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Families Deployment Support Guide Regular & Reserve Army



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It is useful to keep contact details of your welfare provider and your soldier handy, just in case you need some help or advice. You can put them in the beginning of this guide for easy reference.

Your nominated welfare provider:
Unit Welfare Officer or
Regimental Operations Support Officer

Your soldiers' full details:

Name:

Army No:

Tel:

Rank:

Email:

Full Name:

Unit:

Unit:

Location:

Deployment Postal Address:

British Forces Post Office (BFPO) Number:

Introduction

This guide focuses primarily on spouses, civil partners and parents, of those serving in the Regular and Reserve Army based in the UK¹. Any differences for those assigned overseas are explained in the related section and should be included in a local briefing given by your welfare provider prior to any deployment².

The Army family is all encompassing; when you are separated from your soldier³ during operational commitment periods, welfare support is available for you and it makes no difference if you live in Service Families Accommodation (SFA) or in your own home town or village.

It is recognised that many Army families are independent and self-sufficient, managing their own lifestyle under normal family conditions, however, when the soldier is notified that they will be assigned to a deployment, many families will require additional information or welfare support.

The purpose of the guide is to provide you with information about the 'Cycle of Deployment' this is the process that happens before, during and after any deployment and the support available to you throughout the '**Cycle of Deployment**'.

The Army also provides a "Guide for Army Families" which gives you information for "routine" Army life.

Please speak with your Welfare Officer if you have not seen this and think it would be useful.

During any deployment your family and friends will most likely be your main support, as a family

member the Army also extends welfare support to you as required.

If your soldier is serving with the Regular Army, your welfare provider will usually be the Unit Welfare Officer known as the UWO. If they are serving in the Reserves, it will more likely be the Regimental Operations Support Officer known as the ROSO. These individuals are there for you as part of the Army welfare provision and will help you with welfare enquiries or issues that may arise both when your soldier is at home and away.

You should be provided with the name and contact details of a UWO or ROSO and they should be in touch with you before your soldier deploys.

Reserves mobilised by the Mission Training and Mobilisation Centre (MTMC) should confirm during pre-deployment training that welfare support has been identified and that the ROSO has your contact details, you should also receive a welfare pack issued to your soldier at MTMC.

The Operational Commitments Establishment (OCE) Regimental Admin Officer at (MTMC) Chilwell, has administrative responsibility for

1 Differences for those families on accompanied assignment overseas are highlighted throughout the book.

2 Deployment is the term used in the guide to cover operational commitments, deployment and mobilization when soldiers serve away from their Regiment or Unit home base location, including operational training exercise's (in the UK or Overseas for up to 6 mths or more).

3 Throughout the booklet the term "soldier" is used, this is a generic term used to include all Army personnel: officers and all other ranks, male or female of any Regiment or Corps, in the Regular Army and Reserve.

OCE deployed personnel. Before soldiers are deployed they should check with the unit they are leaving know as the “losing unit” to ensure that welfare arrangements are in place, obtaining welfare contact details for a UWO to provide to the family. Your soldier should know if they are deploying as part of the OCE.

This guide can be issued widely but should always be provided to spouses, civil partners and parents of single soldiers and, where appropriate or requested, to divorced / separated former partners and single soldiers’ partners. If you need an additional copy for someone else just ask your UWO or ROSO.

Event - Dates to Remember (please remember these may change)	Date(s)
Pre-Operational Tour Leave (if applicable)	
Departure day	
Rest and Recuperation (R&R) starts ⁴ (if applicable)	
Rest and Recuperation (R&R) ends ⁵ (if applicable)	
Home date	
Post Operational Tour Leave starts (if applicable)	
Post Operational Tour Leave ends (if applicable)	

Is it different if I am on accompanied assignment outside the UK?

If anything is specifically different for those families on accompanied assignment overseas including any allowances or for example; The Deployment Welfare Package (Overseas) it will be highlighted **Blue**.

Is it different if I am a RESERVE? If anything is specifically different for the Reserve contingency then it will be highlighted in **Green** or included in **section 6** of this guide.

When Reserves are mobilised by the Mission Training and Mobilisation Centre (MTMC), you are eligible for support from the Army, the Regiment and Welfare or Regimental Operations Support Officer (ROSO).

Is it different if I am a non-British national?

If anything is specifically different for non-British

personnel including the F&C community then it will be highlighted **Purple**.

Non-British nationals and F&C citizens and their families who do not have EEA status are subject to immigration control. Regular serving personnel are issued with an ‘Exempt Immigration Control Vignette’ in their Country of Origin Passport on enlistment and **RESERVES** subject to immigration control will be issued with an ‘Exempt Vignette’ if required when mobilized, but are only eligible to ‘exempt status’ during the mobilization period and the entitlement ceases when de-mobilized (when it should be deleted from the Country of Origin Passport by Mission Training and Mobilisation Centre (MTMC) who notify the Home Office). If you are a non-British national Reserve you will revert back to your original visa status once demobilized.

⁴ Please note that R&R dates may be subject to change.

⁵ Please note that R&R dates may be subject to change.

Welfare Providers

All welfare staff are in post to support soldiers **and** family members, and are trained to provide welfare support, offering a confidential service.

The welfare providers; your **Unit Welfare Officer (UWO)** or **Regimental Operations Support Officer (ROSO)** are there for you if you have any welfare concerns or if you need to seek advice. Welfare support is also available from the Army Welfare Service (AWS) and from other specialist providers overseas. If you wish to seek help from a provider outside the MoD there is a list of alternative welfare agencies that may be more suited to your individual needs in

Section 4 - Sources of Support.

Before any deployment starts the UWO/ROSO may provide pre-deployment briefings for family members to attend, where they will tell you all about the welfare support available and how to access it. They will tell you about arranged activities planned during the deployment that may be of interest to you.

Your soldier should tell you who your nominated **Welfare provider** is **before** they deploy, and within the Army the **UWO or ROSO** should be your first point of contact for most welfare concerns. If your soldier has not informed you who your UWO or ROSO is you can find out by contacting the Army Welfare Service (AWS) and talking to an Army Welfare Worker via the AWS Intake and Assessment Team (IAT) on the number given below.

The Army Welfare Service (AWS). The AWS also provides professional and confidential welfare support for Army personnel and their families wherever they are located and you can access support from them directly or through your UWO/ ROSO or Army HIVE.

The AWS Intake and Assessment Team (IAT).

You can get confidential information and access to the Army Welfare Service via the Intake and Assessment Team. Call the team to speak to a qualified AWS welfare worker.

(IAT) helpline:

(Civilian) 01904 882053

(Mil) 94777 3053

Email: RC-AWS-IAT@mod.uk

Information Support Army HIVE. HIVE is a network available to all members of the Service community: serving married and single personnel and their families. Army HIVE information support officers are bound by a code of confidentiality and are able to advise, refer or signpost to professional agencies.

Pastoral Care. The Royal Army Chaplains' Department provides pastoral support irrespective of religion or belief. You can contact your local chaplain or padre via your welfare provider, UWO/ROSO or via HIVE.

Soldiers', Sailors' and Airmen's Families Association (SSAFA). SSAFA is the national charity helping serving personnel, veterans



and their families and provide **SSAFA Forces line** where you can speak in confidence to a telephone support worker Tel: 0800 7314880 / +44 (0) 1980 630854

The Army Families Federation (AFF). AFF produces a magazine issued quarterly, a website and has specialists in a number of roles who can provide advice and support. Contact: us@aff.org.uk or visit www.aff.org.uk

Welfare enquiries numbers for your local AWS-Army HIVE are available through the military directory of enquiries on: 02072 189000

www.Army.mod.uk/welfare-support/welfare-support.aspx

The Emotional Cycle of Deployment

When your soldier is deployed, the family will likely experience a cycle of emotions called: **The Emotional Cycle of Deployment** and it covers seven stages:

The Emotional Cycle of Deployment stages overlap and often some of the stages are repeated.

Stage 1 - Anticipating Departure

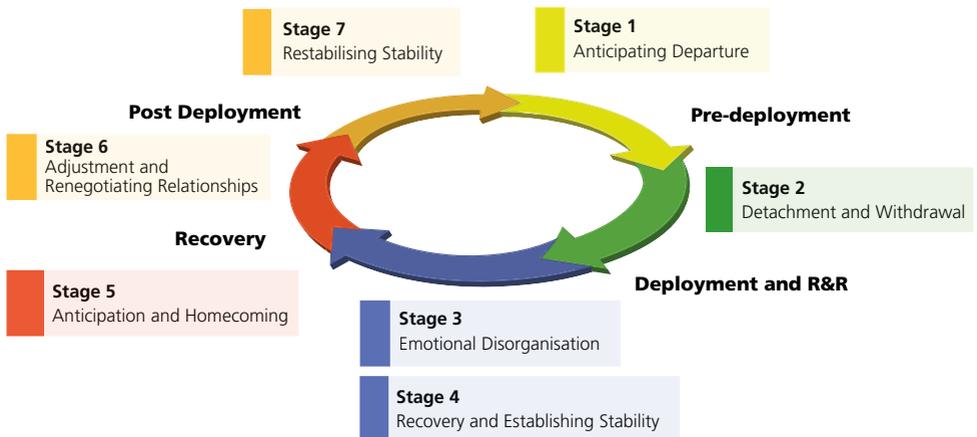
This occurs pre-deployment when you as a family are preparing for the separation and the soldier is preparing for the deployment. During this period the family and soldier have to deal with

the anticipated departure, for the soldier this may include detachment and withdrawal from the normal family routine and this may impact on your family lifestyle.

Pre-deployment

Once you know that a deployment is confirmed, you should start making plans, as many areas of your life will be affected. Talk together about all the things you need to organise and plan for before your soldier leaves the UK. This preparation will be beneficial for you as a family to help you manage during the separation period. A checklist to assist you can be found in Section 6.

The Emotional Cycle of Deployment



Emotions

Both prior to and throughout the deployment process, keeping your emotions in balance can be a real challenge. Your emotions are likely to go through clearly defined stages, starting when you first learn about the deployment when you may experience feelings such as fear and anger, to loneliness and anticipation as the deployment progresses with relief and joy, as it comes to an end, sometimes these feelings may be experienced in a completely different order and sometimes you may feel a combination of these emotions all at one time. It is important that you understand and acknowledge that this is a process and quite normal.

Things to consider

IMPORTANT: Joint Personnel Administration system (JPA).

Make sure to check with your soldier that their details, including their Emergency Contact and Next of Kin, are updated and recorded on JPA.

In the pre-deployment period before the operational commitment starts you and your soldier need to check that you have discussed and planned for both the routine day to day running of the household and family commitments and make arrangements for additional requirements including support and assistance (if needed) for the period that you will be separated.

Family briefings. Your welfare provider should be present at any family's deployment briefs. If you are able to attend you may find these really helpful and informative and it will also provide an opportunity to meet your welfare staff and other family members.

If you are unable to attend a brief or have

not been informed about a date then you can always contact your welfare provider directly yourself (get the contact details from your soldier before they deploy), The welfare provider can also tell you about websites and social media sites for up to date information and keeping in touch.

Childcare. All parents and carers have a legal responsibility to make appropriate arrangements for their children and any dependant adults during deployment. Key to this is making arrangements well in advance and, if required, seeking advice and support from either the welfare provider or the Army Welfare Service.

Prepare Children and Young People.

The pre-deployment period is the time to discuss and prepare the whole family, it is especially important to include any children and young people in your discussions.

Be honest and explain things simply in positive way if you can, including the children in conversations. Even young children talk to each other, and older children may pick up on stories in the media; so be aware of what they are seeing and hearing, and be ready to explain what is happening.

Tell the school that your child has a parent due to be deployed and provide them with the details of an alternative person to contact in an emergency if you are unavailable.

Serving Parents and Carers. The Army, where possible, will endeavour not to deploy both serving parents of dependant children at the same time, it is **important** to recognise that this however **cannot be guaranteed**. Single serving parents/carers are expected to put a care plan in place for deployments and where both parents are serving they should also consider a care plan.

If, during the deployment, any children are to be left in the care of someone who is not a close relative for a period of over 28 days, there are legal requirements to notify the Local Authorities this is to ensure the child receives the best possible care. The Army Welfare Service or your Local Authority Children Services department will be able to provide you with more advice.

Is it different if I am on assignment overseas?

For those assigned overseas, the British Forces Social Work Services can assist.

Email SSAFA: welfare@ssafa.org.uk
www.bfgnet.de

Is it different if I am a non-British national?

Non-British lone parents intending to arrange childcare support in the UK using friends or relatives subject to UK immigration controls should be aware that anyone entering the UK on a visitor visa is not able to undertake paid or unpaid childcare responsibilities and a visa applied for under those circumstances would be declined.

You are **NOT** allowed to bring anyone into the UK on a visitor visa to help with childcare. The visa will be **refused** by the Entry Clearance Office.

Families with Children, Young People or Adults with Additional Needs or Disabilities & Young Carers. As a family you need to consider and put in place additional arrangements in order to cover short notice, overnight care or child minding in the event of an emergency to support the parent left looking after any children, young people and adults with additional needs or disabilities. If you as a parent have a disability - have you got sufficient support in place for your own needs?

Any family who live with and manage additional needs and disabilities with the support of a young carer, should ensure that they inform their Chain of Command and welfare provider (UWO/ROSO) pre-deployment for awareness and to highlight any concerns the family have during the deployment period.

Additional information is available on the Directgov Young Carers website: www.gov.uk/government/publications/improving-support-for-young-carers-family-focused-approaches

Wills and Insurance. It is important when embarking on any deployment that the soldier has a **will** detailing their specific wishes in the event of their death. Military personnel can make a simple **will** by completing a MOD Form 106 that can be stored at the MoD Document Holding Centre in Glasgow.

- Service personnel deploying and mobilising are strongly advised to draw up a **will** with a solicitor, especially if they own property or other valuable assets or have special wishes that they want noted formally.
- It is also worth discussing what your soldier wants you to do if they are seriously wounded or killed in action. If you are not married or in a civil partnership, it may be particularly important to formalise these wishes in a 'Power of Attorney' or their **will**.
- You and your soldier are encouraged to review your family's personal insurance needs. Whilst it remains MoD policy not to sponsor any commercial organisation, you and your soldier should consider joining the Services Life Insurance or PAX/SLI schemes, which offer accident cover and life cover options and can be taken out for the

duration of the tour (or longer term) and are especially designed to take account of the unique needs of Armed Forces Service.

- All soldiers should consider joining the Army Dependants' Trust (ADT) for the duration of their service. Application forms are held at MTMC or with the Regimental Administrative Office (RAO). ADT offers immediate financial support to families, following the death of an ADT member.

Power of Attorney. You and your soldier may wish to consider a Power of Attorney (Lasting Power of Attorney in England and Wales, Continuing Power of Attorney in Scotland and Enduring Power of Attorney in Northern Ireland) which allows an individual to nominate a person or persons to make decisions on their behalf should they lose the mental capacity to do so themselves.

- In England and Wales a form can be downloaded from: www.gov.uk/government/organisations/office-of-the-public-guardian Those with more complex affairs and those normally resident in Scotland or Northern Ireland should seek the advice of a solicitor.
- A Power of Attorney can be revoked on your soldier's return or left in place indefinitely.

Parental Responsibility. Those unmarried fathers remaining behind who are either step-parents or partners with responsibility for children (if they haven't registered as the father on the birth certificate of the child) should consider getting parental responsibility. Female spouses, civil-partners or partners left with the care of step-children may also need to seek advice to provide formal legal recognition of their status when dealing with authorities over children's issues such as schooling and health matters.



In loco Parentis. This is a legal doctrine under which an individual assumes parental rights, duties and obligations without going through the formalities of Legal Adoption.

www.gov.uk/government/publications/children-policy

Is it different if I am on assignment overseas?

Soldiers (Service personnel and UKBC) and their entitled family members located on an assignment 'overseas' (outside of GB) can seek advice from Army Legal Assistance (HQ ALA) as follows. Tel: 0521 9254 3191/3196 and by email: AG-ALA-Reception@mod.uk

Key Documents. Documents that may help you plan are in Section 6.

Personal Finance. This is an individual responsibility. Normally you and your family have a way of managing your financial responsibilities and most of these arrangements will continue during the deployment period but it is wise to discuss your finances to check that you have things sorted prior to the deployment, and to make sure that you know the whereabouts of all the key documents.

Council Tax Relief (CTR). CTR provides financial support through a relief payment system for Service personnel on specified operations or assignments who pay, or are counted for Council Tax (Rates in Northern Ireland) or Contributions in Lieu of Council Tax (CLOCT) for Service Family Accommodation (SFA). Only one claim for CTR may be made for each deployment. For full details of eligibility and methods of claiming, which are made on return from deployment, your soldier should speak to their HR staff.

Army Pay and Allowances. While deployed your soldier may be eligible for additional Army Allowances, this will be reflected in their wage.

- **Pay Enquiries.** All enquiries about Army pay and allowances should be made by your soldier to their Unit Admin Office (UAO) in the first instance.
- **Army Allowances** are paid to ensure that soldiers receive financial recompense for the additional costs incurred as part of Service life and commitments in addition to their pay.
- **Operational Allowance (OA)** is paid to recognise the significantly increased and enduring nature of the danger in Specified Operational Locations (SOL).

- **Longer Separation Allowance (LSA)** is to support and compensate those personnel experiencing separation.
- **Deployment Welfare Package (DWP)** is tailored for the specific circumstances of each deployment (only certain deployments will qualify - generally operations overseas, expected to last for 7 days or more, with a designated name).

Is it different if I am on assignment overseas?

The **Deployment Welfare Package (Overseas) (DWP(O))**. Payment of LOA may also include elements of the DWP(O) if the full DWP(A) package is not available. Soldiers in receipt of Families Welfare Grant (FWG), can claim **Concessionary Travel for Families (CTF)** where eligible. If you are uncertain of your eligibility for allowances or entitlements you should contact your Unit Administration officer (UAO) or your welfare provider UWO or ROSO.

- **Post Operational Leave (POL).** This was introduced in recognition of the stresses and strains that serving on an operational commitment brings to soldiers, their families and friends. It is awarded to Regular and Reserve personnel following (and solely as a result of) time spent on qualifying deployments.

The allowance, which is in addition to the Annual Leave Allowance (ALA), is one day of POL for every 9 calendar days deployed. There is no qualifying period before POL can be received and entitlement will commence on the day that soldiers are assigned from their permanent duty station to the qualifying operational or deployment.

Is the different if I am a Reserve?

A Sponsored Reservist's (SR) entitlement to POL is a matter between the contractor and the SR unless, when mobilised, the SR is paid by the MoD. When not in receipt of MoD pay, contractors should be encouraged to award POL to SRs in line with MoD policy. In the event the SR is normally paid by the MoD the above POL regulations apply.

UK Visas

Is it different if I am a non-British National?

If you are a non-British spouse on a UK visa you need to check when it is due to expire, if this is during the deployment period then you need to plan how and when to submit your settlement (SET AF) or (FLR AF) application, ensuring that you have the fee available. You can seek advice from your UWO/ROSO or HIVE or check the Home Office Visa website:
www.gov.uk/apply-uk-visa

You **Must NOT** let your visa expire, please seek assistance. You can get OISC Immigration accredited advice from the F&C Specialist in the Army Families Federation (AFF).
www.aff.org.uk/army_family_life/foreign_commonwealth

Forces Railcard. Your soldier, including Reservists, are entitled to purchase a Forces Railcard for themselves and their spouse/civil partner which provides discounted rail travel in the UK. Railcards are available from the soldier's unit HR Admin staff. There is a fee deducted from soldier's pay, and you are required to provide a passport size photograph.

Concessionary Travel for Families (CTF).

The aim of CTF is to enable the immediate families of soldiers (the spouse/civil partner and any dependant child under the age of 18 years), to visit close family during extended periods of deployment. For information regarding family

travel warrants contact your welfare provider, UWO or ROSO.

Is this different if I am non-British?

If you are a citizen from the commonwealth who is accompanying your soldier assigned overseas, and need to know more about travel between your unit and the UK. Concessionary Travel for Families (CTF) is not available for travel to countries other than the UK and does not work between UK and Country of Origin, please contact your soldier's unit HR admin staff or your UWO, who will be able to explain eligibility.

The Car. As a driver you will know how to maintain your vehicle and be aware of MOT and insurance due dates, along with being familiar with the garage you use. It might be worthwhile keeping details of who to contact in an emergency with the car.

If you are not a driver and the car is not being used then the soldier needs to complete a SORN declaration (available from the Post Office) or by phone, by contacting DVLA on 0870 240 0010. This means you will not have to pay car tax for this period.

The car should be parked off the road and the insurance changed to "Laid Up" cover for the period that the car will not be driven. The car engine should be run regularly during the deployment period; if you as a non driver don't want to undertake this task then it's recommended that you arrange for a friend to do this for you. **Check** that the soldier will be able to drive the car during R&R.

Accommodation. No matter where you live - whether it is in your own home, renting privately or living in Service Family Accommodation (SFA), it's worth checking that you are familiar with any routine household daily maintenance tasks:

- Central heating controls
- Fuse box and trip switch
- Location of main electricity isolation switch
- Turn off for main water supply
- Turn off for main gas supply
- Install/test smoke or carbon-monoxide alarms
- Emergency contact telephone numbers for gas and electricity.
- List of Tradesmen (if you are a private tenant or home owners)
- Fault reporting SFA - UK Helpdesk 0800 707 6000. www.carillionamey.co.uk/service-family-accommodation.aspx

Substitute Service Family Accommodation (SSFA) England, Wales and Scotland **only** contact:
The Landlord, HCR Maintenance Cell
Tel: 01256 313764 (Out of hours emergency)
Tel: 0870 162 8185)

Is it different if I am on assignment overseas?

BFPO Service Accommodation, if you are on assignment overseas, check the reporting system prior to the deployment and confirm contact numbers. If your soldier has not provided you with the details then contact your welfare provider, UWO.

Visitors to SFA. If you are residing in the UK and living in SFA, visitors are allowed in addition to the permitted occupants to stay at the property on a temporary basis only. These visits are to be no more than 28 days (aggregated or continuous) in any 93 day period unless permission has been obtained from DIO in consultation with the Local Service Commander, and the unit are aware.

You can get advice from your UWO to seek permission for longer periods if visitors are entering the UK on a 6 month visitor visa and

are planning to stay with you in SFA. As the sponsor you are responsible for your visitors returning to Country of Origin prior to the visitor visa expiring.

Visitors in the UK on a visit visa are NOT eligible to work in the UK (paid or unpaid) this includes providing childcare while you work or when the soldier is deployed.

All visitors to the UK should get Travel Insurance to cover health costs for access to NHS treatment. Otherwise they could be billed for any treatment and if not paid this debt will be notified to the Home Office by the NHS Trust and will affect any further visa applications made by the person visiting.

Is this different if I am a non-British national?

If you are sponsoring a visitor to the UK from your Country of Origin then you should be aware that the above information is particularly important to you and you'r visitors. All non-British visitors on visitor visas to the UK have to comply with the immigration rules and restrictions including during times of deployment. Your visitors will NOT be allowed to enter the UK to help with childcare and any visitors should be advised that they will be charged for any NHS treatment and should obtain Travel Insurance before coming to the UK as a visitor.

Is it different if I am on assignment overseas?

Visitors to BFPO Service Accommodation should get travel insurance. Visitors staying over 28 days should be notified to the BFPO Service Accommodation provider.

Stage 2 - Detachment and withdrawal

At the beginning of the deployment both the soldier and the family have to manage their emotions; and how they do this is very different for each and every individual. The family are left to manage day to day life, establishing and dealing with the 'new' normal routine.

The soldier is committed to the training they have undertaken and are functioning as part of the operational commitment, this becomes the soldiers 'new' routine.

During Deployment

Stage 3 - Emotional Disorganisation

Look after yourself. Take time out for yourself, life as a "temporary" single parent can be stressful, so it's important to try to unwind. Participation in unit-organised activities could give you the opportunity to build a network of support with other family members during the deployment.

Keeping in Touch. During the deployment, keeping in touch with each other is really important; you will need to find the best method of communication that suits you and, dependant on the type of deployment, some or all of the following options will be available:

- **Phone Calls.** Soldiers normally get a welfare phone allowance of 30 mins per week during a deployment but please be aware that there may be times, due to circumstances out of their control, when they cannot make the call. Remember if they are late making a call this should not be a cause for you to worry, the best advice is to carry your mobile.
- **Paradigm - Rebranded to WelComeE.** Additional top up cards can be brought



in theatre or topped up by you by ringing the Paradigm contact centre Tel: +44 (0) 01438282121 (You will need a credit/debit card and your soldiers Paradigm and Service number). www.mywelcome.co.uk

- **Paradigm Free Voice Mail Service.** Using landline for free - Ring the Paradigm Service Tel: 0800 0510737 Voice Mail. Type your soldiers Paradigm number using the land-line key pad and leave your message. The voice mail service holds a number of messages in the system; these are then free for your soldier to pick up when they have time.

- **Mobile Phones.** It may be difficult to get a signal and connections can not be guaranteed for mobiles; also their use can be restricted because of security in certain areas. If you do use a mobile, remember they are not secure so be careful what you discuss.
- **Forces Aerogramme** also known as 'Blueys', are obtained free from the Post Offices or HIVE and are free to post for operational BFPO numbers. It is a good idea to number or date your blueys, so that you will both know if any have gone astray, normal delivery time is 4-6 days. Please note that you should never put anything inside a bluey, or it will be treated as surface mail and take ages to arrive and you may be charged postage.

The postal address for your soldier should include:

Number, Rank, Name
Platoon or Department
(Company/Squadron or Battery)
Unit
Operation NAME
BFPO Number

- E-Blueys are composed on a computer, faster than normal mail and completely private, arriving at the operational base (know as theatre) in a sealed envelope.

To send an e-bluey, users only need internet access and an e-bluey account created at www.ebluey.com Once the account is created and the necessary sender details are entered, an address book is created to store recipient information. Once stored, this information enables users to log into their accounts and compose and send e-blueys.

You can register at: www.gov.uk/guidance/british-forces-post-office-services

Is it different if I am on accompanied assignment outside the UK?

E-blueys sent from overseas to the UK or other BFPO addressees are downloaded and printed, then posted first class.

- **E-mail** facilities may be available for the soldier to use in theatre, ArmyNET provides a safeguarded e-mail facility.
- **Letters** are inexpensive and always eagerly received, especially as they can be re-read. Letters and packets up to 2Kg in weight can be sent for Forces special rates available on request at the Post Office. www.gov.uk/guidance/british-forces-post-office-services
- **Care Packages.** Use sturdy containers. Mail can take longer than expected so be aware when sending perishable goods. Safeguard your privacy, packages are often opened in front of others so be aware of anything that could embarrass you or your soldier. All packages are x-rayed, check the BFPO website for up to date information on what is allowed: www.gov.uk/guidance/british-forces-post-office-services
- **Enduring Families Free Mail Service (EFFMS)** packages of up to 2kg (roughly the dimensions of a shoe box) can be posted free to named soldier on specific operations and for some deployments. www.gov.uk/guidance/british-forces-post-office-services
- **Don't Have a Computer with Internet Access?** HIVE provides free internet access and most libraries have internet computers that can be used either free or at minimal cost.



Keeping Children and Young People in touch while apart help your family keep in touch, children and youngsters may want to write and send pictures to keep their parent involved in their life, wanting to let the soldier know what is going on at school and at home. It's very important and receiving letters and pictures is so welcome to those away from home.

Teenagers and young people will also want to keep in touch, and they may write but will probably find other ways as well to communicate, they also have news to tell and will want to do it their own way.

Get the family involved in organising, packing and sending goodie boxes, they could take photos and include them in the packages with a note explaining when, where and why or what was happening.

Tips to Help Children Deal with Deployment:

- **Make sure children know they are loved.** Children need to know that a parent going away won't forget them and will still love them.
- **Be truthful.** Children sense and imagine situations, worry unnecessarily; so always try to be open and honest about the separation.
- **Share concerns.** Encourage children to talk about their feelings and share your own.
- **Let children help around the house.** Encourage them to help with the chores and tell the children that they are making a valuable contribution.

- **Maintain routines.** Regular mealtimes and bedtimes and maintaining - as far as possible - their usual routine, can help children feel more secure.
- **Discipline consistently.** Try to keep discipline as similar to your normal routine as possible.
- **Include children in your communication and correspondence.** Any separation is a long time for a child and so much can happen while the soldier is away. It helps the time pass when you are looking forward to phone calls or sending pictures and parcels.

Children's support the Army provide free books that you can get from your welfare provider or via the local HIVE. Most units will issue books and guides prior to the deployment but ask if you would like any copies that haven't been provided.

- **Hello from Home** a sticker and colouring book produced for younger children (0-4) to help them keep in touch with their parent while away. Reference AC 64444 and MSN 091LAN0348944.
- **Harvey and Bob** age appropriate books for children and young people
 - Harvey & Bob - Bumper Fun (age 4-8) Reference AC 64506 and MSN 091LAN1359306
 - Harvey & Bob - Harvey's Heroes (age 8-12) Reference AC 64507 and MSN 091LAN1359308

There are also a number of books available to purchase for families with children - written to support their understanding during operational commitments. You can find them on the WWW by typing in: Books for Military Children, deployment (for Little Troopers). You can find charities and organizations registered with COBSEO who provide suitable material for Armed Forces Families⁶.

Storybook Soldiers. This is a scheme which provides a link between parents and children when a soldier is deployed or on a long exercise of six weeks or more. Soldiers (including **Reserves**) are recorded reading a bedtime story for their children to listen to. Music and sound effects are added and the finished disc is really special, a wonderful way for the deployed soldier to be part of their children's lives while they are away; not just at bedtime but on car journeys and at other times of the day. This service may also be available to personnel and families with other welfare concerns eg medical. Contact Storybook Soldiers or your welfare provider for information.

Storybook Soldiers Office: Tel: 01980 650515 or email: storybooksoldiers@hotmail.co.uk or visit: www.drumbat.org.uk/7591.html

BFBS, Garrison Radio. The Services Sound and Vision Corporation (SSVC) provide a radio and TV service in some operational theatres. Requests can be made and messages passed - see: www.ssvc.com

Information on Garrison radio and requests can be found at www.garrisonfm.com

'Trusted Friends' Schemes. Your unit may operate a 'trusted friends' scheme, where you can register the name and contact details of a trusted friend who can support you if you find yourself

in difficulty, for instance if you are left without transport at short notice. Your welfare provider will be able to explain if one is available locally for you to join and how the scheme works.

Families Support Groups. Ask your welfare provider if schemes are run locally on camp or you can access via social networking sites including ArmyNET.

ArmyNET. This is a secure website that every soldier, Regular and Reserve, and their family members can register to use. Your soldier needs to register first then they can then 'sponsor' family members to use the site and family members (known as "guests") will be issued with their own username and password. Ask your soldier to arrange for you to be registered before they depart.

Unit Social Media Sites. Many units use social network sites such as Facebook and others to keep in contact and to provide current and accurate information. Contact your welfare provider to see what is available within your unit or for further information and access.

Access to Military Establishments. Entitled family members of deployed soldiers may be able to apply for Visitors Pass/Dependants ID Card at their local unit or military station for the duration of the deployment (if they are not already in possession of them). Once authorised, passes are issued at the guardroom on arrival and returned there on leaving the station. Contact your welfare provider for more information.

Pregnancy. Under normal circumstances the birth of a child is not regarded as a reason for soldier to be returned home as they may not be able to return from operations/deployment in time (or at short notice) - they should book R&R around the expected due date but if you have any concerns about the birth date or an early

arrival speak to your soldier or welfare provider.

In view of this, you should consider a second choice of birth partner, just in case, such as a good friend or relative.

- Keep a note of all your emergency contact numbers handy.
- Have a plan in place for all eventualities, such as a friend to look after other children at short notice.
- Even if you drive, you may find it useful to put other transport arrangements in place, just in case.
- Keep a bag of essential items packed, if you have other children - arrange who they will stay with.

Unmarried parents should be aware that unless the father is actually present at the time of registering the baby's birth his name will not be inserted on the birth certificate. If a soldier is away on deployment this can be added at a later date when he returns. Alternatively the father can complete an Oath Declaration available from www.gro.gov.uk/gro/content and this can be attested (signed off by a qualified person (normally Major or above) in the deployment Area of Operations. You can seek further advice from the Registrar Office.

Paternity Leave is given to to recognise the birth of a child or the adoption of a child (where the Service person applying for Paternity Leave is not taking Adoption Leave). Paternity leave applies to Service personnel who are the fathers, husband, civil partner or partner (including same-sex partner). In circumstances where there are complications with a pregnancy or childbirth, the grant of compassionate leave might be considered appropriate in accordance

with normal welfare procedures. Paternity Leave is the only form of leave given to personnel to recognise the birth of a child, the entitlement to 2 weeks of Ordinary Paternity Leave (OPL).

The soldier claiming OPL must have served in the Armed Forces continuously for a period of not less than 26 weeks (running Sunday to Saturday) by the end of the 15th week before the start of the week when the baby is due (the expected week of childbirth).

OPL cannot start before the child is born but can start on any day of the week from the date of the birth of the child.

The 2 weeks of OPL can be taken consecutively, or as 2 separate weeks, provided that all OPL is taken within 56 days of the child's birth. Unless it is necessary for OPL to be deferred for operational reasons, if deferred, the leave should be granted as soon as possible, when operational circumstances permit. It must be taken in blocks of a minimum of one week.

If the soldier has to be recalled from OPL for emergency reasons, the outstanding balance of the leave entitlement should be granted as soon as possible thereafter, when operational circumstances permit. This is the only occasion, **except** in the case of part-time personnel, when less than one week's OPL may be taken in a single block if the outstanding balance is less than one week. The entitlement to OPL will apply in respect of a child stillborn after 24 weeks of pregnancy or born alive at any point of the pregnancy. COs will, retain discretion to grant **Compassionate Leave** as necessary in these or other circumstances of birth.

Security the responsibility for personal safety starts with you be vigilant to maximise your safety and the safety of your family.

Leaving your Home when you are going away for a length of time during the deployment period - **make sure you tell someone** (a neighbour) or welfare provider UWO/ROSO so that they know where and how to contact you in case of an emergency. Sometimes having a mobile phone number is **NOT** enough if they need to contact the Emergency Contact (EC) quickly.

BE VIGILANT. In order to stay safe, be vigilant: currently a wide range of threats further reinforces the importance of Security Awareness across the MoD. Being vigilant helps to minimise any risks to our Soldiers and Service personnel, their families, buildings and assets.

Be aware of your safety at all times especially when out alone. Secure your home and ask unexpected or unknown callers to show ID.

If you are at all suspicious then call the local police or the Royal Military Police, it does not matter if it turns out to be a false alarm.

Stay Safe.

Telephone Security. If you receive anonymous or nuisance phone calls always call the police or your UWO/ROSO and report anything that has concerned you or is unusual. The police can take action. As a precaution do not discuss Army movement plans or dates on internet forums/ chat rooms or on your mobile phone. Remember anonymous or nuisance calls may be the work of a foreign intelligence agency.

Social Networking Sites. Blogs and sites such as YouTube, Instagram, Flickr, Facebook and Twitter etc offer great opportunities to share information between soldiers, their families and the support groups. If you are using these sites it is really important to apply sensible security precautions to help protect yourself,



your family and your soldier. Remember, journalists increasingly use the internet to source quotes, pictures and stories along with hostile intelligence agencies, criminals and terrorists to gather information.

Help maintain security using Social Media:
Guidelines for Social Networks - Do's & Don'ts

- Family's need to ensure they take precautions with their accounts; their

privacy and sharing settings can expose your personal data.

- Only establish and maintain connections with people you know and trust. Review your connections often.
- Assume that ANYONE can see any information about your activities, personal life, or professional life that you post and share.
- Avoid posting or tagging images of you or your family that clearly show your face. Select pictures taken at a distance, at an angle, or otherwise concealed. Never post Smartphone photos and don't use your face as a profile photo, instead, use cartoons or avatars.
- Use secure browser settings when possible and monitor your browsing history to ensure that you recognize all access points.
- Don't put operational or deployment information online.

Managing Your Profile - limit exposure of your personal information, you can manage who can view your profile and activities. If in doubt about what's safe and acceptable or to report a potential problem: seek advice from your welfare provider UWO/ROSO.

Facebook. User Awareness; Facebook has an application called 'Places'. We have been advised that when checked by security this is automatically active on all Facebook accounts until disabled. The concern relating to the use of this site is that it may inadvertently compromise the locality of a military user. **Check if you use facebook!**

Pet Safe. Ensure your dog is micro-chipped or has a dog tattoo, every dog owner needs to take positive steps to keep their pets are safe. This does not stop your dog from being stolen but it does mean you do stand a better chance of getting your pet back.

Many dogs are stolen from the owners back gardens, always keep a watchful eye on you dog and make sure the fencing around your home is safe and secure. Never, leave your dog tied up outside any shop and be aware that dogs left in locked cars have also been reported as stolen.

Crime reduction and further advice is available on ArmyNET under Crime Reduction www.defencegateway.mod.uk

Emotional disorganisation

Can occur prior to, during and after Rest & Recuperation. During the deployment there will be a leave period, called Rest and Recuperation (R&R), this will normally be somewhere at the half way point (unless special circumstances are arranged). R&R brings anticipation and excitement for all of you; expectations and emotions can be disorganised (with the soldier coming home but all of you understanding that the soldier has to go away again). Knowing that you will all have to go through the emotional upheaval of the separation at the end of the R&R leave and re-establish your 'new' normal routines again can be difficult.

Rest & Recuperation

Rest & Recuperation (R&R) normally soldiers deploying for six months will be eligible for up to a maximum of 14 nights R&R inclusive of travelling time. R&R plays a vital role in ensuring Personnel have an effective break to 'recharge their batteries' in order to sustain operational



effectiveness. There may be occasions when soldiers 'lose' some or (very rarely) all of an anticipated period of R&R as a result of delays or because of a Command decision for operational reasons.

Remember that your soldier is away on operations where uncertainty and change are normal; R&R dates are subject to change at short notice, be prepared for dates to change and stay flexible to avoid being disappointed.

Remember that the 14 nights R&R includes travel time; be aware that your soldier may not be home for that length of time.

If you are collecting your soldier from Brize Norton there is a guide about this called:

"Accompanying Passenger Travelling through RAF Brize Norton" Leaflet, available from:

www.raf.mod.uk/rafbrizenorton/rafcms/mediafiles/88410ADD_5056_A318_A8E96B8C8191146C.pdf

This is your time to relax, recharge and regain your personal life, don't overdo things, or try and cram too many activities into the available time. Be aware that having to rapidly readjust to home life only to have to say goodbye again a few days later can be stressful for the soldier and the family.

The soldier may want to take a "News Holiday" whilst on R&R, turn the TV off or over to watch something else.

Sleep may be a problem for the soldier during R&R but is essential for maintaining physical and emotional wellbeing.

Drinking alcohol is often part of a social event or celebrating with friends and family but for some soldiers, who haven't had a drink for a while, will find that their tolerance levels to alcohol have diminished and whilst alcohol may appear to have some positive effects if they have experienced traumatic events then alcohol could make matters worse

Humour is part of life and laughter is good, it is incredibly healing. Sometimes following difficult events we forget to laugh, however; laughter provides a sense of closeness with friends, family and colleagues and can provide a broader perspective on life's challenges.

If you or your soldier has any problems during the R&R period you can still turn to your welfare provider for help and advice.

Prior to the soldier's return you will again all face the emotional turmoil that comes with anticipating the separation, withdrawal and detachment but again by settling back into your routine and establishing stability you will again recover.

Stage 4 - Recovery and establishing stability

As a family you have found a way of adjusting, and have in place your own way of communicating, keeping in touch with your soldier and are probably in contact with your welfare provider, the UWO or ROSO who are available to support family members during this period.

Recovery

Stage 5 - Anticipation and Homecoming

As the date for homecoming comes closer the family experience growing excitement as preparations for the soldier's return are put in place. Some people also become apprehensive and whilst feeling happy - can also feel confused and uncertain about the reunion.

During this period the soldier also has to deal with the anticipated departure from theatre while the family are preparing for their return.

Reunited again as a family, you will begin to adjust to each other and the family routines.

Homecoming is a time when members of a military family get back together again after separation.

Settling back to a family routine after your soldier has been away from home for any period of time

is a time of adjustment for the whole family.

Homecoming Build-Up. The majority of deployed soldiers and members of their family will experience a feeling of anticipation as the tour draws to an end. Few get much sleep the night before homecoming and as a result this could cause the whole family to be keyed-up and exhausted before you reunite.

As a family you will need time to **adjust**, respect each others needs and don't set your expectations too high. Your soldier may want to stay at home and do nothing initially and you may need to **compromise**. Soldiers don't always want to talk about the deployment; they will have told you some things and may talk about other things later on. Be patient and tolerant with each other until life settles back to your family normality.

Children and Reunions. Change is just as stressful for children as it is for adults and the return of the soldier is a major change for children in the household. They will have grown in every way: physically, emotionally and socially during the deployment separation period. Children have very little life experience and are not equipped to deal with stress, so their behaviour may change when a parent comes home and regress to more immature behaviour. They may become unruly and misbehave more often, or they might even withdraw inside themselves as a reaction to the changes within the household. The re-adjustment period may take around four to six weeks for the entire family. Be realistic about how your child may respond, try to understand and talk to them so that you can support them through this time.

Babies up to a year old have not yet developed much of an ability to remember people or events, so may not recognise the returning parent. Be patient, engage with your baby and

let them set the pace. **Toddlers** aged up to 3 years old often have an 'out of sight out of mind' behaviour. A toddler's response to the returning parent may be to run and hide, or to cling to the non-deployed parent and cry. Don't force the pace - play and engage with them little and often. **Young children** up to 5 are busy and you will have to fit into their world and sharing time, cuddles and playtime.

School Age (5 to 12). Children of this age group are likely to give parents a very warm welcome as long as the relationship was strong before the parent left. They will probably be genuinely excited about the homecoming, most likely run to their returning parent as soon as they see them.

Adolescents (13 to 18). if you have a teenager in your family then you will be fully aware of mood swings, which manifest themselves in a roller-coaster of emotions. They may show excitement about their parent's return or try to hide their real emotions to try and look "cool". Give them time and engage regularly until norms are established.

Tips for Parents of Returning Soldiers.

Your son or daughter may need time to adjust back to their life and they may not easily settle at home. They have closely bonded with friends for many months and may miss them and the banter, wanting to return to the unit before the end of the leave period to join up with them.

Soldiers may not want to talk about their experiences but give them the opportunity, let them know that you are willing to listen in a non-judgmental way when they are ready to talk.

If you are concerned about an aspect of your son or daughter's behaviour since their return, and think they need help, contact your welfare provider: UWO or ROSO.



Brize Norton Information Leaflet. The RAF produce a Passenger Terminal Information Leaflet: www.raf.mod.uk/rafbrizenorton/rafcms If you require access to the passenger terminal contact your welfare provider UWO or ROSO for advice and assistance, units should make suitable arrangements in advance for Non-UK nationals including F&C dependents.

Homecomings from an operational theatre where soldiers bring home unpleasant memories can be especially difficult, as the family often don't know or understand what they as a soldier have experienced.

Just as you got yourself ready for your soldier's departure, you must also prepare yourself for their return. Knowing what to expect and having some plans for how you will deal with issues that may occur will help to minimise any stresses and strains of readjustment.

Your unit welfare office will normally offer a 'Homecoming Briefing' for family members prior to your soldier returning. You may find it helpful to attend as it will provide you an opportunity to ask questions about anything that you have concerns about.

The Army Welfare Service produce a leaflet titled: Homecoming & Reunions contact AWS or your UWO or ROSO for a copy.

If your soldier is returning home after a deployment on operational theatre they will most likely under go a period of decompression. This normally comprises a formal break away from the operational theatre followed by a period of return to work within barracks **before** taking Post Operational Leave. This process is designed to place individuals into a formal, structured and, most important, monitored environment in which to begin 'winding-down' and rehabilitating to a normal, routine, peace-time environment in order to reduce the impact of post operational stress.

Avoiding Road Traffic Accidents. After an operational deployment some soldiers may take time making judgements about taking acceptable risks in a non-operations environment particularly when driving, be aware and seek advice from your welfare provider UWO or ROSO if you think that your soldier has an awareness problem and is taking risks. www.thinkroadsafety.gov.uk

Domestic Abuse

Be aware of Domestic Abuse, it is important to recognise that whilst time spent on deployment may exacerbate an individual's behaviour, it will rarely cause them to behave abusively.

For some families long periods of separation can foster distrust, the separation can significantly alter the "power-control" balance within the relationship. Abuse is never to be ignored

or tolerated so family members should not excuse this behaviour whether there has been a deployment or not and are always encouraged to seek help.

Family members concerned about their partners' actions prior to, during, or following a deployment can approach their welfare provider; the AWS (who are all trained in dealing with Domestic Abuse) or the equivalent welfare provider overseas, or any civilian support organisation. The following website outlines a number of support agencies: www.gov.uk/government/collections/domestic-abuse-guidance-and-support-for-the-armed-forces-community

Post Deployment

Stage 6 - Adjustment and Renegotiating Relationships

Adjustment is a process, a period of time to enjoy the homecoming and celebrate but be realistic about settling back to rebuilding your family lifestyle together. Be patient, communicate with each other, try not to be overwhelmed because things are different but be prepared to seek advice if you feel you or your soldier are not coping.

Renegotiating Relationships; be aware that expectations about reacquainting your intimate relationship may differ between partners. Talk if possible, before the homecoming, so that you are both happy about what you want and expect from each other.

Stage 7 - Restabliising Stability

This is the point when you have all settled back and established your family routine, something's may have changed but the family are all united again and interacting with each other.

At any stage in the cycle, individuals or families can feel unsure about coping; if at any time you feel that you are having trouble adjusting you can seek help from your welfare provider, UWO or ROSO.

The Army Welfare Service (AWS) Intake and Assessment Team (IAT) helpline:

Civilian: 01904 882053

Military: 94777 3053

SSAFA Forces line Tel: 0845 241 7141

Email: RC-AWS-IAT@mod.uk

Or speak to your own doctor.

After Deployment

Adjustment - Normalisation. This process has no timescale, it is different for everyone - each family will deal with reunions and re-establishing stability after deployment in their own way. You have to settle back into your family lifestyle and things will be different - this is normal. Remember that it may take you all time to re-establish your family routine.

You may find talking about the differences or any difficulties help to clarify the issues. If you are worried talk to your partner, friends or family or seek help from your doctor or welfare provider.

Mental Wellbeing. You may need to consider the effects of the deployment on your soldier and how they are coping on their return; some issues that may affect you both. It is often the family who are the first to notice that a soldier is suffering with mental health problems and you may need to seek medical help and advice. You may think that the soldier is showing symptoms of a mental wellbeing disorder:

Be aware of:

Adjustment Disorder (AD)

Post Traumatic Stress Disorder (PTSD)

Domestic Abuse (DA)



Look out for signs of:

Anger
Anxiety
Depression
Excessive Alcohol Abuse
Risky Behaviours

Soldiers should seek advice from the Regimental Medical Officer (RMO) or Doctor (GP) and any Welfare Provider.

There is a guide issued to all soldiers on return from operations but if you have not had access to a copy then please ask your welfare provider for a copy:

"A guide for Army Personnel Returning from Operational Duty" COMING HOME - AC 64539

If you're worried about your own mental wellbeing, or if someone else in your life is

affected, there is no stigma attached to seeking support and there are plenty of ways to get help including the mental health section of the NHS Direct Live Well website, speaking to your GP or one of the mental health charities such as Sane or the Mental Health Foundation.

Tips on Dealing with Mental Wellbeing, Stress and post Traumatic Stress Disorder.

Post Traumatic Stress Disorder can affect anyone who has experienced something traumatic or disturbing, there is no way to know who will be affected.

Symptoms:

- Flashbacks and nightmares, depression, confusion or inability to make simple decisions
- Trouble sleeping
- Irritability and a quick temper
- Anger at life in general
- Hyper-alertness, anxiety or panic attacks
- Feeling of isolation or being ‘the only one feeling like this’
- Using excess alcohol or drugs to ‘forget it’
- Feeling suicidal

You can discuss any issue in confidence with your doctor or your welfare provider, UWO/ROSO or a member of the Army Welfare Service AWS. If you recognise any of these symptoms in yourself or your returning soldier, seek medical advice early. Medical intervention is vital, as once medically diagnosed, the condition is treatable.

For more web based information go to www.nhs.uk/Livewell/Pages/Livewellhub.aspx

Allow the returning soldier to acclimatise at their own pace.

Tips on dealing with Stress in Children and

Young People

If your soldier becomes a casualty and is injured, traumatic stress can affect all the members of the family. Children, like adults, sometimes experience traumatic stress reaction, which affects the way the child thinks, feels and behaves; children can be as severely affected as adults. If you know how to recognise stress, you will be better able to help your child to recover, and also to know when to seek professional help.

What are the signs of traumatic stress?

Immediately after the traumatic event, children may find it hard to sleep and have bad dreams and nightmares. Children react in different ways to traumatic events and how they react may depend on their age. If you recognise traumatic stress behaviour in your child, seek professional help.

What are the signs of traumatic stress?

Sometimes the effects may not appear for days or weeks. They might:

- become fearful, clingy and anxious about being separated from their parents;
- start bedwetting and thumb-sucking again;
- become preoccupied with thoughts about the event;
- be unable to concentrate;
- be irritable and disobedient;
- complain of physical symptoms such as headaches and stomach-aches.

All these are normal reactions to an extremely frightening situation. With professional help and support from the people close to them, children begin to get over the shock.

Longer-lasting effects. Sometimes a child has feelings of depression and anxiety that go on for several weeks and may interfere with a child’s daily living; they may be unable to enjoy playing



or find it difficult to concentrate on their school work. Sometimes, children find it easier to talk to someone other than their parent. You may wish to seek professional help.

Where can I get help?

If you are concerned about your child, consult your doctor GP, who will be able to offer you help and support. If problems continue, the doctor may suggest extra help from the local child and adolescent mental health service.

Big White Wall is free to all UK Service personnel, veterans and their families and it is a safe online community of people who are anxious, down or not coping and who support and help each other by sharing what's troubling

them, guided by trained professionals. Available 24/7, Big White Wall is completely anonymous so you can express yourself freely and openly. Professionally trained Wall Guides ensure the safety and anonymity of all members. www.bigwhitewall.com/landing-pages/landingv3.aspx?ReturnUrl=%2

Looking after yourself when you are a caregiver for others. As a spouse it is important that you seek help and support for your own welfare needs and mental wellbeing; you and any other family members needing support should go to your GP doctor, for help with stress and anxiety or any other problems during or after the deployment especially if you are supporting your soldier and have noticed any of the symptoms above in your partner. **Remember** sometimes symptoms build up over a long period of time even years after a traumatic event and may not be recognised prior to diagnosis.

If you have any concerns **you** can seek help yourself, call the Army Welfare Service using the Intake and Assessment Team (IAT) helpline: Civillian: 01904 882053
Military: 94777 3053
Email: RC-AWS-IAT@mod.uk

The line is staffed by professionally qualified Army welfare staff that will be able to assess your needs and allocate you to an Army Welfare Worker (AWW) close to where you live, they may call you directly or visit you depending on your assessment and support needs.

Mobilised Reserves & Regular Reserve Army

Whilst Reservists are mobilised through MTMC (Individual(I)) Chilwell, they still have access to full welfare and mental healthcare facilities. When they de-mobilise, they will be given details of the Veterans & Reserves Mental Health Programme (VRMHP) which offers them continued support if required.

Army Reservists and Regular Reservists who are not British citizens or who are from the Commonwealth and have not been naturalised, will require the 'exempt immigration' vignette inserting into their passport for mobilization. This exemption suspends any existing UK visa restrictions, whilst the individual is serving with the Army.

The issue of the 'vignette' is temporary, only valid for the mobilization period and non-British citizens will have their 'exempt immigration' automatically cancelled when they are demobilised. They will revert back to their previous immigration status.

The parent unit or MTMC must notify the Armed Forces Team at the Home Office, Croydon to remove the 'Exemption' following the guidance Ref: Unit Guide to Supporting Non-British Nationals. It is a unit's responsibility to conduct the right to work check prior to the Reservist resuming Army Reserve training; this is a process that all Reserve units should complete annually to ensure the right to work still exists. If during these checks a Reservist is found to still have an "exempt" vignette as a result of mobilisation, the unit is to cancel

the endorsement and inform the Home Office following the guidance in the: Unit Guide to Supporting Non-British Nationals. www.army.mod.uk/documents/general/20150106-PS4A_Unit_Guide_To_Supporting_Non_British_National.pdf

Is it different if I am a non-British national?

F&C Immigration: All Reserves who are non-British passport holders from Commonwealth countries must meet the settlement/residency criteria and should hold Indefinite Leave to Remain (ILR) with the right to work.

Army Pay, Allowances and Pensions

Loss of earnings and benefits. If a Reservist is mobilised and their civilian pay is higher than their Service pay, they can apply to claim the difference. This is known as a Reservists' Award (RA). RA applies equally to those who are self employed. It is calculated and paid as a daily amount. They may also be able to claim for the cost of replacing certain benefits in kind that their employer suspends while they are mobilised, such as health insurance, educational fees for a dependent child or accommodation. There are limits to the amounts that can be claimed and exact figures can be obtained from the Reserves unit Human Resources (HR) admin staff. The regulations aim to ensure that individuals and their families do not suffer significant financial hardship during a deployment.

Financial assistance regulations. You or your Reservist can buy a full copy of the Reserve Forces (Call-out and Recall) (Financial

Assistance) Regulations 2015, from the Office of Public Sector Information or view them at: www.legislation.gov.uk/ukxi/2015/460/regulation/4/made

Council Tax relief for troops on operations.

All armed forces personnel deployed on operations overseas, who normally pay council tax, benefit from a tax-free payment on the cost of council tax paid directly by the Ministry of Defence. For more information Reservists should contact their unit HR admin staff providing their personal details.

Company cars. If as a Reservist your soldier has to return a company car while they are mobilised, and that car was the only car available for use by their spouse, partner or dependants, then the Reservist may be able to claim a flat-rate allowance per day as part of a 'Reservist Award' check with unit HR admin staff for detailed instructions.

Other expenses. Other expenses Reservists may be eligible to claim are:

- costs for care of a dependant child.
- costs for care of an eligible relative.
- costs for care of a pet, excluding veterinary costs.
- extra insurance for leaving their own home empty.
- essential maintenance on their own home.

Self-employed Reservists. If your soldier is self-employed, they can claim as a Reservist for the difference between their Service pay and their earnings from their business.

Claim for expenses or loss of earnings and benefits. Reservists can make a claim for financial support at any time after the start of their period of mobilized service and up to four weeks after the last day of service.



Your soldier will be given detailed instructions about how to make a claim when they receive their mobilization pack. If you have any questions in the meantime, speak to your UWO or ROSO. Remember that; the earlier they make a claim, the earlier it can be paid.

PAX. The same cover and levels of benefit of PAX are available to members of Reserve Forces and their families. For further information and details of the monthly premiums, please contact Tel: 0800 212 4800 (from the UK) +44 1737 503 153 (from overseas) www.paxinsurance.aon.co.uk/paxinsurance/PersonalAccident/index.htm

Pensions. If your soldier is mobilized, the overall package of pay and allowances for all soldiers, Regular and Reserve, will be delivered by the New Employment Model (NEM) Programme. To show recognition for the value placed on

Reserve service, Reservists will also have access to the Armed Forces Pension Scheme 2015 (AFPS15).

This will provide a pension for Reservists' paid service, both on training and deployments. This is consistent with our policy for regular personnel.

Advice on civilian pensions should be sought from your soldier's unit HR admin staff or an independent financial advisor. However there is a mechanism where Reservists may elect to remain with their civilian Occupational Pension. www.gov.uk/government/uploads/system/uploads/attachment_data/file/211270/FR20_WP_measures_key_facts_v2_1.pdf

Paternity Leave for Reservists. Members of the Reserve Forces and soldiers with a recall liability are eligible to apply for Ordinary Paternity Leave (OPL) when called out, mobilised or recalled to permanent service. Paternity leave applies to Service personnel who are the fathers, husband, civil partner or partner (including same-sex partner). OPL must be taken in minimum blocks of one week. In the case of personnel serving on a part-time basis, such as reservists serving on Additional Duties Commitments (ADCs) for part of a week, who are eligible for OPL in all other respects, the balance of the OPL entitlement within any 7 day period, which would not ordinarily be spent on service duties, will have to be claimed from the relevant civilian employer.

Paternity Pay. This will only be given by the Services for the number of days during the OPL period that the soldier would otherwise have spent on service duties. The total amount of OPL available in respect of each birth or adoption placement, whether granted by the Services or civilian employers, is 2 weeks.

Pastoral Care. The Royal Army Chaplains' Department provides spiritual leadership, moral guidance and pastoral support to soldiers and their families irrespective of their religion or belief. To contact your local chaplain or padre contact your UWO or ROSO or ask at a HIVE.

Mission Training and Mobilization Centre (I).

Prepares reservists for active service and helping them return to their civilian lives and the contact point for Unit Welfare Officer or ROSO support for the families of Reservists and Regular Reservists including those on the Operational Commitments Establishment. Tel: 0800 2855533

When going away. Inform MTMC of any changes to your Emergency Contact details or if the soldier is unsure or doesn't know who to nominate contact: MTMC (I) OCE
Tel: 015957 2446

Enquiries. All enquiries about Army pay, allowances and pension's matters should be made to your soldier's unit pay office, welfare staff or ROSO in the first instance. Where this is not practicable it is possible to contact the Joint Personnel Administration Enquiry Centre by email: JPAC@SPVA.mod.uk Freephone: 0800 085 3600 Overseas: +44 141 224 3600

Data protection issues may affect the amount of personal information that can be provided.

Returning to Civilian Employment. In most circumstances, your soldier has the right to be reinstated in the same type of job they were doing before they were mobilised, on terms and conditions that are no less favourable.

- If this is not reasonable and practicable, they should be re-employed in the most favourable job and on the most favourable terms and conditions.

- As long as their application is in force, their previous civilian employer must re-employ them as soon as they are reasonably able to do so from the date they said they would be ready for work.

As soon as they are demobilised they should write informally to their employer to let them know that they can return to work and agree a return date. If, by the end of mobilised service, your soldier has not been offered a job which they are happy with, they must formally write to the former employer no later than the third Monday after their last day of whole-time Service stating when (in the next 21 days) they are available to return to work.

If however they have any issues regarding reinstatement then they should contact:
Administrator of the Reinstatement Committee
Tel: 0161 8336130 Email: rfat@hmcts.gsi.gov.uk

Who can provide support? Unit Employer Support Officer (UESO) who acts on behalf of the Commanding Officer in these matters. It is their job to help if there are any problems securing re-employment with a former employer. If you don't know who your UESO is, contact your nominated Unit Welfare Officer or contact the Defence Relationship Management (DRM) helpline: 0800 389 5459.

Leave. It is likely that your soldier will have a period of leave to take after their demobilisation. If they want to return to work during this period of leave they must first obtain permission from the Commanding Officer of their Unit or the Demobilisation Centre. They cannot, however, be forced to return to work before their leave finishes.

Compensation. Reservists or former Reservists can apply for compensation if they have an illness or injury for which service in the Reserve

Forces is the only or main cause. The scheme under which you can claim depends on whether the period of service was before or after 6 April 2005. The schemes are administered by the Veterans UK www.veterans-uk.info.

Defence Relationship Management (DRM). DRM offer advice and support on employing members of the Armed Forces community and enable organisations to develop a mutually beneficial working relationship with the MOD. DRM builds on the successful SABRE (Supporting Britain's Reservists and their Employers) information campaign and continues defences work with reservists, their employers and those organisations who want to partner defence. www.gov.uk/government/groups/defence-relationship-management

The Veterans and Reserves Mental Health Programme (VRMHP). The VRMHP is available to veterans and reservists who have left the military service since 1982 and are experiencing mental health challenges as a result of military service. The service provides; a full mental health assessment by a Consultant psychiatrist with accompanying guidance on care and treatment for the individual's GP. However self referrals are accepted for this service. Advice will also be provided on the extensive support network that is available to reservists, veterans and their families in the UK.

Those requiring further information about the service provided can contact VRMHP on:

Freephone: 0800 0326258 or
Email: DPHCE-DCMHCHL-VRMHP@mod.uk

There are additional resources available to help including: Royal British Legion www.britishlegion.org.uk and Combat Stress www.combatstress.org.uk

Sources of Support

There are many organisations, Service and voluntary, offering advice, assistance and financial support to the soldier, their spouses and civil partners, parents for single soldiers and soldiers children. The UWO/ROSO should be able to help or signpost you or you can contact your local Army HIVE or call the AWS Intake and Assessment Team (IAT) helpline: 01904 882053
www.Army.mod.uk/welfare-support

Armed Forces Sources of Support

ArmyNET. The British Army's own internet portal. www.Armynet.mod.uk

Army Welfare Service (AWS). The AWS provides professional and confidential welfare support for Army personnel and their families wherever they are located. For welfare enquiries: contact numbers for your local AWS-HIVE or AFF are available through the military directory of enquiries on: 02072 189000
 Email: AWS-HQ-IAT@mod.uk
www.Army.mod.uk/welfare-support/welfare-support.aspx

AWS Intake and Assessment Team (IAT). The IAT provides confidential information and access to the Army's Welfare Service to seek assistance call as an individual using the Intake and Assessment Team (IAT) helpline: Civilian: 01904 882053 Military: 94777 3053
www.Army.mod.uk/welfare-support/23199.aspx

Army HIVE. This is an information network available to all members of the Service community. It serves both married and single personnel, together with their families, dependants and civilians employed by the Services. HIVE information support officers are not trained in welfare counselling. They are however able to advise referral to professional agencies best suited to the individual's circumstances. All HIVE staff are bound to a code of confidentiality.

HIVE information centres can give you practical assistance in sending e-blueys and messaging through BFBS and in some cases free internet access. To find out more or to locate the nearest HIVE in your area follow the links at: www.Army.mod.uk/welfare-support/23438.aspx

Armed Forces Credit Union. A service offering simple savings accounts and "affordable" loans to military personnel, who can sometimes struggle to get access to financial products. The arrangement is backed by the MoD and this means Armed Forces personnel will be able to save regularly or repay loans with credit unions directly through their pay packets, via deductions from their payroll. Family members and retired personnel receiving a pension are also eligible to join.

British Forces Post Office (BFPO). Provides a postal and courier service for the Armed Forces Worldwide. Website www.bfpo.org.uk.

Children's Education Advisory Service.

Guidance to families on schools, special educational needs and MoD educational allowances. Tel 01980 618244. www.gov.uk/guidance/childrens-education-advisory-service

CarillionAmey. Look after Armed Forces Service Families Accommodation (SFA) by delivering essential infrastructure and housing services, including repairs and Maintenance Helpdesk. Call: 0800 707 6000 option 1 for repairs. For more information regarding Regional contacts visit the website: www.carillionamey.co.uk

Debt Advice. Use free specialist advice (avoid commercial debt management companies that you see advertised in the media). HIVE offer signposting advice and the Consumer Credit Counselling Service Step Change Debt Helpline (0800) 138 1111 also has a useful website www.cccs.co.uk

Defence Medical Welfare Services (DMWS).

If your soldier is admitted to the Royal College of Defence Medicine at the Defence Medical Welfare Services, contact details should be sought through your UWO, Selly Oak Birmingham or a Military of Defence Hospital Unit. There is a website that also provided a contact telephone number: +44 1264 774000 www.dmws.org.uk

Financial Advice Debt. Can be a significant source of stress which adds to the pressures of Military life. For one on one debt advice individuals can contact Legion Line 0808 802 8080 or visit: www.britishlegion.org.uk

Forces Discounts. Offers discounts and rewards for Military and UK Armed Forces and their families more information at their website: www.forcesdiscount.com

Forces Additional Needs and Disability Forum (FANDF).

Exists with support from SSAFA-FH, to keep Service families with disabled and additional needs dependants (children and adults) in touch with issues that affect them both inside and outside of Service life; FANDF produces newsletters and holds meetings. For more information ring the fully qualified and experienced additional needs advisor on any disability or additional needs matter. Tel: 0845 2417141 or www.ssafa.org.uk/help-you/currently-serving/additional-needs-and-disability-support

Mission Training and Mobilisation Centre (Individual (I) (MTMC).

Some soldiers are posted to an operational deployment away from their normal unit as individual augmentees on what is called the Operational Commitments Establishments. All these soldiers carry out a period of pre-deployment training at the MTMC (I). The Unit Welfare Officer at MTMC (I) can provide welfare support to the families of soldiers during these kind of deployments. To contact the Unit Welfare Officer at MTMC (I) freephone 0800 028 5533 or visit: www.Army.mod.uk/reserve/32073.aspx

Pastoral Care. The Royal Army Chaplains' Department provides spiritual leadership, moral guidance and pastoral support to soldiers and their families irrespective of their religion or belief. To contact your local chaplain or padre use the details in your local Service Community guide or ask at the HIVE.

Service Children's Education (SCE). Is an agency of the MoD and is dedicated to the education of the children of Service families and MOD personnel serving outside the United Kingdom. They seek to provide a first class system of school and educational support services. The aim is to provide effective and

efficient education service, from foundation stage through to sixth form, and to enable children to benefit from their residence abroad. If you wish to discuss any matters affecting your child's education during a deployment, contact your Child's school or teacher. SCE website: www.gov.uk/government/collections/service-childrens-education

The Royal Military Police (RMP). Policing Enquiries for all general Police enquiries and matters relating to crime please contact the Service Police Crime Bureau (SPCB) Operations Room (24 Hour). Telephone: 02392 285180 www.rmp.org

Veterans UK. Is part of the MoD. They administer the Armed Forces pension schemes and compensation payments for veteran soldiers including those injured or bereaved through service. They also provide welfare support for veterans through a national Veterans' Welfare Service and veterans' helpline facility. Freephone (UK only): 0808 1914 2 18 Telephone (overseas): +44 1253 866 043 or Email: veterans-uk@mod.uk

The term "veteran" is used to mean all those who have served in the UK Armed Forces and includes their widow(er)s and dependants. There is no minimum length of service required and there is no requirement to have been on active service in order to be considered a veteran. Callers to the Helpline can receive advice on a wide range of subjects such as welfare issues, war pensions, armed forces compensation scheme, service records, medals and military graves.

Veterans UK website: www.gov.uk/government/organisations/veterans-uk

Other Sources of Help

COBSEO is the Confederation of Service Charities, it represents the whole Serving and Veterans Community and their eligible family members (eligibility may change between charities). Membership of COBSEO is open to charities who promote and further the welfare and general interests of the Armed Forces Community. www.cobseo.org.uk

ABF - The Soldiers Charity. ABF is the Army's leading charity and helps fund many other charities and organisations that operate either directly or indirectly in support of the Army family, children, the elderly, the disabled and those seeking employment. It works in partnership and close co-operation with Corps, Regimental Associations and charities to whom it is normally best to direct enquires in the first instance. It has provided support to such organisations as the AFF, RELATE, SSAFA and makes individual grants to both serving and ex-Soldier. www.soldierscharity.org

Army Dependants' Trust. The aim of the Trust is to provide support to the eligible family members or the next of kin of a deceased member in the immediate period following their loss. The Army Dependants' Trust is not an insurance scheme but rather a charity which provides discretionary cash grants. Membership is by annual subscription, and will run from the day of joining until the last day of paid service in the Army. Tel: 01980 615736 or Mil: 94344 8840

Army Families Federation (AFF). The AFF exists to make life better for Army families, by raising issues and concerns with the chain of command. Tel: 01264 382324 email: us@aff.org.uk or visit www.aff.org.uk

Army Widows Association (AWA). The aim of AWA is to offer comfort, support and friendship to the widows and widowers of Soldier and then resolve some of the difficulties they may face after the death of their spouse.

www.Armywidows.org.uk

Big White Wall. Is free to all UK Service personnel, veterans and their families as a safe and anonymous online community for those who are anxious or not coping.

www.bigwhitewall.com/landing-pages/landingv3.aspx?ReturnUrl=%2

Citizens Advice Bureau. Every Citizens Advice Bureau is a registered charity reliant on the commitment of trained volunteers and funds to provide vital services for local communities.

www.Citizensadvice.org.uk

Combat Stress. The Ex-Services Mental Welfare Society specialises in the welfare of ex-Servicemen and women who suffer from psychiatric disabilities arising from military service. It has 3 short stay treatment centres and a residential home. Tel: 01372-841600 or website: www.combatstress.org.uk

Careers helpline for teenagers. Call the National Careers Service helpline for information and advice about jobs, careers and training if you're 13 or older in England and Wales.

www.gov.uk/careers-helpline-for-teenagers

Cruse. Bereavement Care exists to promote the well-being of bereaved people and to enable anyone bereaved by death to understand their grief and cope with their loss. The organisation provides support and offers information, advice, education and training services. Day by Day Helpline 0844 477 9400 There is an information link on the website Help for bereaved military families. www.crusebereavement.org.uk

Families' Activity Breaks (FAB). For bereaved military families, if your child is aged up to 19 years old and has suffered the loss of a loved one who was serving in the Armed Forces, then you may be eligible for a FAB holiday.

www.fabcamps.org.uk

Financial Services Authority (FSA). Is the UK's financial watchdog set up by the government to regulate financial services and protect your rights. This means they set standards that financial services firms have to meet and take action if they don't. The FSA don't sell anything, all their information is impartial and clear, they have a website which has information about financial products and services to help make money matters clearer for you with downloadable booklets and an internet based calculator to help you take a debt test and compare products, mortgages, budget plans all for free. www.moneymadeclear.fsa.gov.uk

Forcesline. Is a free and confidential helpline run by SSAFA, completely independent of the military chain of command. Providing a supportive, listening and signposting service for serving personnel, families and Veterans. Where possible, they will give you factual information or 'signpost' you to appropriate ways forward and you can talk to them about anything including personal concerns, worries and problems they will not judge you. You can also contact Forcesline by the **FREEPOST Letter Facility**. The FREEPOST address is: Forcesline, FREEPOST, PO Box 1312, Pewsey, Wiltshire, SN9 6NN. Or use the Forcesline **Email Facility**. Our Privacy Policy lets you know exactly how we will process any personal data you provide us. It is an important document, please read it. An important point to note is that if you wish to continue the dialogue after you've received your response, for security reasons, you must submit a new form.

Freephone Numbers available Monday-Friday between 10.30am - 7.30pm.

- From the UK (Main Line): 0800 731 4880
- From Germany: 0800 1827 395
- From Cyprus: 800 91065
- From the Falkland Islands # 6111
- From anywhere in the world (Call-back)
+44 (0)1980 630854.

From Operational Theatres, to enable access through Paradigm's phone system, dial the appropriate access number then enter *201 at the PIN prompt.

www.ssafa.org.uk/help-you/forcesline

General Practitioner or Health Visitor.

Both your local general practitioner and health visitor provides support and advice, particularly concerning younger children's well-being. Contact details through your GP or local telephone directory.

Home-Start. This is a national voluntary organisation that offers support, friendship and practical help to young families under stress in their own homes. Contact details can be found in local telephone directory. Tel: 0800 0686368

www.homestart.org.uk

Home Calls. Provide a daily telephone check, to ensure that older or dependant members of a family are safe and well whilst living in their own home. Those who are care providers may find this a useful aid. www.home-calls.co.uk

National Careers Service helpline

www.nationalcareersservice.direct.gov.uk/aboutus/contactus/Pages/Contactus.aspx

Tel: 0800 100 900 - free 0800 100 900 from your mobile phone*. Text messages: 07766 413 219 Textphone: 0800 096 8336

Monday to Sunday, 8am to 10pm

You can also arrange for a National Careers

Service adviser to call you - this won't cost you anything. Call.

PAX. PAX has been the major provider of Personal Accident Insurance to HM Regular Armed Forces since 1989 and almost 58,000 members are currently protected by the Plan - that's around one in four of all regular Soldiers. For further information and details of the monthly premiums, please contact them as follows: Tel: 0800212480 (from the UK) +44 20 8662 8126 (from overseas)
Email: paxinsurance@ars.aon.co.uk
www.paxinsurance.co.uk

Relate. Relate offers counselling for relationship problems, either face-to-face or on the phone. Relate also offers Relateen, which is counselling for children aged 10-16. Tel: 0845 1304016
www.relate.org.uk
In Northern Ireland contact Staffcare who provide secure and confidential relationship counselling for individuals and couples.
Tel: 028 9226 6008.

Royal British Legion (RBL). Is the UK's leading charity safeguarding the welfare, interests and memory of those who have served in the Armed Forces and their eligible family members. It provides financial, social and emotional support to millions and its benevolence spans all age groups from the oldest to the very young. Tel: 08457 725 725 www.britishlegion.org.uk

Samaritans. A source of confidential non-judgmental emotional support 24 hours a day for people who are experiencing feelings of a distress or despair including those which could lead to suicide. Tel: 08457 909090
www.samaritans.org

Service Life Insurance Sterling Life.

In close association with MOD, Sterling Life have launched a new life insurance scheme aimed



exclusively at the Soldier - Service Life Insurance (SLI). SLI guarantees affordable cover, including against risks of war and terrorism, throughout the years of service and seamlessly beyond, up to age 65. It is available now to all soldiers (both Regulars and Reserves).

Cover is available irrespective of likelihood of operational deployment. There are few specified exclusions and no extra costs for high-risk trades. Premiums are comparable to those offered to civilians. More detail is available at Tel: +44 208324 1557

www.servicelifeinsurance.co.uk

Service Insurance & Investment Advisory Panel (SIAP).

This is an advisory panel of regulated insurance and independent investment advisers. They all specialise in offering services to members of HM Forces and regulated by the appropriate authority in the United Kingdom, therefore offering full compensation rights to clients whether serving overseas or in the UK. For more information on a wide range of companies and products designed with Soldier and their families in mind check out their website: www.siap.org

Soldiers', Sailors' and Airmen's Families Association (SSAFA).

SSAFA is the national charity helping serving and ex-Service men, women and their families. It is committed to helping anyone who has served just one paid day in any of our three Armed Forces, including the Reserves and those who did National Service - and their family, suffering or in distress, regardless of age or condition. SSAFA have set up four support groups: Bereaved Families Support Group, Bereaved Siblings Support Group, Forces Additional Needs and Disability Forum, Families of Injured Soldier Support Group. For many it is a friendly face in a new community, a shoulder to cry on when times are hard, a listening service for those in need. Tel: 020 740 38783 Email: info@ssafa.org.uk Website www.ssafa.org.uk

Victim Support. An independent charity which helps people cope with the effects of crime. They provide free and confidential support and information to help you deal with your experience. As the laws and systems affecting victims and witnesses differ across the UK and Ireland, there are separate Victim Support links on the website. www.victimsupport.org.uk

Emergencies

The most important thing to remember is that if something serious happens to your soldier on deployment the Army will normally tell you in person and as soon as possible.

This is why it's IMPORTANT to make sure to confirm that your Soldier has checked and amended their details including Emergency Contact and Next of Kin and updated their records on the Joint Personnel Administration system (JPA).

Support Card JPA P001 is the Overseas Compassionate Leave / Travel Card

All soldiers deploying should have been given a card and/ or a fridge magnet for their family members. If you don't have a card and want to get one for yourself please ask your UWO.

Joint Casualty and Compassionate Centre (JCCC) is responsible for a soldier who becomes a notifiable casualty, in the UK or overseas. JCCC is also responsible for soldier's dependants on accompanied assignment overseas. This ensures that the nominated Emergency Contact is notified as quickly as possible by a Casualty Notification Officer (CNO).

Casualty Notification Officer. When a Soldier becomes a notifiable casualty, the Army appoint a Casualty Notification Officer (CNO) to inform the Emergency Contact in person, but if the soldier is listed as ill or requires hospitalisation notification is normally via a telephone call.

- In some circumstances the civilian police may undertake notification.

If you have a concern, get in touch with your nominated welfare provider UWO/ROSO or in **Emergencies** contact the Joint Casualty and Compassionate Centre (JCCC) manned 24 hours a day 365 days per year
Tel: (0044) 01452 519951.

Is it different if I am on assignment overseas?

For those spouses or civil partners on accompanied overseas assignment who need to return to the UK in an **Emergency** JCCC are responsible for authorising **Compassionate Leave Travel, from overseas for soldiers, mobilised Reserves and dependants.**

Tel: **JCCC +44 (0) 1452 519951**

JCCC will always provide advice on entitlement and authorisation, but where possible; please use the JCCC App first.

JCCC App. This app now complements the JCCC Support Card JPA P001 and provides a very simplistic 'click and call' facility that will direct you to the most appropriate organisation in an emergency. The app, guides you to the correct point of contact, even if the emergency is managed by a different welfare provider, for example the Army Welfare Service or a charity partner.

The soldiers name, rank and service number, together with the welfare providers details are



entered into the app, it can then be used by both the soldier and their wider family at any time.

The JCCC app is available to download from the 'Defence Gateway' app store, access the Defence Gateway via your mobile device.

www.defencegateway.mod.uk

JCCC Briefing Film. The families briefing film has been specifically tailored to inform families about the role of the JCCC explaining the processes involved in managing casualty and compassionate cases and the support JCCC provides. The film provides essential information for families and explains what happens if a soldier becomes a casualty or a fatality. The film is available to view by visiting www.gov.uk and searching for "JCCC".

Casualty Procedures

The initial objective of the casualty reporting system is to notify the casualty's emergency contact/NOK as quickly and as sensitively as possible if a soldier is injured or becomes listed as a casualty during deployment.

It is really important that the information held on **JPA** is accurate, your Soldier should check and amended their details, **Emergency Contact** and **Next of Kin** on the Joint Personnel Administration system (JPA).

If this information is not accurate it could delay the notification procedure.

Who is the NOK?⁷

Check with your Soldier to confirm who they have recorded on **JPA** as their **NOK**.

Those who can be recorded as the Next of Kin (NOK) is determined in the following order for notification reasons and because in the event of death it is generally the NOK who will be the focus of the support and assistance provided by the MoD.

- Married or separated (but not divorced), spouse/civil partner.
- If single, a widow, widower or divorcee it will be their eldest child, a parent, sibling, or other relative, or if they have no living relatives, it may be a friend.

Self Informing. Soldiers who as casualties are well enough may wish to personally notify the Emergency Contact and NOK of their condition and hospital staff will authorise and supervise the telephone call.

Dangerously ill - Forwarding of Relatives (DILFOR). DILFOR allows two people to visit a soldier at their bedside for a week initially, where the medical authorities have recommended a visit or up to three weeks in Aeromed cases. JCCC authorise DILFOR and make travel arrangements as required.

Visiting Officer. A Visiting Officer (VO) is appointed after bereavement to be available to advise the emergency contact and next of kin on welfare support arrangements, financial affairs, and any other areas of concern, contacting subject matter experts as necessary.

Compassionate Leave & Travel

What you need to do if you require your soldier to be sent home because of a serious family emergency or illness (normally life threatening) or dies.

When a soldier is on operational duties overseas, any requests for them to be allowed home on compassionate grounds MUST go through the JCCC.

Ring JCCC **FIRST** on 01452 519951 (24hrs a day every day of the year) to apply for your soldier to be returned from overseas on compassionate grounds, to avoid delays, JCCC will ask you to provide the following information:

- Number, Rank and Name.
- Unit and Address of Soldier.
- The details of the person very seriously ill (normally life threatening) or dead
- Name and Telephone Number of Doctor or Hospital.

There will be occasions where COs and personnel staffs believe that compassionate leave should be granted for eligible family members and 'In Scope'⁸ relatives, your UWO can explain the term "In Scope".

Is it different if I am on assignment overseas?

If a soldier serving overseas is returning to the UK for compassionate reasons, JCCC investigate the circumstances prior to recommending grant of compassionate travel.

What is the Army Recovery Capability (ARC)?

The Army Recovery Capability support wounded, injured and sick soldiers in their recovery, if your

7 Next of Kin (NOK). All Service persons are requested to record details of their NOK on JPA.

8 'In Scope' relative refers to spouse or entitled partner, child or where entitled; parent in accordance with JSP 751.

soldier is wounded, injured or falls ill during their Army service there is a system in place to support them through a proven recovery process and ensure they are either able to return to duty or make a smooth transition into a civilian life outside the Army.

What Arrangements are made for

Repatriations? Where Army personnel die overseas the MoD will repatriate the body to the UK and (where applicable) onwards at the families request to the soldiers country of origin, JCCC will make the necessary arrangements. For those repatriated from operational theatres military transport aircraft are used and a repatriation ceremony is held at the UK airhead, to which the immediate family will be invited.

What Arrangements are made for Funerals?

When a Service person (including Reserve forces when on duty) dies, it is MOD policy to arrange a funeral at public expense or provide funding towards the cost of a private funeral dependant upon the wishes of the Next of Kin (NOK). Your Visiting Officer will be able to explain the options and limitations clearly.

Immigration Instructions allow widows(ers) or orphans of Ghurkha and non-British soldiers to apply for settlement in the UK irrespective of whether the deceased soldier was serving or had retired from the service. All applications need to meet the criteria and are considered individually by the Home Office, which treats each case sympathetically.

Is it different if I am a non-British national?

- The Army provides support regardless of nationality. Families of wounded soldiers are provided with support by the British Army regardless of nationality, for example the Dangerously Ill Forwarding of Relatives (DILFOR) scheme enables eligible family members to be moved at public expense from anywhere in the world to the hospital bedside of a seriously injured soldier.
- The Home Office have confirmed that non-British soldier's widows(ers) will not be removed automatically to their country of origin upon the death of a serving spouse.

Key Documents and Pre-Deployment Checklist

Key Documents the documents you may need access to:

- Next of Kin and Emergency Contact details
- Will
- Power of Attorney
- Birth Certificates
- National Insurance Numbers
- Passports
- Marriage/Civil Partnership Certificate
- Insurance policies including house, contents, life health, pets and critical illness
- Car Insurance policy and certificate (and how to claim)
- Car Registration Document
- Car MOT Certificate
- Bank Statements
- Guarantees for domestic appliances
- TV Licence
- European Health Insurance Card (EHIC) (The EHIC is designed to cover the cost of state-provided healthcare for British travellers in certain European countries)
- Bank details, Savings Accounts details and details of other investments.
- Make sure your families passports and any visas required are up to date and valid.
- Passwords for Internet or online banking accounts.
- ArmyNET account, soldier's authorisation and username.

Pre-Deployment Check List	Tick (when complete)
Has the soldier entered the NoK & EC on the JPA system? (THIS IS IMPORTANT)	
Do you know who your nominated UWO/ROSO is and how to make contact with them?	
Have you got the correct contact details including postal address and BFPO number for your soldier written down?	
Do you have a 'guest' account for ArmyNET?	
ArmyNet login:	
Are you content that finances (Standing Orders/Direct Debits set up) are arranged during the deployment?	
Are you authorised to deal with the bank, credit card agencies and other financial organisations?	
Have you checked up on any legal matters, do you know where the Will is and spoken to a solicitor (if necessary)?	
Have you noted down important dates for insurance renewals etc?	
Has the soldier checked and arranged life insurance/SLI/PAX etc?	
Do you know where all the key documents are should you need them?	
Is the car prepared (serviced, MOT etc)? Have you got the phone number for a trusted mechanic or garage?	
Do you know what to do in a home emergency for your: <ul style="list-style-type: none"> • Water? • Gas? • Electricity? 	
Do you know how and when to phone the Joint Casualty and Compassionate Centre (JCCC)?	
Do you know who to contact in an emergency?	
Have you arranged a contact for emergency childcare cover, friend or family member?	
If you have a UK Visa check Expiry Date :	

Abbreviations & Terminology

AOR	Area of Responsibility
AFF	Army Families Federation
AWS	Army Welfare Service
AWS IAT	Intake Assessment Team
Army HIVE	HIVE Information Service
Bde	Brigade
BFPO	British Forces Post Office
BFBS	British Forces Broadcasting Service
Bn	Battalion
CNO	Casualty Notification Officer
CO	Commanding Officer
CofC	Chain of Command
Coy	Company
DBE	Department for Border Enforcement
Div	Division
DILFOR	Dangerously Ill Forwarding of Relatives
DWP	Deployment Welfare Package
EFI	Expeditionary Forces Institute (Shop)
EC	Emergency Contact
FFR	Fixed Forces Rate (of exchange)
HR Staff	Human Resources Staff (also known as Regimental Staff or pay staff)
JCCC	Joint Casualty & Compassionate Cell
LSA	Longer Separation Allowance
MND	Multi National Division
MOD	Ministry of Defence
MT	Military Transport
MTO	Military Transport Officer
NAAFI	Navy, Army and Air Force Institute
NOK	Next of Kin
OC	Officer Commanding
Ops	Operations
PAX	Forces Life and Personal Injury Insurance
PI	Platoon
POL	Post Operational Leave
PTSD	Post Traumatic Stress Disorder

PTSR	Post Traumatic Stress Reaction
QM	Quartermaster
R&R	Rest & Recuperation
RAO	Regimental Administration Office(r)
Regt	Regiment
RMO	Regimental Medical Officer
ROP	Rear Operations Group
ROSO	Regimental Operations Support Officer
SORN	Statutory Off Road Notification
SLI	Service Life Insurance
SSVC	Services Sound & Vision Corporation
SSAFA	Soldiers, Sailors & Airmen's Families Association
Theatre	Area of Operation
TRiM	Trauma Risk Management
UWO	Unit Welfare Office(r)
VO	Visiting Officer

**Distributed to families by units or in the case of Regular Army augmentees and Reserves by
MTMC(I) Chilwell or Supporting Units to nominated emergency contacts and family members**

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