

Annual Report

December 2024

THE NORTH WALES REGIONAL ARMED FORCES COVENANT PARTNERSHIP

SUPPORT OUR ARMED FORCES COMMUNITY

"As chair for the North Wales Armed Forces Forum I am keen to see the partnership delivering on the commitments of the Armed Forces Covenant to ensure that all those who serve past and present as well as their families receive the support they deserve"

Cllr L Roberts

Chair NWAFF

Armed Forces Champion Conwy

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1. INTRODUCTION

This Annual Report has been produced by the North Wales Regional Armed Forces Covenant Partnership (NWAFF) and sets out what has been achieved working in partnership across the region – to help us deliver our commitments to the Armed Forces Covenant and support our Armed Forces Community (AFC)



2. BACKGROUND

2.1

OUR NORTH WALES REGIONAL ARMED FORCES COVENANT PARTNERSHIP

In 2014 the six local authorities, Anglesey, Conwy, Denbighshire, Flintshire, Gwynedd and Wrexham including the local health board (Betsi Cadwalder) come together to form the NWAFF. This collaborative approach was born to aid in the continuity of support and services for members of the Armed Forces Community in North Wales.

Through the creation of the partnership and support from the Ministry of Defence, each local authority and health board were able to secure funding for a Regional Armed Forces Liaison Officer (AFLO) who's work is dedicated to strengthening local covenant promises.

Thanks to the continued funding from Welsh Government the AFLO role has given the local authorities a dedicated role to support the review of internal policies, amend access to additional leave for reservists, promote roles with career transition partnership and forces families jobs.

The NWAFF continues to work closely with public, private and voluntary sector partners, sharing good practice, raising awareness and increasing the support available for our Armed Forces Community. Examples include, leading on Armed Forces Forums to support the delivery of the new legislation, supporting local Armed Forces Community hubs and aiding organisations when looking to access funds via the Armed Forces Covenant Fund Trust.

3. THE ARMED FORCES COVENANT

The Armed Forces Covenant is a promise from the nation that those who serve in the Armed Forces, whether Regular, or Reserve, and their families should not face disadvantage compared to other citizens in the provision of public and commercial service.

It is a statement of intent and relies on the people, communities and businesses to actively support it in order to make a real difference. All Local Authorities in Wales have signed up to the Armed Forces Covenant and local covenants have

been produced, to reflect the needs throughout the UK.

Each Local Authority within our region has developed a local covenant which aims to complement the national covenant and encourage local support. All of these covenants have similar priorities, but have been adapted to encompass local community needs. As a partnership, we share common ambitions toward the national Covenant.

3.1

OUR SHARED AMBITION

Together as a regional partnership, we share the following



To make sure the AFC have access to the same standard of, and access to social housing and private rented accommodation as the general population.



To ensure children of members of the Armed Forces have the same access to education as any other local resident. To provide access to training, education and skills to support Veterans in assisting them to find suitable employment



To enable the AFC to enjoy the same standard of, and access to, healthcare and provide priority treatments to veterans where it relates to a condition which has resulted from their service, subject to clinical need



To provide support and advise service personnel, to assist with their transition from the military into local communities, and ensure that they have access to the same welfare benefits as any other local resident

3. THE ARMED FORCES COVENANT

3.2

LEGISLATION

THE ARMED FORCES COVENANT:

The Armed Forces Covenant is a promise by the nation that the Armed Forces Community should be treated fairly and face no disadvantage when accessing public and commercial services, with special provision made in appropriate cases for those who have sacrificed the most. The Covenant was established in its current form in 2011 and since then, thousands of different organisations – including businesses, local authorities, universities, and charities – have chosen to sign a pledge to honour the Covenant and support their Armed Forces Community. As a result of this, there have been many examples around the UK of good practice to remove, mitigate, or prevent incidents of disadvantage from occurring.

THE ARMED FORCES COVENANT DUTY:

Building on this good progress, the Armed Forces Act 2021 amended the Armed Forces Act 2006 to create the following legal

obligation on specified bodies in all four home nations of the UK. This is the Armed Forces Covenant Duty

“When a specified body exercises a relevant function, it must have due regard to: (a) the unique obligations of, and sacrifices made by, the Armed Forces; (b) the principle that it is desirable to remove disadvantages arising for Service people from membership, or former membership, of the Armed Forces, and (c) the principle that special provision for Service people may be justified by the effects on such people of membership, or former membership, of the Armed Forces”

This legal obligation applies to specified bodies whether or not they have signed the Covenant pledge.

Specified Bodies subject to the Covenant Duty

Wales

- Local authorities
- Governing bodies of maintained schools
- Local Health Boards, Special Health Authorities, and NHS Trusts

3. THE ARMED FORCES COVENANT

3.2

LEGISLATION

Relevant Functions in Scope of the Covenant Duty

Healthcare	<ul style="list-style-type: none">• Provision of services• Planning and funding• Co-operation between bodies and professionals <p>These healthcare functions are within scope of the Duty in the following settings:</p> <ul style="list-style-type: none">• NHS Primary Care services, including general practice, community pharmacies, NHS dental, NHS optometry services and public health screening services• NHS Secondary Care services, including urgent and emergency care, hospital and community services, specialist care, mental health services, and additional needs services (as applicable)• Local authority delivered healthcare services, including sexual health services and drug and alcohol misuse services.
Education	<ul style="list-style-type: none">• Admissions• Educational attainment and curriculum• Child wellbeing• Transport• Attendance• Additional needs support• Use of Service Pupil Premium funding (England only) <p>These education functions are within scope of the Duty in compulsory education settings, that is, primary, secondary, and for England only, compulsory further education. The Duty does not cover nursery (early years education), higher education, or other voluntary adult education settings</p>
Housing	<ul style="list-style-type: none">• Allocations policy for social housing• Tenancy strategies (England only)• Homelessness• Disabled Facilities Grants

4. LOCAL AUTHORITIES

North Wales is made up of six local authorities that have all signed the Armed Forces Covenant and support the regional Armed Forces Liaison Officer in fulfilling their role. Below is a list of all the Armed Forces Champions and Lead Officers who support the implementation of the covenant and relevant legislation that impacts the Armed Forces Community.

Authority	Champion	Lead Officer
Anglesey	Cllr Haynes GlynHaynes@ynysmon.llyw.cymru	Dyfan Sion <i>Head of Democratic Service</i>
Conwy	Cllr Roberts cllr.liz.Roberts@Conwy.gov.uk	Jodie Davies <i>Housing Service Manager</i>
Denbighshire	Cllr Matthews Julie.Matthews@Denbighshire.gov.uk	Gary Williams <i>Corporate Director</i>
Flintshire	Cllr Evans David.evans@Flintshire.gov.uk	Fiona Mocko <i>Strategic Policy Advisor</i>
Gwynedd	Cllr Thomas Cynghorydd.ioanthomas@Gwynedd.llyw.cymru	Delyth Williams <i>Equality Advisor</i>
Wrexham	Cllr Parry-Jones Beverley.Parry-Jones@Wrexham.gov.uk	Alison Watkin <i>Partnerships Team Manager</i>

4. LOCAL AUTHORITIES



Covenant signatories: **Yes**

Employer recognition scheme: **N/A**

- Internal training taken place
- Merchant Navy Day
- D-day commemorated with flag raising event at the main Council offices and local events.
- Armed Forces Day Celebrated
- Authority continues to support hubs and local groups that work with the Armed Forces Community
- Policies in Housing and Education reviewed and amended where necessary
- Integrated Impact Assessment has included the question about the Armed Forces Community
- Continued support to the local Cadet units
- Attend and support events at RAF Valley



4. LOCAL AUTHORITIES



Covenant signatories: **Yes**

Employer recognition scheme: **Gold**

- Internal training taken place
- Merchant Navy Day
- Reservist Day celebrated
- Armed Forces Day celebrated
- Ysgol Pen y Bryn achieved **Gold** status from SSCE as a Armed Forces Friendly school
- Authority continues to support hubs and local groups that work with the Armed Forces Community
- Policies in Housing and Education reviewed and amended where necessary
- Integrated Impact Assessment has included the question about the Armed Forces Community
- Continued support to the local Cadet units



4. LOCAL AUTHORITIES



Covenant signatories: **Yes**

Employer recognition scheme: **Gold**

- Internal training taken place
- Merchant Navy Day
- Reservist Day celebrated
- Armed Forces Day celebrated
- Policies in Housing and Education reviewed and amended where necessary
- Integrated Impact Assessment has included the question about the Armed Forces Community
- Guaranteed Interview Scheme in place for all roles across the authority
- Continued support to the local Cadet units (including grants)



4. LOCAL AUTHORITIES



Covenant signatories: **Yes**

Employer recognition scheme: **Gold**

- Internal training taken place
- Housing audit on the AFC undertaken
 - Data shared with Welsh Government
- RAF Roadshow visited the region to share the history of the RAF in Flintshire
- Raised the Red Ensign for Merchant Navy Day
- Reservist Day celebrated
- Armed Forces Day celebrated
- Forces Fitness visited several schools with both service children and non service children benefiting from the visit and activities
- Authority continues to support Caffi NAAFI which is used as a central point for many local veterans
- Policies in Housing and Education reviewed and amended where necessary
- Integrated Impact Assessment has included the question about the Armed Forces Community
- Guaranteed Interview Scheme in place for veterans who meet the essential criteria
- Continued support to the local Cadet units (including providing grants)



4. LOCAL AUTHORITIES



Covenant signatories: **Yes**

Employer recognition scheme: **N/A**

- Internal training taken place
- Merchant Navy Day
- Reservist Day Celebrated
- Armed Forces Day Celebrated
- Authority continues to support hubs and local groups that work with the Armed Forces Community
- Policies in Housing (including clause A157) and Education reviewed and amended where necessary
- Integrated Impact Assessment has included the question about the Armed Forces Community
- Continued support to the local Cadet units
- D-Day commemoration in Caernarfon



4. LOCAL AUTHORITIES



Covenant signatories: **Yes**

Employer recognition scheme: **Gold**

- Internal training taken place
- Supported the Armed Forces Carol Service raising funds for Scottys Little Soldiers
- Facilitated and supported Woody's Lodge half Marathon
- In partnership with Wrexham AFC and Woody's Lodge set up a new Armed Forces Community Hub
- Participated in regular meetings at HMP Berwyn supporting members of the Armed Forces Community.
- Freedom of the City bestowed on HMS Dragon
- Flag raising for Merchant Navy Day
- Continue to support local cadet units
- Integrated Impact Assessment has included the question about the Armed Forces Community
- Guaranteed Interview Scheme in place for all roles across the authority
- Royal Welsh Fusiliers Association march supported
- D-day parade and commemorations
- Visit by King Charles III & Queen Camilla
- Month of the Military Child
- Supported the Female Veterans Alliance workshop



5. OUR PARTNERS

The NWAFF works closely with other organisations and external partners to ensure the needs of the Armed Forces Community are met. The work of our partners is invaluable in not only the support of our armed forces family but assists in helping them integrate into our communities.

Our valued partners work tirelessly all year round (most of which is voluntary) and without their commitment to the Armed Forces Community we as a group would struggle to meet all their needs. Below is some of the great work they have done these past 12 months.

WOODY'S LODGE

Safe Spaces and Community Hubs:

Woody's Lodge has continued to provide safe, quiet spaces for veterans to relax and chat over a brew at their main hub in Colwyn Bay. Satellite sites have also been established in Rhyl, Holyhead, and Wrexham. These hubs have become vital community spaces where veterans can find camaraderie and support.



Organised Events:

Woody's Lodge has hosted a variety of organised events, including ten-pin bowling, sea fishing, and trips to Normandy and the National Memorial Arboretum along with fundraising events such as a speed march and Hereford – National Memorial Arboretum cycle ride. These events have provided recreational opportunities and fostered a sense of community among veterans.

Future Outdoor Activities Site:

A small piece of land just outside Betws Y Coed has been donated free of charge for veterans to develop outdoor activities in the future. This land donation will enable the creation of a dedicated space for outdoor activities, promoting physical wellness and social interaction among veterans.



Support Services:

The Woody's Lodge Support team has provided invaluable assistance to veterans and their families by helping them complete benefit, housing, and pension application forms. This support has ensured that veterans and their families receive the appropriate level of support, improving their quality of life and financial stability.

5. OUR PARTNERS

BLESMA

Blesma is a member of COBSEO and has been active for over 90 years. The First World War led to the birth of nearly 18,000 charities, of which around 10 still exist today. Blesma is one.

Blesma is dedicated to assisting serving and ex-Service men and women who have suffered life-changing limb loss or the loss of use of a limb, an eye or loss of sight. We work tirelessly for our Members when the conflicts that have affected their lives are no longer a focal point in the nation's media. Since 1932, we have been the only national Service charity that supports limbless veterans for the duration of their lives.

Fellowship

Members have helped each other since the first days of Blesma. This lies at the heart of what we do and applies our knowledge of Members' experiences, of traumatic injury, recuperation, and eventual stability. This type of fellowship is not enough for everyone though, so our Welfare Team offers precise professional support when it is needed.

- **Prosthetics**
- **Welfare, Advocacy and Advice**
- **Grants**
- **Employment**
- **Outreach and Member Activity**

Membership Eligibility

Ordinary Membership includes those who lost limbs in Service and those who have lost the use of limbs as a result of Service. It is also open to those who suffer a permanent loss of speech, hearing or sight of an eye. Service must have been in any branch of His Majesty's Forces or Reserve/Auxiliary Forces.

Associate Membership is open to all ex-Service men and women, who served in any Branch of HM Forces or Reserve/Auxillary Forces, who have lost a limb or an eye. Also, loss of use of a limb through traumatic incident, other than through Service-related causes.

Associate Membership is also open to all men and women of civilian status who lose a limb, or the loss of use of a limb, or an eye as a result of War Service or enemy or terrorist action against HM Forces with which those of civilian status are employed, or volunteer, to provide direct support.

Out in the field

Our Blesma Lead and Support Officer will visit Members and Widows in their own home at limb centres, veterans' hubs or at other venues at their request or to support priority need. Blesma Wales and West completed over 3,500 communications and contacts between Jan 23 and Dec 24. Blesma have completed over 52 home visits in Wales over the past 4 months

The Team in Wales and West

Blesma Lead and Wellbeing Support:

Tom Hall MBE

Office Telephone: 020 8548 7098

Mobile: 07780 165085

Email: bsowest@blesma.org

Outreach & Activities:

Jason Suller

Telephone: 07741 744141

Email: outreachw@blesma.org

Referrals

Clinicians and Partners can contact Tom or refer Veterans to Blesma using our website www.blesma.org or using the Blesma Wales and West Referral Form – supplied on request by contacting the above.

5. OUR PARTNERS

ALABARE

Our service in Wales provides vital supported accommodation for homeless veterans across both North and South Wales, encompassing the entire Country. With 38 dedicated bed spaces we are committed to offering a stable and secure environment where veterans can begin the journey toward rebuilding their lives.

Our service is designed to support veterans who are facing a range of issues, including homelessness, alcohol, drug, or gambling addictions. Our team of experienced support workers is on hand to offer tailored assistance, helping each veteran work through their challenges and equipping them with the skills and confidence needed to transition to independent living.



One of the key components of our service is our 'boots on the ground' team. This initiative goes beyond the traditional scope of supported accommodation by providing veterans with opportunities to engage in their communities and gain new experiences. Our team organises a variety of activities aimed at building confidence, fostering social interactions, and promoting physical and mental well-being. Veterans can take part in community-focused projects such as beach

cleans or visits to local care homes, which help them re-engage with society in meaningful ways. Additionally we offer outdoor pursuits like camping, hiking, and residential experiences, which not only provide personal challenges but also the chance to develop resilience and camaraderie with fellow veterans.



At the heart of everything we do is a commitment to empowering veterans, giving them the tools, support, and opportunities they need to reintegrate into society. Our service is not just about providing a place to stay but about offering a pathway to independence, confidence, and a brighter future for Wales' homeless veterans



5. OUR PARTNERS

FIGHTING WITH PRIDE

Fighting With Pride – The LGBT+ Military Charity.

At this time there are four LGBT+ Veterans that have identified themselves to me in North Wales. I am in constant communication with them. The ages range from 88 to 45 years old. One of the Veterans has no IT knowledge and we have weekly phone calls and I send information in the post to keep her updated. Another of my Veterans prefers to talk on TEAMS and this works well for him as he can if he wishes put his camera off. I update my Veterans on all events that are going on within their area and I have been encouraging attendance at the newly formed 'Wrexham Armed Forces Hub'. I know that there are more LGBT+ Veterans out there that I am looking for and believe that when more information becomes available regarding the financial reparations then more Veterans will hopefully come forward. With the support of agencies and charities within North Wales I am confident that together we will find them. Our charity also supports serving personnel and families so I am keen to get involved with regular, reserve and cadet forces.

The reparations from Lord Etherton's report have started and my wife and I were recently at a ceremony at Guildford (Home of the WRAC) to have our berets, cap badges and rainbow pin presented. There is also a consultation period for the LGBT Armed Forces Memorial that will be dedicated at the National Arboretum in about 12 months time. It is a very busy time with OPERATION CRESCENDO working to get the financial reparations debate and to scrap the £50 million cap. We will continue to fight with pride until all the reparations are complete



5. OUR PARTNERS

THE POPPY FACTORY

The Poppy Factory: Helping veterans in North Wales on their journey into employment

At The Poppy Factory we are proud to offer employment support to veterans with health conditions across North Wales. Over the last year we have supported 29 new veterans to start 17 jobs across a broad range of industries in the area. Megan Jones, our Employment Consultant for North Wales, is currently helping 25 veterans and developing links with partner organisations, with the aim of increasing referrals to our services and boosting support for the Armed Forces community.



The Poppy Factory's free, one-to-one employment support can include career planning, help with job searching, applications and interviews, access to training, and exploring funding opportunities for qualifications or licences. We specialise in supporting veterans with mental or physical health needs, ensuring employment works for them and their situations, recognising this is more likely to result in job retention and positive wellbeing.

Once The Poppy Factory supports a veteran into employment, we also offer up to 12 months of in-work support, working with employers to help solve any problems. If you

have served for one day or more in the Armed Forces, regular or reserves, and you consider yourself to have a health condition, we can help you.

Refer or register

Professionals who work with veterans can make a referral online at

poppyfactory.org/partnerregister

Alternatively please contact Meg to explore partnership opportunities at

meganj@poppyfactory.org

Support for family members

The Poppy Factory also offers employment support for family members in the Armed Forces community. For more information about our services please go to

poppyfactory.org/families

The Poppy Factory Team

5. OUR PARTNERS

SSAFA

SSAFA, the Armed Forces charity has been providing lifelong support to our Forces and their families since 1885. Last year in Wales our teams of volunteers and employees helped more than 1000 people in need, from Second World War veterans to those who have served in more recent conflicts or are still currently serving, and their families.

A new initiative - In January this year the SSAFA Wales Team were tasked to take this Service delivery a stage further and have introduced the Network Delivery Project (NDP).

The Casework process - Historically SSAFA's welfare service was completely Volunteer led with a network of Branches across the country supporting the Armed Forces community. Under NDP this service is now led by a professional Team in a Regional Office (RO) offering Casework management from the initial triage or referral to case completion. The RO will also act as a single point of contact for the whole Armed Forces network and other support organisations in the community. Volunteering for SSAFA still plays a part in this process and we pride ourselves working with our Volunteers to complete elements of the casework process visiting our clients.

Beneficiary Feedback

"SSAFA did more than I thought was possible in raising all the funds for my new boiler, thank you so much. Now I just push a button, and I have hot water, the radiators are so hot now. It was also unexpected that I would be awarded an RCP by the Royal Navy. Thank you so much to you and the caseworker."

"SSAFA took a weight off my shoulders, I now have a new place to live, some new furniture and I am starting a new job on the 9th of Sept as a support worker helping people that are in the situation that I was in. Things couldn't be going any better for me and I couldn't have done it without SSAFA, thank you."



Contact - If you require any further information or would like to make a referral, please contact our dedicated Team.

Regional Operations Manager – Steve Boswell
Stephen.boswell@ssafa.org.uk

Wales Regional Office Email:

wales.region@ssafa.org.uk or call: 029 2294 1004.

We are available Monday – Friday 9:30am to 5.00pm (except Bank Holidays)



6. HEALTH BOARD

6.1

BETSI CADWALADR UNIVERSITY HEALTH BOARD

Following successful funding from the Armed Forces Covenant Fund Trust (AFCFT), Betsi Cadwaladr University Health Board (BCUHB) has established the North Wales Veteran Healthcare Collaborative (NWVHC). Through this programme of work, and several associated projects, BCUHB's dedicated Armed Forces Covenant and Veteran Healthcare Collaborative Lead has achieved a number of successes since being appointed in April 2022.



Communicating Information

BCUHB has established a dedicated (internal) Hub of information for their 19,000 (circa) staff members, outlining the available support for the Armed Forces Community (AFC) to ensure that they are not disadvantaged in terms of access to Healthcare. Similarly, BCUHB has communicated a wealth of vital information to the patient population of North Wales in relation to accessing appropriate Veteran healthcare services. In addition, BCUHB is supporting efficient two-way communication with both Patients and Staff through the establishment of two dedicated shared mailboxes:

BCU.VeteranHealthcareCollaborative@wales.nhs.uk and
BCU.ArmedForcesChampion@wales.nhs.uk



Identifying our Armed Forces Community (AFC) - Workforce

In efforts to ensure efficient Workforce planning, BCUHB employs a continual process of identification of AFC personnel and recording of "AFC status" on the organisations' workforce system, Electronic Staff Record (ESR). By capturing such details, BCUHB has established a dedicated Armed Forces network which supports awareness-raising of the duties of the Health board under the Armed Forces Covenant. Furthermore, engages in acknowledging and communicating the health inequalities associated with the AFC, and outlining the support services which are available both internally at BCUHB and also, within the voluntary / public sector, to assist in combatting potential disadvantage which the AFC face. BCUHB also seeks the support of the wider workforce in the establishment of an Armed Forces Service Champion Army and offers thorough education and training package to facilitate holistic support for the AFC (staff and patients).

6. HEALTH BOARD

6.1

BETSI CADWALADR UNIVERSITY HEALTH BOARD

VCHA Accreditation

BCUHB is striving to become exemplars of the best care for, and support to the AFC, and is working toward “Veteran Aware” accreditation from the Veteran Covenant Healthcare Alliance (VCHA). This means that BCUHB will ensure the all AFC patients (those who currently work, or who have worked in the military) and their families across North Wales, are identified to ensure that they are not disadvantaged when accessing healthcare services within the NHS, and where possible, they receive care that is personalised and which improves their patient outcomes. In order to successfully identify the AFC patient population, BCUHB has developed the “Poppy Programme” this programme will capture the AFC status of patients who are admitted to the acute hospital setting and track them accordingly through their Secondary Care journey, allowing practitioners to review them holistically and make appropriate onward referrals to external Veteran Support Organisations and Charities.



Future Plans

BCUHB is in consultation with Defence Medical Welfare Service (DMWS) and the Poppy Factory to promote the posts of DMWS Welfare Officer within BCUHB and also a dedicated “Navigator” role who will assist in complex referrals to Veteran charitable organisations and third parties. BCUHB will come together for Armistice Day for a period of reflection, and to pay tribute to those who have paid the ultimate price during their Service, in sacrificing their lives for the sake of our country. BCUHB will be holding a number of Remembrance Services on the Acute Hospital sites and also at the local prison (HMP Berwyn), to demonstrate the Health Board’s continued commitment to and support of, the Armed Forces Community.

7. ARMED FORCES LIAISON OFFICER

7.1

TRAINING EVALUATION

The internal training programme has been running for several years and its success has been measured through several key factors and indicators.

Clear objectives and relevance

- Our objectives is to increase the awareness of the covenant and the new legislation
- Demonstrating the relevance of the covenant and legislation to the various roles undertaken within local authorities.

Employee engagement and participation

- Attendance and completion rates have been relatively low when comparing to the amount of employees the authorities have across the region.
- Participation during the sessions has been high with many attendees offering supportive feedback which is relevant to them and their roles.

Skill and knowledge retention

- We have not been able to demonstrate knowledge retention to date however post training assessment has demonstrated a clear retention of information relatable to the covenant

Performance and Improvement

- While there are no clear individual performance metrics in place we have been informed via feedback that the ability to provide more holistic support is now in place with referrals happening quicker and to the right organisations.
- No substantial evidence has been obtained on the organisational impact the training has had.

Employee Feedback

- Post training every attendee receives a feedback document – feedback is overwhelmingly satisfactory
- Several suggestions for improvements have been made with almost all implemented, those not implemented have been due to technological restrictions

Long-Term Impact

- Retention of information has not been measured however feedback has demonstrated an ability to perform certain tasks/roles more effectively with the information obtained.
- The training continues to offer strong cultural alignment which reinforces the values of the authorities and that of the covenant and fairness within our society.

Return of Investment (ROI)

- The cost vs benefit has yielded good returns in regards to productivity gains, reduced operational costs due to effective referrals and improved customer satisfaction.

Management Support and Buy-in

- Leadership throughout the region has and continues to support the training programme. Heads of departments and managers actively encourage training to their staff which has in turn ensured employee buy in and training attendance.

Being able to evaluate these factors holistically has provided us with strong indications of the success of the internal training program.

7. ARMED FORCES LIAISON OFFICER

7.1

TRAINING DATA

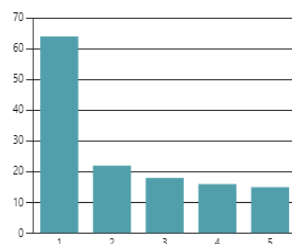
Training attendees and feedback between 2018 and 2023



2. Please rate your understanding of the Armed Forces Covenant prior to the session? 1 = Not at all 5 = A lot

[More Details](#)

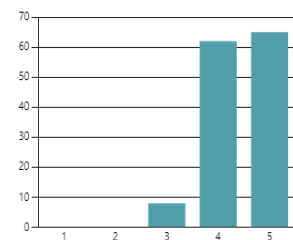
2.23
Average Rating



7. Please rate your understanding of the Armed Forces Community after the session? 1 = Not at all 5 = A good amount

[More Details](#)

4.42
Average Rating



anonymous	AFC Duty
anonymous	power point, most informative
anonymous	All of it - have worked with Armed forces but always a good idea to refresh and get updates
anonymous	signposting
anonymous	all of it
anonymous	It was all interesting. Was good to see all the different ways our Armed Forces can be helped and to have some contact details
anonymous	Having a definition
anonymous	Unable to hear the training for first 15 mins., Although I ohave re-read through the slides and now realise how much we can support the Armed Forces
anonymous	More aware of who to include when considering customer needs
anonymous	How we can all work together
anonymous	Links to agencies for support and information
anonymous	Information on the various agencies to support forces personnel and veterans
anonymous	helplines and charities. to signpost onwards
anonymous	All of it, a greater understanding on a topic I was all to unfamiliar with
anonymous	All as didn't know about it.
anonymous	Who it affects
anonymous	Provided knowledge about the covenant and information re resources that will aid my work

7. ARMED FORCES LIAISON OFFICER

7.1

TRAINING DATA

Training impact between 2018 and 2023

Are you a member of the armed forces covenant

	2018	2023
Yes	6%	10%
No	94%	90%

Do you ask the question

	2018	2023
Yes	1%	45%
No	99%	55%

Are you aware of Veterans NHS Wales

	2018	2023
Yes	3%	11%
No	97%	89%

Are you aware of Veterans Gateway

	2018	2023
Yes	8%	10%
No	92%	90%

Would you ask the question after this training

	2018	2023
Yes		85%
No		15%