



Information Pack

Last revised: February 2018

Ex-Forces Support North Yorkshire

Ex-Forces Support North Yorkshire provides a **range of practical, holistic and financial support**, delivered by a range of charities and organisations under one umbrella. We aim to raise awareness of the issues that older and ex-members of the armed forces are facing and enable them to lead fuller lives.

Funded by **the Aged Veterans Fund** at the Ministry of Defence using LIBOR funds, we are committed to contributing to the existing support available to older veterans and also offering something new. Our consortium is made up of partners from the public and voluntary sectors who all have experience of working with older people and tackling issues such as poor health and wellbeing, loneliness, social isolation, and financial hardship.

We offer a wide range of services – from gardening and befriending, to days out and activity groups, to home visits and wellbeing support. Due to the number of partners involved in our work, and the breadth of experience they bring, **we are able to find an answer to the majority of queries that come our way**. If the veteran is aged 65 or over, we won't turn them away, and will do our best to find the right service or support if it's something we cannot offer ourselves.

In this sense, *Ex-Forces Support North Yorkshire* can act as **a single point of contact** for older veterans across the County.

Eligibility criteria:

- Must have served in any branch of the Armed Forces for one day, reserves or completed National Service conscription
- Must be 65 years old or above
- Must be a resident of North Yorkshire (Craven, Hambleton, Harrogate, Richmondshire, Ryedale, Scarborough or Selby – small York capacity)
- May have served in the Merchant Navy in support of the military if they are not ex-forces (e.g. Suez Canal, Falklands, Dunkirk)

Making a Referral:

We accept self-referrals from veterans, as well as referrals from frontline workers, health professionals and family/friends/carers, even neighbours.

A simple needs assessment is completed on contact with the project. This helps us to understand what kind of support the veteran needs and what will be most helpful.

Telephone: 01904 704 177

Email: exforces@communityfirstyorkshire.org.uk

Our work is initially funded for three years from April 2017.

List of Partners involved

‘Who’ is Ex-Forces Support North Yorkshire?

The consortium is led and managed by Community First Yorkshire, based near York. They manage the partnership on behalf of the other organisations involved, and liaise with the Aged Veterans Fund at the Ministry of Defence on their behalf. They also do some frontline delivery to service users. There are then 15 more partners.

The partner organisations are:

Age UK North Yorkshire & Darlington
Carers Resource (and the carers’ centres)
Citizens Advice Mid-North Yorkshire
Community First Yorkshire
Groundwork
North Yorkshire County Council (including Living Well)
North Yorkshire Sport
North Yorkshire Youth
Richmondshire CVA
Richmondshire District Council
Rural Arts
Saint Michael’s Hospice
Scarborough Borough Council
SSAFA
Yorkshire Energy Doctor
Yorkshire Housing

Each partner delivers their own ‘portfolio’ under the Ex-Forces umbrella, meaning we can offer a wide variety of help, activities and support. **Read on to find out what each partner does** as this tells you what service users can access and what else you can be referring your service users for.

Generally, when speaking to service users, it is worth saying that our support is geared around getting people out and about more, in touch with other veterans, and involved with their community. We also want to ensure that they know where to go to access help and support, and are aware of their entitlements.

Partner: Age UK North Yorkshire & Darlington



Portfolio: “Forces Friends”

This project offers telephone befriending to service users and volunteering opportunities to become a befriender. It covers the whole of North Yorkshire and will also seek to capture memories and curate memorabilia through reminiscence events.

Priorities: Reducing loneliness and isolation; increased wellbeing; improved confidence to self-refer for support; partnership working with service charities; model of good practice.

Where: North Yorkshire

Partner: Carers’ Resource (plus carers’ centres)



Portfolio: “Support for Carers”

Intensive support for service users who are unpaid carers or who are being cared for by a family member. The service will enable them to better understand their needs and referral routes and options open to them, while offering social and emotional support opportunities. Service can be face-to-face or over the phone.

Carers’ Resource manage the other carers’ centres, including Carers Count (Selby), Scarborough and Ryedale Carers Resource, and Hambleton and Richmondshire Carers Centre. Together they have a full reach across the County.

Priorities: Carers enabled to continue to care for longer by ensuring they address their own needs; service users are better supported to undertake their caring role; increased resilience; access to social groups and additional services.

Where: North Yorkshire

Partner: Citizens Advice Mid-North Yorkshire



Portfolio: “Veterans Advice Project”

Addressing a full range of issues across many spectrums, the only advice they cannot give is around crime. Providing information, advice and representation to service users, their families, and carers. This could be around money issues, debt, welfare benefits, employment, housing, homelessness, family and personal, death and dying, health/social care. This specialist advice will empower veterans and enable them to access other services in their area and beyond.

Priorities: Increased income; decreased stress and anxiety; increased wellbeing; awareness of rights and entitlements; improved confidence and ability to cope.

Where: North Yorkshire

Partner: Community First Yorkshire



Portfolios: “Community Connect – Small Grants” and “Skills Exchange/Social Groups”

Small grants up to £1,000 available for community groups and small organisations to take forward work reaching veterans and ex-National Servicemen in their community. These will run activities such as luncheon clubs or cafes bringing service users together and reducing isolation.

New social groups set up across North Yorkshire in the highest-need areas for veterans and ex-National Servicemen. These will be based around a ‘skills exchange’ model enabling service users to share their talents, hobbies and unsung skills. External speakers and presentations will also be brought in, and the groups will become volunteer-led to enable long term sustainability after a period of supported development.

Priorities: Increased friendship groups; reduced loneliness and social isolation; improved community connection; new skills.

Where: North Yorkshire

Partner: Groundwork



Portfolio: “Gallows Close Garden” and “Selby Garden Enterprise”

Gallows Close Centre in Scarborough has a community garden space where service users can participate in gardening, shed-building, and planting vegetables. A sessional worker/head gardener facilitates provision of activities including gardening, cooking, cycle repair, woodworking and outdoor crafts. After 2 years, the service users – as volunteers – will continue to run the garden.

Meanwhile in Selby, service users receive support and maintenance where they may be struggling with the upkeep of their gardens. This provides social interaction at the same time and allows volunteers and the team leader to monitor the service user’s wellbeing and signpost them to relevant additional services.

Priorities: Improved wellbeing; long term sustainability.

Where: Scarborough, Selby

Partner: North Yorkshire County Council (Living Well)



Portfolio: N/A

North Yorkshire County Council is supporting the project through awareness-raising and the generation of referrals into the service. A key stakeholder in the original funding proposal and success, Ex-Forces Support North Yorkshire works closely with its colleagues at the Council to ensure joined-up and effective partnership working. This includes attendance at the Armed Forces Covenant Committee meetings.

Further to this, the Living Well service which takes a preventative approach to reducing social isolation is making regular referrals and in turn, we are identifying service users who would benefit from the additional support of Living Well officers. They, along with Health and Adult Services, are an important referral route into our support.

Priorities: Reducing loneliness and social isolation.

Where: North Yorkshire

Partner: North Yorkshire Sport



Portfolio: "Primetime"

Age and ability-appropriate sport for service users, developing their physical and mental health. Service users will design the activities on offer and how they are structured. The purchase of equipment through funding will enable long-term sustainability of the activities following the end of 3 years. Family members/carers can also attend. Clubs will run as 8-week blocks and mini leagues will be set up where viable.

Priorities: Improved physical and mental wellbeing; reduced loneliness and isolation; increased social interaction and activity; awareness of new sports.

Where: North Yorkshire

Partner: North Yorkshire Youth



Portfolio: "Ages Together"

An intergenerational project for service users across North Yorkshire. Groups of older veterans will be brought together with younger groups of people to explore topics of common interest, address trust issues and see how attitudes and experiences have changed over the years. Exhibitions to showcase the work and social media campaigns.

Priorities: Increased feelings of trust and respect; improved connection to community; beneficiaries see they have more in common than they realised.

Where: North Yorkshire

Partner: Richmondshire CVA



Portfolio: “Gurkha 2020”

An ex-Gurkha outreach worker working with the Nepalese community in Richmondshire to overcome language and cultural barriers. New community activities, such as walking and yoga, plus translation, interpretation and advice and signposting. The project will also work to address recommendations from the Gurkha Health Needs Assessment carried out by North Yorkshire Public Health.

Priorities: Increased awareness of health, social care and welfare; improved knowledge of services; increased confidence in accessing services and more likely to; public and VCS partners will have a greater knowledge and understanding of the cultural and communication needs of the Nepalese community, enabling them to adapt mainstream services.

Where: Richmondshire, mainly Catterick Garrison

Partner: Richmondshire District Council



Portfolio: “Healthy Horizons”

A dual-approach healthy lifestyle project addressing the mental and physical health of service users. The two-tier programme is designed to support long term lifestyle changes. It forms an integral part of the local Public Health weight management and mental health care pathways.

The two tiers – Step by Step and the Pop-Up Shed – will interlink with one another and service users have the opportunity to access either or both. The former addresses physical health including weight management; the latter addresses mental health and confidence.

Priorities: Increased physical activity; increased mental wellbeing; increase in access of other health services; improved mental and physical health; integration into local community; increased confidence; raised profile of service users; post-programme clubs and social groups to guarantee legacy.

Where: Richmondshire (open to other Districts if service users can travel)

Partner: Rural Arts



Portfolio: “Arts for All”

Arts, crafts and activities for older veterans based on their interests. There will be 20 sessions per year around North Yorkshire where need is identified and service users will be encouraged to take part in at least 3 workshops to feel the benefits.

Service users can be accompanied by a carer or family member/friend meaning the frail and vulnerable can join in too.

Priorities: Increased confidence; reduced loneliness and isolated; increased access to tools of support.

Where: North Yorkshire

Partner: Saint Michael’s Hospice



Portfolio: “Volunteer Visitors”

Part of a match-funded project addressing isolation, loneliness, bereavement and mental health – befrienders visit service users living with a terminal illness, mental health issues, or coping with bereavement. Visits last up to 12 weeks and are then reassessed, with some service users having the opportunity to go on to become visitors themselves.

Access to the “Just B” counselling service is also available if required for additional mental health intervention.

Priorities: Positive impact on isolation; positive impact on feelings of loneliness or bereavement; positive impact on mental health.

Where: Harrogate District (other districts if service users can travel e.g. for Just B)

Partner: Scarborough Borough Council

Portfolio: “Veteran Home Improve” (White Rose Home Improvement Agency)



This tenure-blind project delivers home visits to older veterans, offering wellbeing and handyman services. The latter is funded through access to crisis funds so where possible there is no charge to the service user for any works completed.

This is a similar service to that delivered by Yorkshire Housing and looks to ensure that beneficiaries are safe, well and warm in their own home and can remain independent for longer.

Priorities: Improved health outcomes; warm and comfortable; maintain independence for longer; feel safer and more secure at home; reduced risks of trips and falls; increased ability to cope.

Where: Scarborough, Ryedale

Partner: SSAFA North Yorkshire

Portfolio: “Crisis Fund Grant”



SSAFA’s North Yorkshire branch has received a small grant of £1,000 to work with older veterans in the County. They have flexibility to spend this as they see fit, using the expertise of their caseworkers to provide appropriate support to their service users.

SSAFA is also a key stakeholder in the wider project, providing expert advice and signposting to the partners as well as information/useful contacts.

Where: North Yorkshire

Partner: Yorkshire Energy Doctor



Portfolio: "Combat the Cold"

Home energy checks via home visits across the Selby and Harrogate districts. Visits will encapsulate all areas of energy usage at home and utility bills and issues, including debt resolution and other interventions.

Visits will be coordinated with the Home Improvement Agencies if it is found that handyman works are also needed. A small pot of crisis funding is available to support with fuel poverty measures such as draught-proofing or providing emergency top-up credit for householders.

Priorities: Better understanding of energy usage; costs of heating reduced and financial savings made; reduced worry and anxiety; increased ability to cope.

Where: Selby, Harrogate

Partner: Yorkshire Housing



Portfolio: "Veteran Home Improve"

This tenure-blind project delivers holistic and person-centred home visits to older veterans, offering fully-funded handyman services. The latter is funded through access to crisis funds so where possible there is no charge to the service user for any works completed.

This is a similar service to that delivered by White Rose HIA and looks to ensure that beneficiaries are safe, well and warm in their own home and can remain independent for longer.

Priorities: Improved health outcomes; warm and comfortable; maintain independence for longer; feel safer and more secure at home; reduced risks of trips and falls; increased ability to cope.

Where: Craven, Hambleton, Richmondshire