personnel no longer have a copy of their health record summary, they can request one via the [requests for personal data and service records](#) page on the GOV.UK website.

The NHAS has produced the [Vulnerability Assessment Guide](#) for frontline advisers supporting single people making a homeless application where there may be an issue about priority need. This guidance has been developed following the [Supreme Court decision](#) in *Hotak v Southwark LBC*, *Kanu v Southwark LBC*; *Johnson v Solihull MBC* (15 May 2015) 17 November 2015



NHS support and treatment

There are many treatments available to help people cope with the psychological impact of traumatic events, including trauma-focused [cognitive behavioral therapy \(CBT\)](#).

The NHS and other partners can deliver these services for anyone who needs them. They have services all across England that are specifically aimed at helping veterans:

Please go to the following website where you will be able to click on the links for further details about the service in your area.

www.nhs.uk/NHSEngland/Militaryhealthcare/Veteranshealthcare/Pages/veterans-mental-health.aspx

Veterans and Reserves Mental Health Programme (VRMHP)

The Veterans and Reserves Mental Health Programme (VRMHP) is located at the Department of Community Mental Health (DCMH) at Chetwynd Barracks, Chilwell, in Nottinghamshire.

It is staffed by both military and civilian clinicians with extensive military experience and knowledge, and offers free advice to ex-service personnel and current and former reservists, providing they meet the following criteria:

- Any ex-service personnel that have been in operational service since 1982 can access a mental health assessment through the VRMHP. This assessment will be made available to referrers, along with treatment suggestions and signposting to relevant agencies. Treatment for any diagnosed condition is the responsibility of local NHS mental health services, except for reservists.
- Reservists (serving or former members of the Royal Navy Reserve, Royal Marine Reserve, Territorial Army or Royal Auxiliary Air Force) who have served on operations since January 2003. Following an assessment, in the event of a diagnosable disorder deemed attributable to operational service, an individual may be referred to their local Department of Community Mental Health for treatment by Defence Mental Health clinicians.

The Ministry of Defence can assist with travel costs for those attending the VRMHP from within the UK, but veterans should always confirm travel arrangements with the VRMHP before making their journey.



Other support services for ex-service personnel

As part of your advice and assistance to veterans you may wish to be aware of some of the other support services and agencies dedicated to anyone who has served in the armed forces. These specialist sites offer comprehensive advice and information. They are listed in alphabetical order.

AFF

Army Families Federation is the voice of the army family.

It empowers, acts as an advocate and an expert witness to promote a quality of life which reflects the Armed Forces Covenant.

aff.org.uk

The Army Benevolent Fund

Provides help and support to serving and retired soldiers and their families. Their contact details are: Email: info@soldierscharity.org

Tel: **020 7901 8900**

soldierscharity.org

Blind Veterans UK

Help blind ex-service men and women lead independent and fulfilling lives by supporting them with their expertise, experience and full range of services.

They give veterans much-needed support to adjust to sight loss, overcome the challenges of blindness and enjoy daily life.

blindveterans.org.uk

The Career Transition Partnership

The Career Transition Partnership (CTP) is the MOD's official provider of resettlement services for leavers of the Armed Forces. A Housing Resettlement Guide can be found on the [website](#) containing a number of useful links to further information. The website also contains an Emigration guide for those Service leavers considering moving abroad.

NHS Healthcare for the armed forces community

Healthcare information and support for the UK's 10 million-strong armed forces community, including serving personnel, reservists, families and veterans.

nhs.uk/NHSEngland/Militaryhealthcare

The Naval Families Federation

The Naval Families Federation (NFF) was established in 2003, and offer Royal Naval and Royal Marines' families an independent voice and representation. They also provide support and guidance on the issues affecting daily life that occur due to being part of a Naval Service family.

nff.org.uk

The Poppy Factory

To help disabled veterans find meaningful, rewarding and sustainable employment – either directly as an employee (in the Factory) or indirectly (by supporting them into employment elsewhere).

poppyfactory.org

The RAF Benevolent Fund

Is the RAF's leading welfare charity. The Royal Air Force provides a spectrum of care, supporting everyone from children growing up on RAF stations, to those serving today to keep our skies safe, to the veterans who fought for our freedom.

Royal Air Force Benevolent Fund Helpline: **0800 169 2942**
rafbf.org

RAF Families Federation

Acting as a barometer for RAF Personnel, including singles and Reservists.

Telling it like it is, and representing ordinary views and providing a voice RAF serving personnel and the family members we represent

raf-ff.org.uk

Remploy

Provides a specially designed range of services to help to adapt skills and abilities for civilian employment, find a new career and stay in a specific role. From our branches and offices across England, Scotland and Wales, our armed forces champions provide specialist expertise in supporting serving, ex-serving personnel and reservists to adapt their skills for civilian employment.

remploy.co.uk/veterans

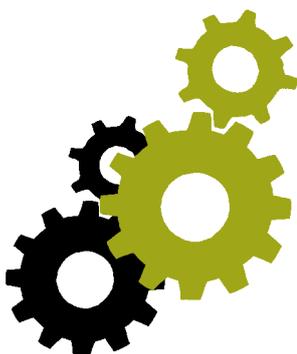
The Royal British Legion RBL

The Royal British Legion RBL is the UK's leading service charity providing practical care and support services to serving members, veterans and their families.

RBL Helpline launched for Armed Forces community

The Royal British Legion has three new ways to reach out and help Service personnel, veterans and their families:

- Online, via an improved digital information base, interactive assistance and web chat accessible from the Legion's [website](#).
- By phone or email via a new dedicated Contact Centre with trained advisers, which is open from 8am to 8pm, 7 days a week. Calls to this number - 0808 802 8080 - are free from all landlines and most mobile networks.
- Face to face, through 16 new 'Pop in' Advice and Information Centres to be opened on High Streets in major towns and cities across the UK in the coming year. The Legion is also introducing new community outreach in areas, where there is known beneficiary demand.



- Benefits and Money Advice Service 0808 802 8080 (Monday to Friday 9am to 4pm)

britishlegion.org.uk including Civvy Street the website for serving and former members of the UK Armed Services and their dependants, which offers free information and advice about re-settlement into civilian life, learning and work.

SPACES

The Single Persons Accommodation Centre for the Ex Services, SPACES, is designed to help single ex-regulars find appropriate accommodation when they leave the services. Through this service the project reduces the likelihood of ex-service personnel becoming homeless or sleeping rough after discharge.

SPACES is a project based within The Beacon at Catterick, North Yorkshire. It provides an accommodation placement service for single personnel being discharged from all three services and is managed by Riverside ECHG, part of the Riverside group, working with the Joint Service Housing Advice Office

The overall aims and objectives of the project are to assist single Service Leavers to secure appropriate accommodation as they leave the Armed Forces. Single service leavers can be vulnerable to homelessness as a result of a combination of factors: having no home to return to after service, little understanding of how to secure rented accommodation and current legislation, little or no experience of budgeting and setting up home.

spaces.org.uk

In addition to SPACES Riverside ECHG also manages **Mike Jackson House** which also provides Supported accommodation in Aldershot for single ex-Service personnel at risk of homelessness. It provides short term housing through 25 fully furnished one bedroom flats Education, training and employment opportunities are also provided.

riverside.org.uk

SSAFA Forces Help – The Soldiers, Sailors, Airmen and Families Association – Forces Help

The national charity supporting those who serve in our Armed forces those who used to serve and the families of both
ssafa.org.uk

Stoll

Assists vulnerable ex-servicemen and women including those with housing requirements, previously known as the Sir Oswald Stoll Foundation.

oswaldstoll.org.uk

Veterans-UK

Is now the first stop for veterans. The website veterans-uk.info, e-mail advice point veterans.

help@spva.gsi.gov.uk and helpline 0808 1914 2 18 provide information on services from lots of different organisations – all in one place. For the Service Leavers Guide www.gov.uk/government/publications/service-leavers-pack

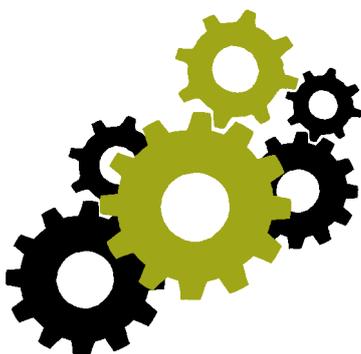
Other Suggested websites and resources

crisis.org.uk

homelesslink.co.uk

shelter.org.uk

NHAS.org.uk (see also our fact sheet relating to single accommodation room rate exemptions)



Examples of positive practice

There are a number of ways in which local authorities are developing their responses to requests for assistance from former service personnel and voluntary agencies for example:

Hull City Council

has developed a [Veterans' Charter](#) which has a Housing Pathway and as well as adaptations or additions to a home they will award additional points on choice based lettings. Their Housing Advice Module (HAM) has a specific question – 'have you ever been in the armed forces?' – and their outreach worker is also trained to ask the question to ensure they get the right advice and assistance on what is available to them. This includes access to money advice, training and education as well as the housing elements (see presentations in link above and for more information contact Dave Barnett on dave.barnett@hullcc.gov.uk



Bradford City Council

has recognised that there is a growing need from ex-service personnel and have developed a small partnership group who are working with partners, such as SAFFA and the Royal British Legion as well as leading faith groups and the MOD to identify current and future issues as part of the development of their community covenant, looking at what specific services are needed. They will then consider developing specific pilot work around prevention and accommodation to prevent rough sleeping. Main age groups seem to be the younger under 25s and those between the ages of 35 and 60. For further information on this work contact Jed Din on jeddin@bhca.info

Bradford District Council

www.bradford.gov.uk

Cumbria & North Lancs Veterans Breakfast Club (CNLBC)

are a group of serving members, veterans, reservists and families from HM Armed Forces, who will meet up for breakfast twice a month across Cumbria & North Lancashire. Our aim is to provide friendship and support to like minded people. The only criteria to joining is you must have a verifiable service number/history or links to HM Forces which we will check before adding new members.

For more information on joining or setting up a similar group contact Mark Barrett markbarrett242@hotmail.com telephone 07737 969536.

[facebook.com/groups/CNLBC/@VetsCNLBC](https://www.facebook.com/groups/CNLBC/@VetsCNLBC)



Examples of accommodation providers

Some examples of accommodation providers who work with ex service personnel to provide accommodation and support into sustainable employment, improving their wellbeing and life skills, and support into more appropriate long-term housing

West Midlands Veterans Housing HOME to WORK

A transition to civilian life for vulnerable veterans in conjunction with Enable Centre of Excellence supported by the West Midlands Veterans Mental Health Network (NHS), "Everyone has a Skill" Accommodation including welfare and Employment Support Opportunities

The West Midlands Veteran Housing (WMVH) comprises an Advisory Board of people with experience and skills to help Vulnerable Veterans to tackle issues relating to housing, employment and support for ex-Service personnel in the West Midlands, many of whom are vulnerable through their poor mental health, unable to live independently or to sustain employment.

For more information Contact: anthony.goldsmith@sky.com

Stonham Veterans Service Wolverhampton

Our key aims and objectives are to provide accommodation for single personnel, both men and women, who have served in the Armed Forces. Stonham will assist in helping them gaining sustainable employment, improving their wellbeing and life skills, and support them in their resettlement into more appropriate long-term housing. For further information please contact: **01902 458 893** Or email birmingham.wolvesveteranservice@homegroup.org.uk

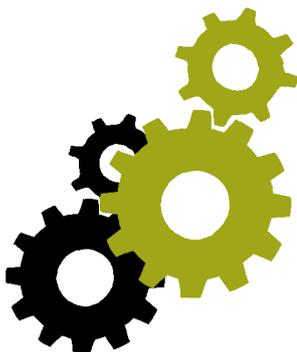
Stonham
**home
group**

HomeGroup Maryport supported housing accommodation for veterans

The aim of the scheme is to provide temporary accommodation for Veterans who will be assisted to gain the skills and expertise needed to move-on from the scheme to achieve and sustain living independently in the community within their own home and with a job. The scheme will work with tenants to devise bespoke support plans to enable service users to identify their support needs, employment needs and goals to help meet their future aspirations.

For more information contact tracy.bradburn@homegroup.org.uk

**home
group**





**For further information and assistance
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