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PART 3



Facilities For You

Facilities For You

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Army Welfare Service (AWS)



The AWS provides community support and a **CONFIDENTIAL** social and occupational welfare support service to all single, married, regular, TA and reservist soldiers and their families both serving and ex-serving.

Community Support

The purpose of AWS Community Support is to provide learning opportunities, activities and experiences are social, recreational, educational and responsive to need, but also locally accessible, affordable and of good quality.

This provision is likely to include Pre-school groups, Community Centres, Youth Centres and projects within the community as well as provision for children and young people during some school holidays.

To enable the best possible use of premises and resources we need your help as a volunteer. You are the vital resource of AWS Community Support.

We believe that the best way to support our communities is to listen and develop an understanding of their needs and concerns and then where possible facilitate a programme that meets these.

Make the Difference

Telephone or see your AWS Community Support staff today!!

Your local AWS Community Development Worker can be contacted on:

Tel: 01634 841487

Personal Support

The Army Welfare Service staff are trained and knowledgeable. They are sympathetic to people's needs and can give confidential support to enable Service personnel and their families to cope with the stresses and strains of Service life. The Army Welfare Service operates a strict confidentiality code; the code is fully explained in the 'Confidentiality Code' leaflet available from your Army Welfare Service Office. Everyone who works within The Army Welfare Service is required to follow the confidentiality code no matter who they are.

**** Confidentiality has to be broken only to prevent: the risk of self harm, a danger to others, a serious crime, civil or military, a breach of security or the effectiveness of a soldier being compromised in the course of their duty.*

We strive to provide a social and occupational welfare support service to assist with the challenges that arise in personal and Service lives.

Some of the issues AWS can help with include:

Relationship difficulties	Post Divorce
Bereavement	CSA concerns
Parenting skills	Child care
Special Needs	Benefits information
Housing	Medical concerns

If you have a problem contact your nearest AWS office:

Army Welfare Worker: Tel 01303 225091

AWS Main Reception Office: Tel 01303 225089

General Points

Throughout the Army Welfare Service we aim to:

- Provide a confidential, non-discriminatory professional support service that responds appropriately to the needs of our Service community.
- Give guidance and support to soldiers and their families.
- Be positive and polite in our approach.
- Ensure that our information is up-to-date, accurate and timely.
- Be open and fair in our dealings with complaints, responding to them within 7 working days of receipt.
- Ask our customers their views and use them to evaluate and improve our service.
- Provide staff with time to listen.
- Provide the best service by liaising with civilian agencies including schools.

As the customer, we hope you will:

- Understand that we may not always be able to meet all of your expectations.
- Please let us know when you need to cancel or change an appointment.
- Treat our staff with the same respect that you expect from us.

If you have Complaints, Compliments or Suggestions:

If we have or haven't got it right and you want to let us know about the service you have received please:

- First discuss it with the member of staff concerned or a member of the local AWS staff.
- If you are still dissatisfied, contact details for your Divisional Welfare Support Officer are available from the Army Welfare Information Service (AWIS) on 01722 436569/436461.

- If you find that this does not resolve your problem please contact:

Col AWS
HQ Army Welfare Service
HQ Land Command
Erskine Barracks
Wilton
Salisbury
Wiltshire
SP2 0AG

You will receive an acknowledgement within 7 working days of receipt and a reply as soon as the matter has been thoroughly investigated.


Remember you can always speak at any time to your Commanding Officer or your Unit Welfare Officer.

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AWS Office - Chatham

Personal Support

The AWS Personal Support office is situated at The Cottage, Maxwell Road, Brompton. Telephone Numbers are:

	Civil	Mil
AWW	01303 225091	94281 2091

Community Support

The AWS Community Support office is situated at the Lampard Centre in the HIVE. Telephone Numbers are:

CDW	01634 841487
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WRVS

The WRVS provide an invaluable service, particularly in support of the Single soldier. WRVS provide a “listening ear” and help to point anyone with a problem in the right direction.

The WRVS representatives for Brompton Barracks are Ann Butterworth and Debbie Wild and they are located on the top floor of the XL Club at Brompton Barracks and behind the NAAFI at Kitchener Barracks. Facilities include Internet, Computer Games, Sky TV, Snooker, Table Tennis etc and a Video Room.

Opening hours:	
Brompton Barracks	Mon - Fri 0930 - 1530 hrs & 1900 - 2200 hrs. Sat 1100 - 1400 hrs Sun 1900 - 2200 hrs
Kitchener Barracks	1900 - 2200 hrs
Telephone: Extn 2843 or 01634 822843	

Army Families Federation

The AFF representative for your area is:

Mrs Melanie Aspell

Tel: 01304 226664 Email: melaspell@aol.com

Chaplaincy Services

The Royal School of Military Engineering is served by an Army Chaplaincy Team which has oversight of the RSME and Chatham Garrison Area. The Chaplaincy also has direct responsibility for the Headquarters RSME, its permanent staff and course personnel. Their pastoral care extends to all families, single and unaccompanied soldiers living in Brompton, Kitchener Barracks as well as all units North of the River Medway. The Senior Chaplain lives at the Old Vicarage, Maxwell Road (Medway: 01634 405124), next to St Barbara’s Garrison Church and the Chaplaincy Team works from an office situated in the HQ RSME Annexe behind the HQ RSME Building in Brompton Barracks. They may be contacted on Medway (01634) 822441 or through the Duty Officer.

St Barbara’s Garrison Church was built over 150 years ago and is the spiritual home of the Corps of Royal Engineers.

Sunday Services

Holy Communion 0800 hrs

Morning Service 1030 hrs (Children's Church meets during the Service.)

Regular service on Wednesdays of Holy Communion at 1000 hrs unless notified.

The Roman Catholic Chaplain may be contacted through the Senior Chaplain's Office or (01634) 842886.

There are two Roman Catholic Churches in the Chatham area, holding Saturday/Sunday Masses.

St Michael's RC (Parish) Church, I Hills Terrace, Chatham, 2 minutes walk from Chatham Station.

Saturday	1830 hrs
Sunday	0930 hrs (sung Mass)
	1100 hrs
	1800 hrs

St Paulinus Church, Manor Street, Brompton Sunday 0900 hrs
Wednesday 1200 hrs

The Parish Priest is Father Christopher Baker, who is based at St Michael's. He can assist with RC Schooling or on any pastoral matter.

The Chaplains are here to serve you and support you. We offer a counselling service for personal problems which is completely confidential.

Enquiries about Baptisms and Marriage are welcome (Military personnel only). We also offer information on courses at the Armed Forces Chaplaincy Centre.

The Chaplains are usually available without appointment but it might be advisable to phone before calling in.

Padres 24hour confidential mobile number 07917 053828.

Service families living in areas where they cannot easily attend a Garrison Church are advised to make contact with the local church of their denomination but Army Chaplains are always willing to visit.

Maidstone Invicta Park Chaplain (01622) 822330 or through the Duty Officer at 36 Engineer Regiment.

Details of religious Leaders of other faiths are available at the Chaplaincy Office.

HIVE

HIVE is a professional, valuable commodity which holds a wealth of information.

HIVE will keep you updated whether it's about education, postings or just local information - we cater for your needs.

HIVE organisers have first-hand experience of Service life.

Please phone or visit us at:

Lampard Centre, Sally Port Gardens, Brompton

Tel: (Civil) Medway 01634 822326 (Mil) Chatham Mil 2326



Overview of the HIVE Information Service

by Yetti Dutton,
Director HIVE UK & Overseas

HIVE Information Centres support the Chain of Command and tri-Service communities through the provision of up to date and relevant information

The HIVE Information Service is a tri-Service information network available to all members of the Service community - serving personnel both married and single, together with their families and dependants as well as civilians employed by the Services. The predominance of HIVE Information Centres is within UK with our overseas information centres in the Falkland Islands, Brunei, Belize, BATUS, Gibraltar, Izmir, Naples, Lisbon and five in Cyprus. In addition, British Forces Germany have responsibility for 25 HIVE Information Centres. Worldwide the HIVE Information Centres offer an extensive range of information on relocation, the local unit and civilian facilities, places of interest, schools and further education, housing, healthcare facilities, employment and training opportunities. All our staff are professionally trained to fulfill their role as HIVE Information Officers with management support from their employing units and HIVE Regional Managers. Communication is fast and effective. Through the Internet, we network worldwide, resourcing national and local information as needed. Information on future relocations is one of our key areas of information support and is available either in advance or on arrival at the receiving unit. Email facilities between families and those serving away during operational deployments are also available through our HIVE Information Centres.

HIVE Information Officers are not trained in welfare counselling. We are however able to offer initial support to individuals and can advise referral to those professional agencies best suited to the individual's circumstances. All HIVE staff are bound to a Code of Confidentiality. The HIVE Information Service is publicly funded by MOD in order for us to provide you with a professional and comprehensive information service and to refer those with personal or confidential issues to appropriate agencies. Our role is embedded within the Chain of Command and together with our strong ties to MOD and civilian agencies we remain alert to your information requirements and updates.

We are proud that our service is recognised and valued across the Armed Forces for its professional approach, initiative and commitment to you. We will continue to develop our information support, intent on delivering the right information, to the right people, at the right time.

HIVE Email: chatham@hivegb.co.uk
Mil: 94661 2326 **Civ:** 01634 822326

Garrison Amenities

Playgroups

Poppins Nursery & Pre-School.

This is located in the Lampard Centre on Sally Port Gardens, Brompton. The Nursery can take up to 20 children from 3 months to 2 years 10 months. All staff are qualified and the ratio of staff to children is 1:3.

Opening times are : Monday - Friday 0900 - 1230, term time only.

The Pre-School can also take up to 20 children from 2 years 10 months to 5 years old. Staff ratios are 2½ - 3 years - 1:6, 3-5 years - 1:8. All staff are qualified.

Opening times are : Monday-Friday 1300-1600 hrs, term time only.
Tel: Chatham Mil 2451 Civ 01634 822451.

Allaboard St Mary's Day Nursery.

Care available for children of 3 months old and over.

New Opening Hours 8am - 6pm various sessions available.

From September 04, All Day "Wrap around Day care" has been offered at Allaboard St Mary's Nursery, Brompton Barracks. Children from non MOD families are welcome. If you wish to register your interest or make a booking then please do not hesitate to call to arrange a viewing.

Any queries please call 01634 281524 or Terri on 07932 311279/Pam on 07930 968353.

Lilliput Day Nursery & Sessional Pre-School

Tel: 01634 840800

Located in Khartoum Road, large spacious premises near to the Garrison church and within easy reach of Brompton Barracks.

Full day care Monday - Friday 8.00am - 6.00pm for children up to 5 years
Sessional Pre-School term-time 9.00am - 12.00pm and 1.00pm - 4.00pm daily for children aged 2-5 years.

Registered with OFSTED and for nursery education grant funding for 3 and 4 year olds.

Community Centres

The Lampard Centre

The Lampard Community Centre is situated in Sally Port Gardens, Brompton. The Centre is there predominately for the use of Service families, MOD employees and ex-Service families in the Brompton and St Mary's Estates. The building is a former NAAFI Services shop converted into a Community Centre.

The Centre is run by a Committee of local residents and supported by the Community Development Worker.

The Centre aims to foster a community spirit amongst the local residents, who occupy some 300 quarters on the estate.

There is a programme of day activities run in the Centre, Mothers and Toddlers Group, Baby Clinic, Thrift Shop, Keep Fit, Coffee Shop, Youth Club, Nursery and Pre-school. There is still some spare capacity so if you are interested in anything why not start your own group with the support and help of the Community Development Worker.

If you are new to the area please feel free to come along to the Lampard Centre and enjoy its facilities. For any further details please phone the Community Development Worker on Medway (01634) 841487.
Website: www.lampardcentre.com

Youth Clubs

Chatham Garrison Youth Club

The Chatham Garrison Youth Club is situated opposite the Lampard Centre in Sally Port Gardens, Brompton.

The Youth Club offers a place for young people aged between 8 - 16 years of age to meet. The Centre is staffed by volunteers and supported by the Medway Youth Service and Community Development Worker.

A wide range of supervised outdoor and indoor activities are offered to young people.

The Centre has a well stocked tuck shop, disco room, games room and TV Lounge.

Volunteer Youth Leaders are always most welcome, so for more information or if you have an hour or more to spare please contact the Community Development Worker Angela Fleming on 01634 841487.

Training Facilities within 1 RSME Regiment

Brompton Fitness Centre is a modern facility and has a wide range of cardiovascular, resistance training and free weight equipment available for use by all military and civilian personnel, and all dependants over the age of sixteen. It remains quiet during working hours, ideal for those of you that are shy, but socialites will prefer the evenings when quite a crowd gathers. An induction course is essential for all who wish to join and may be arranged by the gymnasium staff.

The main gymnasium is also available and can cater for a wide variety of sports and events, with six badminton, two basketball, two volleyball and one five-a-side court marked out. Squash and tennis courts are also available. Throughout the week there are several clubs and events that make use of the facilities all of whom welcome new members whether they be military, civilian or dependants.

These include:

Gymnastics	Roller Dance
Basketball	Football
Badminton	Squash
Boxing	Kickboxing
Tennis	Circuit training

The Brompton Fitness Centre is located next to the Petroleum Fitters Wing, adjacent to the Assault Course, Brompton Barracks with the main gymnasium located on Wood Street opposite the main entrance to the barracks.

The opening times for these facilities are as follows:

Monday - Friday	0700-0900, 1130-1330 & 1530-2000 hrs
Friday	0700-1700 hrs
Saturday	0900-1200 hrs (Fitness Centre only)

The main gymnasium is only open during the weekend for specific clubs and events. The facilities are also available during leave periods, however timings may vary.

For further information on the physical recreation and sporting opportunities available or to book an induction course for the Brompton Fitness Centre please contact the gymnasium staff on 01634 822391 (civil) or 2391 (military).

Personal Development Centre

A Partnership with Mid Kent College has been set up for the provision of further education and training at the Personal Development Centre situated at 22 AEC Brompton Barracks, Chatham. All courses and NVQs are open to all Military Personnel, Civil Servants and their dependants. The College's expertise and opportunities are available to you at greatly reduced rates. The Personal Development Centre offers various I.T. courses using the most popular up to date software packages from beginners to expert users as well as NVQs. The Personal Development Centre will be working closely with the NVQ Office at the RSME who is coordinating the Assessor Training for both civilian and military instructors.

For information contact the Tutor/Co-ordinators on Mil (766) 2458 and Civ (01634) 847193.

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"Brilliant – a wealth of information, keeping us up-to-date"

"It seems to get better and better!"

"The AJ really does make me feel in touch with home"

"Just knowing what's going on is great"

"Very impressive"

"It takes a lot for me to be impressed by a magazine, but yours certainly did it!"

"A brilliant magazine"

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"I would like to say after reading your magazine for the first time how much I enjoyed it and how informative I found it"

THE FREE MAGAZINE FOR ARMY FAMILIES



CHANGING ATTITUDES





The Army Families Federation

Use Your Voice – Voice Your Views!

What is the AFF?

It's your independent voice! The Army Families Federation (AFF) is a Registered Charity formed in 1982 to provide a unique two-way communications link between the Army and its families. AFF's role is to act as the independent voice of Army families, raising their concerns and highlighting issues with the Army, the MOD and Government. We promote communication, information and liaison between the Army, its families and the policy makers, representing the views of soldiers' families and lobbying for change where necessary.

Where to find us

You can contact AFF wherever you are in the world. Our worldwide network is run from AFF Central Office at Upavon in the UK, and there are AFF Branches in Northern Ireland, Germany and Cyprus, with local overseas representatives currently in Belize, Brunei, Canada, Nepal and Turkey. Each Branch of AFF operates through a network of local Co-ordinators and volunteer Unit Representatives, most of whom are Army spouses. AFF also employs a team of Specialists who each deal with specific areas of concern to families – **Housing, Education and Childcare and Special Needs**. We also have a National Employment Advisor to help Army spouses with an enquiry on employment and training.

YOUR magazine!

The AFF publishes a quarterly magazine, the **AFF Families Journal**, distributed FREE to all Army families worldwide. Written and edited by Army spouses, the AFJ is sent to all units in March, June, September and December. The AFJ is YOUR magazine, full of news, information and articles about life with the Army – if you haven't received your free copy, contact your Unit Welfare Officer and find out why not!

Having your say

AFF holds regular Conferences in London and its Branch locations, which give Army spouses the chance to ask their own questions of the people whose decisions affect their lives, and to find out why things happen the way they do. Find out more from your local AFF Co-ordinator or Branch, and the AFF Families Journal.

AFF Employment and Training for Army families

The **AFF Training Centre** based in Bulford offers a wide range of affordable courses in office and computer skills in relaxed, family-friendly surroundings. Childcare is not a problem – the Centre has its own crèche on site. Training Centre courses are also available in Warminster and Blandford. AFF also has its own **Employment Advice Service (AFFEAS)** in Bulford, Blandford, Catterick and Colchester, offering information and advice to Army spouses and families on local employment and training opportunities and promoting the talents of Army families to local employers.

If you would like to know more about AFF, or need our assistance, contact:

AFF Central Office, Trenchard Lines, Upavon, Pewsey, Wiltshire SN9 6BE

Telephone: 01980 615525 Fax: 01980 615526

email: us@aff.org.uk or visit our website at: www.aff.org.uk

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Army Welfare Information Service (AWIS)



No problem is too big or too small

The Army Welfare Information Service (AWIS) exists to give information and advice to Servicemen and women and their families.

Personal Advice & Information

Trained personnel who are thoroughly experienced in most of the problems encountered by Service personnel and their families staff the Service.

It doesn't matter if the query is simple, routine, or difficult, of a personal or family nature - the staff of the Service will either answer your question or put you in touch with one of the military or civilian agencies who can provide you with help and assistance.

There are few matters on which AWIS cannot give you sound and sympathetic advice.

AWIS Information Sheets

AWIS produce and circulate information sheets and leaflets on a wide range of subjects to units and HIVEs. The AWIS information sheets are also available on the Internet. The information sheets and leaflets provide a vast fund of reference information, which is instantly available to all Military personnel and their families.

If you require advice or information you can contact AWIS direct or via your local AWS Office, Unit Welfare Officer or HIVE.

How to contact AWIS direct:

By post:

Army Welfare Information Service, HQ AWS, HQ Land Command, Erskine Barracks, Salisbury, Wilts, SP2 0AG.

By Telephone:

Military: 94331 2569/2461 Fax: 94331 2307

Civilian: (01722) 436569/436461 Fax: (01722) 436307

By email:

awis@hqland.army.mod.uk

ALL HELP AND ADVICE FROM AWIS IS FREE AND CONFIDENTIAL

The Army Benevolent Fund (ABF)

The Army Benevolent Fund is the Army's central charity. It exists to help any serving or former soldier and his or her family or dependants with financial and practical help.

The Fund gives grants to individual cases in partnership with Regimental or Corps Benevolent Funds concerned. It also acts as a grant-making trust and gives money to over 80 charities per year that have been directly or indirectly beneficial to Army or ex-Army personnel and their families.

If you would like some more information on the ABF, please contact the Central Office on: 0207 591 2000 or visit the website:

www.armybenfund.org

ABF Volunteers/Fundraisers: The Fund is always looking for volunteers to take part in fundraising events or even to "rattle" a collecting tin. If you would like to help please contact the Regional Fundraising Director:

Lieutenant Colonel Tony Hincks JP

Secretary: Mrs Sue Hincks

Tel: 01489 877964

Fax: 01489 877964

email: hincks@abf-se.freeserve.co.uk

SSAFA Forces Help

SSAFA (Soldiers, Sailors, Airmen and Families Association) Forces Help is the national military charity helping serving and ex-Service men, women and their families in need. SSAFA Forces Help can provide practical and emotional support to people and their families who have served one paid day in any of the Armed Forces and their Reserves in a variety of ways; welfare, social work, health care, housing, financial support and friendship.

With over 210,000 personnel currently serving in the Army, Air Force and Navy, and nearly 7 million ex-Service men and women, we estimate that one quarter of the population is eligible for assistance from SSAFA Forces Help. This requires a co-ordinated response and through a network of over 400 professionals, and 7,500 trained volunteers working from 99 branches and divisions, and committees nationwide and overseas, SSAFA Forces Help works with others to provide that help, assisting over 100,000 people each year.

More information on SSAFA Forces Help can be obtained from your local Service Committee or from our central office: 19 Queen Elizabeth Street, London SE1 2LP, Tel: 020 7403 8783, Fax: 020 7403 8815, Email: info@ssafa.org.uk, Website: www.ssafa.org.uk.



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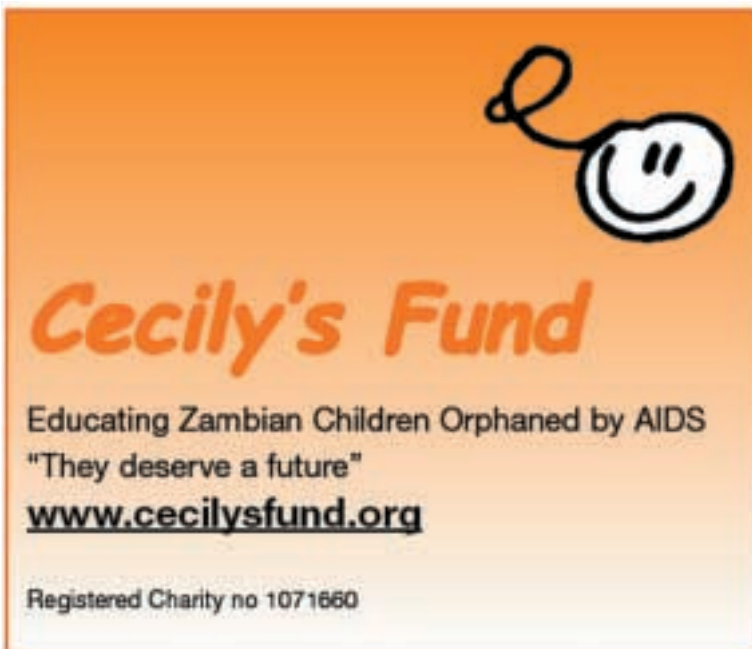
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