

Notice of Meeting

You are invited to attend a Meeting of the

Armed Forces Community Covenant Signatories Panel

At: Remotely via Microsoft Teams

On: Monday, 14 September 2020

Time: 2.00 pm

Chair: Councillor Wendy Lewis

Watch Online: <https://bit.ly/336etkv>

Agenda

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www.swansea.gov.uk/DisclosuresofInterests | |
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Next Meeting: Monday, 16 November 2020 at 2.00 pm



Huw Evans
Head of Democratic Services
Monday, 7 September 2020

Contact: Gareth Borsden - 01792 636923

Armed Forces Community Covenant Signatories Panel

Signatory	Contact	Telephone	Email/ Address
City & County of Swansea	Councillor Wendy Lewis, AFCC Champion	07866271605	Clr.Wendy.Lewis@swansea.gov.uk
HM Lord Lieutenant of West Glamorgan	Louise Fleet		
Army	Captain Chris Evans MBE	01792 401528	157 (Welsh) Regt RLC,233 (West Glamorgan) Transport Squadron The Royal Logistic Corps (Volunteers) Army Reserve Centre, The Grange Swansea SA3 5AD Chris.evans582@mod.gov.uk
RAF	Air Commodore Adrian Williams OBE ADC MA BA FCILT RAF Sqn Ldr S L Cairns MA RAFR		c/o 614 Sqn, Ty Llewellyn, Morgan Street Cardiff, CF10 4FG
Navy	WO1 Steve Jones Lt Cdr Tim Williams		navymr-cambriauwo@mod.uk Timothy.Williams728@mod.gov.uk
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Probation, Wales CRC (Community Rehabilitation Company).	Paul Jones Rachel Edwards	07896 259795 / 01792 645505 / 479390	Wales Probation Trust West Glamorgan House 12 Orchard Street Swansea SA1 5AD Rachel.edwards@workinglinkssecure.co.uk Paul.Jones@workinglinkssecure.co.uk www.workinglinks.co.uk
Prison Service	Rob Denman Deputy Governor		HMP Swansea, 200 Oystermouth Road, Swansea, SA1 3SR
South Wales Police	Tony McAlinden Alison Fischer	07790944116	Chief Inspector Operations & Policy Manager Offender Management & Substance Misuse
Swansea Bay Regional Equality Council (SBREC)	Taha Idris Chief Executive		Swansea Bay Regional Equality Council Mansel House, 101 Mansel Street Swansea, SA1 5UE
Welsh Air Ambulance	Mark Stevens Fundraising Manager		Wales Air Ambulance, Ty Elusen, Bay Studios Business Park, Fabian Way, Swansea SA1 8QJ
Ospreys Rugby	Paul Whapham	01792 616503	Liberty Stadium, Landore, Swansea SA1 2FA PA: paul.whapham@ospreysrugby.com
Change Step	Kev Bogdan	0728 3414 725	46 Talbot Rd, Port Talbot, SA13 1HU. kevinbogdan@wcada.org
Job Centre Plus	Mark Hurry Partnership Manager		DWP, Swansea Jobcentre, 37-38 High Street, Swansea, SA1 1LS
ABMU (NHS)	Jan Worthing Locality Director		ABMU Health Board, Swansea Locality, 12 th Floor, Oldway Centre, 36 Orchard Street Swansea
Mid and West Wales Fire and Rescue Service	Steve Davies Andy Mills		sp.davies@mawwfire.gov.uk a.mills@mawwfire.gov.uk
Swansea Council for Voluntary Service (SCVS)	Alyx Baharie Lauren Howlett	01792 544005	Voluntary Action Centre, 7 Walter Road, Swansea SA1 5NF alyx_baharie@scvs.org.uk Lauren_Howlett@scvs.org.uk
Royal British Legion – Swansea Branch	Squadron Leader Phil. C. Flower MBE DL RAFVR(T) Anna Looker John Williams	07814177193	City of Swansea Branch Royal British Legion pflower@britishlegion.org.uk jwilliams1@britishlegion.org.uk alooker@britishlegion.org.uk
University of Wales Trinity St David	Medwin Hughes Tania Davies	01792 481216	medwin.hughes@sm.uwtsd.ac.uk tania.davies@uwtsd.ac.uk
Gower College Swansea	Mark Jones Principal		Gower College Swansea, Tycnoch Road, Swansea SA2 9EB
Swansea University	Peter Neville	01792 295391	English Language Training Services, Margam Building, Swansea University, Swansea SA2 8PP p.l.neville@swansea.ac.uk
Remploy Swansea	Eleonora Evans Stephanie Pass		Remploy Employment Services, Alexandra House, 1 Alexandra Road, Swansea, SA1 5ED.

Citizens Advice Swansea Neath Port Talbot	Pat Dunmore	01792 739914	City Gates, Wind Street, Swansea SA1 1EE pat.dunmore@citizensadvicesnpt.org.uk
Age Cymru West Glamorgan	Chief Executive Officer	01792 648866	Unit 10 Cwmdu Industrial Estate Carmarthen Road, Swansea SA5 8JF enquiries@agecymruwestglamorgan.org.uk
Veterans NHS Wales	Victoria Williams		Victoria.Williams4@wales.nhs.uk
Veterans Club	Sandy Shaw Kathryn Morgans	07581 293292	sandy@veterans-club.co.uk secretary@veterans-club.co.uk
Armed Forces Bikers	Tony Hayward		ma.hayward2@btopenworld.com
British Training Board	Adrian Rabey		Adrian@britishtrainingboard.org.uk
Aartic Training	Antony Rabey		Antony@aarticts.co.uk
Merchant Navy Association	Louise Snelgrove Capt Roy Griffiths		
Royal British Legion	Peter Evans		PEvans@britishlegion.org.uk
Cruse	Sue Richards-Hoskin		morgannwg@cruse.org.uk
Help for Heroes	Shelley Elgin	07916 640892	Shelley.elgin@helpforheroes.org.uk
Blesma	Thomas Hall Jason Suller	07780 165085	bsowest@blesma.org
EFT Consult	Adrian Matthews		adrianmatthews@eftconsult.co.uk
Care after Combat	Rob Nicholls		
The Poppy Factory	Natalie McCombe	020 8940 3305	NatalieM@poppyfactory.org
SToMP (Supporting the Transition of Military Personnel)	Andy Jones	07817 941612	andy.jones1@justice.gov.uk wales.stomp@justice.gov.uk
Age Cymru	Heather Ferguson Danielle Welsh		heather.ferguson@agecymru.org.uk Danielle.Welsh@agecymru.org.uk
Action on Hearing Loss	Charis Moon		Charis.moon@hearingloss.org.uk
Woody's Lodge			David@woodyslodge.org sian@woodyslodge.org
Swansea Armed Forces Breakfast Club	Bernice Morgan		rt.bk.morgan@ntlworld.com
Natural Resources Wales	Debbie Hamer		Debbie.Hamer@cyfoethnaturiolcymru.gov.uk
Swansea Bay University Health Board	Chris Morrell Jackie Davies Fiona Smith		christine.morrell@wales.nhs.uk jackie.davies2@wales.nhs.uk Fiona.smith6@wales.nhs.uk
Third Sector & Trust Fund Commissioning Co-ordinator	Spencer Martin	01792 636734	Spencer.martin@swansea.gov.uk
Regional Armed Forces Covenant Liaison Officer	Grace Halfpenny	01639 763418	g.c.halfpenny@npt.gov.uk
Strategic Manager - Tourism, Marketing & Events	Fran Jenkins	01792 635201	Frances.Jenkins@swansea.gov.uk
Special Events	David Price Deer	01792 635455	special.events@swansea.gov.uk
Ageing Well Participation Officer	Dominic Nutt	01792 522946	Dominic.nutt@swansea.gov.uk
Common Access Point for Adults - Social Care	Rachel Davies	01792 636519 ext 6617	rachel.davies4@swansea.gov.uk

Agenda Item 3



City and County of Swansea

Minutes of the **Armed Forces Community Covenant Signatories Panel**

Committee Room 1 - Civic Centre, Swansea

Monday, 27 January 2020 at 2.00 pm

Present: Councillor W G Lewis (Chair) Presided

Representing Organisations

Craig Finn	Veterans Club
Thomas Hall	Blesma
Mathew Hendry	Royal Navy Reserve
Fiona Jones	DWP
Phil Jones	Swansea Outdoor Fitness
Anna Looker	Royal British Legion
Natalie McCombe	The Poppy Factory
Kathryn Morgans	Veterans Club
Finola Pickwell	Hafal
Adrian Rabey	British Training Board
Sandy Shaw	Veterans Club
Paul Thomas	Citizens Advice Bureau
Danielle Welsh	Age Cymru

Officer(s)

Gareth Borsden	Democratic Services Officer
David Price Deer	Special Events Manager
Grace Halfpenny	Regional Armed Forces Covenant Liaison Officer
Spencer Martin	Third Sector & Trust Fund Commissioning Co-ordinator

Apologies for Absence

Alyx Baharie, Tania Davies, Capt Chris Evans, Deb Hamer, Bernice Morgan, Peter Neville and David Singletary

71 Disclosures of Personal & Prejudicial Interests.

None.

72 Minutes.

Resolved that the Minutes of the Panel held on 25 November 2019 be approved as a correct record.

73 Armed Forces Covenant Regional Project.

Grace Halfpenny reported that she had met with the Welsh Local Government Association's Armed Forces Network last week. The Armed Forces Strategy that is currently being finalised by the UK Government was discussed along with certain aspects of the strategy which will be covered by Welsh Government via their devolved powers. Further details will follow in due course.

At the Armed Forces Network meeting the Veteran's Gateway had given a presentation outlining what services they provide via their 'one stop shop' approach. She outlined that the referrals via the veterans gateway in Swansea was one of the lowest for any Council area in Wales.

Members of the panel discussed the referral statistics and outlined that the low numbers in this area was more likely to be due to the comprehensive amount of information already available on the Covenants website in Swansea, the good links and proactive groups/organisations in this area and that the gateway was merely a 'referral/signposting service' and not an actual service provider, rather than a lack of knowledge of the gateway service from veterans in the Swansea area. Grace suggested that the Veteran's Gateway could be invited to give a presentation to a future meeting of the panel.

She also referred to the initiative for local youth groups to attend 'royal gun salutes' in Cardiff. This could include assistance with transport and a tour of the museum in Cardiff castle. She indicated she was able to pass on details of interested groups if required.

She also reported on the meeting she had attended with Swansea headteachers which had raised the profile of service children in education. She was due to meet with Bridgend schools shortly on the same matter. Neath Port Talbot had already been successful in bidding for funding from Welsh Government for two staff specifically to assist with the issues affecting service children, and encouraged other Council's to explore the funding opportunities. Contact would now be maintained with schools, to ensure that the best possible support was available to children from Armed Forces families.

She also sought information from covenant members on their plans for Armed Forces Day/ VE day and VJ day.

Anna Looker outlined the legion's plans for various events across the country for VE/VJ day and outlined that the legion following on from the success of providing travel and accommodation which enabled veterans to attend the 75th anniversary of D Day in France last year would be arranging for veterans to visit south east Asia. She asked for details of any people that could potentially attend.

David Price Deer outlined that the Council wouldn't be finalising its budget until 5 March, so as of yet no money had been able to be allocated for any potential VE/VJ day commemorations.

He indicated that he understood that a church service was planned for St Marys on the Sunday closest to VE day and a potential event could be linked to this.

He outlined that the Authority was considering bidding for Welsh Government funding to hold the Wales National Armed Forces Day in Swansea. The bid would be submitted on the basis that the event would be held on the same weekend as the Air Show.

74 Swansea Bay University Health Board, Armed Forces Forum.

Grace Halfpenny outlined that disappointingly no progress had been made to date with the attendance of a health board representative at panel meetings. She would continue to pursue this matter with the board.

She also would attend the next health board meeting and would continue to chase the board on several issues including Armed Forces Children referrals for those with mental health problems and the withdrawal of the Red Cross support for people leaving hospital.

The suggestion of an Armed Forces Champion on each ward would also be followed up.

75 Update from Panel Members.

Royal British Legion

Anna Looker gave a summary of information from the legion's annual report and conference. She outlined the various campaigns and initiatives that the organisation had been involved with over the last year including the 75 Anniversary of D Day, World War 1 Service at Llandaff Cathedral and various remembrance day events.

She outlined it had been confirmed that the census in 2021 will contain a question relating to 'service within the armed forces'.

She referred to the plans for VE and VJ day commemorations and that the Legion itself will be 100 years old in May 2020 with various events planned to commemorate this.

She outlined the ongoing internal review and audit that the legion is currently undertaken.

She referred to the part time position for an advice & information officer in Carmarthen that was currently being advertised.

DWP

Fiona Jones outlined the 'self employment' event that is being held at the Grand Hotel on 27 February.

British Training Board

Adrian Rabey reported that following on from a recent meeting with Welsh Government, funding had now been agreed to establish two hubs in Swansea and

Newport. These would open in February and provide help and assistance to veterans and their families looking for training and work opportunities.

He referred to the excellent links developed with both Careers Wales on training/employment etc and the Aneurin Bevan Health Board on a veteran's strategy. The health board's strategy will potentially be used as template for all health boards going forward and links in with veterans and their families.

He outlined the links developed with the YMCA in Swansea for young people to access funding for sporting activities.

He referred to the links recently established with the Buckingham construction group who are the developers of the new arena in Swansea. These links have been developed in conjunction with Swansea Council and will provide a guaranteed interview subject to the person having the necessary qualifications.

He also outlined the process and assistance the company can provide to veterans and their families in getting their military skills and experiences converted into relevant qualifications to use going forward.

Hafal

Finola Pickwell outlined that funding/grants are available from the Armed Forces Covenant Trust for activities for veterans with mental health issues. She indicated she could assist any potential applicants with their submissions and would circulate the relevant information following the meeting.

General Issues

Wendy Lewis referred to the recent announcement of a veteran's railcard which will be formally launched in November.

Spencer Martin outlined that veterans are able to access the various foodbanks in Swansea, he could assist with any queries and provide information where requested.

Grace Halfpenny requested information on the Single Advice Fund, Paul Thomas from the Citizens Advice Bureau indicated he would seek information for the next meeting.

The meeting ended at 2.55 pm

Chair

Agenda Item 9



Armed Forces Community Covenant Signatories Panel

14 September 2020

Update from Panel Members

Help For Heroes

Help for Heroes are currently running all services virtually these include:

- Welfare case management support - <https://www.helpforheroes.org.uk/get-support/welfare-service/>
- Clinical Nurse Physical Health support - <https://www.helpforheroes.org.uk/get-support/physical-health-support/>
- Hidden Wounds Psychological support - <https://www.helpforheroes.org.uk/get-support/mental-health-and-wellbeing/hidden-wounds-service/>
- Individual Grants support- <https://www.helpforheroes.org.uk/get-support/financial-support-grants/>
- Virtual Wellbeing Recovery College courses such as, helping with sleep, anger management etc.. <https://www.helpforheroes.org.uk/get-support/mental-health-and-wellbeing/sleep-for-wellbeing/>
- Band of Brothers/sisters virtual get togethers. <https://www.helpforheroes.org.uk/get-support/fellowship-groups/>

We currently have no waiting lists for any service. We currently have no confirmed dates for face to face activities or re-opening of local hubs throughout Wales.

You can refer wounded veterans or their loved ones through our website: [helpforheroes.org.uk/getsupport](https://www.helpforheroes.org.uk/getsupport) or email wales.supporthub@helpforheroes.org.uk

Blesma

Blesma Wales and West continues to provide direct welfare support and grants to members and widows to ensure that their needs have been met quickly. The Support Officer (Tom Hall) has dealt with Prosthetics issues and liaised with NHS ALACs closely in support of members. The Support and Outreach Officers, along with the help of Blesma Volunteers and Members who are not 'at-risk,' are supporting with essential tasks such as shopping, paying bills, repairs to disability and mobility aids, and offering Blesma befriending calls and contacts through Welfare and wider Volunteers. Blesma continue to collaborate closely with other services, 3rd sector, agencies and local community groups to provide help with War Pension, benefits and entitlements issues. They are offering practical or emotional

support to Blesma members who may be isolated or lonely in communities across Wales and West. In all aspects it has been “business as usual” with essential physical visits by the Blesma Support Officer taking place to those most in need. Outreach Officers have been constantly in touch with members by phone, video calls and virtual events, which have replaced physical get-togethers. The period between March to August has been extremely busy with more younger veterans being supported with poor mental health and older members assisted with the purchase and repair of mobility and disability aids. With the reopening of Limb Centres the Support Officer has been in close touch with ALACs to address prosthetics concerns, ensuring that provision requirements have been met and priority appointments offered. Blesma staff and Volunteers are taking every precaution to ensure they are not a potential risk to Members and for all member contact a comprehensive risk assessment process has been carried out.

Activities and Events

Blesma postponed all physical UK and overseas Blesma Events until at least the end of August but all Activities and Events in September and October are under review. Local Wales and West events are similarly affected, but we are hoping to start some limited Outreach activity soon. Blesma Wales and West Outreach developed online and video activities, including weekly virtual Tea and Toast, interactive Quizzes, fitness sessions and Amputee Health Discussion Groups. The Outreach Officer is also running events such as virtual Escape Rooms and seated yoga which are very popular. Blesma have also continued their Making Generation R (Resilient) sessions online, running communication workshops for members and widows, including recently extending the sessions to Secondary Schools and young people around the UK.

Information For Our Members and Supporting Agencies

If members require any additional support at this time or agencies have veterans who they wish to **refer for Blesma support**, or they find members in need, they can make contact with the Blesma Support Officer: Tom Hall - Tel: 07780165085, E mail: bsowest@blesma.org

More information: <https://blesma.org/news-media/blesma-news/> or www.blesma.org

Citizens Advice

At Swansea and Neath Port Talbot’s Citizen Advice, we have had to stop all face to face services but have been delivering advice via phone and email throughout. We are still developing our plans for a safe way to return to face to face advice, in the meantime our contact details are:

- 1) We have set up an email service: help@citizensadviceSNPT.org.uk, where you can email us your queries. We will try to respond to you as soon as we can.
- 2) All our advisers are still available to give advice over the phone, and where necessary a telephone appointment for this can be made. We now have more advisers answering the phones than we did before, to make this change run as smoothly as possible. You can receive advice from us by telephoning 0300 3309 082.

3) Most of our advice is available online, at www.citizensadvice.org.uk. If you would like help to fill in a benefit form for example, our website has a step by step guide to help with this.

4) Universal Credit claims. Support is available from our Help to Claim team online and over the phone. Go to citizensadvice.org.uk/help-to-claim or phone 08000 241 220. Calls are free and lines are open 8am to 6pm, Monday to Friday. This is a national service but whoever you get through to will be able to help you, wherever you live.

The Poppy Factory

Natalie McCombe advises that she is now back with the Poppy Factory after a 4 month furlough. However, the Poppy Factory was still operational and during that time 5 of her clients gained employment. Natalie is now re-engaging with her network to encourage new referrals. Clients are not being seen face to face, although Natalie and her colleagues can offer the full service over Teams, Zoom, telephone, text, whatsapp or email. They are also on facebook, linkedin, Twitter and Instagram. Contact details are available on the web site where eligible Veterans can also register www.poppyfactory.org/register . You can also check a Veteran is eligible on the web site. If you have any queries on referrals or criteria, Natalie says to drop her an email or text and she will ring you or the potential client to discuss the query.

Natalie McCrombe, Employability Consultant:

Telephone 020 8940 3305

NatalieM@poppyfactory.org

Mobile number 07468476407.

Woody's Lodge

During COVID 19 restrictions Woodys has continued to maintain its Welfare and Support Services mainly by Zoom technology, with major support directed at PiPs and UC benefits. Woodys has run bi-weekly virtual "Brew Up" Meetings and has maintained its weekly direct phone calls to 998 veterans across Wales over the last 12 weeks.

Our 3 Main Hubs are now open with Social Distancing/ Cleaning /Track and Trace requirements in place in place, Beside Barry and Colwyn Bay we have now opened our West Wales Farm hub in Ceredigion. 40 minute drive from Swansea.

Working with Local Authorities, we plan to re-open our 12 Urban Drop In Centres across Wales.

Our latest project funded by the Royal Navy and Royal Marines Charity, commenced in August, is to develop direct links with Royal Navy Community in South East Wales, Swansea included, particularly in support for the older RN/RM veteran and for younger families that require health and welfare support. This project has already been in contact with veterans living in Swansea.

Phone 01446 781793

<https://www.woodyslodge.org/>

Swansea Bay Health Board Veterans NHS Wales

Since the Lockdown on 23rd March 2020 Swansea Bay health board, Veterans NHS Wales has continued to offer a service for veterans with a military related mental health difficulty.

Below are the figures outlining our activity since 24th March 2020;

Referral into the service - 39

Number of clients who opted in - 27

Number of assessments completed - 26

Number of client who have begun therapy- 24

Currant Waiting times from assessment to treatment - 19 weeks

In line with government guidelines, Swansea Bay VNHSW has adapted from face to face interventions to video therapy. Attend Anywhere, is an NHS secure web-based platform for patients with pre-arranged video consultation appointments. This has enabled us to continue to provide both assessments and therapy while those who are unable to access the internet are offered the choice of telephone consultation. We have also begun to offer a limited service of walk and talk therapy.

Veterans and Professionals who work with veterans are able to refer directly, by either completing the on-line submission form;

<https://www.veteranswales.co.uk/how-to-self-refer.html>,

Alternatively they can contact us on 01792 532967 or email;

SBU.veterans@wales.nhs.uk for more information.

Victoria Williams, Veterans Lead Therapist, Swansea Bay Health Board

Victoria.williams4@wales.nhs.uk