

ADDITIONAL NEEDS AND DISABILITY: A GUIDE FOR SERVICE FAMILIES



FANDF

Giving a voice to Forces
families with additional
needs and disabilities

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WELCOME FROM THE FANDF COMMITTEE

Military lifestyle brings a range of exciting opportunities and experiences, however the challenges of military life can be greater when you or a member of your family has an additional need and/or disability. Often families can experience continual mobility, separation, and isolation due to deployment and training and for families who have a family member with an additional need and/or disability this often has a greater impact on the support they require.

This guide intends to inform families about the support that the Ministry of Defence (MOD), Service charities and external organisations can offer to support you. There is a Directory of Support at the end of this guide with links to military and external organisations and charities that can also offer support.

ACKNOWLEDGEMENTS

This Guide has been compiled by the FANDF Committee and the SSAFA Additional Needs and Disability Advisor (ANDA) The FANDF committee would like to thank everyone for their assistance in producing this publication including MOD; single Service chain of commands and external stakeholders and organisations.

A copy of the guide can be downloaded from:

www.ssafa.org.uk/fandf



FANDF MISSION, VISION AND VALUES

VISION

Ensure all Forces families with additional needs and disabilities receive the support they need.

MISSION

To give a voice to Forces families with additional needs and disabilities.

To change attitudes towards families with additional needs and disabilities within the Armed Forces.

To ensure policy and decision makers understand the needs of Forces families, who have additional needs and disabilities.

VALUES

We are experienced and genuine. The FANDF consists of serving Forces families who have a member with an additional need or disability. They have lived experience and knowledge of the challenges we face.

We listen to and understand the challenges Forces families with additional needs and disabilities face.

We offer help identifying and accessing the support that is available for these families.

We are knowledgeable and committed.

We undertake research to understand the current experiences and requirements of Forces families with additional needs and disabilities.

We use the research outcomes to help inform our discussions with policy and decision makers.

We are passionate about helping Forces families with additional needs and disabilities. If we can make life easier for one family, it has been worth it.

FANDF MEMBERSHIP

The Forces Additional Needs and Disability Forum (FANDF) is a tri-Service support group that offers support and advice to Service families who have a child or adult dependent with additional needs and/or disabilities (AN&D), and is facilitated by SSAFA.

The FANDF Committee is an elected body, which meets quarterly with policymakers and subject matter experts to discuss and action issues affecting Service families with AN&D. The majority of members are Service personnel or spouses/partners who have AN&D and/or with a family member with AN&D. The associate members are professionals working for MOD and tri-Service organisations and attend FANDF meetings to listen to the concerns and views of families raised by the committee, address any issues that arise, and consult and seek feedback from families.

The FANDF Committee is responsible for:

- Producing a regular e-Newsletter to share news and information on organisations and agencies that offer support with FANDF members across the three Services.
- Organising and hosting the FANDF Conference every other year at MOD Main Building. This event is a chance for Service families to gather information from the MOD and related welfare organisations, share their issues and raise concerns and ask questions about matters affecting them.
- Holding informal events for families in the alternate year to the Conference. The FANDF offer support to regional additional needs support groups
- The FANDF has a dedicated webpage with links to information on events, membership and resources and can be accessed at: **www.ssafa.org.uk/fandf**
- The FANDF has a Facebook page that can be accessed at: **www.facebook.com/ForcesANDF**
- Publishing and regularly updating this guide, which can be downloaded from the resources section on the FANDF webpage: **www.ssafa.org.uk/fandf**

The Defence Instructions and Notices (DIN) – Forces Additional Needs and Disability Forum (FANDF) 2016DIN01-018 provides information about the FANDF.

For more information about, or how to get involved with the FANDF, please contact the SSAFA Additional Needs and Disability Advisor (ANDA) on: **020 7463 9315** or email: **ANDA@ssafa.org.uk**



SSAFA

SSAFA SHORT BREAKS

SSAFA runs the Short Breaks programme; a free mid-week break for Forces families who have a child with an additional need and/or disability between the ages of 5 -18 years. The break is an opportunity for families to spend quality time together, to try fun adventure activities which cater to all disabilities and to meet other families in similar situations.

To find out more about the Short Breaks please go to www.ssafa.org.uk/get-help/disability-support or email ANDA@ssafa.org.uk

FORCESLINE

This is a free and confidential telephone helpline and email service that provides support for both current and ex-Service men and women from the Armed Forces and their families. It is completely independent of the military chain of command. Forcesline civilian staff are available to talk to you and offer signposting about anything that concerns you such as stress, mental health symptoms, problems with trauma, drug and alcohol misuse and any other worries that you might be facing. Forcesline can also provide confidential support if you or someone you know is absent without leave (AWOL).

The Forcesline team is here to listen and not to judge, giving you factual information about the appropriate ways forward.

Call: **0800 731 4880** - lines are open 09:00 – 17:30

Visit: www.ssafa.org.uk/how-we-help/forcesline

OTHER SSAFA SUPPORT

SSAFA provides a range of other support for serving and ex-Service personnel and their families, including transitional mentoring for Service leavers, housing and housing advice, adoption and support groups. For more information visit: www.ssafa.org.uk

SSAFA also offers practical and financial support through volunteers and professional staff across the Armed Forces world. To find out if SSAFA can offer you support, please contact: **0207 403 8783**
Visit: www.ssafa.org.uk



TRI-SERVICE SUPPORT

REGISTRATION OF A DEPENDANT WITH AN ADDITIONAL NEED AND/OR DISABILITY

Any Service family with a dependant (child or adult) who has an additional need and /or disability are encouraged to register this with their respective chain of command. Registering this is mandatory for those serving in the Army. An additional need may be identified as: physical (acute or chronic illness), emotional (including mental health illness), and special educational needs and disability (SEND). It is recommended that you register an additional need/disability even if you are unsure whether to or not.

JOINT SERVICE PUBLICATION (JSP) 820 - TRI-SERVICE DISABILITY AND ADDITIONAL NEEDS POLICY

JSP 820 is the authoritative policy and guidance on the support available to Service personnel and their family members who may have additional needs and/or disability. The aim of JSP 820 is to provide guidance and to inform you about the role of the single Services and what support they can offer you. It is important that this policy is read alongside the single Service policies because they take into account the different needs of each Service.

A copy of JSP 820 can be accessed at:

www.gov.uk/government/publications/tri-service-disability-and-additional-needs-policy/tri-service-disability-and-additional-needs-policy-jsp-820

SINGLE SERVICE POLICIES

The single Service policies are:

Royal Navy: **BR3 Paragraph 2423**

Army: **AGAI, Volume 3, Chapter 108**

RAF: **AP 3392 Vol 2 Leaflet 241**

For more information on these policies visit the appropriate single Service section of this guide:

Royal Navy: **page 39**

Army: **page 45**

RAF: **page 53**

OVERSEAS ASSIGNMENTS AND SUPPORTABILITY CHECKING

When considering an overseas assignment there is a responsibility on both the serving person and MOD to ensure that your family member's needs, including medical, educational and welfare requirements, are assessed properly before an overseas assignment can or should be accepted. It is important to inform the chain of command of any additional needs (including acute or chronic illness or any medication or special dietary requirements), SEND and/or disability.

Often families are not aware of the process that they should follow or what information is available. If you are considering an overseas assignment you should read your single Service policy and inform the relevant single Service authority of the support you require. It is also best practice for the serving spouse/partner to include any additional information about the support that your family requires on their Assignment Preference Proforma (APP), so that their career managers are made aware of this requirement. Service personnel are also encouraged to use the welfare fields on JPA in order to flag their circumstances.

Before you make a decision about an overseas assignment it is important to research the country location that you may be assigned to, to ensure the equivalent health and social care can be provided. This information is available from overseas commands, DIN Library, single Service websites and the iHIVE overseas location guides:

<https://ihiveinfo.blogspot.com/search/label/Country%20Guides>

NB If you are assigned to an overseas location where you cannot be supported, you and your family may be returned to the UK or have your assignment cancelled at short notice.

MEDICAL PRE-SCREENING FOR OVERSEAS ASSIGNMENTS

If you are considering or have been offered an overseas assignment you will require medical pre-screening before you will be given clearance to move overseas to see if your family can be supported there. It is important to understand that the delivery of healthcare provision overseas may be different to that you receive in the UK. It is therefore important to consider what your healthcare requirements are before you accept the assignment. Depending where you are assigned overseas will determine how you access local healthcare providers. This may be through a Defence Medical Services



(DMS) practice, local Host Nation healthcare or may be provided by a contractor on behalf of the MOD. It is important that all health needs can be met in the overseas location you are going to and medical pre- screening will help identify this.

Depending on assignment location, families will be medically pre-screened through either the Central European Practice (CEP) for European posts under EJSU or by the Global Medical Supportability Cell (GMSC) for other overseas locations. Once you have been informed about an overseas assignment you should contact MSS Families Section who will send you medical questionnaires to complete. Once completed these should be returned to either the GMSC for assessment by the CEP or GMSC medical teams. If you have a medical condition or require medication, they may be required to contact your GP, with your permission, for further information. A recommendation will then be made to the chain of command on whether it is considered that your medical needs can be supported in the overseas location you are assigned to. It is important that all family members answer the medical questionnaire honestly and in detail because if you arrive in an overseas location and cannot be supported there you may be returned to the UK.

MSS Families Section can be contacted on:

desdscom-famsec-gp@mod.gov.uk

JSP 770, Chapter 2A – Assessment of Supportability Prior to Overseas Assignment contains more information on the medical pre-screening process. JSP 770 can be accessed via MODNET.

EDUCATIONAL PRE-SCREENING FOR OVERSEAS ASSIGNMENTS

All parents with children aged 0 -18 are required to obtain educational clearance before accepting an overseas assignment. Educational clearance is provided by the receiving MOD school or by CEAS, dependant on the assignment location and the age of your children. Service personnel must read the regulations in JSP 342, Chapter 5 and JSP 770, Chapter 2A. The educational clearance process can take up to 9 weeks, particularly if service children have additional needs because more in depth checks are required to ensure that their needs can be met in the overseas location. If your children are approaching or are within a critical stage of education (for example GCSEs or A Levels) considerations must be made regarding

qualifications and the effects on your child's education if they move overseas. As this process takes a considerable amount of time it is important to apply early for educational supportability. If you have received an overseas assignment order you should initially contact the MSS Families Section to obtain the family travel pack. They can be contacted on:

desdscom-famsec-gp@mod.gov.uk

JSP 342 can be accessed at:

www.gov.uk/government/publications/the-education-of-service-children-jsp-342

JSP 770, Chapter 2A – Assessment of Supportability Prior to Overseas Assignment contains more information on the medical pre-screening process. JSP 770 can be accessed via MODNET.

MOD ASSESSMENT OF SUPPORTABILITY OVERSEAS (MASO)

Educational, medical and social care provision varies in overseas locations and may not be equivalent to the provision you receive in the UK. Therefore children with special educational needs and disabilities (SEND) may not be able to access the same educational, medical and social care in some overseas commands. Before an overseas assignment can be accepted the needs of all service children will be assessed to ensure that their educational needs can be met. This process is part of the MOD's Assessment of Supportability Overseas (MASO). Service children with SEND will require further assessment by the assignment location to ensure that their needs can be met. In locations with MOD schools the school and local command undertake this process. In locations without MOD schools, this assessment will be coordinated by CEAS who will gather evidence from the current school and local command for submission to the receiving command and assigner.

For more information on the MASO process visit:

<https://www.gov.uk/guidance/education-overseas-for-service-children>

If you have received an overseas assignment order, and have a child with SEND, you are required to register your child with CEAS. It is recommended that you do this as early as possible, so that advice can be given in a timely manner.

Moving a child with SEND overseas can be a difficult decision for parents to



make but MOD schools and CEAS, depending on assignment location, will endeavour to provide support to families during this process.

If it is decided that a child's needs cannot be met overseas, you will be advised not to proceed with the assignment.

For those personnel assigned to an overseas location with an MOD school, each MOD school has its own SEND school offer, based on the resources available in the geographical location.

For more information on locations of MOD and non - MOD schools visit:
www.gov.uk/guidance/education-overseas-for-service-children#mod-schools-and-settings-by-location

For more information on Service children's education overseas visit:
www.gov.uk/guidance/education-overseas-for-service-children

For information on Children's Educational Advisory Service (CEAS) visit:
www.gov.uk/government/groups/the-childrens-education-advisory-service-ceas

DEPLOYMENT

Service families who have a family member with an additional need and/or disability should consider any additional arrangements they may need to make whilst their partner or spouse is deployed on operations or training, and put these arrangements in place. If the non-deployed parent has an additional need and/or disability more robust arrangements for their support should be considered. This must include care over and above your normal arrangements, so that if the non-deployed parent is hospitalised or there is an emergency, there is a plan in place for the care of any children.

Deploying Service personnel, whose families manage their additional needs and/or disability with the support of a young carer, should ensure that they inform their chain of command and welfare staff, pre-deployment. They should also highlight any concerns the family might have at this time. Serving personnel are reminded that it remains a personal responsibility to ensure appropriate support arrangements are in place whilst they are away.

The deployment of UK Service personnel to a range of dangerous locations overseas can have a significant impact on the emotional wellbeing of Service families and their children. This may impact on your child's behaviour and progress at school. Periods of deployment can also present challenges for the parents when dealing with schools, local authorities and

other professionals with responsibilities towards their children. Children's Education Advisory Service (CEAS) can offer you support and guidance during this time.

Information and support during deployment can be found at::

The Royal Navy:

www.royalnavy.mod.uk/community-and-support/deployment

Army:

www.army.mod.uk/people/support-well/support-with-deployment

and you can download the Families Deployment Support Guide here.

Royal Air Force:

www.raf.mod.uk/serving-families/deployment

CARERS AND YOUNG CARERS

The Carers Trust defines a carer as *'anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support'*. The NHS defines a young carer as *'someone under 18 who helps look after someone in their family, or a friend, who is ill, disabled or misuses drugs or alcohol'*. More information about care and support and what the new duties and responsibilities on local authorities are can be found in the Care Act 2014 factsheets which can be accessed at: www.gov.uk/government/publications/care-act-2014-part-1-factsheets/care-act-factsheets

As a carer you may be entitled to claim Carer's Allowance, for more information visit: www.gov.uk/carers-allowance

If you are a working carer you may be eligible for the Carer Passport:

<https://carerspassports.uk>

Additional information is available about young carers support on the Children's Society website: www.childrenssociety.org.uk/what-we-do/helping-children/young-carers

Service personnel may be eligible for flexible working hours and if you or your partner has caring responsibilities you may want to consider this

option. For more information please read JSP-750 Centrally Determined Terms of Service, available from MODNET. Or visit:

www.gov.uk/government/publications/flexible-engagements-system-what-you-need-to-know/what-you-need-to-know-about-the-flexible-engagements-system

THE DIRECTORATE, CHILDREN AND YOUNG PEOPLE (DCYP)

The Directorate Children and Young People (DCYP) was established in 2010 to provide a single Ministry of Defence (MOD) focus for all issues related to service children and young people.

Service children are the children of serving service personnel, but DCYP also have a responsibility for the children of MOD UK based civilians and sponsored organisations serving outside of the UK.

The work of DCYP falls in to 6 main areas of responsibility:

- strategic direction and policy
- provision of high quality education in MOD schools and settings
- safeguarding children and young people
- supporting the Armed Forces Covenant
- direct support and advice to service families with advice on a wide range of education matters
- educational psychology and social work services

For more information about DCYP visit:

www.gov.uk/government/groups/directorate-children-and-young-people

CHILDREN'S EDUCATION ADVISORY SERVICE (CEAS)

CEAS provides advice, support and guidance on the educational well-being of the children and young people from families in all 3 services and eligible MOD civilians who are based overseas. All advice given is child-centred and

focuses on the best interests of the individual child.

The CEAS team is comprised of qualified teachers and experienced case advisors who can answer queries predominantly via email and telephone.

For more information about CEAS visit: <https://www.gov.uk/government/groups/the-childrens-education-advisory-service-ceas>

SPECIAL EDUCATIONAL NEEDS AND/OR DISABILITY (SEND)

CEAS can be contacted if you require information, guidance or support regarding your child's SEND. Further CEAS SEND information is available at:

www.gov.uk/government/publications/dcyp-forms-and-information-sheets/ceas-information-6-special-educational-needs-and-disabilities-send

For further support and guidance from CEAS, you should complete and return the SEND CEAS support application form along with any evidence to support your case. You are also advised to read the SEND Code of Practice 0-25 available at:

www.gov.uk/government/publications/send-code-of-practice-0-to-25

SEND is also referred to as Additional Support for Learning (ASL) in Scotland and Additional Learning Needs (ALN) in Wales and CEAS can support Service children across the UK with any educational issues.

CEA SPECIAL EDUCATIONAL NEEDS ALLOWANCE (SENA)

If you are in receipt of CEA and your child has special educational needs and/or a disability, and you or the boarding school need additional educational provision as a result, you can apply for CEA Special Educational Needs Allowance (SENA). It is important to read the SENA process responsibilities before applying and if you would like to apply for CEA SENA please read the SENA advice and guidance, available at:

<https://www.gov.uk/government/publications/dcyp-forms-and-information-sheets/ceas-information-13a-sena-process-responsibilities>

and complete the CEA SENA application form available at:

<https://www.gov.uk/government/groups/the-childrens-education-advisory-service-ceas>

OTHER ISSUES

Although SEND comprises much of CEAS's work they also advise and support on other issues, which can arise from Service life particularly as a result of mobility, these include:

- School admissions appeals
- Access to the Continuity of Education Allowance (CEA) for Service parents to support their children's placements at UK boarding schools.
- Retention of Service families' accommodation (SFA) in specific circumstances, including situations where a family move will jeopardise the statutory assessment of a child with SEND or the completion of examination courses.
- General Advice and support
- Support service children's education in overseas command areas, not supported by an MOD school, including isolated detachment areas (ISODET)

CONTACTING CEAS

The most effective way to contact the CEAS team is via email:

DCYP-CEAS-Enquiries@mod.gov.uk

Emails are checked every working day and allocated to case workers to provide the required action.

NORTHERN IRELAND

Service parents assigned to and located in Northern Ireland should approach CEAS in the first instance especially if their child has SEN. The Children's Education Support Officer (CESO) is part of the Army Welfare Service's provision in Northern Ireland but works on a tri-Service basis and closely with CEAS. The CESO's contact details are as follows:

By post: **CESO, AWS, 38 (Irish) Brigade, Thiepval Barracks, BFPO 825**

By telephone: **028 92266347 (Civ.) 9491 66347 (Mil.)**

By email: **RC-AWS-N-Lisburn-CESO@mod.uk**

HOUSING

ADDITIONAL NEEDS & DISABILITY ADAPTATIONS (ANDA) TO SERVICE FAMILIES ACCOMMODATION (SFA)

UK & NI

If you require additional needs and disability adaptations (ANDA) to your SFA you need to inform Amey Occupancy Services (OS) by contacting them on: **0800 707 6000, Option 3.**

More information on the ANDA process can be found at:

www.gov.uk/government/publications/additional-needs-and-disabled-requirements-for-service-family-accommodation

It is always advisable to send any confidential supporting medical evidence to Amey OS directly on: **OS.Confidential@ameydefenceservices.co.uk**
It is also advisable to make a copy of any documentation that you send for your records.

If you need to move to a more suitable SFA, so ANDA can be carried out, you will be required to complete an e-1132. Make sure you tick the additional needs box and, in the larger box provided, give a short explanation of the issues that your family have and list the evidence you are sending to support your application.

If you are remaining in your current SFA you will need to contact Amey OS and inform them that you require ANDA to your SFA. You will be required to provide Amey OS with either a medical or Occupational Therapist (OT) report to support your request. If you have an existing OT report you should send this to Amey OS once you have completed the e-1132 via:

OS.Confidential@ameydefenceservices.co.uk

Amey will appoint an ANDA focal point with OS who will inform you whether an updated OT report or further evidence will be required for the ANDA to your current or new SFA. Your ANDA focal point is responsible for keeping you fully informed of the decisions and progress regarding your application.

If you have not had an OT assessment done before you should contact your local authority (LA) adult or children's services to request an assessment to be carried out. Your GP may also be able to advise you on accessing an OT. Waiting times can be quite long in some areas, so it is important that

you start the process as soon as you know that you are going to be moving. To find your local authority visit:

<https://www.gov.uk/find-local-council>

There is more information on the ANDA process in JSP 464 Tri-Service Accommodation Regulations Vol 1, Part 1, Chapter 6, Section III– Provision of Facilities for those with Additional Needs and Disabilities. The Seriously Injured Living Accommodation policy can be found in JSP 464, Vol 1, Part 1, Chapter 3, Annex B. JSP 464 can be accessed at: **www.gov.uk/government/publications/jsp-464-tri-service-accommodation-regulations-tsars**

General information from Amey on applying for, maintaining and moving in and out of SFA is available at: **www.amey.co.uk** and **www.ameydefenceservices.co.uk/housing/advice-support/guides-and-resources**

OVERSEAS

If you are moving from the UK to an Overseas Command and you require adaptations to your SFA you can either submit a current OT report, or if this is out of date or you have not had an OT report assessment done before, you should obtain one prior to departure. This should be forwarded with the housing application to the housing provider at the overseas location. Service personnel and their families moving within or between Overseas Commands may not always be able to obtain an OT report, so they should obtain a supporting letter from either their current medical practitioner or social service. This should be forwarded together with the application for accommodation to the housing provider at the overseas location. Once the OT assessment has been passed to the appropriate Overseas Command housing organisation the Overseas Command is responsible for the delivery and costs of authorised ANDA to SFA, if they agree that the housing needs can be met.

JSP 464, Vol 1, Part 1, Chapters 4 and 6 provide more information on the ANDA to SFA process housing overseas. JSP 464 can be accessed at:

<https://www.gov.uk/government/publications/jsp-464-tri-service-accommodation-regulations-tsars>

RETURNING FROM OVERSEAS

If you are moving back from an overseas command and require ANDA to SFA you should inform the Amey Occupancy Services team at the Helpdesk on: **0800 707 6000, Option 3** or email: **occupancyservices@ameydefenceservices.co.uk** as soon as you can, about your requirement for ANDA.

An OT report or medical report will always be required when you submit your e-1132 (or paper 1132). If the ANDA requires moderate to high level works it may be a requirement that an OT assesses you in the new SFA. You may be entitled to a publicly funded return journey to visit the SFA and meet with the OT.

Getting a local authority OT assessment can take time because in some areas there are long waiting lists. It is best to contact the LA you will be living in as soon as you can to request an assessment. To find your LA visit:

<http://local.direct.gov.uk/LDGRedirect/Start.do?mode=1>

You are strongly advised not to book your removals or a move out date unless you have a confirmed date for move in from Amey OS. The ANDA process can take some time and unforeseen problems may occur, so dates may change. If you require a move before the date of the confirmed move in this should be addressed with your single Service welfare provider and/or chain of command.

JSP 464, Vol 1, Part 1, Chapters 4 and 6 provide more information on the ANDA to SFA process housing overseas. JSP 464 can be accessed at:

<https://www.gov.uk/government/publications/jsp-464-tri-service-accommodation-regulations-tsars>

MID-TOUR MOVES

Some families may at some point require a larger or different type of SFA, either because the current SFA is not suitable for the family member's needs, more space is required or it needs to be in a specific location, so that the family member's needs can be supported.

Unless you are being assigned to another location, a move for this reason would usually be considered to be a mid-tour move, so therefore not for Service reasons. You would therefore be required to submit a case for exceptional authority for a publicly funded move to the single Service branches responsible for considering these cases.

In circumstances where a publicly funded mid-tour move is on compassionate, special educational, medical or welfare grounds you will be expected to submit supporting evidence from healthcare professionals, social workers and single Service welfare staff.

More information is available in JSP 464, Vol 1, Part 1, Chapter 4, Section VIII, para. 0424 and 0425. To access a copy visit: <https://www.gov.uk/government/publications/jsp-464-tri-service-accommodation-regulations-tsars>

RETENTION OF SFA/SSFA

Entitlement to SFA/SSFA normally finishes at the previous duty station on the date of assignment. In certain circumstances Service personnel are entitled to retain SFA at a previous duty station for compassionate, educational, medical or welfare reasons. It is the responsibility of the Service person once they have received their Assignment Order for a new appointment, either at the same duty station or at another duty station, to notify Amey Occupancy Services that they are assigned. This should be done within 14 days of receiving the Assignment Order (unless they are deployed on operations or at sea in which case they are to notify the Amey Occupancy Services within 14 days of their return). Service personnel can apply to Amey Occupancy Services to retain their SFA/SSFA at their previous duty station beyond the date of assignment as an extension of their entitlement.

Retention of SFA/SSFA is restricted to the minimum period necessary and will not exceed a period of 12 months. Personnel may reapply to Amey OS to retain their SFA/SSFA for a further specified period if the circumstances continue, but this will not be for more than a 12-month period. Retention can be requested on welfare/medical and educational grounds but will require



evidence to support this. Occupants must complete the form RMA for Casework in Support of Retention, available at Annex A to Chapter 7 in JSP 464, Vol1, Pt1.

FOR RETENTION OF SFA ON MEDICAL/WELFARE GROUNDS

The Local Service Commander, in discussion with single Service welfare providers, medical and educational agencies and Amey OS, will consider individual cases for retention of SFA. If there is any dispute about a decision it will be referred to the appropriate Housing Colonel.

More information is available in JSP 464, Vol 1, Part 1, Chapter 7, Section VIII, para 0725, g. and can be accessed at: <https://www.gov.uk/government/publications/jsp-464-tri-service-accommodation-regulations-tsars>

RETENTION OF SFA ON EDUCATIONAL GROUNDS

Service families in the UK can seek retention of their SFA on limited educational grounds. These grounds include circumstances where the timing of a Service directed move may result in a child's SEND assessment not being completed or where children may be in a critical examination year, usually in years 10 to 13 (but sometimes also in year 9) or where a child/young person has a local offer that cannot be replicated at the new location.

Service parents in the UK, requesting retention of SFA on educational grounds, must contact CEAS to request an Impact Statement, which allows Defence Infrastructure Organisation (DIO) to consider requests for retention.

More information on retention on educational grounds is available in JSP 464, Vol 1, Part 1, Chapter 7, Section VIII, Para 0725, i (1-3)

Retention of SFA on educational grounds overseas is governed by the provisions set out in JSP 464, and is managed by the relevant overseas command to which enquiries should first be made.

JSP 464 is available at: <https://www.gov.uk/government/publications/jsp-464-tri-service-accommodation-regulations-tsars>

TRI-SERVICE WELFARE SUPPORT

THE JOINT CASUALTY AND COMPASSIONATE CENTRE (JCCC)

The JCCC provides a worldwide compassionate casework service. If circumstances should arise, such as the death of a close family member, serious illness or a serious family crisis, while a Service person is overseas, families and relatives can apply for their return on compassionate grounds.

JCCC can be contacted at any time of the day or night by calling the 24 hour helpline: **01452 519951** or fax: **01452 510807**

For more information visit: www.gov.uk/guidance/joint-casualty-and-compassionate-centre-jccc

Download a guide at: www.gov.uk/government/publications/a-guide-to-the-joint-casualty-and-compassionate-centre

DEFENCE MEDICAL WELFARE SERVICE (DMWS)

The Defence Medical Welfare Service provides medical welfare support to the Armed Forces Community and other Frontline staff, across the UK and abroad. Tel: **01264 774000** Fax: **01264 773677** or email: info@dmws.org.uk or visit: www.dmws.org.uk

OVERSEAS SUPPORT

It is impossible to list all the support available in every Overseas Commands and Isolated Detachments (ISODETS) in this guide. However these are some useful links to information on healthcare and welfare support in some Overseas Commands.

OVERSEAS LOCATIONS GUIDES

Overseas Locations Guides can be accessed at: <https://ihiveinfo.blogspot.com/search/label/Country%20Guides>

BRITISH FORCES SOCIAL WORK SERVICE (BFSWS)

BFSWS provides a statutory social work service on behalf of the MOD for the military community based overseas. BFSWS is delivered by Core Assets, who provide a service in accordance with the Children Act 1989 and the Children Act 2004.

BFSWS provides services for adults and children with illness, additional needs and disabilities, and they carry out assessments where required. BFSWS provides services for vulnerable adults as part of a multi-agency response. In addition, BFSWS has Senior Social Work Practitioners in fostering, adoption and additional needs and disability.

BFSWS is staffed by professionally qualified and UK registered social workers employed as Senior Social Work Practitioners (SSWP). They are supported by administrative staff and are located and cover all of BFG, EJSU area and BATUS and BATUK. For more information visit:

<https://bfgnet.de/support-organisations/british-forces-social-work-service.html>

BFSWS Contact details:

To make a referral to or to contact BFSWS Call: **0044 808 168 3111**

Out of Hours Service for emergencies also available on these numbers.

By calling: **0044 808 168 3111** you will be connected to the BFSWS's Central Referral Team (CRT). Trained administrative staffs, overseen by the CRT Team Manager, take the referral details. Agencies or members of the military community may want advice or information without making a referral - this can be dealt with in CRT as a general enquiry.

Outside of normal working hours, in cases of emergency, a Duty Senior Social Work Practitioner supported by a duty team Manager can be contacted on the same numbers as those for the office hours.



SSAFA - HEALTH CARE FOR THE MILITARY COMMUNITY OVERSEAS

EUROPE

For British Forces Germany, and associated detachments in Southern Europe, Holland and Belgium, SSAFA provides high quality health services alongside our partners at Guy's and St Thomas' NHS Trust. Our team includes general practitioners, nurses, midwives, health visitors and other professionals, dedicated to the physical and mental wellbeing of all stationed forces members and their families.

GLOBAL

Across the rest of the world - Cyprus, Gibraltar, Brunei, Canada and Nepal - SSAFA provides local health services for military families. We are committed to developing innovative child and family services for the Forces community, including dietary health, community nursing and Child and Adolescent Mental Health Services (CAMHS).

Information about SSAFA's health services should be available at your base. For more information visit: www.ssafa.org.uk/get-help/mental-wellbeing/health-care-for-the-military-community-overseas

HEALTHCARE IN BRITISH ARMY (GERMANY) AND EUROPEAN JOINT SUPPORT UNIT (EJSU)

For information on the healthcare support provided in locations in Germany and Europe please visit: www.patient-wise.de

BRITISH FORCES CYPRUS

For information on provision and support in Cyprus visit: www.gov.uk/guidance/british-forces-overseas-posting-cyprus

THE ARMED FORCES COVENANT

The Armed Forces Covenant is a promise by the nation to ensure that those who Serve or who have served in the Armed Forces, and their families, are treated fairly.

There are two key principles in the Armed Forces Covenant:

- The Armed Forces Community should be treated fairly when accessing public and commercial services
- That special consideration should be given when required, such as to the injured or the bereaved

For more information visit: www.armedforcescovenant.gov.uk

TRANSITION TO CIVILIAN LIFE

At some point in a Service person's life they will be leaving the Armed Forces to return to civilian life, whether this is at the end of their formal engagement, due to family commitments, health issues or other unforeseen circumstances. This transition will also have an impact on their family too. Therefore, it is never too soon to consider all the aspects of leaving the military and make preparations for your life in 'Civvy Street' before discharge. Some of the most important factors to consider are education, employment, housing and health.

The Defence Transition Service (DTS) was set up to provide Service personnel and their families with advice and support when transitioning out of the Services. For more information on DTS visit:

www.gov.uk/guidance/help-and-support-for-service-leavers-and-their-families

All three Services can also access the MOD's Service Leavers Guide and pack at: www.gov.uk/government/publications/service-leavers-pack



ROYAL NAVY

REGISTRATION OF A DEPENDANT WITH AN ADDITIONAL NEED AND/OR DISABILITY

Royal Navy personnel should read the single Service regulations on registration as set out in BR 3, Part 5, Paragraph 2423 – Disability and Additional Needs. Paragraph 2423 is a single Service policy and should be read alongside the tri-Service Disability and Additional Needs JSP 820 Tri-Service Disability and Additional Needs Policy provides guidance on the range and types of assistance available.

- a. Naval policy on assignments for welfare reasons is at JSP 820 Part 1 Chapter 2 - Assignment, Promotion and Career Management.
- b. Royal Navy Family & People Support (RN FPS) are available to assess, advice and assist on individual circumstances. More information is available at: <https://www.royalnavy.mod.uk/community-and-support/advice-and-support>
- c. The Children's Education Advisory Service (CEAS) is a service located within the MOD's Children and Young People's Directorate, which is established to provide information, advice and support to Service parents about any issue relating to the education of their children, both in the UK and overseas. Much of the demand for the services offered by CEAS comes from Service parents who have children with SEND (additional support for learning (ASL) in Scotland and additional learning needs (ALN) in Wales) and to access information, advice and support Service parents must ensure that they register their children with CEAS. For more information and to contact CEAS visit: <https://www.gov.uk/government/groups/the-childrens-education-advisory-service-ceas>
- d. Policy - JSP 820. BR 3, Part 5, Paragraph 2423 – Disability and Additional Needs can be accessed through Royal Navy Family & People Support (RN FPS)

WELFARE SUPPORT

PRIMARY WELFARE

Primary Welfare support is defined as the provision of support generally available from within unit resources. Primary Level support can be given by Commanding Officers, the Chain of Command, Divisional Officers and the unit pastoral and medical personnel.

SECONDARY WELFARE

RN FPS is part of the Royal Navy's People Support Organisation which exists to:

'Provide accessible support services that strengthen and enhance the resilience and resourcefulness of Naval Service personnel, their families and communities in order to contribute to the Moral Component and optimise Operational Capability.'

RN FPS provides advice and support to all Naval Service Personnel and their families through the provision of Information and Community Support as well as specialist support at times of crisis. Provision aims to reduce and alleviate the effects of naval life on individuals and their families by working in direct partnership with those involved. They work alongside and use the services of the Command, supporting agencies, medical services and the Chaplaincy. RN FPS provides a confidential service, which is subject to civil and military law. They are committed to delivering a timely, high quality non-discriminatory service and will always ensure they make a comprehensive assessment of need.

To contact RN FPS Portal call: **+44 (0) 2392 72877** or **0800 145 6088**
or email: **navynps-peoplesptnsfpsptl@mod.gov.uk**

For more information visit: **[https://www.royalnavy.mod.uk/
community-and-support/advice-and-support/compassionate-support](https://www.royalnavy.mod.uk/community-and-support/advice-and-support/compassionate-support)**

RN FPS Information Support is there to provide information as required and can be very helpful when relocating, deploying or when service-related information is required.

Email: **rnrm-wio@royalnavymail.mod.uk** or visit **[https://www.royalnavy.mod.uk/
community-and-support/advice-and-support/local-support](https://www.royalnavy.mod.uk/community-and-support/advice-and-support/local-support)**

CHAPLAINCY SUPPORT

The Naval Chaplaincy Service is a community of clergy and associates from a variety of denominations. They are dedicated to giving pastoral care and spiritual and moral leadership to the men and women of the Naval Service and their families.

For more information visit:
**[https://www.royalnavy.mod.uk/our-organisation/
bases-and-stations/navy-command-hq/chaplaincy-service](https://www.royalnavy.mod.uk/our-organisation/bases-and-stations/navy-command-hq/chaplaincy-service)**

ROYAL NAVY

Visit: **www.royalnavy.mod.uk/careers/navy-life/families/information-for-families**

CHARITABLE SUPPORT

AGGIES

Aggie Weston's is here to help serving members of the Royal Navy, Royal Marines, Royal Fleet Auxiliary and their families.

Visit: **www.aggies.org.uk**

CHARITABLE TRUST FUND (RMCTF)

The official Royal Marines charity and is here to provide a shoulder for life to serving and retired Royal Marines and their families.

Visit: **www.charitychoice.co.uk/rmctf**

ROYAL NAVAL ASSOCIATION (RNA)

The RNA is a family of current and former Naval Service personnel, relatives and supporters of our country's Royal Navy both in the UK and overseas.

Visit: **www.royal-naval-association.co.uk**

THE ROYAL NAVAL BENEVOLENT TRUST (RNBT)

The RNBT gives help, in cases of need, to serving and former Royal Naval ratings and Royal Marines other ranks; they are known as Primary Beneficiaries. They also help their partners, children and some others connected with them.

Visit: **www.rnbt.org.uk**

NAVAL FAMILIES FEDERATION (NFF)

The Naval Families Federation (NFF) gives Royal Naval and Royal Marines families an independent voice. The NFF works with the Chain of Command, service providers and the Government in order to make them fully aware of the consequences their policies and decisions make on the Naval Service family as a whole. This representation keeps us in line with the other two Services and ensures that Naval Service families' differences are acknowledged and understood.

To contact the NFF:

Tel: **0239 265 4374**

Email **admin@nff.org.uk**

Visit: **www.nff.org.uk**

NAVAL CHILDREN'S CHARITY

The Naval Children's Charity is the only charity dedicated to supporting children up to and including the age of 25 whose parents serve, or have served, in the Royal Navy, Royal Marines, Reserves and Royal Fleet Auxiliary. Any need is considered and we provide financial support/benevolent assistance with a team of dedicated caseworkers who can provide advice and support as well as identify what needs the children have.

Visit: **www.navalchildrenscharity.org.uk**

ROYAL NAVAL OFFICERS' CHARITY

The Royal Naval Officers' Charity provides financial support/benevolent assistance to both Serving and retired officers of the Naval Service (RN, RM and QARNNS) and their Reserves, their spouses, former spouses and dependants who are in financial distress.

Tel: **0207 402 5231**

Visit: **www.arno.org.uk**

SEAFARERS UK

Seafarers UK is a charity that helps people in the maritime community, by providing vital funding to support seafarers in need and their families.

Tel: **020 7932 0000**

Visit: **www.seafarers-uk.org**

ARMY

REGISTRATION OF A DEPENDANT WITH AN ADDITIONAL NEED AND/OR DISABILITY

**Army General Administrative Instructions, Volume 3, Chapter 108 (AGAI 108)
- Career Management and Supportability Checking for Serving Personnel
whose Family Members have Disabilities and/or Additional Needs.**

If Army personnel have a family member with an additional need and/or disability it is mandatory to register this with the chain of command and career manager in the Army Personnel Centre (APC). This ensures that any extra support required by your family is recognised by the chain of command. Any Service personnel or family member with an additional need (including acute and chronic illness and mental health illness), disability or SEND) who require any form of extra support for their needs in the short or long term should register.

To register with APC you should complete the Career Management Notification Proforma at Annex A of AGAI 108 and your Unit Welfare Officer (UWO) or your Regimental Admin Officer (RAO) can assist you with this. It is advisable to keep a copy of the completed Proforma for you records. This information will be sent to the appropriate APC career manager and placed in the Service person's Record of Service (ROS).

Service personnel are encouraged to voluntarily notify the chain of command of any family members who are waiting for professional diagnosis or clarification of a disability.

AGAI 108 is a single Service policy and should be read alongside the Tri-Service Disability and Additional Needs Policy - JSP 820.

JSP 820 can be accessed at: <https://www.gov.uk/government/publications/tri-service-disability-and-additional-needs-policy/tri-service-disability-and-additional-needs-policy-jsp-820>

AGAI 108 can be accessed at:
www.ssafa.org.uk/media/jf3dsb0c/chapter-108.pdf

ASSIGNMENT PREFERENCE PROFORMA (APP)

In addition to completing the Career Management Notification Proforma at Annex A of AGAI 108, Service personnel are advised to use the comments box on their APP to declare a dependant family member's additional need and/or disability together with any supportability needs that may affect

their future assignment. Failure to register any needs in advance of an overseas assignment may lead to the Service person and their family being returned from an overseas assignment, sometimes at their own expense.

OVERSEAS ASSIGNMENTS AND SUPPORTABILITY CHECKING - (ALSO SEE TRI-SERVICE SECTION)

Please read the overseas guidance in the tri-Service section of this guide for more detailed information. Please consider the points below if you and your family are considering or have been offered an overseas assignment:

Before you accept an overseas assignment your family must get medical and education clearance, so ensure you read:

- JSP 770, Part 1, Chapter 2A available from MODNET
- JSP 820 available at: <https://www.gov.uk/government/publications/tri-service-disability-and-additional-needs-policy/tri-service-disability-and-additional-needs-policy-jsp-820>
- JSP 342 can be accessed at: <https://www.gov.uk/government/publications/the-education-of-service-children-jsp-342>
- AGAI 108: www.ssafa.org.uk/media/jf3dsb0c/chapter-108.pdf

Research the overseas assignment and information, which can be accessed through the Overseas Commands, DIN Library, Army webpage and the iHIVE: <https://ihiveinfo.blogspot.com/search/label/Country%20Guides>

Once you have been informed about an overseas assignment you should contact MSS Families Section who will send you a Family pack, which includes medical questionnaires to complete. Depending on assignment location, families will be directed to return completed questionnaires to the Central European Practice (CEP) – for European posts under EJSU or to the Global Medical Supportability Cell (GMSC) for other overseas locations. Once completed the medical questionnaires should be returned to the GMSC or CEP for assessment by their medical teams. To contact MSS Families Section email: desdscom-famsec-gp@mod.gov.uk

All parents with children aged 0-18 are required to obtain educational supportability before accepting an overseas assignment. Educational supportability is provided by the receiving MOD school or by CEAS, dependant on the assignment location and the age of your children. Service children with SEND will require further assessment by the assignment location to ensure that their needs can be met. And this process is part of the MOD's Assessment of Supportability Overseas (MASO) process. In locations with MOD schools the school and local command undertake this process. In locations without MOD schools, this assessment will be coordinated by CEAS who will gather evidence from the school and local command for submission to the receiving command and assigner.

For more information visit:

<https://www.gov.uk/guidance/education-overseas-for-service-children>

For more information on Service children's education overseas visit:

www.gov.uk/guidance/education-overseas-for-service-children

For information on Children's Educational Advisory Service (CEAS) visit:

<https://www.gov.uk/government/groups/the-childrens-education-advisory-service-ceas>

WELFARE SUPPORT

UNIT WELFARE TEAMS

The Unit Welfare Officer (UWO) is responsible to the Commanding Officer (CO) for providing support and assistance to Service personnel and their families in their unit. The unit welfare team deals with any welfare issues soldiers or their families may have. They can offer outreach to other welfare providers and organisations. In Reservist units the Regimental Operations Support Officer (ROSO) provides the welfare support.

REGIMENTAL CAREER MANAGEMENT OFFICER (RCMO)

The RCMO's main responsibility is to assist with a soldier's career management and related issues.

ARMY WELFARE SERVICE (AWS)

AWS Personal Support (PS) is made up of both military and civilian professionally trained Army Welfare Workers (AWWs). They provide comprehensive, confidential welfare support to soldiers and their families. AWS can help support soldiers and their families through the unique difficulties of military life such as service separation, relationship difficulties including domestic abuse and bereavement. AWS can also signpost individuals to specialist services for support.

To contact AWS Intake and Assessment Teams (IAT) call:

01904 882053 or **882054** Mil: **99477 3053** or email: **RC-AWS-IAT@mod.uk**

More information can be accessed at:

www.army.mod.uk/people/support-well/the-army-welfare-service-aws

CHAPLAINCY SUPPORT

Chaplaincy support is available for all family members of Service personnel and those dealing with casualties. This support is confidential and independent of the chain of command. Chaplains provide support to all regardless of faith and more information is available at: www.army.mod.uk/who-we-are/corps-regiments-and-units/royal-army-chaplains-department/

ARMY HIVES

The HIVE 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.

For more information visit:

www.army.mod.uk/people/support-well/hive

ARMY FAMILIES FEDERATION

The Army Families Federation (AFF) is the voice of the Army family. It empowers, acts as an advocate and an expert witness to promote a quality of life, which reflects the Armed Forces Covenant. AFF is independent from the chain of command but works at a local level directly with families and local command. AFF's Chief Executive works with the most senior Army commanders and Government.

ARMY

To contact the AFF health and additional needs specialist:
Tel: **07552 861 983** or email: **additionalneeds@aff.org.uk**
For more information visit: **<https://aff.org.uk/advice/health-and-add>**

REBASING

For current information on the Army basing programme visit:
www.army.mod.uk/who-we-are/future-of-the-army/army-basing-programme

CHARITABLE SUPPORT

ABF -THE SOLDIERS' CHARITY

ABF is the National Charity of the British Army. There for every soldier, veteran and their family—for life.
Visit: **www.soldierscharity.org**

ARMY

Visit: **www.army.mod.uk/people/join-well/managing-stress/ask-for-help**

REGIMENTAL CHARITIES, REGIMENTAL CORPS AND BENEVOLENT FUNDS

There are numerous Regimental charities, Corps and Benevolent funds and most can be accessed via MODNET.

STORYBOOK SOLDIERS

Storybook Soldiers is a scheme, run by volunteers from the Army community, which enables soldiers to record bedtime stories for their children to listen to while they are deployed.
Visit: **www.facebook.com/StorybookSoldiers**

ROYAL AIR FORCE (RAF)

REGISTERING AN ADDITIONAL NEED AND/OR DISABILITY

AP 3392 VOL 2 LEAFLET 241

RAF personnel should read the single Service regulations on registration as set out in AP 3392 Vol 2 Leaflet 241.

Service personnel who have a family member with an additional need and/or disability are advised to complete the Proforma at Annex B to AP 3392 Volume 2 Leaflet 241 to notify their Desk Officer/SNCO at the RAF PMA of their circumstances.

A copy of this policy is available on the Defence Intranet and from RAF welfare staff.

AP 3392 Vol 2 Leaflet 241 is a single Service policy and should be read alongside the Tri-Service Disability and Additional Needs Policy - JSP 820

WELFARE SUPPORT

ROYAL AIR FORCE

The Officer Commanding Personnel Management Squadron (OC PMS) and the personnel staff usually provide specialist personnel advice on stations.

SSAFA PERSONAL SUPPORT AND SOCIAL WORK SERVICE RAF

SSAFA Personal Support and Social Work provides RAF personnel and families in the UK with a professional social work service offering an all-embracing service to the RAF Community working alongside the chain of command.

The SSAFA Personal Support and Social Work Service staff is located on RAF Stations throughout the UK. Those based in Northern Ireland would be supported from the parent station of the individual. They include professionally qualified Social Workers, trained Personal and Family Support Workers, and admin support staff who are able to deal with a broad range of social support issues in a confidential, professional and sympathetic manner.

This confidential service deals with an entire range of personal and



family-related problems such as debt, illness, marital problems, abuse and equal opportunities.

To contact the SSAFA Personal Support and Social Work Service RAF: Single Point of Contact [SPOC] – **03000 111 723** – 24hrs a day 365 days a year. Email: **psswsRAF@ssafa.org.uk** – monitored during office hours – **8.30am - 5.00pm**

CHAPLAINCY SUPPORT

RAF chaplains, in addition to their normal occupations for as ordained people, also provide pastoral support and play an integral part in the community support system that exists within the RAF.

Visit: **www.raf.mod.uk/our-organisation/units/raf-chaplains**

RAF FAMILIES FEDERATION (RAF- FF)

The RAF Families Federation (RAF-FF) represents RAF serving personnel and their families (spouses, partners, parents, children, siblings). Through in-depth investigation and gathering of facts, they put their views and concerns in front of the people who matter, such as senior RAF staffs and ministers. The Federation operates collaboratively with the RAF and MOD but is entirely outside the RAF chain of command and can always promise an independent and confidential service.

Contact: Alison Cotton Policy Advisor (Health and Additional Needs) at:

Alison.cotton@aff.org.uk

Tel: **01780 781650** or visit: **www.raf-ff.org.uk**

CHARITABLE SUPPORT

THE ROYAL AIR FORCES ASSOCIATION (RAFA)

A membership organisation and registered charity that provides welfare support to the RAF Family.

Visit: www.rafa.org.uk

RAF BENEVOLENT FUND

Provides help and support for the whole RAF family.

Tel: **0800 169 2942**

Visit: www.rafbf.org

RAF DISABLED HOLIDAY TRUST

Makes it possible for serving and ex-RAF personnel, or members of their families and dependants, who are severely disabled, to take holidays at home or overseas.

Visit: www.rafbf.org/2443/raf-disabled-holiday-trust.html

DIRECTORY OF SUPPORT

TRI -SERVICE SUPPORT

ARMED FORCES COVENANT

Visit: www.armedforcescovenant.gov.uk

BLESMA

Directly supports all of Service men and women who have lost limbs and the use of limbs or the loss of eyesight.

Visit: www.blesma.org

BLIND VETERANS UK

Blind Veterans UK believes that no one who has served our country should battle blindness alone.

Visit: www.blindveterans.org.uk

CHILDREN'S EDUCATION ADVISORY SERVICE (CEAS)

Visit:

www.gov.uk/government/groups/the-childrens-education-advisory-service-ceas

Email: DCYP-CEAS-Enquiries@mod.uk

COBSEO

The Confederation of Service Charities.

Visit: www.cobseo.org.uk

COMBAT STRESS

The UK's leading Veterans' mental health charity.

Tel: **0800 138 1619**

Visit: www.combatstress.org.uk

CRUSE BEREAVEMENT CARE

Provides support after the death of someone close. Cruse is also running a project - 'Supporting the Military Family'.

Visit: www.cruse.org.uk/Military

DEFENCE MEDICAL WELFARE SERVICE

DMWS provides a confidential 24/7 welfare service in hospitals, rehabilitation and recovery centres across the UK, Germany and Cyprus. Their service is available to Armed Forces personnel (both full-time and Reservists), Dependents and Veterans.

Tel: **01264 774000**

Email: **info@dmws.org.uk**

Visit: **www.dmws.org.uk**

FAMILIES' ACTIVITY BREAKS (FAB)

A non-public funded, tri Service charitable initiative in partnership with YHA (England & Wales) Ltd., providing fun and challenging activity camps around the UK for bereaved Military families.

Visit: **http://fabcamps.org.uk**

FORCES CHILDREN'S TRUST

A charity devoted to helping dependant children that have lost a parent whilst serving with the Armed Forces.

Visit: **www.forceschildrenstrust.org.uk**

HELP 4 HEROES (H4H)

Provides a national network of support for wounded Service personnel and their families. We will inspire and enable those who have made sacrifices on our behalf to achieve their full potential.

Visit: **www.helpforheroes.org.uk**

H4H HIDDEN WOUNDS

A confidential psychological wellbeing service open to Veterans, their families.

Visit: **www.helpforheroes.org.uk/get-support/mental-health-and-wellbeing/hidden-wounds-service**

HIVE

The HIVE Information Service is 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.

Visit:

Army - **www.army.mod.uk/people/support-well/hive**

RAF - **www.raf.mod.uk/serving-families/hive-finder**

LITTLE TROOPERS

Little Troopers is a registered charity supporting all children with one or both parents serving in the British Armed Forces, regular or reserve.

Visit: **www.littletroopers.net**

MKC HEROES

A national support group for the children of Service men and women and their relatives.

Visit: **http://mkcheroes.co.uk**

MUTUAL SUPPORT

The Armed Forces national support group of the MS Society of GB.

Visit: **www.mutual-support.org.uk**

NAVAL CHILDREN'S CHARITY

The Naval Children's Charity is the only charity dedicated to supporting children up to and including the age of 25 whose parents serve, or have served, in the Royal Navy, Royal Marines, Reserves and Royal Fleet Auxiliary. Any need is considered and we provide financial support/benevolent assistance with a team of dedicated caseworkers who can provide advice and support as well as identify what needs the children have.

Visit: **http://navalchildrenscharity.org.uk**

THE NOT FORGOTTEN ASSOCIATION

Provides entertainment, leisure and recreation for wounded serving and the ex-service community with disabilities or illness.

Visit: www.nfassociation.org

READING FORCE

An initiative to using books and reading to bring Service children and their families closer together.

Visit: www.readingforce.org.uk

ROYAL CALEDONIAN EDUCATION TRUST

An education trust supporting the children of Scots who are serving, or who have served in the Armed Forces.

Visit: www.rcet.org.uk

SCOTTY'S LITTLE SOLDIERS

Dedicated to supporting the children of men and women killed whilst serving in the British Armed Forces.

Visit: www.scottyslittlesoldiers.co.uk

SSAFA

Visit: www.ssafa.org.uk

SSAFA FORCESLINE

Tel: **0800 731 4880** (open weekdays 9.00 -17.30).

Visit: www.forcesline.org.uk

SUPPORTING SERVICE CHILDREN IN EDUCATION WALES (SSCE CYMRU)

Visit: www.sscecymru.co.uk

THE RIPPLE POND

Peer-led support groups for adult family members of those who have been impacted by events experienced while serving in the Armed Forces, be that by physical injury or emotional trauma, however long ago and in whatever conflict or manner.

Visit: www.theripplepond.org

THE ROYAL BRITISH LEGION (TRBL)

Tel: **0808 802 8080**

Visit: www.britishlegion.org.uk

Short Term Breaks:

Visit: www.britishlegion.org.uk/get-support/physical-and-mental-wellbeing/short-term-breaks

TOGETHERALL

An online service offering safe, free, anonymous, early intervention psychological support for veterans, serving personnel and their families with 24 hour access to professional counsellors.

Visit: <https://togetherall.com/en-gb>

AGENCY, CHARITABLE AND ORGANISATIONAL SUPPORT

A-Z OF SUPPORT FOR SPECIFIC CONDITIONS AND ILLNESS

AMBITIOUS ABOUT AUTISM

Visit: www.ambitiousaboutautism.org.uk

AUTISM NI

Visit: www.autismni.org

ASSOCIATION FOR SPEECH IMPAIRED CHILDREN (AFSIC)

Visit: www.afasic.org.uk



BRAINWAVE

Aims to improve the lives of children with physical, sensory, learning, cognitive and behavioural difficulties.

Tel: **01278 429089**

Visit: www.brainwave.org.uk

BRITISH DEAF ASSOCIATION

Visit: www.bda.org.uk

BRITISH DYSLEXIA ASSOCIATION

Helpline: **0333 405 4567**

Visit: www.bdadyslexia.org.uk

CALVERT TRUST

The Calvert Trust's three centres on Exmoor, Kielder Water and in the Lake District are equipped to provide holidays for adults or children with additional needs.

Visit: www.calvert-trust.org.uk

CEREBRA

A unique charity set up to help improve the lives through research, education and direct support of children with brain related conditions.

Helpline (freephone): **0800 328 1159**

Email: info@cerebra.org.uk

Visit: www.cerebra.org.uk

CEREBRAL PALSY

Tel: **0808 800 3333**

Visit: www.scope.org.uk

CYSTIC FIBROSIS TRUST

Visit: www.cftrust.org.uk

DIG-IT

Provides information and support for people with dyslexia of all ages and their families in the Tamworth and South Staffordshire area.

Visit: <http://dig-itam.weebly.com>

DOWN'S SYNDROME ASSOCIATION

Helpline: 0333 1212 300

Visit: www.downs-syndrome.org.uk

DOWN'S SYNDROME SCOTLAND

Visit: www.dsscotland.org.uk

DYSCALCULIA CENTRE

Visit: www.dyscalculia.me.uk

DYSLEXIA ACTION

Visit: www.dyslexiaaction.org.uk

DYSLEXIA SCOTLAND

Visit: www.dyslexiascotland.org.uk

DYSPRAXIA FOUNDATION

Tel: 01462 454986

Visit: www.dyspraxiafoundation.org.uk

EPILEPSY ACTION

Visit: www.epilepsy.org.uk

GENETIC ALLIANCE UK

National charity working to improve the lives of patients and families affected by all types of genetic conditions.

Visit: www.geneticalliance.org.uk

GLOBAL DEVELOPMENT DELAY

Visit: <https://contact.org.uk/advice-and-support/health-medical-information/conditions/g/global-developmental-delay>

HEADWAY

The Brain Injury Association:

Helpline 0808 800 2244

Email: helpline@headway.org.uk

Visit: www.headway.org.uk

LEONARD CHESHIRE DISABILITY

A leading UK charity supporting disabled people.

Visit: www.leonardcheshire.org

MENCAP

Helpline: 0808 808 1111

Email: help@menap.org.uk

Visit: www.mencap.org.uk

MIDLANDS PSYCHOLOGY

Midlands Psychology offers tried and tested mental health and support services which are values-based and benefit from a strong focus on local services and partnerships with service users.

Visit: www.midlandspsychology.co.uk

MIND

National Mental Health Charity.
Helpline: **0300 123 3393**
Visit: **www.mind.org.uk**

MULTIPLE SCLEROSIS SOCIETY

Tel: **020 8438 0700**
Visit: **www.mssociety.org.uk**

MUTUAL SUPPORT

The Armed Forces national support group of the MS Society of GB.
Visit: **www.mutual-support.org.uk**

MYALGIC ENCEPHALOMYELITIS (M.E.)

Visit: **www.actionforme.org.uk**

NATIONAL AUTISTIC SOCIETY

Email: **nas@nas.org.uk**
Visit: **www.autism.org.uk**

NATIONAL DEAF CHILDREN'S SOCIETY

Visit: **www.ndcs.org.uk**

ROYAL NATIONAL INSTITUTE FOR THE BLIND (RNIB)

Helpline: **0303 123 9999**
Visit: **www.rnib.org.uk**

SHINE

Spina Bifida and Hydrocephalus Charity.
Visit: **www.shinecharity.org.uk/spinabifida**

SPINAL INJURIES ASSOCIATION

Tel: **0800 980 0501**
Email: **sia@spinal.co.uk**
Visit: **www.spinal.co.uk**

THE BOPARAN CHARITABLE TRUST

The Boparan Charitable Trust aims to help children and young people up to the age of 18, throughout the UK, who are disadvantaged either through poverty, disability or life-limiting conditions.
Visit: **www.theboparancharitabletrust.com**

THE DAISY GARLAND CHARITY

Funds an increasing number of Ketogenic Dietitians who work in National Health Hospitals treating hundreds of children with intractable epilepsy.
Visit: **www.thedaisygarland.org.uk**

THE DYSLEXIA-SPLD-TRUST

Visit: **www.thedyslexia-spldtrust.org.uk**

UKAP THE ADHD PARTNERSHIP

Visit: **www.ukadhd.com/support-groups.htm**

YOUNG EPILEPSY

Helpline: **01342 831342**
Visit: **www.youngepilepsy.org.uk**

YOUNG MINDS

A leading UK charity committed to improving the emotional wellbeing and mental health of children and young people.
Parent helpline: **0808 802 5544**
Visit: **www.youngminds.org.uk**

CARERS SUPPORT

CARERS TRUST

Visit: www.carers.org

CARERS UK

Tel: 0808 808 7777

Email: info@carersuk.org

Visit: www.carersuk.org

NATIONAL NETWORK OF PARENT CARER FORUMS (NNPCF)

Visit: www.nnpcf.org.uk

YOUNG CARERS

Visit: <https://www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers/being-a-young-carer-your-rights> and <https://www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers/help-for-young-carers/>

EDUCATIONAL SUPPORT

ACE EDUCATION ADVICE & ACE EDUCATION TRAINING

Visit: www.ace-ed.org.uk

ARMED FORCES EDUCATION TRUST

Visit: <https://armedforceseducation.org>

ASSOCIATION OF EDUCATION PSYCHOLOGISTS

Visit: www.aep.org.uk

CHILDREN'S EDUCATION ADVISORY SERVICE (CEAS)

Contact: DCYP-CEAS-Enquiries@mod.uk

Visit: www.gov.uk/government/groups/directorate-children-and-young-people

CORAM CHILDREN'S LEGAL CENTRE

A leading children's legal charity.

Visit: www.childrenslegalcentre.com

COUNCIL FOR DISABLED CHILDREN

Visit: <https://councilfordisabledchildren.org.uk>

ELSA NETWORK

ELSAs are Emotional Literacy Support Assistants.

Visit: www.elsa-support.co.uk

ENQUIRE (SCOTLAND)

Additional support for learning information.

Visit: <https://enquire.org.uk>

INFORMATION ADVICE SUPPORT SERVICE (IASS) NETWORK

The Information, Advice and Support Services Network (IASS Network) supports and promotes the work of Information, Advice and Support (IAS) Services across England. We are based at the Council for Disabled Children. Visit: <https://councilfordisabledchildren.org.uk/information-advice-and-support-services-network>

IPSEA (INDEPENDENT PARENTAL SPECIAL EDUCATION ADVICE)

IPSEA offers free and independent legally based information, advice and support.

Visit: www.ipsea.org.uk

NATIONAL PORTAGE ASSOCIATION

Portage is a home-visiting educational service for pre-school children with additional support needs and their families.

Tel: 0121 244 1807

Fax: 0121 244 1801

Visit: www.portage.org.uk

ROYAL CALEDONIAN EDUCATION TRUST

An education trust supporting the children of Scots who are serving, or who have served in the Armed Forces.

Visit: www.rcet.org.uk

SUPPORTING SERVICE CHILDREN IN EDUCATION WALES (SSCE CYMRU)

Visit: www.scecymru.co.uk

SCOPE

Scope is a charity that exists to make this country a place where disabled people have the same opportunities as everyone else.

Visit: www.scope.org.uk

SNAP CYMRU

Visit: www.snapcymru.org

ADVOCACY SERVICE (SENTAS)

Special Educational Needs Transport. Provides parents and young adults information, advice and advocacy around issues with SEN home to school and college transport.

Visit: <http://sentas.co.uk>

SNOWDON TRUST

A charity that assists physically and sensory disabled people to access vocational and academic courses in the UK by awarding grants. These can be for equipment and essential study needs.

Visit: www.snowdontrust.org

SOS!SEN

Offer a free, friendly, independent and confidential telephone helpline for parents and others looking for information and advice on Special Educational Needs (SEN).

Visit: www.sossen.org.uk

SPECIAL NEEDS JUNGLE

Parent-led resources and information on SEN, SEND and health conditions.

Visit: www.specialneedsjungle.com

SURE START

Centres are open to all parents, carers and children and many of the services are free. You can get help and advice on child and family health, parenting, money, training and employment.

Visit: www.gov.uk/find-sure-start-childrens-centre

HEALTH

HEALTH VISITORS

Visit: www.nhs.uk/conditions/baby/support-and-services/services-and-support-for-parents

NHS ENGLAND & NHS IMPROVEMENT

Information from the National Health Service on conditions, treatments, local services and healthy living.

Visit: www.nhs.uk

There is a specific page for the Armed Forces community at:

www.nhs.uk/using-the-nhs/military-healthcare

NHS NI, WALES AND SCOTLAND

NHS NI: www.nidirect.gov.uk/articles/how-use-your-health-services

NHS Scotland: www.scot.nhs.uk

NHS Wales: www.wales.nhs.uk

OCCUPATIONAL THERAPISTS

Visit: www.nhs.uk/conditions/occupational-therapy/pages/introduction.aspx

PHYSIOTHERAPISTS

Visit: www.nhs.uk/conditions/physiotherapy/pages/introduction.aspx

ROYAL COLLEGE OF PAEDIATRICS AND CHILD HEALTH

Visit: www.rcpch.ac.uk

ROYAL COLLEGE OF SPEECH AND LANGUAGE THERAPISTS (RCSLT)

Visit: www.rcslt.org

MORE SUPPORT

CHILDLINE

Tel: 0800 1111

Visit: www.childline.org.uk

CITIZENS ADVICE BUREAU

Visit: www.citizensadvice.org.uk

CONTACT

Tel: 0808 808 3555

Visit: <https://contact.org.uk>

COUNCIL FOR DISABLED CHILDREN

Aims to make a difference to the lives of disabled children and children and children with special educational needs.

Visit: www.councilfordisabledchildren.org.uk



CONNORS TOY LIBRARY

Connors Toy Library provides stay, play and toy loan sessions for all families across Portsmouth.

Their outreach project supports families on a 1:1 basis through home visiting, toy loan, advice around play and development and 1:1 support to access one of our stay and play sessions.

The child carers toy store based in Portsea houses a very large stock of toys and resources that are available for families to borrow to support play and development within their own homes. This is free to any family with a child with additional needs.

Visit: www.cctoystore.org.uk

DEPARTMENT FOR WORK AND PENSIONS (DWP)

Visit: www.gov.uk/government/organisations/department-for-work-pensions

For benefit help visit: www.gov.uk/disability-benefits-helpline

DINGLEY'S PROMISE

Offers free advice and representation to people with disabilities, their families and/or enablers.

Tel: (Advice Line): **0207 791 9800**

Minicom: **0207 791 9801**

Visit: www.dingley.org.uk

DISABILITY LAW SERVICE

Offers free advice and representation to people with disabilities, their families and/or enablers.

Tel: (Advice Line): **0207 791 9800**

Minicom: **0207 791 9801**

Visit: www.dls.org.uk

DISABILITY RIGHTS UK

Tel: **020 7250 8181** (Mon-Fri, between 10.00-12.30pm and 1.30-4.00pm)

Visit: www.disabilityrightsuk.org

DISABLED LIVING FOUNDATION/SHAW TRUST

Visit: www.dlf.org.uk

EQUALITY AND HUMAN RIGHTS COMMISSION

Visit: www.equalityhumanrights.com

FAMILY FUND

Provides grants for severely disabled children and young people aged under 15.

Visit: www.familyfund.org.uk

FAMILY LIVES

Helping parents to deal with the changes that are a constant part of family life.

Visit: www.familylives.org.uk

HOMESTART

Visit: www.home-start.org.uk

NATIONAL NETWORK OF PARENT CARER FORUMS (NNPCF)

A Parent Carer Forum is a representative local group of parents and carers of disabled children who work with local authorities, education, health and other providers.

Visit: www.nnpcf.org.uk

NSPCC

The leading children's charity fighting to end child abuse in the UK and Channel Islands.

Visit: www.nspcc.org.uk

OFFICE FOR DISABILITY ISSUES

Visit: www.gov.uk/government/organisations/office-for-disability-issues

RELATE

Counselling and relationship support.

Call: **0300 100 1234**

Visit: **www.relate.org.uk**

SAMARITANS

Tel: **08457 90 90 90 (UK)** or **116 123 (ROI)**

Visit: **www.samaritans.org**

SEND FAMILY PARTNERSHIP (FORMERLY PARENT PARTNERSHIP)

For parents and carers of children and young people aged 0 to 25, with special educational needs and disabilities (SEND).

Visit: **www.staffordshire.gov.uk/spps**

SWAN UK (SYNDROMES WITHOUT A NAME)

Visit: **www.undiagnosed.org.uk**

TURN2US

Information on benefits and grants.

Visit: **www.turn2us.org.uk**

WINSTON'S WISH

A leading childhood bereavement charity in the UK, offering practical support and guidance to bereaved children, their families and professionals.

Visit: **www.winstonswish.org.uk**

GLOSSARY & RESOURCES

ADDITIONAL LEARNING NEEDS (ALN)

In Wales, the term Special Educational Needs (SEN) has been replaced by Additional Learning Needs (ALN).

ADDITIONAL LEARNING FOR SUPPORT

The term used in Scotland for SEND.

CAMHS

Child & Adolescent Mental Health Services.

CLINICAL COMMISSIONING GROUP (CCG)

CCGs are groups of professionals that work together to commission services, ensuring there is sufficient capacity contracted to deliver necessary services to people.

SEND CODE OF PRACTICE 0-25

Governmental guidance on the duties of local authorities, schools, colleges, health services and others who support children and young people with special educational needs (SEN).

COGNITIVE ABILITY

Thinking and reasoning abilities. A term often used by psychologists instead of intelligence.

CSW

Children's Social Worker/Community Social Worker.

DfE

Department for Education.

EDUCATION, HEALTH & CARE (EHC) NEEDS ASSESSMENT

An EHC needs assessment is an assessment of a child or young person's education, health and care needs. It is the first step to getting an Education Health Care Plan (EHCP).

EHCP

An Education, Health and Care plan (EHCP) is a legal document which describes a child or young person's special educational needs, the support they need, and the outcomes they would like to achieve.

EP

Educational Psychologist.

EPS

Educational Psychology Service.

EY

Early Years.

HEALTH PROVISION

The medical care or support set out in an EHC plan. This could include medication, nursing or special equipment.

IEP

Individual Education Plan.

INDEPENDENT SUPPORTER

Someone recruited by a voluntary or community sector organisation to help families going through an EHC needs assessment and the process of developing an EHC plan. This person is independent of the local authority and will receive training, including legal training, to enable him or her to provide this support.

KEYWORKER

Someone who provides children, young people and parents with a single point of contact to help make sure the support they receive is coordinated. A keyworker could be provided directly by a local authority or local health organisation, a school or college, or from a voluntary or private sector body.

LOCAL AUTHORITY/AUTHORITIES

Local authorities (LA) are administrative offices, which provide services within their local areas. 152 across England are education authorities. To find your LA/council visit: www.gov.uk/find-your-local-council

LOCAL OFFER

Local authorities are required to publish a 'local offer'. A local offer is intended to provide information about provision and should be available to children and young people with SEN and disabilities in their area, both in and outside of school.

MAINSTREAM SCHOOL

This is a school, primary or secondary, that provides education for all children, whether or not they have special educational needs or disabilities.

MASO

MOD Assessment of Supportability Overseas.

MY PLAN

A document that sets out a child or young person's areas of need and the targeted support they require. The plan is monitored to make sure progress is being made.

PECS

The Picture Exchange Communication System is a form of alternative and augmentative communication when a child is taught to communicate with an adult by giving them a card with a picture on it. PECS is based on the idea that children who can't talk or write can be taught to communicate using pictures.

SCAN

Service Children's Assessment of Need.

SEND

Special Educational Needs and Disability.

CEA SENA

The aim of Continuity of Education Allowance Special Educational Needs Addition (CEA SENA) is to contribute towards the additional costs associated with a specific support plan for an individual service child who has a level of Special Educational Needs (SEN), which cannot reasonably be met within the expected resources of a school.

SPECIAL EDUCATIONAL NEEDS CO-ORDINATOR (SEND CO)

A SEND CO is a qualified teacher in a school or maintained nursery school who has responsibility for coordinating SEN provision.

SPECIAL/SPECIALIST SCHOOLS

A school that provides education only for pupils with special educational needs. Some special schools provide for pupils with moderate or severe learning difficulties. Many special schools provide for a particular type of need such as autism, visual impairment or dyslexia.

STATUTORY GUIDANCE

Statutory guidance is guidance that local authorities and other local bodies have a legal duty to follow.

YOUNG PERSON

A child becomes a young person when they have reached the end of compulsory schooling. This is the end of the school year in which they turn 16 (year 11 for most pupils). A young person between 16 and 25 has the right to make their own decisions about their EHC plan.

RESOURCES, POLICIES & REPORTS**FANF 30TH ANNIVERSARY REPORT:**

"Families Fighting On..." report

www.ssafa.org.uk/media/qida0iba/fandf-30-years-report-2020.pdf

LIVING IN OUR SHOES:

Understanding the needs of UK Armed Forces families:

<https://www.gov.uk/government/publications/living-in-our-shoes-understanding-the-needs-of-uk-armed-forces-families>

MOD FAMILIES STRATEGY:

www.gov.uk/government/publications/uk-armed-forces-families-strategy

LEGISLATION**SEND CODE OF PRACTICE:**

www.gov.uk/government/publications/send-code-of-practice-0-to-25

CHILDREN AND FAMILIES ACT 2014:

www.legislation.gov.uk/ukpga/2014/6/contents/enacted

DISABILITY DISCRIMINATION ACT 1995:

www.legislation.gov.uk/ukpga/1995/50/contents

EQUALITY ACT 2010:

<http://www.legislation.gov.uk/ukpga/2010/15/contents>

MOD POLICIES

JSP 342:

www.gov.uk/government/publications/the-education-of-service-children-jsp-342

JSP 464:

[https://www.gov.uk/government/publications/
jsp-464-tri-service-accommodation-regulations-tsars](https://www.gov.uk/government/publications/jsp-464-tri-service-accommodation-regulations-tsars)

JSP 752:

[www.gov.uk/government/publications/
tri-service-regulations-for-expenses-and-allowances-jsp-752](http://www.gov.uk/government/publications/tri-service-regulations-for-expenses-and-allowances-jsp-752)

JSP 770:

Available from **MODNET**

JSP 820:

[https://www.gov.uk/government/publications/tri-service-disability-and-
additional-needs-policy/tri-service-disability-and-additional-needs-policy-jsp-820](https://www.gov.uk/government/publications/tri-service-disability-and-additional-needs-policy/tri-service-disability-and-additional-needs-policy-jsp-820)

AGAI 108:

www.ssafa.org.uk/media/jf3dsb0c/chapter-108.pdf

NOTES

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F: 0207 403 8815

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