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THE YORK ARMED FORCES COMMUNITY CONSULTATION SURVEY

Report of findings and research from an Armed Forces community survey conducted in York in from February to April 2019

Contents

Section	Title	Page
1	Executive Summary	3
2	Findings and Recommendations	4
3	Exclusions	5
4	Project Aims	6
5	Project Approach	7
6	The Inception Phase	9
7	York Armed Forces Practitioners Focus Group	10
	<i>:1 What groups and services are currently being provided for the Armed Forces community in York?</i>	
	<i>:2 Armed forces community family issues</i>	
	<i>:3 What questions do you feel that we should ask the Armed Forces community here in York?</i>	
	<i>:4 Where the survey should be distributed: where to hand out paper copies?</i>	
8	Survey Methodology	16
	<i>:1 Technical description</i>	
	<i>:2 Survey design</i>	
	<i>:3 Survey techniques and distribution</i>	
	<i>:4 Survey publicity</i>	
9	Survey Results	18

	:1	<i>Response rates</i>	
	:2	<i>Sample structure, confidence interval and margin of error</i>	
	:3	<i>Geographical distribution of sample respondents</i>	
10		Survey Questions and Responses	20
11		Appendices	60
	:1	<i>Full responses annex</i>	61
	:2	<i>York Armed Forces Practitioners Focus Group - Agenda</i>	98
	:3	<i>York Armed Forces Practitioners Focus Group - Invitation List</i>	100
	:4	<i>York Armed Forces Practitioners Focus Group – Attendance Register</i>	101
	:5	<i>York Armed Forces Community Survey - Press Release</i>	105
	:6	<i>York Armed Forces Community Survey - Poster</i>	106
	:7	<i>Privacy Notice accompanies paper Armed Forces Community Survey</i>	107
	:8	<i>York Armed Forces Covenant Community Survey (paper)</i>	109

1: Executive Summary

The York Armed Forces Community Survey ran between February and April 2019.

The survey aimed to capture something of the size and characteristics of the Armed Forces Community who live among the wider York community, in order to better commission and target local services. It takes place as part of a larger data research project, commissioned by the York and North Yorkshire Armed Forces Covenant Partnership. The purpose of which was to assess the needs of the Armed Forces community in York and North Yorkshire.

The City of York Armed Forces Community survey was undertaken in partnership with key community stakeholders, professionals and local service providers.

The community survey produces an impressive response with 251 respondents participating in the survey.

The project generated a wealth of insight into what members of the Armed Forces community in York feel about their locality, as well as identifying some of the problems and challenges they face. It also highlighted a number of areas to explore further.

There is much valuable information contained within this report which should prove to be a useful compass to help steer policy, enquiry and project development for the foreseeable future.

This report should be used in conjunction with the Needs Assessment conducted by *Shared Intelligence* in February 2019.

The primary findings and recommendations are presented below.

2: Findings and Recommendations

- The survey identified a need for advocacy within the Armed Forces community. Members of the Armed Forces and their families need to have a voice in all the areas explored within the survey such as education, employment, healthcare, transition, housing and so on. Advocacy would offer encouragement and support on behalf of those members and families of the Armed Forces community. See page 35-36 and 40.
- There is a need for projects that enable awareness raising of what it means to be a member of the armed forces community, and what support is available. This indicates that existing awareness raising training should be offered more widely. This was also apparent from the full annex of responses to the open question, Q. 10. See pages 32-34, and 66-74.
- The geographic location of responses is of interest, with a high volume of respondents residing in Fulford, Strensall, Westfield, Acomb, Holgate and Heworth wards. See page 18-19.
- 46.8% of respondents serve or have served in the army and a combined total of 50.44% of respondents stated they are family members of someone who has served or is currently serving in the armed forces. This points towards a project that has a focus on armed forces families. See page 24.
- The research highlighted a depth of experience and skills within the armed forces community. Consequently there is scope to explore suitable volunteering and employment opportunities. Further research should be conducted into the practical aspects of transition. See pages 27-31.
- 65% of people indicated knowledge of the armed forces covenant. This is very encouraging. Specific efforts should be made to continue to promote the covenant using a broad range of communication methods. See pages 32-34.
- 86% of people indicated they were satisfied with their local area as a place to live. This resonates with the general feeling that York is a good place to live. See page 37.
- That said, there is a significant number of respondents (19.77%) who felt they did not feel part of their community, indicating a sense of loneliness and social isolation. In a later question, 11% reported that they experience loneliness. See page 38, and page 53.

- There is the exciting potential for some form of cross-cutting project that deals with the key findings of this survey

- | | |
|--------------------------------------|--|
| 1. Advocacy, p 35-36 and 40 | 6. Family, p. 24, 54 |
| 2. Awareness raising, p.32-34, 66-74 | 7. Volunteering opportunities, p.28, 44-47 |
| 3. Training, p. 31, 69-74 | 8. Suitable community groups, p.28, 49 |
| 4. Improving transition, p.26-31 | 9. Housing, p.52-56 |
| 5. Health, p. 26, 40, 51, 53 | 10. Education, p. 36 and 67 |

Enquiries about volunteering opportunities were received from a number of respondents. Efforts should be made to contact these people (see pages 41 to 47). With all this in mind there is an exciting opportunity for some form of hub to pull the various findings and recommendations together (p. 24, 27, 34, 35, 39, 45, and 49).

3: Exclusions:

It is impossible to research everything. The following is excluded from the scope of this research project:

- While the survey was distributed to local business for completion, there is no direct reference to the business community in the survey. This is an area that warrants further exploration in due course.
- Desktop research

Desktop research was excluded from the aims and remit of this study because *Shared Intelligence* produced the desktop research prior to this study. The desktop research report from *Shared Intelligence* strengthens the findings and knowledge created from this survey and written report.

Shared Intelligence Report

City of York Council commissioned a piece of work from *Shared Intelligence* on the Armed Forces community in North Yorkshire. This research report was a compilation of literature and published data reports. It included a review of literature, interviews and workshops with stakeholders, analysis of local and national data, and a discussion with some members of the Armed Forces community.

This written report, produced by City of York Council Department of Communities and Equalities, *The York Armed Forces Community Consultation Survey June 2019*, draws upon the research conducted and produced by *Shared Intelligence's* report.

This written report references the *Shared Intelligence* desktop research piece on multiple occasions, and it has been highlighted in this report in italics and is referenced using footnotes.

References

This written report has used some established published studies from leading charities, organisations and government guidance reports that are relevant to the Armed Forces community and military service.

References are listed below.

1. Combat Stress, 2014: PTSD, stigma and barriers to help-seeking within the UK Armed Forces , 2014, Accessibility of treatment. Combat Stress, Available at: <https://www.combatstress.org.uk/about-us/research>
2. Guidance on Career Transition Partnership: Available at: <https://www.gov.uk/guidance/career-transition-partnership>
3. AFC, 2019, What is the Armed Forces Covenant? <https://www.armedforcescovenant.gov.uk/about/>
4. What is community-led housing? <https://www.communityledhomes.org.uk/what-community-led-housing>
5. Talkabout Panel York 2019
https://www.york.gov.uk/info/20034/local_democracy/15/talkabout_panel
 - a. 56 respondents to this citizens' panel were members of the AF community in York.

4: Project Aims

The primary aim of this research project is to find ways in which the Armed Forces Covenant can be best used in order to serve the needs of its community (through identifying any shortfalls in provision). This project has been delivered with the support of a range of community groups. Professional research services have been provided by CYC.

The aims of this research project are:

- a) To ensure that the research identifies real needs in the Armed Forces (AF) community
- b) To create a sense of local ownership and participation, and avoid duplication of provision
- c) To give members of the AF community a say in the future of their community
- d) To explore potential new areas of service for the AF community in York

The research also helped to raise the profile of the Armed Forces Covenant whilst engaging with the community through this project.

5: Project Approach

The project was scoped to be as comprehensive as possible, identifying all relevant information and ensuring that the research questions asked were appropriate to the AF community. The research was undertaken in seven phases with each subsequent phase building on the intelligence gleaned in the preceding phase, becoming more focused. The stages of the project are:

Phase 1: Research Inception Meetings

Phase 2: York Armed Forces Practitioners Focus Group

Phase 3: Community engagement

Phase 4: Collating the information

Phase 5: Report Writing

Phase 6: Final debrief

Phase 7: Implementation

Phase 1: Inception Phase

The purpose of the inception phase in this project is to lay strong foundations for the project by exploring potential **questions** and risks the project may face.

Phase 2: York Armed Forces Practitioners Focus Group

The practitioner's focus group helped to shape the questionnaire by sharing what is happening on the ground through the work/experiences of key corporate agencies in the area.

- What are the challenges that stakeholders face?
- What are the areas they think require investigation?
- What are the ideas they have for service development and uncovering agencies that are currently working in the area?

Phase 3: Community Engagement

The community engagement phase takes all the information collected to establish key areas of interest from individuals. It asks for their perspectives on a range of issues. This leads to the creation of a platform on which to explore further potential new services and to develop policy.

Phase 4: Gathering the Information

During this phase all the responses are collected using Survey Monkey

Phase 5: Report Writing

A full and professional report is produced pulling together all the information collected during the survey.

Phase 6: Final Debrief

The recommendations and findings of the survey will be presented to the York Armed Forces Covenant Forum.

This presentation will take place on 30th July 2019, with an Action Plan Development event.

This event will include relevant stakeholders: the Forum, practitioners, members, and volunteers.

Phase 7: Implementation

This method of research results in action!

The findings of the research will encourage further exploration of specific well-crafted community projects that are desired by and aimed at supporting the Armed Forces community in York.

6: The Inception Phase

Research never begins with a blank canvas – we always have our perceptions, our hypotheses. We always have varying interests, strengths and weaknesses.

If the research project is to result in implementation, it is vital that the organisation and its partners are engaged from the start, refining the scope of the project as it evolves (it is impossible to research everything!) The inception phase sets the foundation for a productive and engaging research project and agrees the aims and objectives of the research project.

For this project the inception phase evolved over a period of time, consulting with various professional bodies, and agreeing the aims of this research project, which are:

- a: to deepen understanding of the Armed Forces community in York
- b: to ensure the research identifies real needs
- c: to create a sense of local ownership and participation
- d: to avoid duplication of provision
- e: to give the local Armed Forces Community a say in the future of their community
- f: to explore potential new opportunities for developing the armed forces community in York.

7: York Armed Forces Practitioners Focus Group

This meeting sought to engage the local community groups, members and stakeholders in this piece of research into the AF community in York.

A list of stakeholders who were invited to attend the meeting can be found on page 98 of the appendices. The attendance register for the event can also be found in the appendices on page 99.

The purpose of the focus group was to provide further detailed evidence about the nature of the Armed Forces community and identify any areas of interest, challenges and opportunities that could be explored in further detail through the community survey.

The group was split into four groups and asked to discuss four questions:

- 1.) What groups and services are currently being provided for the Armed Forces community in York?
- 2.) Armed Forces community family issues
- 3.) What questions do you feel that we should ask the Armed Forces Community here in York?
- 4.) Where the survey should be distributed: where to hand out paper copies?

The comments are in note form as they were taken at the meeting.

What groups and services are currently being provided for the Armed Forces community in York

Tils service NHS	RBL variety of services
RBL drop-ins at West Offices	Breakfast club at Pear Tree farm
The Hub on Lawrence Street (drop in Centre)	Debt advice through Christians against poverty
Food not Bombs	Reed – offer internships for service leavers
FDM – target service leavers and help them get back into work	Life works
York City Football Club offer discounts etc. to service personnel/veterans	CareCent
Rock Church	Monthly meet ups in Blossom Street
Military association meet ups	RBL drop-in sessions at CYC
General Support services (CAB, Job Centre, Council Services, NHS, Age UK, SSAFA, RBL, Shelter, CareCent.	Carer respite services
Lifeworks	Poppy factory
Carer respite services	Adult learning
Adult learning CYC	Salvation army drop in hub for the homeless
Salvation army – Daily walk of the city	Signposting veterans to the walking with the wounded
Breakfast club wetherspoons	Food not bombs
The hospital now ask every patient if they are armed forces	Career transition partnership run through catterick
Local area coordinators	Ways to wellbeing (social prescribing)

Armed Forces Community Family Issues

Family info service – information and advice to any family	York Peer Support – support network
Carers Centre – help and advice for carers	CRUISE – child bereavement
Citizens Advice- help and advice	Local Area Co-ordination
RBI	Ways to Wellbeing social prescribing service
YorKey Dads – Help for dads and carers of children	Recruit for spouses network
York Mind – mental health support	Pre-school or nursery, on the base, waiting lists??
Swim lessons at discount at CYC venues	Guaranteed interview scheme for all NHS roles
School place allocation using the leapfrog approach	CYC website and Live Well York, Link to community activities
CIPD Returners Programme	Improved guide to service people
SSAFA	Veterans Gateway website
Need for inclusion and integration into our communities	Gurkha families – how do we integrate them into communities
Legion	NHS deliver a guaranteed interview scheme for spouses
SSAFA	Education/ children’s services
Army Families Federation	Branch specific – RAF

What questions do you feel that we should ask the Armed Forces Community here in York?

Do you feel as a member of the Armed Forces that you are treated fairly? If not....	Which things are most important? Why?
Would you like to volunteer? Do you have skills to offer?	What is one thing that would be helpful?
If we could do one thing, what would it be?	Are you willing to support the Armed Forces?
Hitting the correct target audience	Be at the social clubs aimed at the Armed Forces, for example the Breakfast Club
Send the surveys to the barracks to get richer answers	Will there be veterans at the local community centres?
Make sure that is it a qualitative question e.g. what support would you like?	More positive questions e.g. What would you like to give to the community? What support might you need to do that?
We need a question which allows us to contact the respondents, i.e. can we contact you to talk about your ideas? Would you like to be involved in a working group?	If you have left the forces, how did you find the transition? What extra did you need?
Why is the question asking if you served in foreign (non-British) forces? Non-UK nationals who serve in British Army are automatically considered as British ex-services	Most serving or ex-service members have not heard of the covenant
Suggestion: Need to be more specific on why we are collecting the information and what we are going to do with it. Put something in to tell people why.	For Q11, could we have a 1-10 scale?
Suggestion: people are superstitious and secretive - survey should come from trusted people and sources otherwise this will not be filled in. For example, school book-bags and breakfast clubs, or from employers like the hospital and CYC.	Suggestion: make sure that it's called a name that will grab attention and ultimately will be filled out.

Where the survey should be distributed: where to hand out paper copies?

GP Practices	Community centres
Job centres	Libraries
Schools websites	Children's centres
Imphal barracks / Strensall barracks	Green Howards Museum
In any local military establishment	Families officers within the Regiments.
Shopping centres	Flyers through G.P.O
Every council building (libraries, job centre, council offices, GP and dentists)	Local paper
Military associations	Libraries – paper copies
Armed Forces Day	Social media – use stories/ photos to capture attention
Local regiments	All social groups
Officer commanding the barracks	Regimental associations
Breakfast Clubs	Support pages for veterans
FIS	

7.1: Reflection on the Workshop feedback from the Practitioners Focus Group

These comments and feedback help to suggest areas of interest, challenges and opportunities for the Armed Forces community in York. There was a wide variety of services, charities and provisions highlighted. It provides an understanding of measures that attempt to meet the needs of the Armed Forces community. The survey results will reveal the extent to which Armed Forces members and their families are aware of or are in benefit of these services and provisions, hopefully as well their responses will expose any gaps and weaknesses in service provision, highlighting where needs of Armed Forces members and their families have not been met or addressed. Additionally, the stakeholders' responses here help to inform the direction and the scope of the survey as they have suggested questions and areas of concern that may, through the survey results, be highlighted and addressed. Their feedback also offers insight into how best to reach the Armed Forces community in York and what community networks can be used to gain a wide response. There is an emphasis on hitting the correct target audience. This feedback led the sampling and distribution process of sending out surveys and helped to inform the outline of objectives and the outcomes of the survey.

8. Survey Methodology

8.1: Technical Description

The primary research methodology we adopted for this project is quantitative research. Quantitative research collects data from a specific population in a structured and standardised way. We used an interrogative method through self-completion questionnaires, focus groups and one-to-one interviews. Uniformity and consistency of approach is key to gaining a representative sample from the population.

The strengths of this method are that surveys are cost-effective and suitable for reaching widely displaced communities. However, a weakness is they can suffer from poor response rates and therefore problems with representation and a lack of control over data capture.

The questionnaire in this research project is the structured and standardised collection tool.

The collection and analysis methodology was carried out through Survey Monkey Enterprise.

8.2: Survey Design

On the basis of the inception meetings and the practitioner's focus group, a number of questions were devised to explore with the Armed Forces community. These questions were reviewed and refined where necessary.

A copy of the final survey is available in the appendices on pages 107-111.

8.3: Survey techniques and distribution

The community survey was conducted using mixed media, including: online and paper returns.

Online:

A dedicated website www.surveymonkey.co.uk/r/armedforcescommunity was established

Paper:

Returns from the general public were made either online or through the paper questionnaire which incorporated a prepaid response service to a dedicated PO box number.

There was a concerted effort from the Communities and Equalities Department team at City of York Council. They delivered surveys and met with the public to reach a wide audience and to achieve as many respondents as possible. There was a positive and welcome response from the public and 251 paper surveys were filled in.

8.4: Survey publicity

The survey was supported by a coherent and comprehensive publicity campaign that included:

- A dedicated webpage
https://www.york.gov.uk/press/article/2841/city_of_york_council_launches_local_armed_forces_covenant_chapter with a link to the online version of the survey.
- An A4 poster.
- An A5 flyer.
- A newspaper article in the community council newsletter Our City.
- Online news posts on City of York Council website.
- Project events such as Practitioners' Focus Group and Forum meeting.

A copy of the poster is available in the appendix on page 104.

9: Survey Results

9.1: Response rates

A total of 251 responses were collected during the survey. A very impressive achievement!

9.2: Sample structure, confidence interval and margin of error

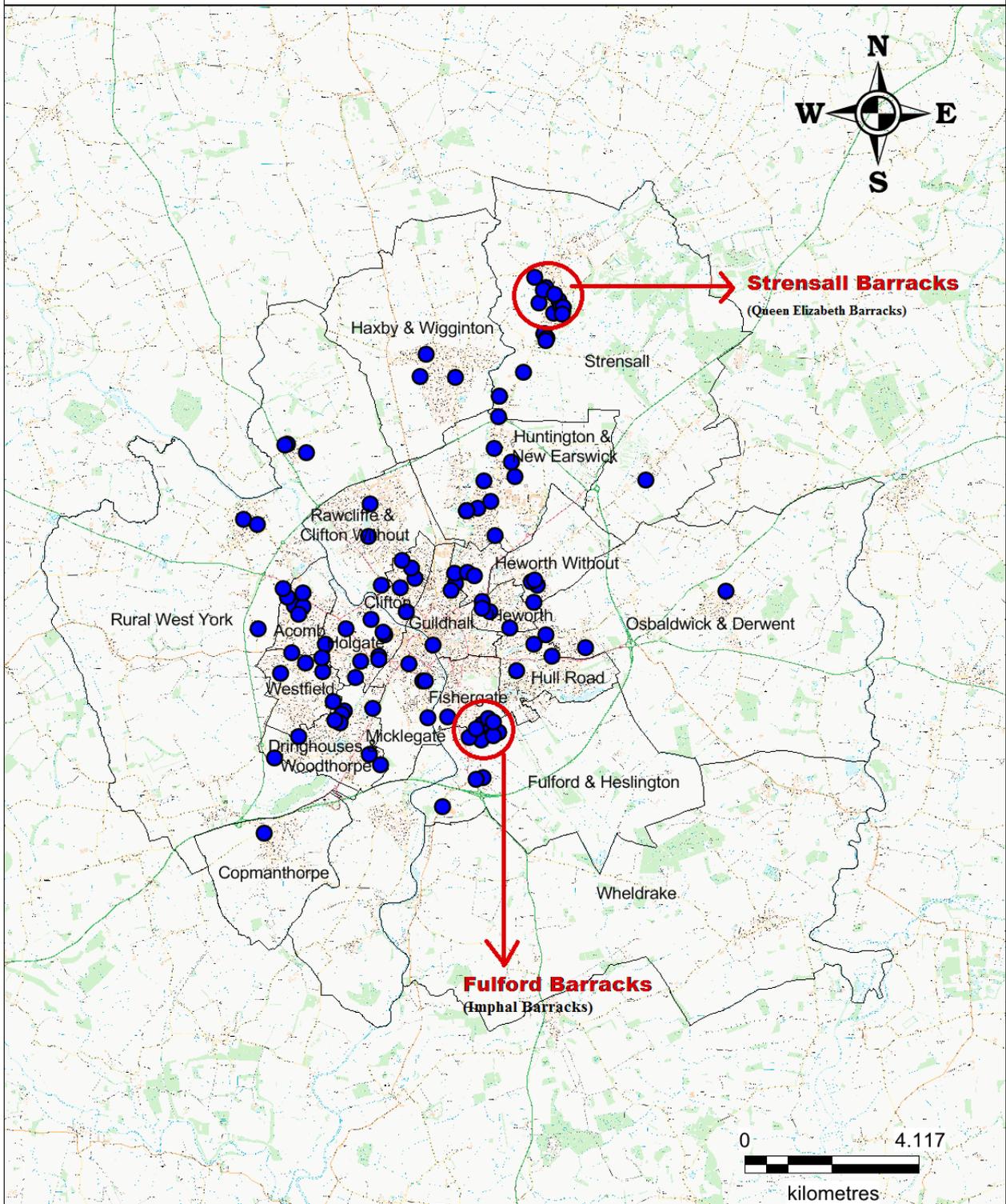
While every attempt possible is made to focus on a particular population, the nature of quantitative research means that responses will be returned from wherever people live. The response to this survey has been impressive.

9.3: Geographic distribution of sample respondents

The map below illustrates the location of postcodes represented by the responses included in the final representative sample (by those respondents who supplied their postcodes). Two points of reference are labelled on the map, which highlight the clusters of respondents near the locations of the two army barracks in York. These barracks were Strensall's Queen Elizabeth barracks and Fulford's Imphal barracks.

The map also offers insight into areas of high population respondents as well as revealing a spread of responses from around the city. The map offers possible insight for local community groups and social groups of where they may be best suited to reach members of the Armed Forces community. For example, there was a high volume of respondents Fulford, Strensall, Westfield, Acomb, Holgate and Heworth wards.

Armed Forces Covenant respondents mapped by postcode



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Created 04/04/2019

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10: Survey Questions and Responses

The survey asked respondents a total of 21 questions. In four sections, section one about their service, section two about the armed forces covenant, section three about their community and section four about themselves.

Section 1: There were four questions about their service:

- 1: Do you currently serve or have you ever served in the UK armed forces?
- 2: Are you the family member of someone who is currently serving or has previously served in the UK armed forces?
- 3: Have you experienced combat during service?
- 4: What valuable skills and experience do you feel people develop through having had a military service?

Section 2: There were three questions about the UK armed Forces Covenant:

- 5: Before today, had you ever heard of the Armed Forces Covenant?
- 6: Please indicate your understanding of the covenant from the list below:
- 7: Have you ever been treated differently (positively or negatively) because you are connected to the armed forces?

Section 3: There were 14 questions about their community

- 8: Overall, how satisfied or dissatisfied are you with your local area as a place to live?
- 9: As a member of our armed forces community do you feel part of the community where you live?
- 10: If we made one change in York to improve the lives of people in the armed forces and their families what would you suggest we do?
- 11: Would you be willing to support us to make this change?
- 12: Do you regularly attend any serving military community activities?

- 13: Do you regularly attend any other community groups?
- 14: Do you regularly carry out any voluntary work in the community?
- 15: On average how many hours a week do you spend volunteering?
- 16: What prevents you from volunteering?
- 17: Are there specific things you would like to do if you had the opportunity?
- 18: How strongly do you feel you belong to the armed forces community?
- 19: Please tell us any Armed Forces groups you're part of? E.g. RBL, SAFFA
- 20: Please tell us any local services you make use of?
- 21: Are there any services you need but can't access?

Section 4: There were ten questions about themselves.

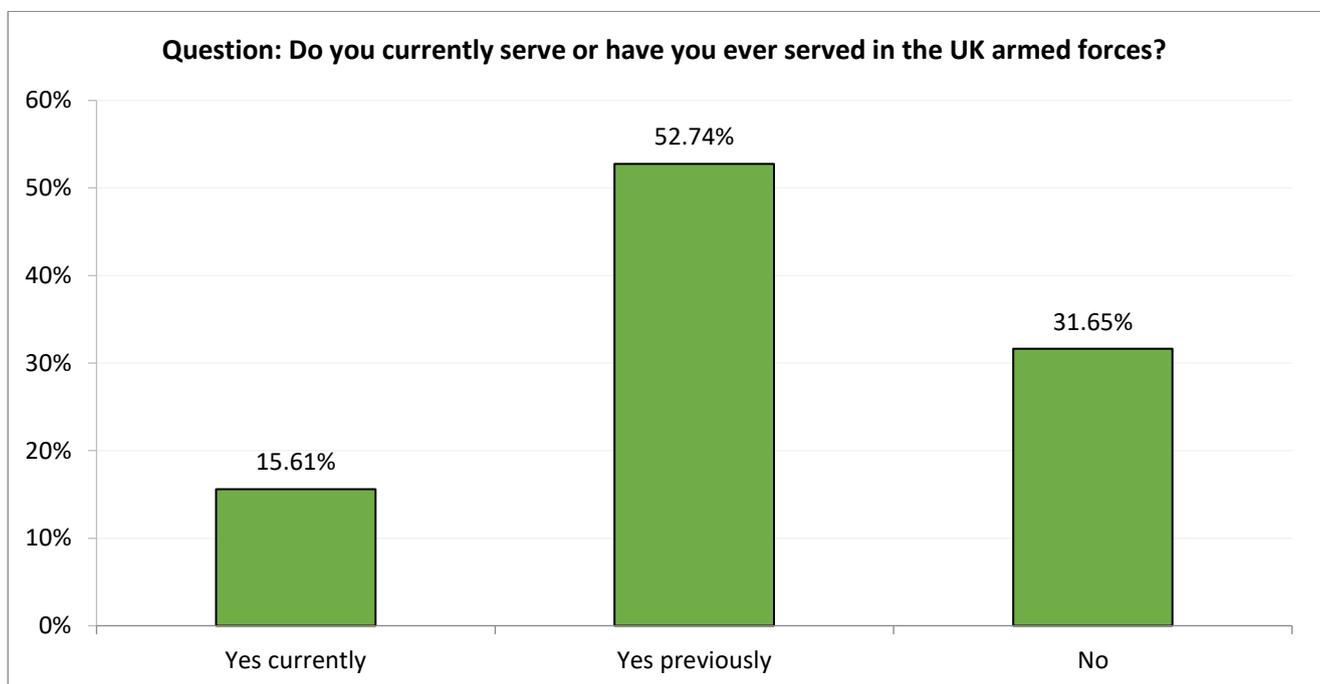
- 22: Have you experienced homelessness? (E.g. no fixed address, sleeping rough, sofa-surfing, staying with friends)
- 23: If you ever feel lonely or socially isolated please tell us how often you feel this way?
- 24: What type of accommodation do you currently live in?
- 25: What is your postcode at home?
- 26: What year were you born?
- 27: Your gender: select the answer you identify yourself as.
- 28: Do you identify yourself as trans?
- 29: Do you consider yourself to be disabled?
- 30: Which of the following best describes your ethnic background?
- 31: Would you like to be contacted in the future on:(If you would like to be contacted in the future please add your contact details)

10.1: Responses

Section 1: Your service.

1: Do you currently serve or have you ever served in the UK armed forces?

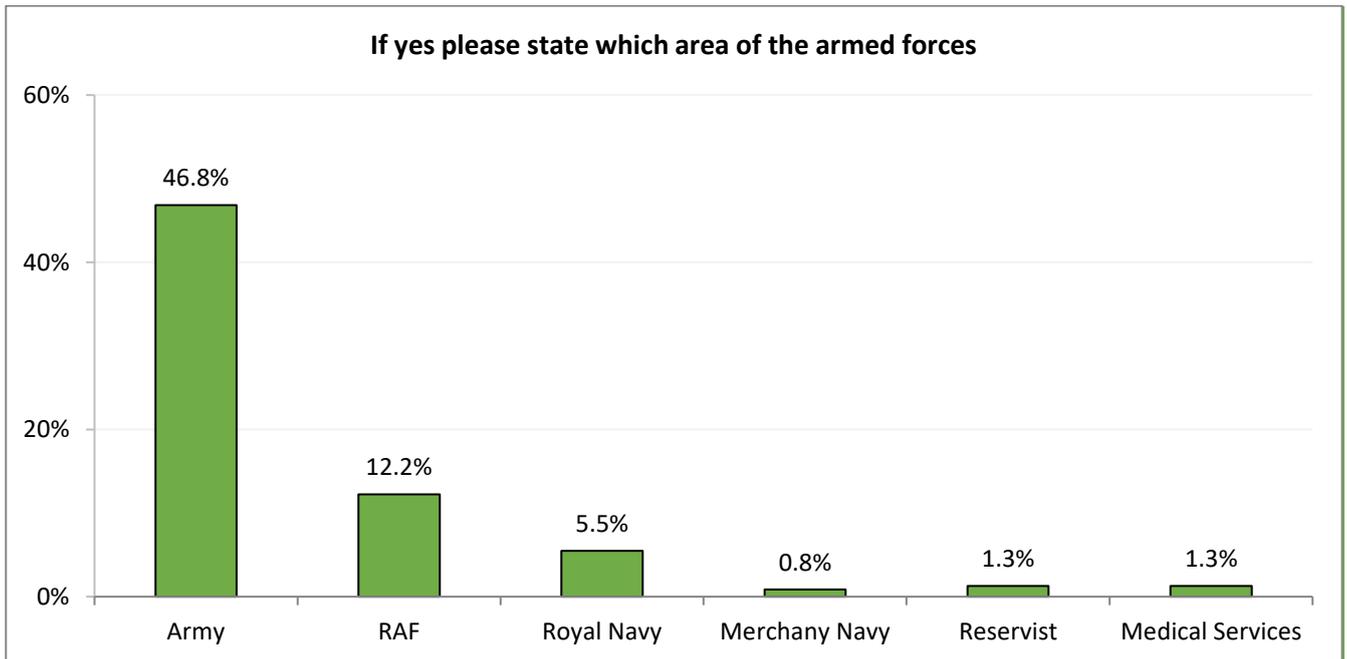
Question: Do you currently serve or have you ever served in the UK armed forces?		
Answer choices	Responses	Percentage of total responses
Yes currently	37	15.6%
Yes previously	125	52.7%
No	75	31.7%



The majority (68%) of participants have or currently serve in the UK Armed Forces. This indicates that the survey has reached a highly relevant sample of respondents as nearly 7 in 10 respondents have self-reported that they have served in the UK Armed Forces. This question was phrased and worded using the feedback from the Practitioners Focus Group event. The consultation thus proves an integral component and initial phase to the survey design, as it led to a clear question that received a successful response.

1a: If yes, please state which area of the Armed Forces.

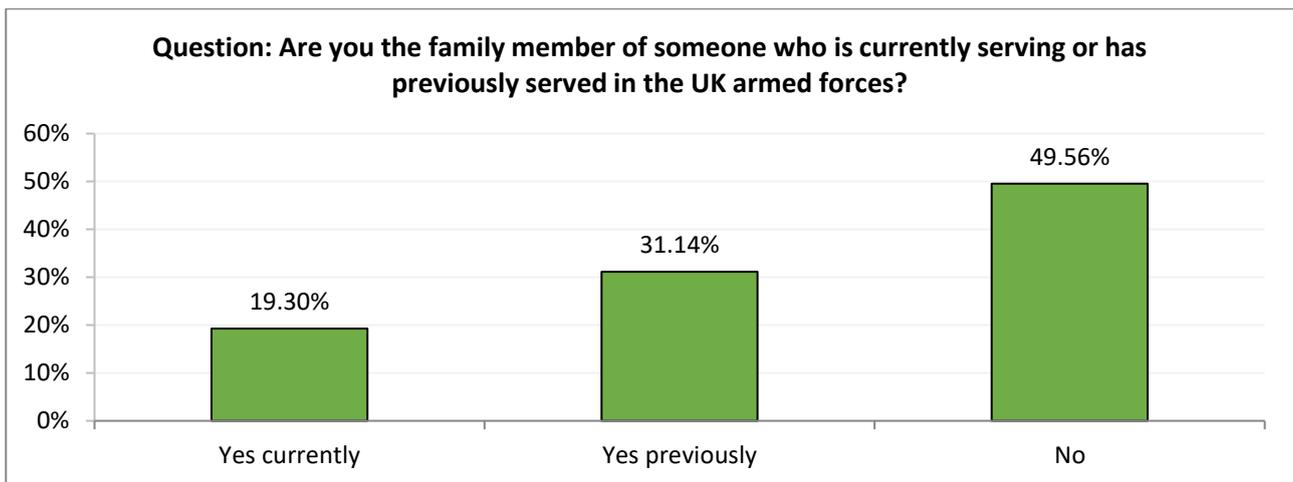
If yes please state which area of the armed forces		
Answers were categorised into the following		
Answers	Responses	Percentage of total responses
Army	111	46.8%
RAF	29	12.2%
Royal Navy	13	5.5%
Merchant Navy	2	0.8%
Reservist	3	1.3%
Medical Services	3	1.3%



The respondents wrote down in a blank text box which area of the Armed Forces they served in. This question-style ensured a comprehensive response from the survey population, as some respondents reported Merchant Navy, Reservists or Medical Services, which demonstrate the variety of Armed Forces service-members within the survey population. The majority (47%) stated that they serve(d) in the Army.

2: Are you the family member of someone who is currently serving or has previously served in the UK armed forces?

Question: Are you the family member of someone who is currently serving or has previously served in the UK armed forces?		
Answer choices	Responses	Percentage of total responses
Yes currently	44	19.3%
Yes previously	71	31.1%
No	113	49.6%

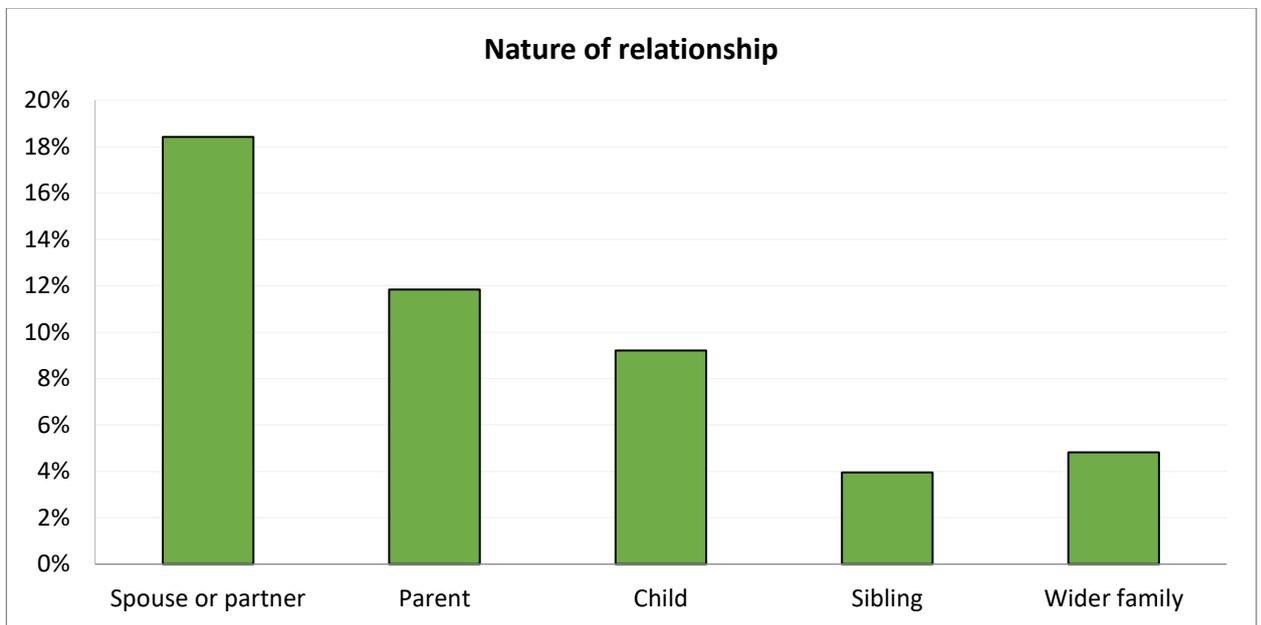


For this question, there was an even split of respondents who did or did not have a family member who serves/served in the UK Armed Forces (50.4% Yes, 49.6% No). This suggests that the survey did reach those who are family members of Armed Forces members, as well as Armed Forces service members themselves. Although some may serve/have served and have family who serve(d), these results do indicate that Armed Forces service members and their families have responded. One area of interest for this survey is the experience of Armed Forces members and their families. Thus, the results of this question support the relevance of this survey and its findings about the Armed Forces community as a whole.

The *Shared Intelligence* Report identified that spouses and family members can be unaware of local services and can experience isolation from the local community, therefore the engagement of this survey with family members is an important step in improving community and provision for armed forces families.

2a: If yes, please detail the nature of your relationship including ex and step relations.

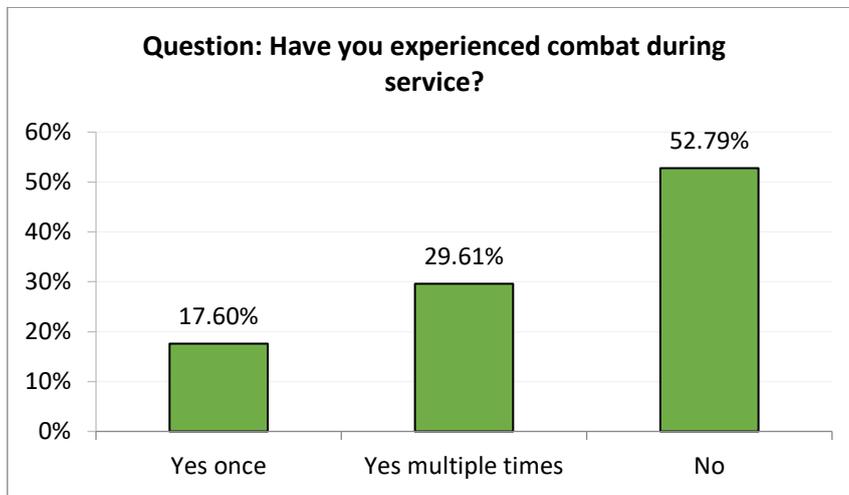
If yes please detail the nature of your relationship including ex and step relations.		
Answers were categorised into the following table where the service member is their:		
Answer choices	Responses	Percentage of total responses
Spouse or partner	42	18.4%
Parent	27	11.8%
Child	21	9.2%
Sibling	9	3.9%
Wider family member	11	4.8%



The majority (18.4%) of respondents were related to an Armed Forces service member through a relationship or a marriage. The range of parents of, children of, siblings of and wider family relations of Armed Service members highlights the range of family relationships within the survey population. This gives a more comprehensive and representative sample population of Armed Forces members’ families. Additionally, this data may reflect the reservist population in York of families with members of the Armed Forces reserves. Whilst only 3 respondents (see q.1) self-reported as reservist service members, this survey may also have captured the responses of Armed Forces reserve families.

3: Have you experienced combat during service?

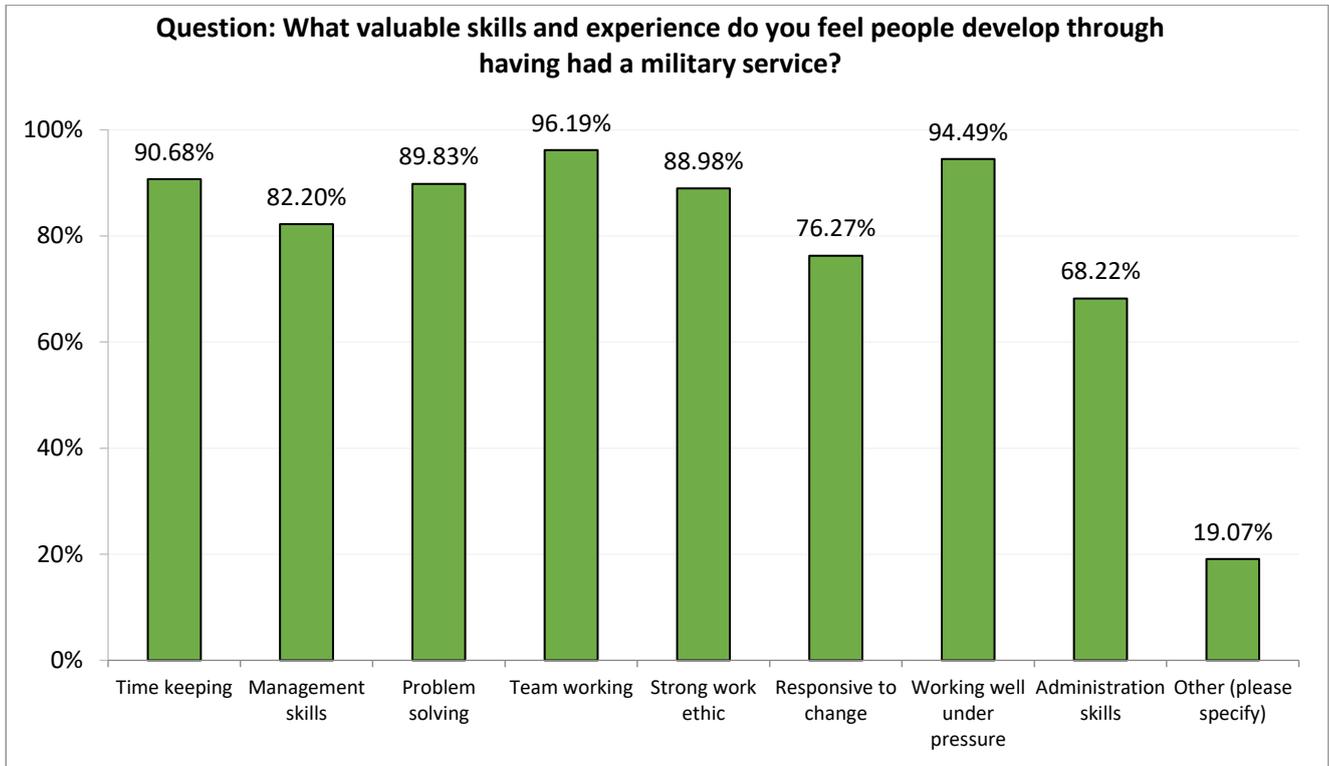
Question: Have you experienced combat during service?		
Answer choices	Responses	Percentage of total responses
Yes once	41	17.6%
Yes multiple times	69	29.6%
No	123	52.8%



A significant proportion of respondents (47%) reported that they had experienced combat during service at least once. Combat during service is a traumatic experience that can have lifelong repercussions for service members. Trauma in combat service can result in long-term conditions like PTSD (post-traumatic stress disorder) and anxiety that continue post-deployment such as service in Iraq or Afghanistan (Combat Stress, 2014). It is important to provide support for mental and psychological health not just during service in combat but also before and after. Before serving, service members could benefit from support regarding their existing coping mechanisms which can help them during and after a traumatic experience such as combat (Combat Stress, 2014). Support after combat in service such as during transition to ‘civilian life’ is important to support veterans with integrating back into society and to help them manage symptoms such as exclusion, dissociation, anxiety and financial or social vulnerability, such as in the context of housing and changes to daily life-structure (Combat Stress, 2014). Further, support from the community and wider public is important for those individuals who have experienced mental health difficulties, as studies have found self-reported stigma and judgement, and fear of being “seen as weak” (Combat Stress, 2014: 3). Thus, we must make every effort to support those who have experienced combat during service. This falls in the remit of the Armed Forces Covenant; “it is a pledge that together we acknowledge and understand that those who serve or who have served in the armed forces, and their families, should be treated with fairness and respect in the communities, economy and society they serve with their lives” (AFC, 2019).

4: What valuable skills and experience do you feel people develop through having military service?

Question: What valuable skills and experience do you feel people develop through having had a military service?		
Answer choices	Responses	Percentage of total responses
Time keeping	214	90.7%
Management skills	194	82.2%
Problem solving	212	89.8%
Team working	227	96.2%
Strong work ethic	210	89.0%
Responsive to change	180	76.3%
Working well under pressure	223	94.5%
Administration skills	161	68.2%
Other (please specify)	45	19.1%



This question received a positive response about the skills that the respondents feel that they have developed through their military service. This question was formulated with consideration of the feedback and suggestions from the York Armed Forces Practitioners Focus Group. A question regarding what skills that respondents can offer to the community was suggested to lead in to the topic of volunteering. Such as:

“Would you like to volunteer? Do you have skills to offer?”

Also, the ‘Other’ box allowed for respondents to self-report skills which they felt they had but were not stated on the list. The use of this box to mention their other skills that were not listed encourages respondents to think about how valuable their skills are. The results also would indicate to employers the value of employing reservists and veterans, which would support existing schemes such as the ‘Veterans’ Guaranteed Interview Scheme’ and the ‘Defence Employer Recognition Scheme’. ‘Other’ skills mentioned are summarised as practical skills, behavioural characteristics and values systems developed during their service.

Many respondents mentioned skills that transcend employment and the labour context, such as fitness, patience, a sense of humour, humility, attitude, discipline and loyalty. These skills highlighted suggest feelings of self-improvement and betterment from their service, and that their service has impacted them personally and socially as well as mentally or physically. The skills, experiences and lessons mentioned in the responses to this open question provide insight into the culture and values of the Armed Forces. This demonstrates the importance of social groups of reservists, veterans and other service members to socialise and maintain support networks with each other, such as through social support groups for veterans and service members. Such provision of a support network may help ex-service members and reservists with transition periods such as return to ‘civilian life’. Furthermore, these findings suggest that volunteers who are from the Armed Forces community could be valuable and much-needed support for York’s Armed Forces Community and an Armed Forces Covenant ‘community hub’ could facilitate this.

Question: What valuable skills and experience do you feel people develop through having had a military service?

All 'Other' responses to this question are listed below: discipline, leadership and health or fitness were all mentioned several times

Trade in electronics

Physical fitness

sense of humor, humility

Tolerance

Common sense

Respect, commitment, integrity, discipline, courage, robustness, adaptable.

Not applicable

Compassion

Leadership and management

Self respect

Disipline

Collaborative working, organisation skills

STEM and Project Management

I am blessed by military training therefore I have a multitude of skills

Leadership, team work, flexibility, reliable, excellence in a crisis

Discipline.

Respect

Leadership, Dedication, Determination, Robustness and Resilience

Effective communication skills, budget & project management, stakeholder management, personal discipline, health & fitness awareness and management

Reliability, Loyalty

Determination, Confidence, Resourcefulness, Self-discipline, Compassion, Sense of humour irrespective of difficult circumstances.

community-minded, understanding citizenship

Resourcefulness, public speaking, fitness

Multi-skills ability.

Ability to think on your feet and problem solve

Proactive, reactive, attitude, manner, bearing, leadership, confidence

Humour

Housekeeping (e.g. ironing), fitness, personal hygiene

Leadership skills, Patience

Loyalty

Specialist training

Ability to learn new skills and to adapt

Lean working

Self Discipline

Leadership rather than Management Skills

Character, discipline, comradeship

Values and standards that the youth of today are lacking!

I worked as a Civilian Secretary in Imphal Bks/QEB York and they have very many skills as they are all from different backgrounds, different standards of education and they learn an immense amount of knowledge being service personnel

Leadership

Learning to get along and make friends with people from different backgrounds.

Loyalty, strong sense of right and wrong, strong sense of what it is to be British.

Self discipline

Leadership skills

Resilience

Physical fitness, Resourcefulness

From the 2019 *Shared Intelligence* report, research has found that those transitioning out of the Armed Forces have difficulties identifying transferrable skills, and can be employed in workplaces and positions that do not make best use of an ex-Service members' skillset. This can create barriers to high-skilled positions. Organisations such as the Career Transition Partnership can provide support to working age veterans and ex-Service members.

The Career Transition Partnership is led through the Ministry of Defence.

"This support assists personnel leaving the armed forces to prepare for entering the civilian job market and to make a successful transition to employment, or achieve the wider vocational outcome they seek."

(source: Guidance on Career Transition Partnership: <https://www.gov.uk/guidance/career-transition-partnership>)

The *Shared Intelligence* report found that the military needs to have a stronger focus on and understanding of the services available to help transition. From the results of this question and using the evidence gathered from the *Shared Intelligence* report, it becomes clear that there is a need for partnership of employers and recruitment services with the military.

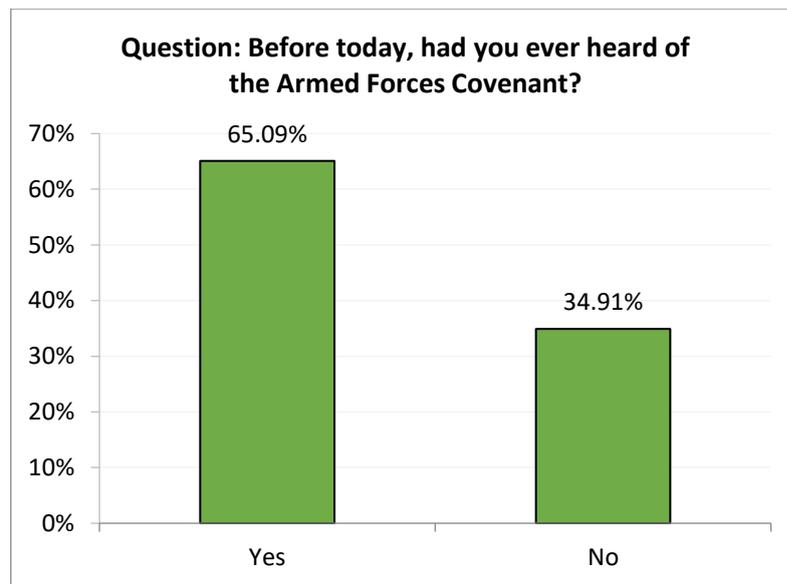
A cross military-civilian understanding of the skills that veterans, early service leavers and service members would improve the confidence, employment and quality of life and work satisfaction for individuals. Specialised employer training would promote better relationships between employers and the military, helping members of the Armed Forces community with their transition back to civilian life and their journey towards a second career. Additionally, a skills support community hub would help ex-service members and the armed forces community with making the most of their skills. As illustrated by the results of this question, the armed forces community possess a multitude of skills, and many that are highly desired by employers.

Section 2:

The UK Armed Forces Covenant

5: Before today, had you ever heard of the Armed Forces Covenant?

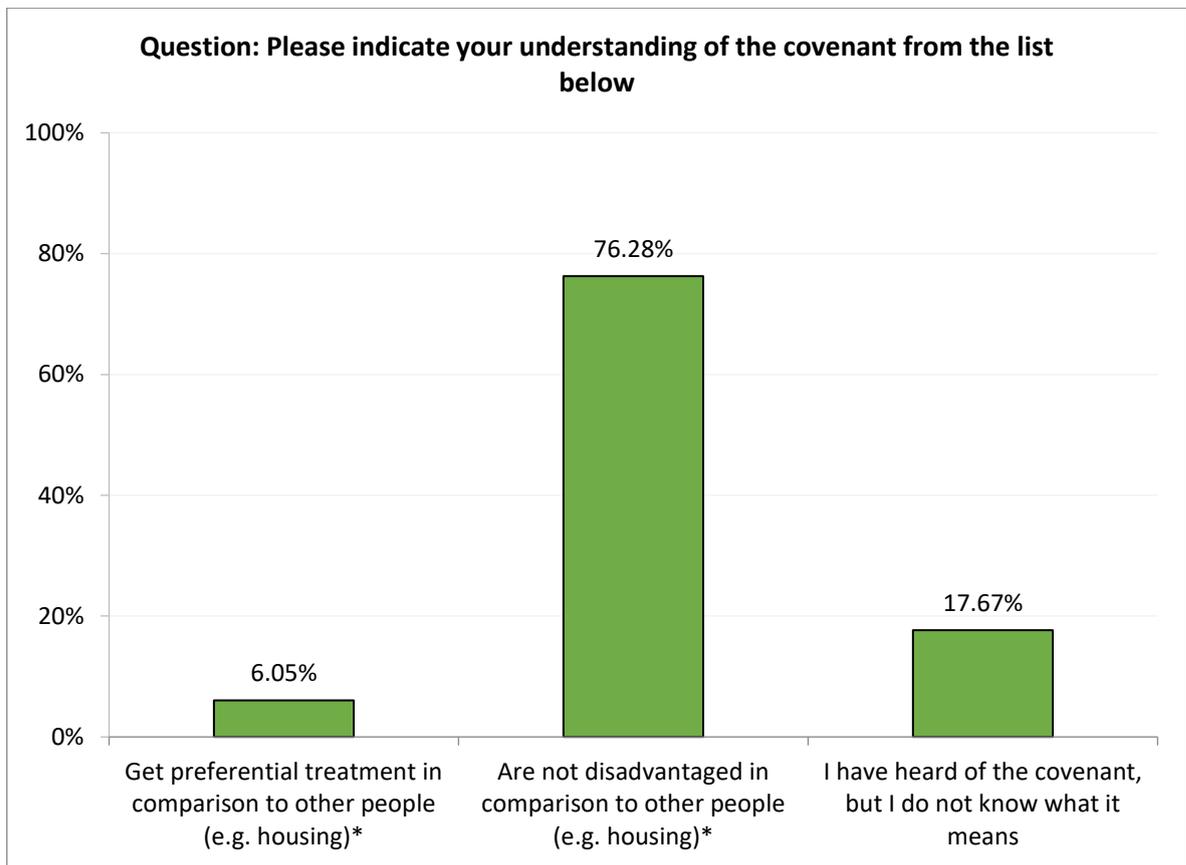
Question: Before today, had you ever heard of the Armed Forces Covenant?		
Answer choices	Responses	Percentage of total responses
Yes	151	65.1%
No	81	34.9%



The response to this question suggests that the majority (65%) of service members in York have heard of the Armed Forces Covenant. This demonstrates the interest and perhaps the extent of benefit or reach of the Armed Forces community in York with the Armed Forces Covenant. However, more than one third (35%) of the respondents had not heard of the Covenant before this community survey. Therefore, whilst many do know of the Armed Forces Covenant, there are also some members and families of the Armed Forces community that have not heard of it. York has a long and established history of being a garrison city and still has two active barracks in Strensall and Fulford. In 2011, the city signed the Armed Forces Covenant to support all members of the Armed Forces community, including reservists and their families. It is important going forwards to increase the awareness of the AFC and what this means for individuals and families.

6: Please indicate your understanding of the covenant from the list below.

Question: Please indicate your understanding of the covenant from the list below		
Answer choices	Responses	Percentage of total responses
Get preferential treatment in comparison to other people (e.g. housing)*	13	6.1%
Are not disadvantaged in comparison to other people (e.g. housing)*	164	76.3%
I have heard of the covenant, but I do not know what it means	38	17.7%



The answers to this question indicate that the majority (76%) of respondents are in understanding or have an idea about what the covenant is for and what it aims to achieve. 17% of respondents did not know what the covenant means. This could be because they had not heard of it, or perhaps they were unsure, or they felt this response best fit their understanding or lack of understanding.

It is important that we raise awareness and increase understanding of the covenant for individuals of all demographics and backgrounds within the Armed Forces community in York. It is possible that those who have heard of the Covenant, which was established and signed in York in 2011, do not know what it means, are elderly or do not have access to resources or visit spaces where they might come into contact or have an opportunity to learn about the AFC.

Additionally, it is possible that the Armed Forces community in York utilise or frequent other services and groups or advice-points that support veterans and Armed Forces services community. Hence, a good use of this data and a reasonable response to it would be to endeavour to raise awareness of the Armed Forces Covenant with social groups, local charities and community groups. This would be of best benefit for the respondents. In addition, the Covenant should increase its presence within the two barracks in York – Fulford and Strensall - as it is possible that families or service members have been relocated or are new to the Armed Forces community, and therefore are unaware of the UK Armed Forces Covenant and what this means for the Armed Forces community in York and for the service provision and opportunities supported through City of York Council.

7: Have you ever been treated differently (positively or negatively) because you are connected to the Armed Forces?

Question: Have you ever been treated differently (positively or negatively) because you are connected to the Armed Forces?		
Answer choices	Responses	Percentage of total responses
Yes	79	48.5%
No or Not sure	84	51.5%

"Of those who said Yes, where further details were given, comments have been categorised into Positive and Negative experiences. (Some comments mentioned more than one experience. Full list of comments in annex)"

Treated Negatively Answers

Negative 51 Comments

Education (4 comments): difficulties obtaining schooling or understanding of child experiences.

Employment (13 comments): encountered prejudice, lack of understanding of service families, lack of understanding of transferable skills.

Health (4 comments): challenges accessing medical services.

Housing (6 comments): challenges with application process due to service or experienced prejudice.

Public Perception (10 comments): negative attitudes from the public, 4 comments mentioned being turned away from licensed establishments.

Other (14 comments): covered a range of experiences including credit ratings, lack of understanding of needing to move around by various establishments and general feelings of discrimination.

Treated Positively Answers

Positive 21 Comments

Employment (4 comments): employers valuing skills gained through service experience.

Other (17 Comments): covered a range of experiences including military discounts, public perception and general feelings of positive experiences.

The results show an even spread of distribution from respondents as to whether they have or have not been treated differently because of their connection to the Armed Forces. 51 negative comments and 21 positive comments suggest that there is some stigma and difficulty in accessing service for the respondents.

This feedback provides insight into problems faced by the Armed Forces Community and their families which can be addressed and hopefully some community actions or intervention could work to reduce these problems.

That service members have received negative comments or lack of understanding or awareness from education, employment, housing and public perceptions demonstrates the need for the Armed Forces Covenant and the practices and policies that it produces and supports with local government, employers, and institutions.

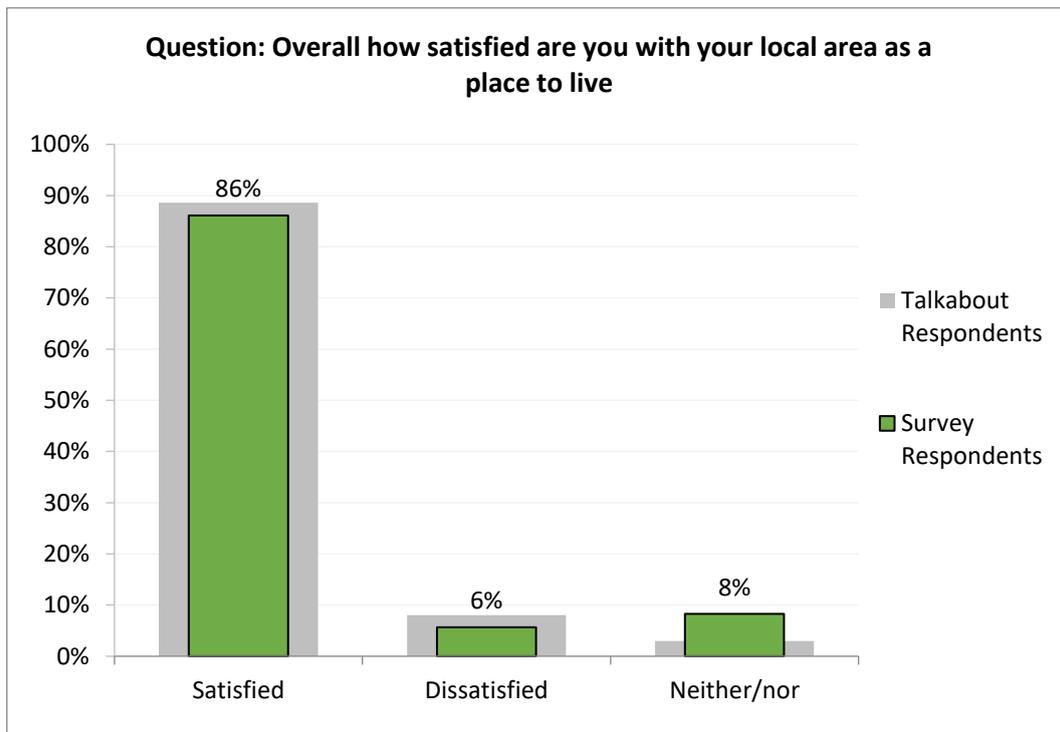
Lack of understanding of families was cited by several respondents and is an issue that the York Armed Forces Community Consultation Survey 2019 aimed to address and reduce with its findings and with consultation of the Armed Forces community in York.

Section 3:

Their community

8: Overall, how satisfied are you with your local area as a place to live.

Question: Over all how satisfied or dissatisfied are you with your local area as a place to live?		
Answer choices	Responses	Percentage of total responses
Very dissatisfied	9	4.6%
Dissatisfied	2	1.0%
Neither/nor	16	8.3%
Satisfied	92	47.4%
Very satisfied	75	38.7%

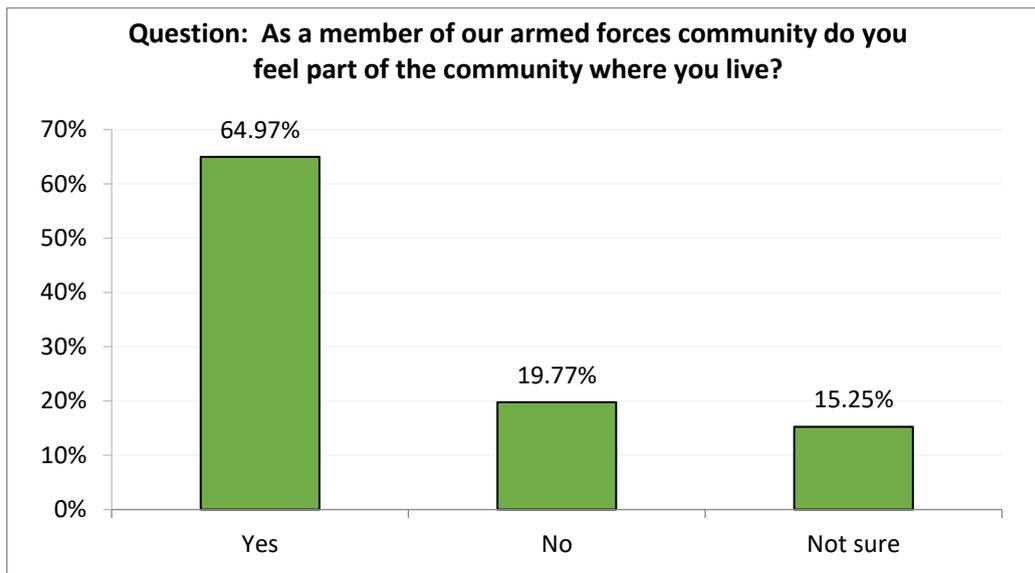


NB: "Answers marked fairly and very satisfied or dissatisfied have been combined to produce an overall satisfied and dissatisfied figure in the above chart. Results from the Talkabout panel Resident Satisfaction Survey October 2018 are shown for comparison."

9: As a member of the armed forces community do you feel part of the community where you live?

Question: As a member of our armed forces community do you feel part of the community where you live?		
Answer choices	Responses	Percentage of total responses
Yes	115	65.0%
No	35	19.8%
Not sure	27	15.3%

NB: 80% of respondents to the Talkabout panel Resident Satisfaction Survey October 2018 agreed that they felt they belonged to their local area.



Feeling part of the community is important for wellbeing and for individuals to feel included. The majority (65%) reported that they do feel part of their community where they live. This is a positive response as members of the Armed Forces community **can** feel they are not integrated or accepted into society, and feel a disconnect between the Armed Forces and civilian life in terms of structure, values, organisation and behavioural norms.

Social groups and military support organisations such as RBL and SSAFA have a presence in York and it is likely that groups and organisations like these help Armed Forces members to feel supported and part of their community. The 35% of respondents who were uncertain or did not feel part of their community however, are still important. Volunteering and a community hub will help to increase their sense of belonging and integration or support within their community where they live.

9a: If no, please try to explain what you feel the barriers are:

If no, please try to explain what you feel the barriers are:

49 respondents offered comment on what they felt the barriers were, the 4 most frequent have been summarised below.

(Some comments mentioned more than one area. Full list of comments in annex)

Public perception/understanding (10 Comments): experiences of prejudice and lack of public understanding contributing to a divide.

Events (10 comments): lack of events to bring communities together or lack of awareness of events/groups taking place.

Work (7 comments): little time to get involved, stationed away from home setting or constant moving making it difficult to lay roots.

Support (6 comments): emotional, practical support to settle back into civilian life.

These comments from respondents highlight needs and issues that Armed Forces communities and families face. Solutions and practical implementations have been suggested by respondents and this will help to lead the outcomes and next steps of the Armed Forces covenant and community work in York.

The comments about practical support to settle back into civilian life indicate the need to further explore advocacy for the AF community.

The issue of laying roots and finding it difficult to be in one settled home reflects the obstacles to integration and community involvement that many Armed Forces community members may feel, which ties into difficulties transitioning back into civilian life.

10: If we made one change to York to improve the lives of people in the armed forces and their families what would you suggest we do?

Question: If we made one change in York to improve the lives of people in the armed forces and their families what would you suggest we do?

109 respondents made a suggestion of one thing to change in York, these were categorised into the areas listed below. 55% of respondents said they would be willing to help make the change.

Awareness/Recognition	17 Comments	Raising awareness of what it means to be in the armed forces amongst society, employers, health practitioners and other organisations such as gyms so that policies can be more inclusive. Hosting more events to recognise and celebrate the armed forces such as parades and memorials.
Financial	16 Comments	Military discounts including restaurants, shops, local attractions, council tax, travel, children's classes, parking and childcare.
Social Event	11 Comments	Social event or group to connect, share experiences and offer support. 8 comments specifically mentioned a group or event for service members and veterans.
Housing	10 Comments	Provision of housing when leaving service, affordable housing, help with homelessness and improving military quarters.
Integration	9 Comments	Support integration through raising awareness and running mixed events.
Health	8 Comments	Improved access to healthcare during and beyond service.
Engagement	7 Comments	Increased engagement/consultation.
Welfare	5 Comments	Support with resettlement on leaving the services.
Other	19 Comments	See below

Other comments included school availability and transition support, support gaining employment, parental support (clinics/childcare/groups), not closing the barracks and a range of other suggestions.

(Some comments mentioned more than one area. Full list of comments in annex)

These comments highlight areas of life and of York that need to be revised or improved. These comments can be viewed as constructive recommendations which the AFC can use in the future.

11: Would you be willing to support us to make this change?

Question: Would you be willing to support us to make this change?	
Answer Choices	Percentage of total responses
Yes (please include your contact details at the end of the form)	55%
No	45%

We received 55% respondents' contact details in response to this question, which have been recorded securely and confidentially.

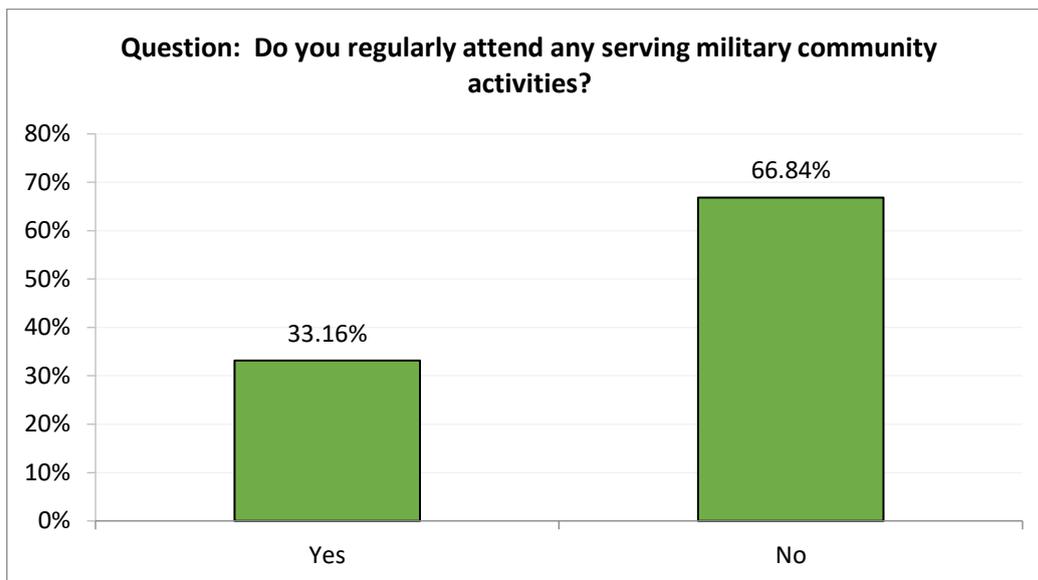
A full list is not shown here due to due diligence and with abidance to the regulations of the GDPR (General Data Protection Regulation).

This response does however indicate the interest of the Armed Forces community in getting involved with the community and volunteering. This question builds upon the areas of change identified by respondents in the previous question and is thus encouraging the respondents to think about how they can change things and make things better.

This is a positive and constructive response from participants that we hope to maximise with a Community event that will discuss volunteering and ways to support the Armed Forces community in York.

12: Do you regularly attend any serving military community activities?

Question: Do you regularly attend any serving military community activities?		
Answer choices	Responses	Percentage of total responses
Yes	63	33.2%
No	127	66.8%

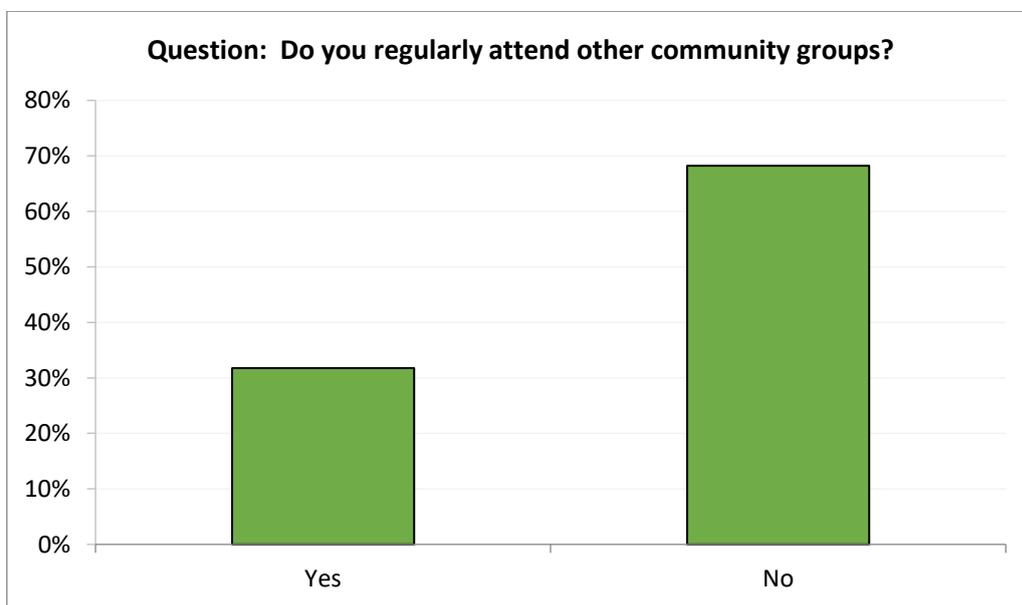


One third of respondents reported that they do attend serving military community activities. This is positive to see. However, there are still two-thirds that do not. Some issues as to why this is the case include: some may feel removed or feel stigma from the AF community, some may feel that they are moving around too much to settle into regular attendance of activities, also some may be unaware of what activities are on offer for the community, or they feel that there is not an activity which suits them.

Thus, consultation of the respondents will help to identify what needs and issues need to be addressed and how best to approach these identified needs. Practical and achievable approaches and implementations could make a positive difference to the sense of belonging and to the integration of the Armed Forces community with their current area of residence or 'home' area.

13: Do you regularly attend any other community groups?

Question: Do you regularly attend any other community groups?		
Answer choices	Responses	Percentage of total responses
Yes	61	31.8%
No	131	68.2%



The response to this question indicates that whilst one-third do attend a non-military or other community group, there are still many (68%) who do not.

This suggests that Armed Forces members and their families would benefit from more community provision or on provision that has a selected focus on reservist or the Armed Forces community and their families.

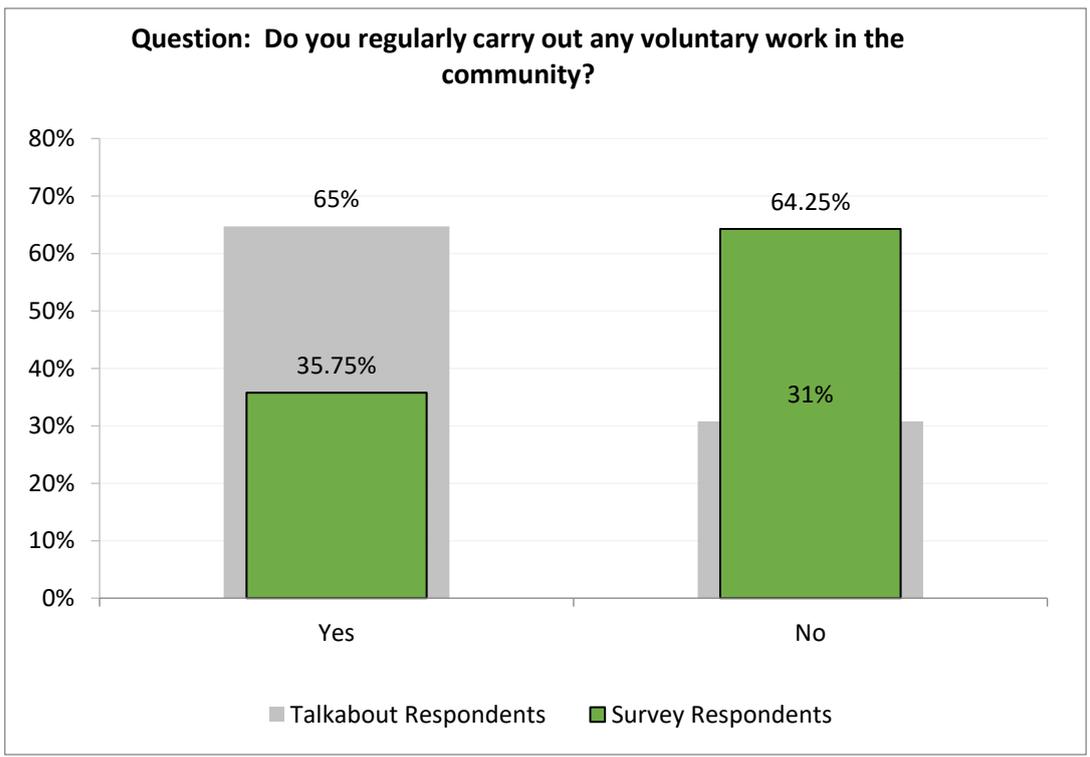
58 respondents gave details on which groups they attended, the most popular 3 were Military (32%), Sport/Active (18%) and Church (14%).

These responses were along with many others including Arts, Children's related, Educational and Charitable Organisations.

(Full list of comments in annex)

14: Do you regularly carry out any voluntary work in the community?

Question: Do you regularly carry out any voluntary work in the community?		
Answer choices	Responses	Percentage of total responses
Yes	61	35.8%
No	131	64.3%

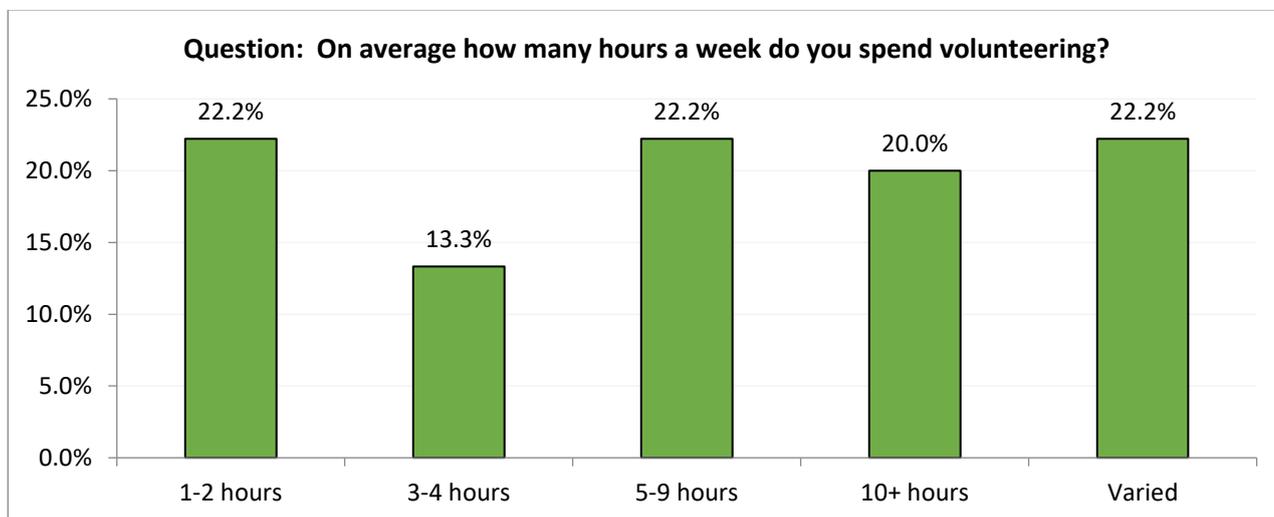


When asked what sort of volunteering, the answers reflected that of the community group question in that military, sport/active and church were most frequent followed by a range of other groups. (Full comments in annex)

65% of respondents to the Talkabout Resident Satisfaction Survey October 2018 indicated they had volunteered within the last 12 months. Results from the Talkabout panel Resident Satisfaction Survey October 2018 are shown for comparison in the chart.

15: On average how many hours a week do you spend volunteering?

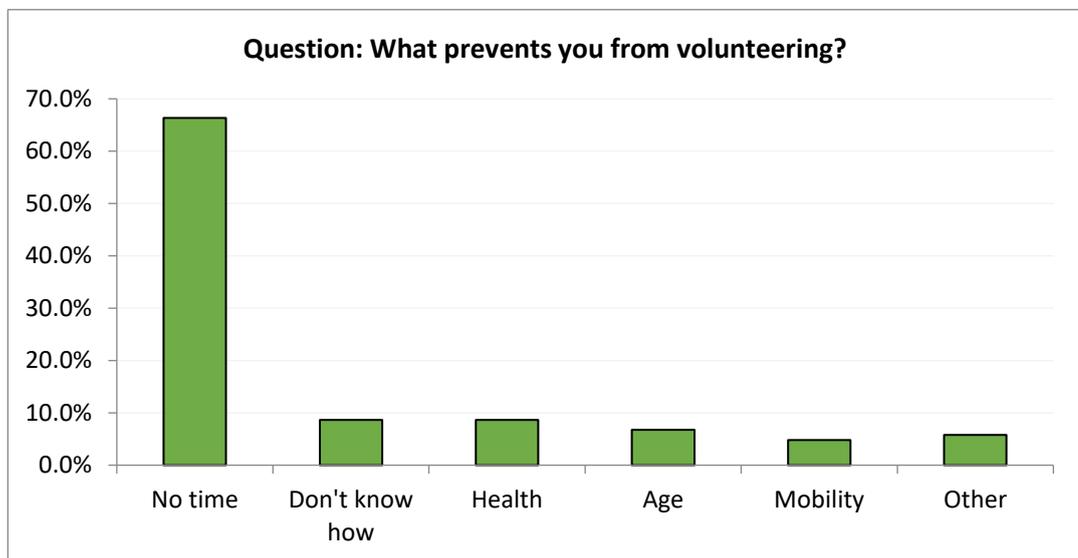
Question: On average how many hours a week do you spend volunteering?		
63 respondents who regularly volunteer indicated how many hours a week. These have been sorted into the following categories.		
Answer choices	Responses	Percentage of total responses
1-2 hours	14	22.2%
3-4 hours	11	13.3%
5-9 hours	15	22.2%
10+ hours	9	20.0%
Varied	14	22.2%



A variety of responses about volunteer-time suggest that there is a variation among respondents of how much time they can dedicate to volunteering.

16: What prevents you from volunteering?

Question: What prevents you from volunteering?		
104 respondents offered comment on what prevented them from volunteering. These were categorised into the following:		
Answer choices	Responses	Percentage of total responses
No time	69	66.4%
Don't know how	9	8.7%
Health	9	8.7%
Age	7	6.7%
Mobility	5	4.8%
Other	6	5.8%



'No time' is the most common response (66%) from participants.

This indicates that work and family life commitments may be a barrier to volunteering, but also it could be that respondents are busy or have commitments at common times when volunteering takes place. Also, response to 'Don't know how' suggests that information and awareness-raising of volunteering in York may increase numbers of volunteers and help people get into volunteering that suits them.

17: Are there specific things you would like to do if you had the opportunity?

Question: Are there specific things you would like to do if you had the opportunity?

78 respondents commented on what they would like to do, the most frequent answers were as follows:

- **Military support volunteering** (14 comments)
- **Other volunteering** (22 comments) - covered a range of groups and organisations.
Homelessness was mentioned several times.
- **Undertaking further Education** (4 comments)
- **Finding Employment** (4 comments)

Other comments included spending time with family and getting out more.

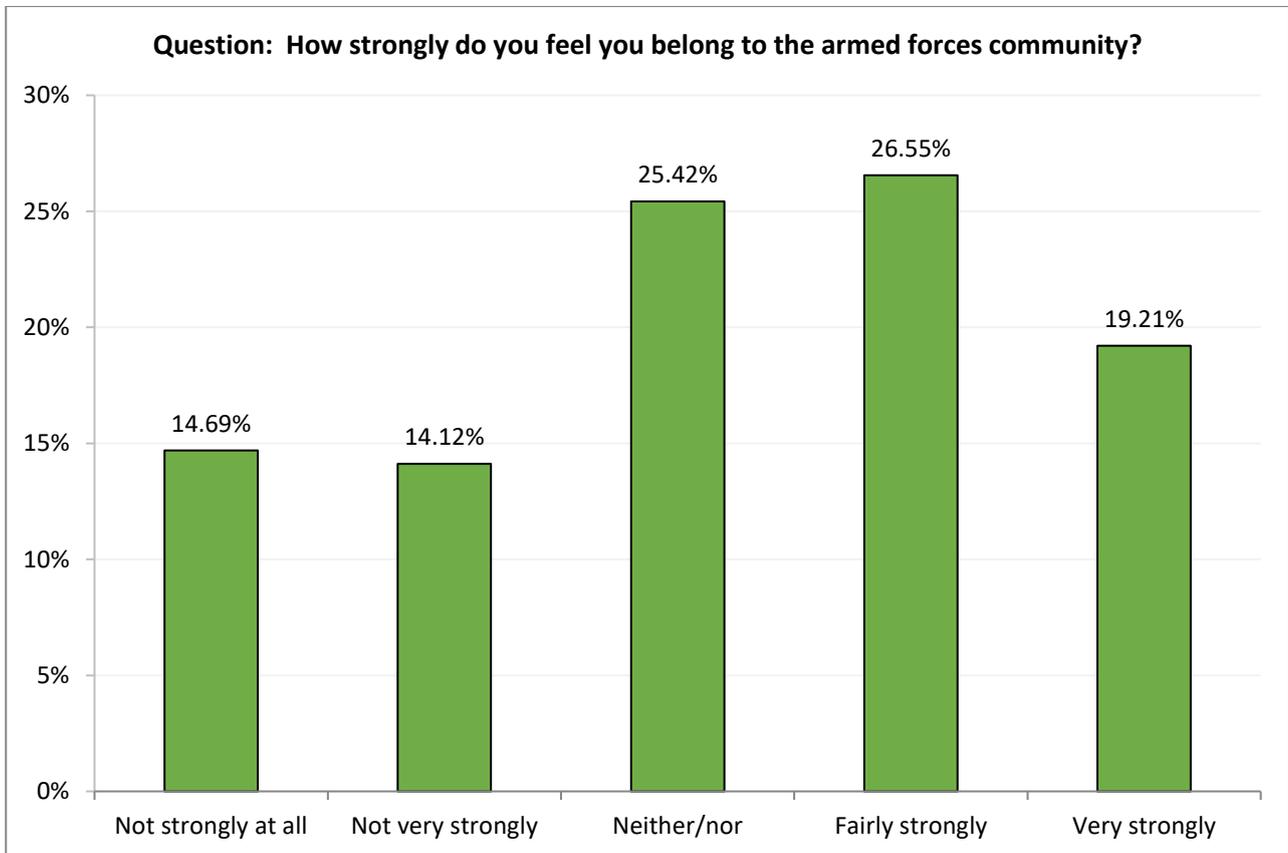
For the full list of comments regarding volunteering aspirations, see pages 84-87 in the annex.

This question gave an interesting response. Most of the comments were related to supporting the Armed Forces community, improving their education or employment, or were related to other volunteering. This demonstrates the areas of interest for respondents.

Also notable is the number of respondents who mentioned their desire to spend more time with family and get out more. Families of Armed Forces members are of strong importance to the Armed Forces Covenant, and working to improve their lives and wellbeing would benefit the Armed Forces community.

18: How strongly do you feel you belong to the armed forces community?

Question: How strongly do you feel you belong to the armed forces community?		
Answer choices	Responses	Percentage of total responses
Not strongly at all	26	14.7%
Not very strongly	25	14.1%
Neither/nor	45	25.4%
Fairly strongly	47	26.6%
Very strongly	34	19.2%



19: Please tell us of any armed forces groups you are part of?

Question: Please tell us any Armed Forces groups you're part of? e.g RBL, SAFFA

100 respondents gave details on Armed Forces groups they were part of. The most common answers were:

- Royal British Legion (25 comments)
- Royal Air force Association (12 comments)
- Soldiers, Sailors, Airmen and Families Association (10 comments)

Other groups included Help for Heroes and Regimental Association.

There is a full list of responses to this question in the annex.

Many respondents were part of RBL, RAFA and SSAFA, as well as Help For Heroes and the Regimental Association.

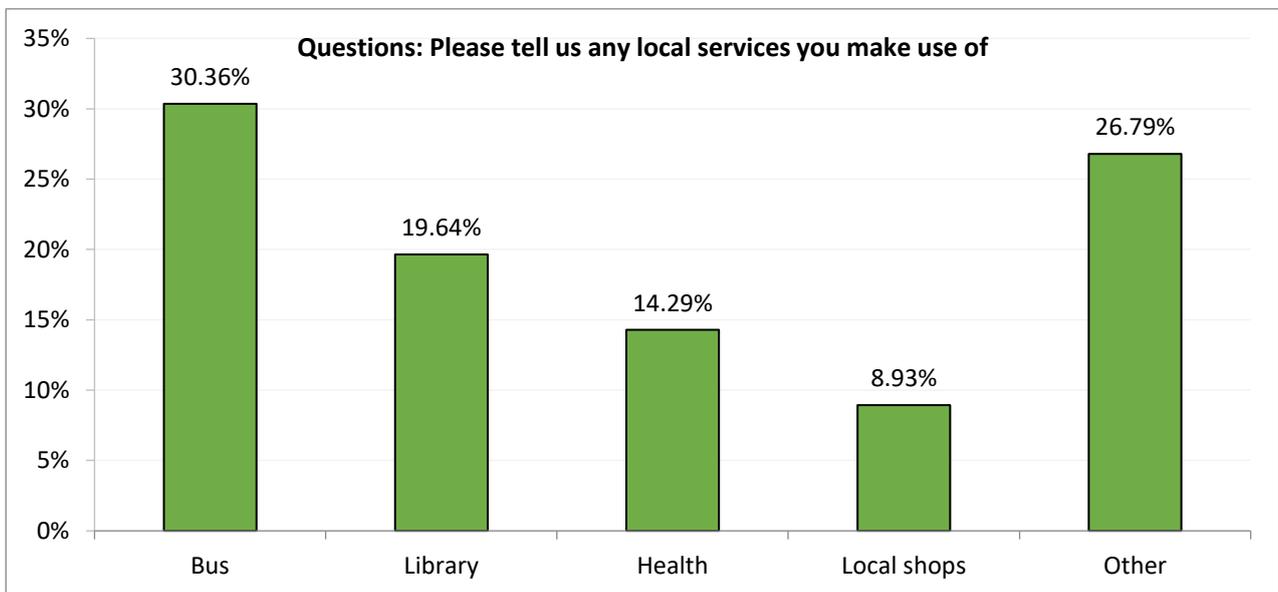
Respondents are aware of and use these military community and support organisations.

An Armed Forces community hub or group for social and volunteering support would likely be of high interest to the Armed Forces community in York.

Additionally the Armed Forces Covenant in York can use this information to better co-ordinate services and community events or groups.

20: Please tell us of any local services you make use of?

Question: Please tell us any local services you make use of?		
Comments were categorised into the following:		
Answer choices	Responses	Percentage of total responses
Bus	17	30.4%
Library	11	19.6%
Health	8	14.3%
Local shops	5	8.9%
Other	15	26.8%



Other included: local parks, leisure and recreational facilities, and charitable and military organisations.

These responses suggest that library, health centres and buildings, local shops and leisure or recreational facilities could be meeting spaces for Armed Forces community.

21: Are there any services you need, but can't access?

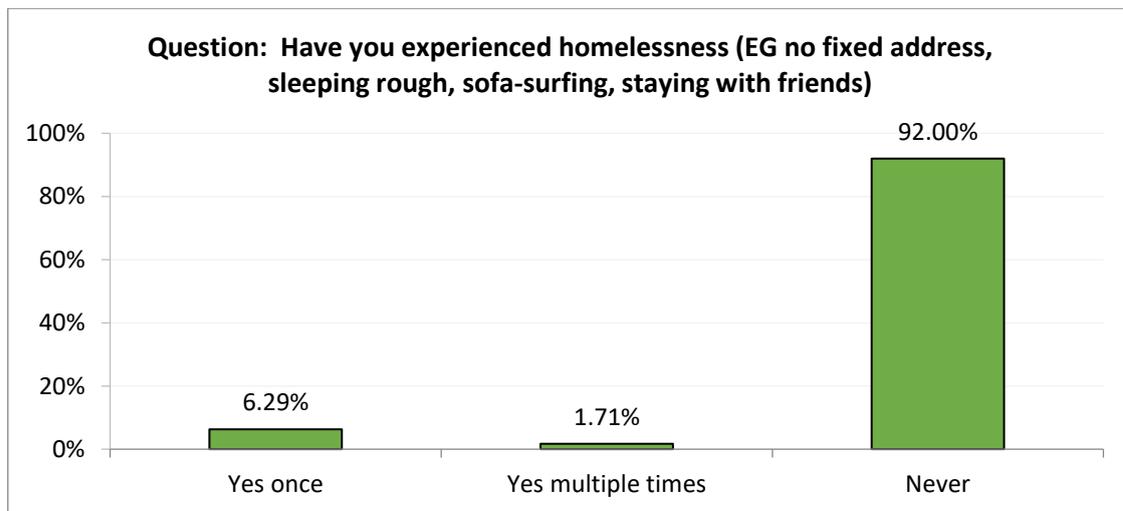
17 respondents detailed services they needed but couldn't access. 7 of these related to healthcare and in particular dentistry, 4 related to children's or baby groups one mentioned challenges with waiting lists when constantly moving areas. 6 related to other areas such as transport.

Please see the annex for a full list of comments.

Section 4: About You

22: Have you ever experienced homelessness?

Question: Have you experienced homelessness (EG no fixed address, sleeping rough, sofa-surfing, staying with friends)		
Answer choices	Responses	Percentage of total responses
Yes once	11	6.3%
Yes multiple times	3	1.7%
Never	161	92.0%



The response to this question suggests that the majority (92%) of respondents have not experienced homelessness. There were however 14 respondents (8% of the sample) who had experienced homelessness on at least one occasion. Within this population of 14 respondents, some may have struggled due to difficulties in transition – returning to civilian life – or their state or period of homelessness could be due to personal, or structural, such as economic difficulties or issues with housing providers.

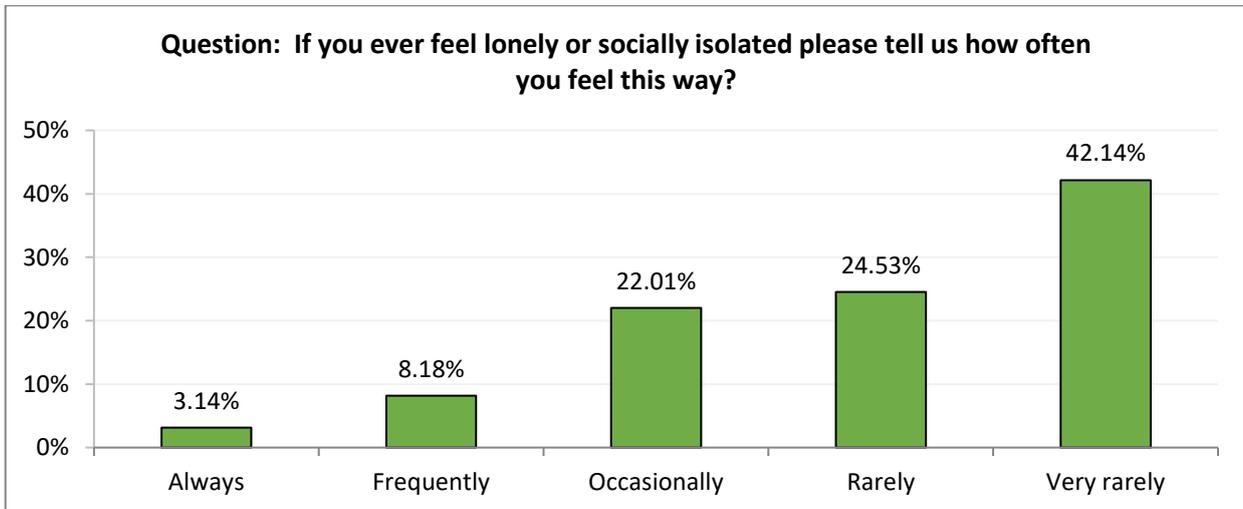
Thus, these results suggest a need for a conversation and approach towards housing provision within the Armed Forces community in York. An information event or housing support session or workshop could support individuals that lack sufficient housing provision.

With this information in mind and the number of potential volunteers, it would be prudent to explore a community-led housing scheme. See website for more info:

<https://www.communityledhomes.org.uk/what-community-led-housing>

23: If you ever feel lonely or socially isolated please tell us how often you feel this way?

Question: If you ever feel lonely or socially isolated please tell us how often you feel this way?		
Answer choices	Responses	Percentage of total responses
Always	5	3.1%
Frequently	13	8.2%
Occasionally	35	22.0%
Rarely	39	24.5%
Very rarely	67	42.1%



The results from this question suggest that a minority (11%) of respondents are socially isolated and often experience loneliness. This is an issue that needs to be addressed within the Armed Forces community and families of York. Loneliness and feelings of isolation have a negative impact on wellbeing and general, as well as in particular, mental, health. There are community projects and charities in York that aim to tackle and reduce loneliness and social isolation. These organisations and schemes could possibly help Armed Forces members and families, perhaps with a joint collaboration project and awareness-raising. Also, a project or community hub could address issues of loneliness in the Armed Forces community as it promotes social belonging because it is an opportunity to make friends and to feel part of one’s community. The nature of Armed Forces service includes elements such as deployment and reserve service that can have effects of feeling social isolation. A social isolation project could have a positive impact on the Armed Forces community in York.

24: What type of accommodation do you currently live in?

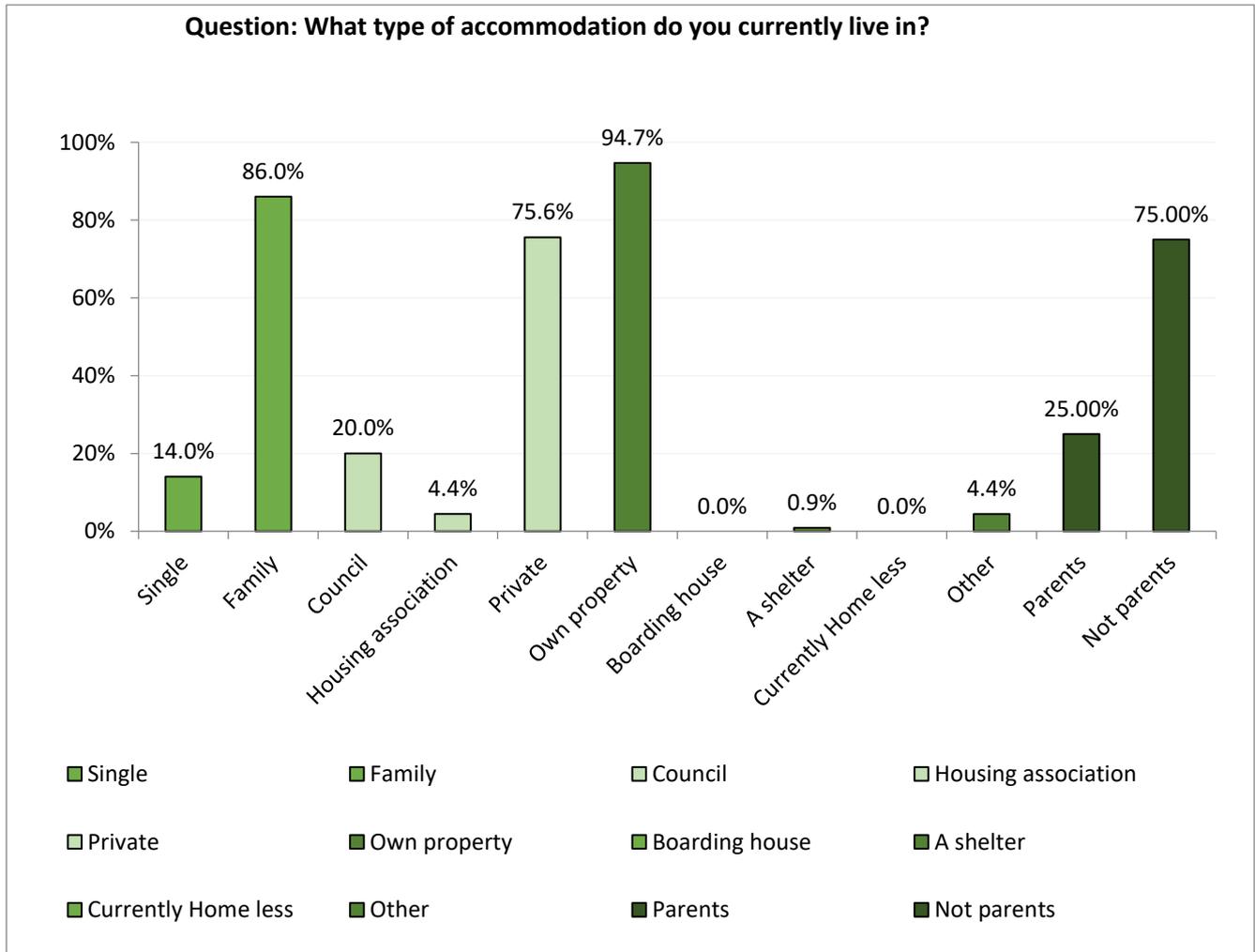
Question: What type of accommodation do you currently live in?		
Answer choices	Responses	Percentage of total responses
Single	7	14.0%
Family	43	86.0%
Council	9	20.0%
Housing association	2	4.4%
Private	34	75.6%
Own property	107	94.7%
Boarding house	0	0.0%
A shelter	1	0.9%
Currently homeless	0	0.0%
Other	5	4.4%
Parents	2	25.0%
Not parents	6	75.0%

There were 216 respondents to this question. The majority of respondents lived in their own property (107 respondents). The results indicate a significant number of armed forces families in York (43 respondents). The *Shared Intelligence* report found, from national data, 700 service personnel in York (p.11). The results of this question support the findings of the *Shared Intelligence* report (p.4 and 11) that recommend the fostering of links between armed forces families, schools and employers. The *Shared Intelligence* report also recommends more community support to reduce social isolation for spouses and families. It highlights the issue of families and schoolchildren as a key recommendation, and thus, this reflects and resonates with other work and with questions within this survey that highlight armed forces families as an area to explore further.

The results show a mixed population of the Armed Forces community including those actively serving, reservists, families and veterans, indicated by the wide mix of housing.

0 were 'currently homeless', and 1 was living in a shelter at the time of the survey. This suggests that the majority of those respondents who disclosed their accommodation lived in stable accommodation.

Housing is an area which has been highlighted and mentioned in several questions and responses throughout this survey. With housing identified as a key area of interest within the armed forces community in York, there is benefit in pursuing community-led housing schemes as mentioned previously that could also involve volunteering in the scheme.



There were four main responses, these are broken down in the graph above into 12 responses.

1. Service Personnel accommodation

- i. 'Single' and 'Family' were responses from those living in service personnel accommodation. The majority (86%) in this section lived with family in service personnel accommodation.

2. Rental housing

- i. 'Council', 'Housing association' and 'Private' were responses from those living in rental housing. The majority (76%) in this section lived in private rented housing.

3. Other

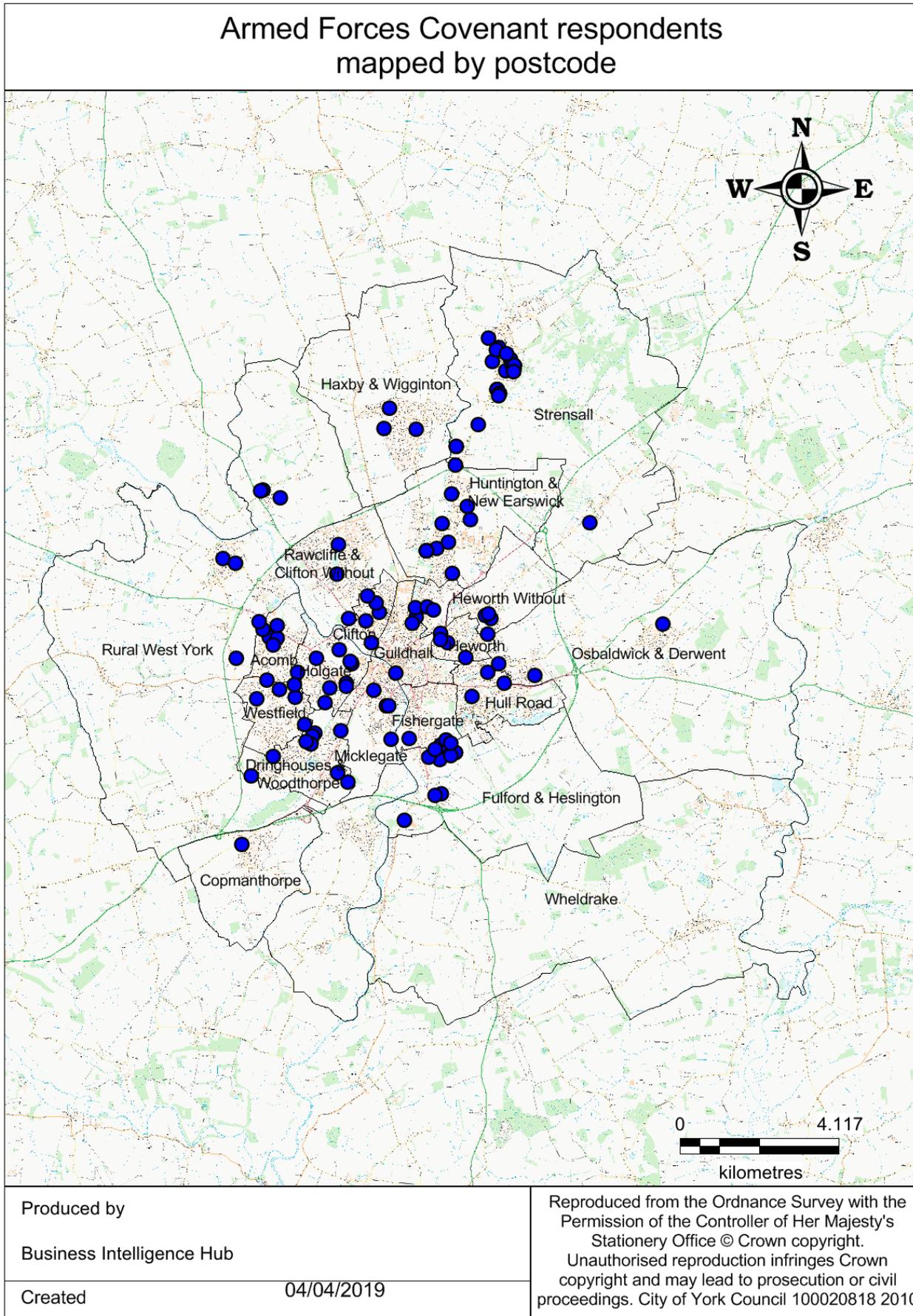
- i. 'Own property', 'Boarding house', 'A shelter', 'Currently homeless', or 'Other' were responses from those living in other accommodation (not rental, family home, or service personnel). The majority (95%) in this section lived in their own property

4. Living in the home of a family relative

- i. 'Parents' and 'Not parents' were the responses from those who lived in the home of a family relative. The majority (75%) of those did not live with parents.

25: What is your postcode at home?

This data was collated to create a map to illustrate the demography of respondents to the survey.



Breakdown of demographics of respondents, covering questions 26 – 29:

26: What year were you born?

27: What gender do you identify as?

28: Do you identify yourself as trans?

29: Do you consider yourself to be disabled?

30: Which of the following best describes your ethnic background?

Respondent profile by age

Ageband	Count	Respondents %
16-24	1	0%
25-44	40	14%
45-64	60	22%
65+	58	21%

Respondent profile by gender

Gender	Count	Respondents %
Male	116	69%
Female	49	29%
Prefer not to say	<5	2%

Respondent profile by transgender

Transgender	Count	%
Yes	<5	0%
No	156	96%
Prefer not to say	<5	4%

Respondent profile by disability status

Disabled	Count	%
No	134	81%
Yes	24	14%
Prefer not to say	8	5%

'Other' ethnicity break down

Other ethnicities	Count	Respondents %
Other white	<5	0%
Arab	<5	0%
Black / Black British	<5	0%
Mixed / Multiple ethnicity	<5	0%
Asian / Asian British	<5	2%
Prefer not to say	<5	2%
Other (Please state)	6	3%

Respondent profile by ethnicity

Ethnicity Grouped	Count	Respondents %
White- British	159	92%
Other	9	5%
Prefer not to say	<5	2%

11: Appendices

11.1: Full responses annex

Question 7: Have you ever been treated differently (positively or negatively) because you are connected to the armed forces? [all responses]

Yes. Due to the posting cycle you are inevitably on the back foot when it comes to trying to get children into schools (and even worse trying to get them into the same school, although thankfully that has not happened here in York). Access to NHS doctor
Yes
Yes being ex-forces was seen in positive light for employment (in technical role)
No
No
I was refused any exemption to part of a hnc course at Darlington which was ridiculous as I had been trained and worked as a Radio Tech for nine years
Yes
Yes, paid more in my current job based on my expected work ethic and soft skills.
NO
yes discount for military personnel.
no
not that I can think of.
no
Positively on health issues, negatively by members of the public
Yes, positive
Yes (but not in York)
No
No
No
Yes
no
As a wife and full time working mum, when I asked to go 4 days a week when my husband is posted away, my employer took 3

No
Yes
Negatively
No
Not that I'm aware of
only positively
No
Yes, on leaving and applying for a job - there was anti-service prejudice with one organisation.
Yes in both ways.
Negatively - whilst serving the 'squaddie' was often turned away from pubs and restaurants
Yes, was turned down for a vol position because armed forces personnel "don't fit in"!
Discrimination against
Only while serving. Healthcare more prompt and forthcoming.
Yes
No
Yes
Not sure
Yes I have been excluded from jobs and I have been excluded from bars
Yes, in a positive way.
Yes. On all levels. From adverse credit ratings to housing/benefit problems
No
Yes positively
No
Sometimes, not very often though.. Tend not to tell people I'm in the forces.
Yes
No
Yes. A Council staff had a negative attitude towards me when I informed her I was a military veteran, when I had signed my Tenancy Agreement.

<p>Couldn't get housing or benefits because I completed 23 years service and my part pension stopped me. Which in my opinion is</p>
<p>Yes, I was thrown out of Luton Airport trying to check in on time for a flight whilst wearing uniform. I told them I would change but needed to check in on time.</p>
<p>No</p>
<p>Yes, when serving credit was not given to HM Forces personnel. Also as a SSAFA volunteer, the statement above that "armed forces community get preferential treatment in comparison to other people" in respect of housing, I can assure you that this is not t</p>
<p>Yes</p>
<p>Unable to get any support financial or otherwise from DWP / Job Centre in periods of unemployment.</p>
<p>As a family when attempting to adopt a rescue dog and my wife regards attaining permanent teaching positions albeit I appreciate this was a number of years ago.</p>
<p>No</p>
<p>Yes when I left the armed forces and located to York to be with my now wife I was told I was not allowed a home due to not being from York even though I was posted just outside for over 5 years</p>
<p>No</p>
<p>No</p>
<p>Both positive and negative. Everyone has a view and those views are usually quite polar.</p>
<p>Yes - both positive and negative.</p>
<p>Not yet and hopefully never, I left the forces in May 2018</p>
<p>No</p>
<p>Obtaining schooling for my children on moving to the region.</p>
<p>It can be hard moving around as a spouse of someone in the Army. I'm a Chartered Structural Engineer and am worried about finding work each time I move. Worried that someone won't take me on because I will have lots of jobs on my CV.</p>
<p>no</p>
<p>Yes.</p>
<p>Negatively whilst serving in the town of Elgin where I lived during my service, and my neighbours told me that serving personnel shouldn't be allowed to live off base. Also had colleagues at the time with the same types of issues.</p>
<p>Yes. By banks and some licenced establishments</p>

Yes. Through medical services and educational services. Also, my spouse's employment has suffered due to the many moves we've proudly undertaken in support of my military career.
n/a
No
Yes - both negatively and positively
Not sure
Yes, abuse shouted at me across a train platform.
NO
Yes
No
N/A
No
No
No
Yes
Not of which I am aware
Yes
YES
Both
No
Yes
No, but family members have
No
National Service days always able to thumb a lift.
no
Yes, negatively by City of York Housing Department back in 2005
No
no
No, apart from not being 'from' anywhere.

Positively, especially in the USA.
David Lloyd gym don't allow you to completely suspend your membership when operations - you have to still pay a minimal fee which I disagree with.
No
Yes many times, mainly because I have had so many different
addresses, which has over the years made it difficult to get a mortgage or credit
No
As a child moving around it was challenging - it was ok when I was at schools where all pupils were from army backgrounds, but when I went to a normal school it was hard to fit in as people don't have the same understanding of your experiences.
Yes many times in a positive way but only by fellow veterans. Negative ways include just not understanding the ethos and therefore not having the right "employer ethic"
NO
Positively, employers have appreciated the values which the armed forces bring to the work place, flexible, hard working,
No
positively
no
Yes
No
Yes, given greater responsibilities, albeit at low level
No
Yes
No
NO

No
negatively
No
No
No
No
n0
Yes- discount in some shops and in-directly due to people perception of soldiers.
No
No
No
Yes. Jobs not given to me as I will move on soon
No. But both parents served well before I was around.
No
No.
No
No
No
No
Gaining access to dental services has always been an issue. We live in Earswick and it has taken almost 3 years for my family to gain access to a dentist willing to take on NHS patients.
No
Yes
applying for jobs difficult as employers are concerned we will move on. difficult to have a career
No
It's harder to find work as employers assume you will leave relatively soon so have no longevity as an employee
No
The odd discount code. Free parking when attending a parade in uniform in minster
No

Yes
No
Yes, refused entry into pubs as I am a soldier
No
No
No
Yes - very negative attitudes when wearing uniform in public
In regards to work yes otherwise no
No
Not asked if veterans status at GP practice
Yes, no, sometimes

Question 9a: If no, please try to explain what you feel the barriers are? [all responses]
Dont live on base and husband is not station near home.
too busy, full time work. we are RAF living among army & civi
to busy both work full time
We have made an effort to get involved, but this has been made easier by being able to live in a military community embedded within the local community. Having access to the military 'support network' is vital as you are all in it together.
n/a
no longer a member of hm forces
I've not been aware or heard of an armed forces community in my area
Live on a mostly private street of all ages. people are at work most of the time, myself included.
no community spirit, don't know what is available and work long hours.
n/a

Not really - I have just moved in with my daughter and son in law so am a new resident of York. I have health and mobility issues. I do not know what is available for me to access other than the Signals Association - I go to that when I am able.
I only live in my house on a weekend. This makes it harder to get involved.
I didn't know this community existed as I wasn't made aware of this.
No one cares about the military/veterans, especially homeless veterans
All of the examples
When I was serving my whole family has been discriminated against
People keep to themselves
No interaction with locals only service personnel
Been out too long and just recently moved into rented accommodation, because I am in the process of getting a divorce. Sorry I know that is not relevant but I didn't know where to turn at first.
It's a clumsy question. I feel part of the community in my local area but not because I am a member of the Armed forces community.
Yes I'm a part of my community but due to my own efforts as would be the same for anyone. I do not think that there is a strong army community where I live now but there has been I'm different postings. I think things very much depend on time and space - who is around, what your life stage is and so on.
There are no groups, coffee mornings anything like that, and if there are, they aren't very well advertised
Not many postmarks to local clubs/events in the area.
A year after I moved to York, I was diagnosed with a long term health condition. This was a barrier for me because I had to rely on the good will of others to help me. A few Council staff made life difficult for me.
My local area does not know I am ex forces (except friends or relatives) so my satisfaction with the area is the same as any other resident.
I must say the local community have been actively engaged in requesting my involvement; initially when representing the community at local parish meetings to being an active committee member of my local tennis club.
No barriers specifically. I have personally found it difficult integrating into a community where I do not have family/long term friends. General population have often withdrawn when learning of my previous service. I expect many think I should be 'damaged' in some way after (their assumption/or the stereotypical) experiences of deployments.
Not much of an AF community in Beverley where I live (I work in York), Hull has a few ex-mil groups so I may get in contact with them. As PwAF for Atkins York I deal with ex-military

quite often (decent ex-military community in Rail and in Atkins) so not found the need to reach out yet.
I have just moved to the area and I don't know what is available.
I joined the Holgate Windmill society, but other than that, not sure what else there is around Holgate that would be right for me.
n/a
Lack of knowledge outside of the Forces
Some people's misconception about what being in the Armed Forces is all about. I have been told that "soldiers get tax free pay and free housing and therefore we have no idea how difficult civilian life can be"
I dont know. I feel like I am looked differently if I tell someone Im in the Army. Just personal feeling
But there is no obvious "armed forces community" based on locality
the changing of the area in which i live . people move often as it is a quiet area. also not knowing what is available
After living away serving our country it's difficult for us to settle and people don't always want to make friends. I do know my neighbours but not well enough, but not for the want of trying
It has no knowledge of any service by my family.
I do not feel that some agencies, the council, doctors some employers appreciate how difficult it is for some ex forces personnel to adapt back into civilian life and the forces leavers are not aware of the help they could get to settle in.
N/A
Non military people have no idea of the stress that Service personnel have had. Moving every year or two to different areas and countries with all the upset to family life involved. Going away at short or no notice to areas of conflict not knowing when or if you will be back.
The majority of civilians have no idea what a armed forces veteran has been through and he had to carry out on behalf of Her Majesty and Parliament and when it comes out you are a veteran they look at you as if you have two heads and they then struggle to converse with you. They don't won't to know because it is so different to a civilians life.
I'm not a member of the armed forces community.
I feel part of the community anyway, without reference to the family military background.
I move every two years to different parts of the country. The first few months are always a challenge as every location has different standards of public transport, differing council rules etc.
As part of our armed forces community not enough time is spent / allocated to trying to engage with the local community, once a year for remembrance

My work and home are in different locations, so I am not home enough to become part of the community.
We don't have children and we both work, all groups and get togethers are during the day and revolve around children.
The community is very locked in to those that are from here. The forces community here is very geared toward the minorities

Question 10: If we made one change in York to improve the lives of people in the armed forces and their families what would you suggest we do? [all responses]
Discounts in restaurants and shops
?
Put them in communities & not in bases
Stick to your promises.
more play parks
Guaranteed access to doctors and dentists for spouses and children.
better resettlement for long service or injured personnel
advertise parades and 'freedom of the city' to encourage people to 'line the streets and cheer'
More communication
York is already one of the best places to serve in the armed forces
More information on service available to veterans
find families places at a dentist as soon as they move in
I don't know any active service members, so cannot comment
10% off council tax!
I believe all York residents should not be subject to the same costs for socialising and entertainment as tourists.

More visual support, more support for injured veterans. Scarborough have some great initiatives
Have a place to meet like The Royal British Legion.
Somewhere for those that have served can meet up
Create a place where people leaving the armed forces could go and get support from specific people who understand there needs and are trained to understand underlying issues which may result of leaving the forces
More discounted options e.g travel restaurant similar to students
Offer a military discount service for family attractions/museums and meals out, as family life is often difficult for members of HM Forces.
improve the information provided by schools when moving to a school in a new area. there isn't much consistency between how well the transition is managed.
Service family welfare provision
get rid of the tramps druggies and street drinkers
Social activities during the day for retired veterans.
Awareness amongst local gyms/children's clubs.
free access to local activities
Improve the housing estate areas where the military quarters are situated.
More direct public transport links to connect the various areas service families live.
Greater promotion of defence discounts (York Card and tourist attractions for example) which will help the finances of the armed forces community
Ensure health facilities including mental health are sufficient for both military and civilian needs locally
Quick access to health care and mental health
Respect the men and women who serve and allow people to sleep safe in their beds
Help with homeless veterans
Open an ex forces club
Share experiences offer discounted pricing on opportunities as kids for example buy the kit for a Martial Art class and then move it all becomes very costly
More training and businesses to be more understanding of the plight of discharges, and try, if needed provide housing. It's a traumatic experience to start with when it's time to come out.

Fitness training for local members of the community who are not in the Armed forces. This would increase community relations, understanding of what it is to be a member of the armed forces and local health and wellbeing.
Increase advertising, ensure personnel due to leave are aware what can be out there for them prior to discharge
Set up a group to support veterans specifically. More publicity of fundraising activities etc
Understand that alot of people in the forces are not originally from York but relocate here for 1 reason or another
A nove coffee shop where people can gather or go alone. I think people need somewhere to go at any time when it suits them. Many people do not feel included at mother's events or cannot make a set time. They just need somewhere they feel comfortable where they can be alone, work, meet friends, use WiFi, get a drink or lunch and so on. I think this is the most inclusive option.
Provide more support for new parents on mat/pat leave. A few times weigh in clinics at Hurst Hall have been cancelled (and no information has been given to when they will resume). Sometimes it can feel a bit isolating up here.
Make things easier for mums in the area
Extend the York Residents card to those working in York (Imphal) but forced to live out of the City (eg Linton)
It's probably done already but offer a discount to military personnel throughout the city on presentation of a military ID card.
Open a nursery for under 2 year olds next to camp. There is one but only for over 2 years which has caused us issues in securing a place further away for our 1 year old.
Allow soldiers to put their names on council tax bills as an additional payee - this was recently refused by council tax department
Make sure they are aware of the Covenant and what it means to them
Better organisation within regiment (QOY) & more effort to understand impact on civilian life for reservists & their families.
More help with employment opportunities
Listen, learn, and be transparent. Stop sweeping problems under the carpet.
Provide some benefit or recognition to those that served over and above those that didn't. With the exception of the railway war memorial there isn't event a consolidated commemoration of those who died in both world wars or conflicts since and the list is very long.

To improve the profile of Armed Forces Day; perhaps put on a massive 'tea' party for vets to meet up, reflect upon experiences past which in turn could generate networking opportunities and improve mental well-being.
York is extremely supportive of residents. I would be grateful if services (e.g. Mental Health) likely to be used by service and ex-service could be promoted more widely on multiple forums.
Maybe an ex-mil social, breakfast club on occasion? Not formal, just a 1 hour social so not to affect busy lives - it could be a life line for those that need it but are not willing to say. as we know there are a lot of ex-mil guys and girls who may fall into this 'too proud to talk' category
Helping get the message of the Covenant out to all local businesses
cheaper parking whilst shopping in the town centre
More widely advertise Defence discounts Service.
More integration with wider York community for people who don't interact through school or living close by.
Have a monthly get together
Free York Pass available to all serving and veterans of the Armed Forces.
Communication between these groups and individuals.
Give a little more help with accommodation to ex armed forces personnel who may have been on numerous postings throughout their career and have finally decided to settle in York.
The first question to anyone asking for any help should be 'Have you or are you serving in HM Forces?'
Keep the barracks open
Fill the potholes and pave the streets properly.
Not at the current stage in my life.
Treat them as members of your community and not as a photo opportunity for politicians once a year
make regular contact
Involve the RBL more, possibly to the extent of having a RBL rep on the council in some way as an advisor
Communication and personal contact.
House the homeless veterans. House those that are leaving and can't afford a house.
More involvement with the civilians. Discounts.
Be more pro-active in engaging with the forces/ex-forces
have clubs that all military and veterans can attend
Improve Armed Forces Day. Give greater publicity to military events e.g. General Salutes
Encourage the armed forces to hold open days at their local sites in order to encourage civilian understanding and 'ownership' of military activities
Not sure what could be done to truly interoperate of ex-soldiers and civilians

Ensure that exservice organisations I.e. The Royal Air Force Association, are given positive support.
PROVIDE LOW COST DECENT HOUSING
Housing is the most difficult for many armed forces personnel they cannot get council housing and in many places go to the bottom of the list
Be more aware of the services offered by SSAFA and the RBL
Be proactive in discovering where help is needed as many such servicemen/women remain hidden.
Housing and Medical Support
Give them the freedom of the city.
All servicemen who see active service should be given Knighthoods
Offer discounted childcare options for those with serving spouses after school and in holidays as having no family means hefty costs if the non serving spouses wants to work. The government grants for serving children goes into the schools but the actual serving child doesn't get to benefit from it and breakfast clubs etc are very costly - the money would be better for the individual to use against breakfast and after school club costs.
I have only been living in York for 3 months, so it is too soon to say.
Ensure that housing is available and the children have some flexibility on school places. Maybe at the job center any help to forces leavers are entitled to is made aware of.
Keep them in York. It has always been a military city and generations have been helped by the military in times of the floods and are proud of their history in York
Encourage people to accept that ex-service personnel have many skills that are not obvious but are of use in the civilian community.
All armed forces personnel suffering any physical or mental injury should be prioritised for help.
Insufficiently connected to have an opinion.
Nothing needed
?
publicity
free parking
You should educate the population of York the benefits that having a military barracks within the city means. It is a lack of public engagement and understanding of service personnel and their unique circumstances that creates barriers, misunderstandings etc.
Allocate periods of time on the FOE to properly engage with the local community, be it litter picking, attending social engagements etc
Keep the Gurkhas in York.
Show your appreciation by organising a better Armed Forces Day event, take Scarborough as a guide.
Apply the Armed Forces Covenant and obtain discounts at shops and businesses such as students get
Continue to support them to fully integrate into the community
Start training your staff in Understanding Military Culture
Peace of mind that once they leave they will be looked after
More evening events.

Make it more widely known that we are here. We want to work and be part of the community
Give serving and ex forces free bus travel
Improve the level of affordable housing

Question 13: Do you regularly attend any other community groups? If yes please tell us which community groups you attend
I am chair man of York branch of the British Korean veterans. I am a member of the York branch of fellowship of the services.
Association of voluntary guides - City of York
Local library events & community centres
Korean Veterans B.I.L.V.A
Activities organised through Beavers and Scouts, and through a local cricket club that the children attend.
Occasion chair
activities at local churches, cycling group
Scouting, freemasons
Lidgett Methodist Church
Volunteer for sport memories charity. play walking football and play Boccia
Korean veterans York
Alzheimer's society hubs & events. Stroke assoc events, dementia forward events.
Yoga, Dance
NWR national women's register
veterans breakfast club Help for Heroes band of brothers (for injured veterans)

U3A
strensall craft group
I attend an exercise class in the local community and I attend a weekly event organised at a local church.
Didi dance and multi tots
St Oswald's Church Joseph Rowntree Theatre
I am the Divisional Secretary for SSAFA in York and Selby and work on a voluntary basis and give two days of week to them. I am also a member of the Patients
Babygroup
I am working with children at the moment and time doesn't allow. I also have good friends and family close by.
Netball
STEM support to schools and scout groups
Not yet - but keen to get involved.
Rheumatoid Arthritis Support Group. But only when I am able to.
PWO regimental gatherings and occasional Yorkshire Regiment gatherings for old comrade plus Remembrance Day of course.
Various local clubs & societies
Local church
Ex mil Rail and wider community in York Ex-mil community in Atkins ex-mil community in 170 Engineer Group and wider Royal Engineers Linkedin
Armed Forces Forums
Rotary Club of York. Forest of Galtres Golf Club. Friends of Rowntree Park.
Local History Group, local cinema group, local community centre
Merchant Navy Association. Royal Navy Association. Royal Air force Association. Royal British Legion. Fellowship of Services.
The Royal Air Force Association
all sorts

U3A
NYMR York Area Group.
Retired military associations, Lunch club
heworth retired mens forum
York veterans assc
York Male Voice Choir
WRAC meetings
Retired servicemen association meetings
Church and related activities
EASINGWOLD LIONS
Selby walking group
My Church - All Saints Pavement. On the executive committee of YOPA - their representative with N Yorks Police
Member of 2 walking groups in Selby.
Baby massage - childrens centre Book Club - Fulford Library Fulford Brownies
Bustardthorpe allotment
As a retired civilian worker I still get invited to some military activities with former work colleagues
St Samson's Over 60s club
My wife attends many craft groups in York and Acomb
Dodsworth Area Resident's Association (DARA)
We have a CCF unit in our school
St oswalds coffee morning. The priory playgroup

Question 14: Do you regularly carry out any voluntary work in the community?

If yes please tell us what sort of volunteering you do

Red cross

first holy communion/refreshments with local church. PTFA @ school

Occasional volunteering with the local Scouting organisation.

chaplain at the minster

stand at the railway museum

treasurer for a community hall. access work for ramblers and cyclists.

rugby coach, scooting

DIY jobs for church

Help at St.Leonards

Volunteer for sport memories charity. play walking football and play Boccia

I used to drive for oxfam

Friends of Glen Gardens

was chairman of acomb parish hall for 15 years, however in 2018 on jan 29th my wife suffered a stroke and now has lost her cognition, part of her vision, and has vascular dementia. I have to have a 24 hour care to help me look after her.

I volunteer with riding for the disabled

Volunteer ranger, sustrans

Committee on U3a and local bowling club

Snow Warden

I volunteer at the local school with swimming and forest school.

Volunteer at local primary school

I help out at my children's school

I've helped out in certain schools

I am a member of the British Legion and sell poppies and attend parades.

Technician at Joseph Rowntree Theatre

See above

But I would like to do more
I help help out on events such as cycle York and the dragon boat race
Although I have done at other postings and more generally but I currently work with two small children.
Spend time volunteering with my professional body (Institution of Structural Engineers: IStructE) and this takes up a lot of my time.
STEM Ambassador
Insufficient time currently
Instructor with the ACF
Although I have not been able to attend for quite sometime, I volunteer to sit on a Council committee.
Occasional support to the Ripon Cathedral Development Campaign.
Church treasurers
General support for the elderly around my area. Gardening etc
Scouting
Not yet
For the groups above.
At the local community centre, at the cinema group and at the Red Cross charity shop. Also gardening in the local community garden and organising events for the local community (Street-re-Cycle, Craft-y-Crawl)
Fund Raising e.g Poppy appeal. Wings Appeal.
I am the Welfare Office for the RAFA in York with approximately 500 members whom I support both young and old
Poppy Appeal, cadet forces, I have just resigned from after 30 years.
Charitable activities to support the military
various offices
Collecting for RAFA
Royal Air Forces Association Wings Appeal.
Secretary, RAF Association York Branch.
Welfare visiting officer for the RBL
Volunteered for the York area "ReadyForAnything"

Supporting independent living as a carer.
Admin charity work
unable as mobility is a problem for me
NHW. Church key duties
Church-related
ACF
I am handicapped because of mobility issues. But, will give what support I can
SUPPORT THE COMMUNITY AND FUND RAISING FOR THE BETTER OF THE COMMUNITY
Befriender with mysight
I am the County Treasurer for SSAFA North Yorkshire
Ex Parish Councillor. Church member, any situation where able to help.
Poppy & RLBI collecting.
Friends of St Oswalds parent volunteer
Occasionally help on projects at the allotment
museum volunteer
I fundraise for Help for Heroes when requested
Local and Regional Sports Clubs
Did meals on wheels and prison visiting until age and lack of mobility made impossible.
Support my wife who is blind and fund raises for Guide Dogs and Mysight York.
Citizens advice
I volunteer at the National Railway Museum
I help out irregularly with Keep Your Pet.
Scouts
Number of charity works
VPACFootball coaching
Goddard's, Holy Trinity Goodramgate, help at these as visitor's advisor, Member of Aircraft Engineering at Yorkshire Air Museum. Treasurer at DARA
Transport driver

Question 16: What prevents you from volunteering?
I work full time and at weekends travel to see my husband
Age!
Age and disabilities
work
full time work and extra hours
I have a very busy job with a variable workload meaning it is difficult to commit to regular activities outside the workplace.
nothing I enjoy at the moment
work
work full time
Nothing
Family commitments
Time/My location
age and sight loss
See previous page (was turned down for a vol position because armed forces personnel "don't fit in"!
60+ hours of work a week
No time
I work long shifts in healthcare and need to spend family time as well, injured veteran
Nothing, just no thought about.
Working hours are not compatible
Time
I have a full range of interests which does not leave me much spare time.
Time.

I work full time in Leeds and then spend my weekend taking my children to swimming classes etc.
Children, work
Work commitments
a job and young family.
Time as have full time job, wife volunteers as school governor and helper as required
i don't know anything about it
Work and family commitment; also not much information on community work
I am 91 - I have heart failure, diabetes and other health issues and have difficulty getting around on my own.
My job; I'd love to but my husband is also serving leaving little time for my children
Full time worker, looking after child
i only go to my home on a weekend
Full time work commitments 7 days a week
Time, I give between 10-20 hours to the NHS each week in unpaid overtime
My mental health condition due to my service
Work commitments but plan to join my wife who volunteers when time allows
Traveling
I work long hours as my Military Service
Work life balance. Full time working mum and minimal time to get involved.
I have 7 month old twins
Time constraints
Lack of time.
Not knowing what's available, being a mother, not having the confidence to walk around
My career!
Knowing what opportunities are available.
currently based in south of England mid week
Previous experience
Not sure what's available

Am a carer for disabled son so don't have time, but I do help with his school/college events where I can.
Not enough time
I am dying of cancer
Just retired and currently finding my feet whilst doing all the house projects I perhaps should've completed during my career when time did not permit.
Time constraints - Work and family commitments.
Work/life balance at the minute but I the PwAF role is totally voluntary and I don't get paid or given extra time to do it so I suppose this is volunteering
Working hours and the fact that my role means that I'm regularly on the road in Yorkshire
lack of awareness
Wouldn't know where to start
Never been approached
I work shifts in my civilian employment & cannot make regular times.
Work/famiky
Work
IDisablement
Life
Time and the fact that I am often working away from home.
I'll health
My health
age
Too busy
age
Busy schedule
Lack of info; no encouragement
Time I used to work as an acf volunteer but due to work patterns I could not continue
mobility
I am not prevented, but am hampered by my mobility problem.
Carer for family member

Work commitments
I work very hard
Still learning about living in York.
Nothing
Nothing.
Time
Work
Time
Working full time, supporting my family
Age
Old age and lack of mobility.
HAVE NOT GOT THE TIME AS I HAVE TO LOOK AFTER MY DISABLED WIFE
Health
Self-employed. Work erratic.
My husband has Parkinson's Disease
Too busy.
Time.
Lack of free time
Spare time
Poor health
available time
Work and family commitments
I am a carer for my Disabled wife, I have no time
I work full time.
I work and have a toddler with no childcare
Time
2 small children
Time commitments of volunteering opportunities I am interested in.
Demanding job

Question 17: Are there specific things you would like to do if you had the opportunity?
join parters/ families groups
assist venerable people/ elderly in my community assist the homeless.
work with the homeless
no
generally help where I can
Not sure what's available
no
Volunteer to become a sailability instructor to assist RYA courses volunteer to work as a prison visitor with phoenix trust
Many, but York is an expensive place to live, so work takes priority.
Start business support for mental health injured veterans, get businesses to display a logo and if a veteran with mental health issues needs some where to sit and gather themselves they know they can access these businesses, it is already done in Scarbrough.
Help others front line support
No
help give advice on how to budget and manage their money or help the homeless if I had the time.
Help with regular veterans meeting or support to families when service personnel are away
Volunteer at the school
No
Get involved more with local events etc. But feel very judged in a negative way being an army wife.
Training opportunities that were not available when I left the army
Leisure with family
The opportunity not to be discriminated against
Meet more ex forces personnel
Provide Schools with an insight into the Forces as a recruitment tool
No at 72 years old I feel I give enough

<p>Help set up a veterans support group in the community</p> <p>Group to promote the power of sport in improving mental health following injury and medical discharge from the Armed Forces</p>
Litter picking
I am willing to help out in anyway possible as long as I have the free time due to family and work commitments
Baby groups & coffee mornings etc
Learn more about commercial working environment, maybe 2 days a year trained by a company similar to one I may go to on leaving
Sports clubs. Outdoor volunteering (planting trees, clean ups etc)
n/a
Be able to get out more and get involved.
Still fully employed.
Considering part-time work which would then afford me time to volunteer or follow art based 'hobbies'.
None - Just would like some clarity on what help is/could be available in time of need.
Using key network, I already look at local activities which would benefit from Atkins support for the community as an ERS Gold holder, benefits to ex-mil Atkins staff during transition and mentoring of service leavers. This is being developed in Atkins as much more formal process; I am leading on this in York
get involved with local sports clubs, litter patrols
Easier access to education
Support to Veterans.
Gardening, or helping with IT, things I have useful skills in,
Yes - cooking demonstrations, shared meals/picnics. Fun leisure activities - rounders, hula hooping, parachute games
??
Not really just help and support where I'm able.
Nothing specific as I am extremely busy with my Welfare work. I am also Vice Chairman, Assistant Standard Bearer, Wings Appeal collector and Barman at the club in Aldwark
Make a difference to young peoples lives
Breakfast clubs

Not really.
If I had more time, for example when I retire, I intend to do more voluntary work and would be more likely to engage with activities with other veterans.
Go on visits
no
No
No
Hospital volunteer
?
PROVIDE A NON-BUREAUCRATIC OPEN FORUM FACILITY TO SUPPORT EX-SERVICEMEN AND THEIR FAMILIES
No as a very flexible community spirit where I live
I would like to help improve the services available to military spouses such as childcare, home help, companionship etc.
Probably connected broadly with education
not really
No
No
Just to support the military and make the citizens aware that we must keep them in York
Not now
NOT REALLY
None
No
no
Promote language skills.
Be more active
No.
support learning
No
Not for myself as I am about to retire

Have a larger Armed Forces Day complete with a parade
N/A
Work
A younger choir.
Gain qualifications
Work with Animals

Question 19: Please tell us any Armed Forces groups you're part of? E.g RBL, SAFFA?
None
R.N.A
n/a
Defence Humanists
RBL, RAFA
RNA
n/a
RAFA
British legion
n/a
RBL
RBL
None
RBL
Nil
British Korean vets
Member of Duke of wellington association, attend annual functions when I can

Association of WRENS
None
REA RBL
H4H
RBL
Royal Engineers Association, but it's in Leeds.
Saffa, raf benefalant
Support ABF and other charities whenever possible
Signals Association in York, British Legion in Pocklington
Due to husbands posting in Catterick and we live in Strensall we do not here about local events in Strensall as we are not part of that Army camp
None
None
RADC
Pension society
Fleet air arm association. Ark royal association
RBL and SSAFA as well as groups on Social Media
Duke of Wellington's Regiment association.
SSAFA
I am actively engaged with Help for Heroes sporting activities and am applying to be part of Team UK for Invictus Games 2020.
AACVA
None
Yes
none
n/a
I use the PoppyCall service of the RBL. They have really helped me.
RBL, PWO regimental associations, PWO Officers Dinner club, Yorkshire Regiment Officers Dinner club, 5 DWR Dinner club etc.
None but considering RAFA.

None
Corps Association.
RBL, SAFFA, InstRE, 170 Engr Group, Local ex-mil rail forum, OA, Army Reserve
RAFA
The Yorkshire Regiment Regimental Association.
n/a
RAFA
RAFA and the RAF Benevolent Fund
Royal British legion
Regimental association
1PWO association Hull Branch
RBL, RNA, YRA and SA
Do you mean SSAFA?
Support RBL, SAAFA AND YORKSHIRE REGIMENT, RAPC.
none
RAFA
Royal Air Forces Association.
None.
RBL, Royal Signals Association York, Officers Dinner Club
R A F A & Normandy vets association
Parachute Regiment Association, York Branch
RBL MNA RNA RAFA FOS
RBL, military groups in social media, veterans breakfast club.
RAFA
RAFA; RAF Boy Entrants Association
Royal signals association
WRAC membership
Royal Signals Association
Queens Gurkhas Signals Association

Birgelin Vets Association
None
Nil
RAFA
VULCAN TO THE SKY GROUP
Royal signals association
SSAFA; RBL; KAR Association;
None Support RAF Benevolent Fund by occasional donation
RBL, Royal Signal Association & Honorary Member of WO & Sgt's Mess at Imphal Bks.
Royal Signals Association
RBL, RSA
None
None
None
Parachute Regiment association
RBL, Regimental Association (Royal Signals)
Help for Heroes Fundraising events and retired Army Pay Corps dinners and events.
the 14/20th Kings Hussars 'old boys'
Not applicable
nil
Institution of Royal Engineers
None
Forces Pension Society
SAFFA
RBL
SAFFA
RBL, RNA, RMA, Association of Wrens and RAA
SAMA 82

RNA
RBL, ssafa
Bbmf

Question 20: Please tell us any local services you make use of?
York Carers
libraries, community centres, local events, e.g. park, markets
parks bus parking shops
Shops buss parking
The primary school my children attend has a 'military liaison' teacher who runs lunchtime sessions (Camo Club) with children from military families.
Bus service and train
libraries
na
NHS
n/a
as above and doctors
None
None
None
None
Nil
None
carers forum, singing for the porain. York saint johns university creative movement speaking ability group, musical expressions group from York university
G.P

Library
Buses, healthcare and waste disposal.
library
Supermarkets, shops, bus service, cinema, dance classes, etc.
Leisure centre, library
None
Roko
Library
None
Most local services within the village.
School, drs, buses
Not aware of any
Healthcare
Public transport
York card
N/A
Medical
Nil
None
P&R
n/a
Nil
None
None at present.
OA, local key contacts, local businesses
Libraries, sports facilities, medical and dental care
Bus service.
n/a
Library.

RBL MNA RNA RAFA FOS
Social Services, Blind Veterans Service, British Legion.
Bus, hospital.
Bus services.
None.
Bus service
Alzheimer's UK
above
TRANSPORT
None
None
None
None
Library
Nil
Dial a Ride
BUS SERVICES
Non
Public Transport
None
The Low Moor Community Centre baby weigh in.
Bus service
None
None
None
Bishopthorpe Library
None
None.
None

Bus
None
leisure centre
Libraries, council
All of them
N/A

Question 21: Are there any services you need but can't access?
Dentist
No, although antenatal classes at a good discount would be nice
Quicker access to Doctors. Most every day problems could be resolved with a nurse which would free up the doctor for more important issues
The local library - I depend on my daughter taking me places in the car but she works during the week.
Difficult to get children into local clubs quickly due to long waiting lists which local people have been on for a long time. This often means to children miss out as you can't put them on the list until in the area, by which point it takes a long time for them to be able to access. Other local patents are able to judge by how long the waiting list is when their child needs to go on to enable them to be able to access the club at the correct time; Brownies and beavers are too examples.
Nhs dentist
Healthcare is insufficient for growing population in York
Mental health
I would like to volunteer to support veterans/homeless etc
Hurst Hall need a baby group
Yes, baby groups
Maybe the local authority so Atkins can see what needs to be done for the ex-mil community and maybe work towards re-approval of the ERS Gold award in 2020 when up for renewal
Many because of mobility problems and lack of transport

TRAVEL TO LONDON AND POTHER CITIES BY TRAIN FOR REMEMBRANCE EVENTS AND REUNION MEETINGS

I think the Low Moor Centre would be fantastic as a children's centre - it would bring both military and civilian communities together and it would also plug the massive gap there is when it comes to a children's centre in Fulford and Heslington area - non to mention covering the villages such as Naburn, Deighton etc.

Sunday buses

Dentist

11.2: Agenda from the York Armed Forces Practitioners Focus Group 2019

Agenda

York Armed Forces Community professionals meeting - Friday 25th January 12.00 - 13.30 at West Offices – Auden meeting room

1: Welcome and Introduction -

2: Workshop -

a: What groups and services are we aware of that are currently being provided for our armed forces community here in York.

b: What groups and services are we aware of that have a specific focus on spouses and families of our armed forces community

c: What additional questions do you feel we should ask in our armed forces community here in York

3: When shall we meet again?

Who are our Armed Forces community?

Regular personnel: Currently serving; Royal Navy, Army and the Royal Air Force.

Merchant Navy: All those who have served on a civilian vessel whilst it was supporting HM Armed Forces are recognised as veterans.

Reservists: Both regular and volunteer

Veterans: Served for at least one day, regular or reservist.

Families: Immediate family; spouses, civil or other partners, children for whom the veteran or partner are responsible

Bereaved: Immediate family, service personnel or veterans who have died.

Agenda

York Armed Forces Community practitioners meeting - Friday 25th
January 12.00 - 13.30 at West Offices

1: Welcome and Introduction - 10 minutes

2: The AFC in York and where we are – Presentation 10 minutes

3: Workshop in Groups 1 hour

a: What groups and services are currently being provided for our armed forces community here in York.

b: Armed forces community family issues

c: What questions do you feel we should ask the AFC here in York

Feed back

4: When shall we meet again? 10 minutes

11.3: York Armed Forces Practitioners Focus Group – Invitation List

Invitation List York Armed Forces Practitioners Focus Group

Name	Organisation
Vicky Blakey-Archer'	York Mind
Alyson Scott	York Mind
Shani Sanderson	Age UK,
Nicky Gladstone	Carecent,
Charles Malarkey	the Salvation Army,
Catherine Scott	Healthwatch,
Jasmine Howard	Ways to well being
Jack Woodhams	Yorki Dads
Simon Topman	Citizens Advice,
Richard Porter	Citizens Advice,
Alexander Gill	Department of work and pensions,
Paddy Carins -	SSAFA,
Denis Southhall	CYC housing team,
Jennifer Saunders	CYC public health,
Eric Davies	Project Nova
Shelly Hamalton Smith	Project Nova
Paul Howatson	CCG
JIM KHAMBATTA	NHS - Armed forces commissioner
Katherine Quinn	NHS -
Claire Taylor	CYC
Andrew Laslett	CYC
Joe Micheli	CYC

11.4: York Armed Forces Practitioners Focus Group – Attendance Register



York Armed Forces Covenant Practitioners Meeting

Attendance List
25th January 2019



NAME	Organisation	I would like information on AFC training
Agnie Myers	HealKnwatch York	<input checked="" type="checkbox"/>
Meg Smonds	YCVS	<input checked="" type="checkbox"/>
SAMES GURANT	COYC	<input checked="" type="checkbox"/>



York Armed Forces Covenant Practitioners Meeting

Attendance List

25th January 2019



NAME	Organisation	I would like information on AFC training
Paul Whiston	RFA	
KATHERINE QUINN	YORK TRAINING HOSP.	
ANDY LASLETT	CYC	
Jen Saunders	CYC	



York Armed Forces Covenant Practitioners Meeting

Attendance List
25th January 2019



NAME	Organisation	I would like information on AFC training
Alexander Gill	DWP - York Sobanre	✓
Eric DAVIES	Project Room Working with the wounded	
AMANDA FINNIGAN	IDAS	
Joe Michael	CYC - Head of Communing	✓

11.5: York Armed Forces Community Survey Press Release



City of York Council launches local Armed Forces Covenant chapter

For immediate release: 06/03/19

City of York Council has committed to help serving and former members of the Armed Forces by launching the York chapter of the Armed Forces Covenant.

The Armed Forces Covenant is a promise by the nation to ensure those who serve or have served, and their families, are treated fairly and get the help they need and are entitled to.

Working together with local partners the City of York Council have launched a consultation survey aimed at current serving, families and veterans.

The Armed Forces Community is made up of regular serving personnel, volunteers and reservists, ex-forces; family members of regular, reservists and ex-forces and the Bereaved.

The consultation survey, which closes 31 March 2019, is designed to capture something of the membership, size and characteristics of the Armed Forces Community who live among the wider York community.

This will make it easier for City of York Council and partners to commission and target local services, and will also assist Local Authorities, businesses and service providers in being Armed Forces-friendly.

Over 2,000 businesses in the United Kingdom have already pledged support for the Armed Forces Covenant by signing the AFC, including private, public and voluntary sector organisations of all sizes.

To complete the online survey, please visit:

www.surveymonkey.co.uk/r/armedforcescommunity

For a paper copy of the survey, please contact:

ian.cartwright@york.gov.uk, phone: 01904 553964 or complete the printed survey in the spring edition of Our City.

THE YORK ARMED FORCES COMMUNITY CONSULTATION SURVEY

Currently, no-one knows how many of the Armed Forces community live, work or have family members who reside within the wider York population. This makes it difficult to both commission and target local services. Despite many genuine efforts to support the Armed Forces community we know very little about their needs, desires, aspirations or experiences. Without this evidence-base it is difficult for Local Authorities, business and service providers to be as Armed Forces-friendly as possible.

This consultation survey is designed to capture something of the membership, size and characteristics of the Armed Forces Community who live among the wider York community. So, please complete this survey if you have ever served in the Armed Forces as a regular, reservist or volunteer, or if you are (or have ever been) a family member of someone who has. Please let other Armed Forces Community members know about this survey, including your family members and friends.



Please complete the survey at the link below:
www.surveymonkey.co.uk/r/armedforcescommunity

Should you prefer a paper copy of the survey, please contact;
Ian by email: ian.cartwright@york.gov.uk or phone: 01904 553964

11.7: Privacy notice accompanies paper AF Community Survey



Please do not return this document with your completed questionnaire

Armed Forces Covenant Community Survey – Privacy Notice

We keep our privacy notice under regular review and it was last reviewed and updated in October 2018.

When we use your personal data, City of York Council (CYC) complies with data protection legislation, and is the registered 'Controller'. Our data protection notification is registered with the Information Commissioner's Office (ICO) – reference Z5809563.

Why will the information be collected?

We are collecting information from York residents, the York Armed Forces community including serving personnel, veterans and their families.

In order to better understand their needs and general awareness, we are conducting research about the Armed Forces Covenant. We want to know what the level of understanding about the Armed Forces Covenant is and how they feel it is being delivered by public services.

Participation in this survey is voluntary and we will only use the information you give us with your explicit and informed consent for the purposes described/as set out in this Privacy Notice. You can opt out of this/withdraw your consent at any time by contacting the officer responsible for the Armed Forces Covenant.

What information will we collect?

- If people are aware of the Armed Forces Covenant
- If people are aware that the City of York Council have signed the Armed Forces Covenant?
- If people have served in the arm forces
- What their understanding of the Armed Forces Covenant is?
- how much they think the Armed Forces Covenant benefits the armed forces community?
- If they are a member of the armed forces community
- Their post code
- The year they were born
- Their gender
- Their ethnic background
- If they or their families have availed themselves of local authority services for example, health, education adult social care.
- If they felt disadvantaged in accessing services due to their Armed Forces connection?
- Their name, email address and telephone number if they have given us their explicit and informed consent

What will we do with the information?

The feedback from the York armed forces community survey will be used by the City of York Council to

- ensure that community activities and services are relevant to the armed forces population in York.
- To help make improvements to how the local authority work with the Armed Forces community and promote and implement the covenant and support organisations working with our armed forces community.

Any information we use in presentations or reports will be anonymised and will not identify any individuals.

Reports will be made to specific groups of people including, for example

- funding bodies
- partner organisations

Presentations will be made to specific groups including, for example

- Steering Group
- York Armed Forces Covenant Forum
- Elected members

We will ensure that it is used for no other purpose and is not disclosed to a third party i.e. other companies or individuals unless we are required to do so by law, for the prevention of crime and the detection of fraud, etc. The online data will be collected using SurveyMonkey. To find out how they use your information, please visit www.surveymonkey.com/mp/legal/privacy-policy/?ut_source=footer

Storage of Information

We will keep the information you give us and your personal data in the council's secure network drive and make sure nobody has access to it, who shouldn't.

Where you complete a paper copy of this survey, we will transfer the information you have given onto the council's secure network drive and make sure nobody has access to it, who shouldn't. We will confidentially and securely destroy the paper copy once this transfer is completed.

How long will we keep the information for?

We will keep the information you give us and your personal data for up to 3 years then we will securely destroy it.

Where required or appropriate to, at the end of the retention period, we will pass onto the City Archives any relevant information

Further processing

If we wish to use your personal data for a new purpose, not covered by this Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing, if we start to use your personal data for a purpose not mentioned in either this Privacy Notice

Your rights

To find out about your rights under data protection law, you can go to the Information Commissioners Office (ICO) <https://ico.org.uk/for-the-public/>

You can also find information about your rights at <https://www.york.gov.uk/privacy>

If you have any questions about this privacy notice, want to exercise your rights, or if you have a complaint about how your information has been used, please contact us at foi@york.gov.uk or on 01904 554145 or write to the Data Protection Officer City of York Council West Offices Station Rise York YO1 6GA

If you'd like more information about this survey, or to withdraw your consent at any time, please contact shapingneighbourhoods@york.gov.uk

11.8: Armed Forces Covenant Community survey (paper)



Armed Forces Covenant Community Survey

Survey Information

The Armed Forces Covenant is a promise by the nation ensuring that those who serve or have served in the armed forces, and their families, are treated fairly and get the help they need and are entitled to.

Please give us your views to help us deliver on the promise represented by the Armed Forces Covenant.

If you do want to take part in this survey you will need to confirm that you have read and understood this privacy notice. You can withdraw your consent at any time by contacting: shapingneighbourhoods@york.gov.uk

***Do you confirm that you have read and understood the privacy notice for the Armed Forces Covenant survey? You must select 'Yes' in order to take the survey.**

Yes No

You can also complete this survey online at:
www.surveymonkey.co.uk/r/armedforcescommunity



Freepost RTEG-TYYU-KLTZ
City of York Council
West Offices
Station Rise
YORK
Y01 6GA

See back page for mailing instructions

Armed Forces Covenant Community Survey



Your Service

Do you currently serve or have you ever served in the UK armed forces?

Yes, currently

Yes, previously

No

If yes, please state which area of the armed forces.

Are you the family member of someone who is currently serving or has previously served in the UK armed forces?

Yes, currently

Yes, previously

No

If yes, please detail the nature of your relationship including ex and step relations.

Have you experienced combat during service?

Yes, once

Yes, multiple times

No

What valuable skills and experience do you feel people develop through having had a military service?

Please select all that apply.

Time keeping

Responsive to change

Management skills

Working well under pressure

Problem solving

Administration skills

Team working

Other - please specify

Strong work ethic

The UK Armed Forces Covenant

The Armed Forces Covenant is a promise by the nation to ensure those who serve in the Armed Forces, those who have served in the past, and their families, should face no disadvantage compared to other citizens in the provision of public and commercial services. To access the full document, please see www.armedforcescovenant.gov.uk

Before today, had you ever heard of the Armed Forces Covenant?

Yes

No

Please indicate your understanding of the covenant from the list below.

It means that the armed forces community get preferential treatment in comparison to other people (e.g. housing).

It means that the armed forces community are not disadvantaged in comparison to other people (e.g. housing).

I have heard of the covenant, but I do not know what it means.

Have you ever been treated differently (positively or negatively) because you are connected to the armed forces?

Armed Forces Covenant Community Survey

Your Community



Over all how satisfied or dissatisfied are you with your local area as a place to live?

Very dissatisfied Dissatisfied Neither/nor Satisfied Very Satisfied

As a member of our armed forces community do you feel part of the community where you live?

Yes No Not sure

If no, please try to explain what you feel the barriers are. E.g don't know how to get involved, don't know what's available, lack of confidence.

If we made one change in York to improve the lives of people in the armed forces and their families what would you suggest we do?

Would you be willing to support us to make this change?

Yes (please include your contact details at the end of the form) No

Do you regularly attend any serving military community activities? Yes No

Do you regularly attend any other community groups? Yes No

If yes, please tell us which community groups you attend.

Do you regularly carry out any voluntary work in the community? Yes No

If yes, please tell us what sort of volunteering you do.

On average how many hours a week do you spend volunteering?

What prevents you from volunteering?

Are there specific things you would like to do if you had the opportunity?

How strongly do you feel you belong to the armed forces community?

Not strongly at all Not very strongly Neither/nor Fairly strongly Very strongly

Please tell us any Armed Forces groups you're part of? E.g RBL, SAFFA

Please tell us any local services you make use of?

Are there any services you need but can't access?

Armed Forces Covenant Community Survey

About You



The personal data we ask for is necessary to ensure that any sample you are included in is representative of the community as a whole. You may choose not to answer or select 'prefer not to say'.

Have you experienced homelessness? (EG no fixed address, sleeping rough, sofa-surfing, staying with friends)

Yes, once Yes, multiple times Never

If you ever feel lonely or socially isolated please tell us how often you feel this way?

Always Frequently Occasionally Rarely Very rarely

What type of accommodation do you currently live in?

Service personnel accommodation Single Family

Rental housing Council Housing Association Private

Other Own property Boarding House A shelter Currently homeless Other (please specify)

Living in the home of a family relative Parents Not Parents

What is your postcode at home? What year were you born? (please write YYYY)

Gender- Please select either male or female for your gender.

Transgender or transsexual: Select the answer which you identify yourself as. You can select either 'male' or 'female', whichever you believe is correct, irrespective of the details recorded on your birth certificate. You do not need to have a Gender Recognition Certificate.

Male Female Prefer not to say

Do you identify yourself as trans? Yes No Prefer not to say

Do you consider yourself to be disabled? Yes No Prefer not to say

Which of the following best describes your ethnic background?

White - British/ English/ Welsh/ Scottish/ Northern Irish Other white Black / Black British Asian / Asian British

Arab Mixed / Multiple ethnicity Prefer not to say

Other (Please state)

Would you like to be contacted in the future on:

Volunteering opportunities Being part of a group to explore making a change

If you would like to be contacted in the future please add your contact details

Name Phone number

Email address

Mailing instructions: Fold document in half, then fold this flap over and seal with tape.