



Somerset Armed Forces Covenant Partnership Conference

11th October 2022



Improving
LIVES



SOMERSET ARMED FORCES CONFERENCE 2022

VETERANS AND HOMELESSNESS

Who are Arc?

A charitable organisation housing and supporting those who have become homeless locally

Working in Taunton and Sedgemoor

Established in 1976 and continuously growing to meet the demands on our services

Our Services



Victory House: a dedicated accommodation service for veterans facing homelessness



Launched in February 2018

8 single rooms:

4 self-contained rooms are DDA compliant with wet rooms
4 with shared bathroom facilities

Communal room available

Lift access

Dedicated support by an Arc Pathway Worker

Victory House – Why?



There was a clear rise in veterans using our services

In 2016

12.9%

of our service users had an armed forces background

Our Outreach Team signposted

21 veterans

who were rough sleeping during 2015 and 2016

Exit interviews

No dedicated services existed in the area



Specialist Services Required

Research suggests that veterans experiencing homelessness cope better in dedicated services

Victory House – who have we supported?

32 veterans housed since February 2018

30

Male

2

Female

50

Average age

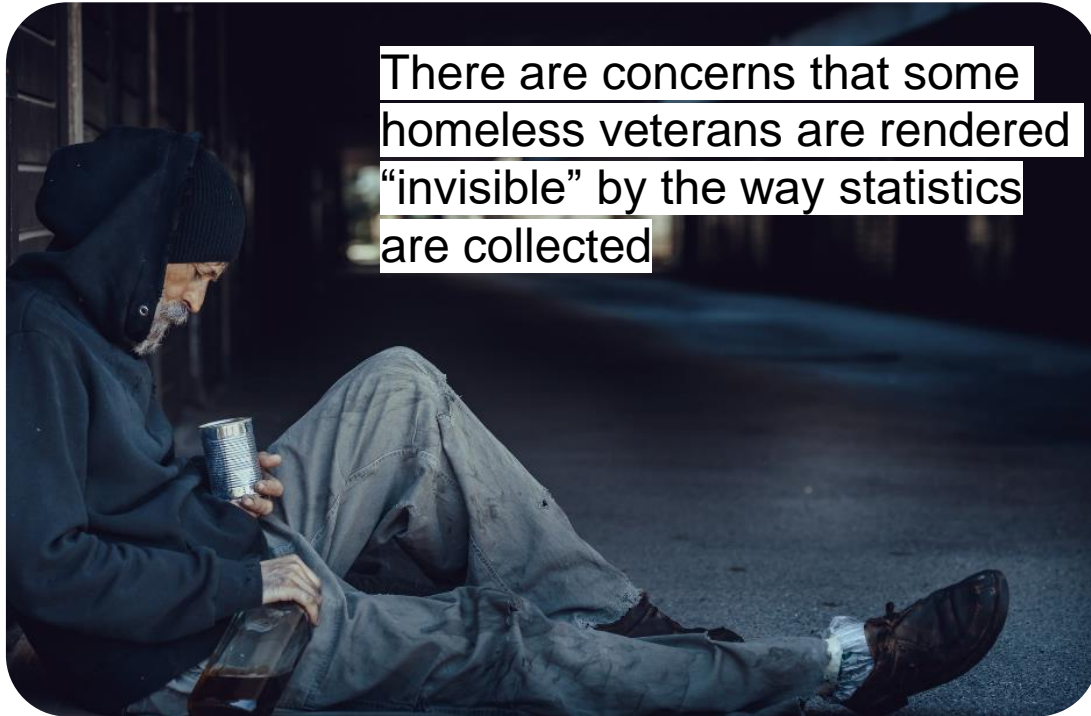
351 days

Average length of stay

Referrals

- We can accept referrals from anywhere – including self referrals, council, probation, armed forces charities
- A needs based assessment will then take place to assess suitability

The statistics



There are concerns that some homeless veterans are rendered "invisible" by the way statistics are collected

HOWEVER...

The Royal British Legion's long-held estimate is that

3-6%

of homeless people have an armed forces background

This corresponds with Arc's current figures

5%

of Arc's clients are veterans

Why do Veterans become homeless?

SSAFA refers to the 'eight Ds'

1. **D**rink

2. **D**ebt

3. **D**rugs

4. **D**ivorce

5. **D**epression

6. **D**omestic Violence

7. **D**ependency culture

8. **D**igs (accommodation)

Failing to get a handle on these issues can end in homelessness.

Gaps in Provision



To get a true picture of homelessness amongst the armed forces community, statutory and other services (including us) must improve on collecting and recording data

Our expertise are accommodation. We would like to introduce more specialised wrap around support specific to veterans' needs, through partnership working



More dedicated accommodation services are needed – we're the only one in Somerset and 8 rooms is simply not enough

Thank you



www.arcinspire.co.uk



rhather@arcinspire.co.uk



Arc.Homeless



Arc_Homeless



arc.inspire



arc-homeless

Please come and chat to us today or get in touch for further information



**Somerset
Integrated
Care System**

Somerset Connects

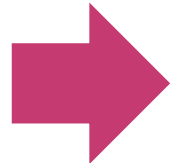
Problem:

Many Somerset families/households are not consistently empowered or equipped with the necessary tools to live health, fulfilling lives independently. Services are disjointed and numerous models of delivery are being utilised across the system. This is leading to more people and their families reaching crisis before they are supported, which is putting strain on an already pressured system, and leads to worse outcomes for individuals and families.



Aim:

Development of a place-based approach to support active, inclusive communities that are resilient and self-reliant in meeting their health and well-being needs. This will be achieved by utilising community capacity and resilience to enable people and to strengthen the family / individuals wider network, to live well and stay as independent as possible in their own homes and communities.



Value this will deliver on:

Our people:

- ✓ I have built supportive networks
- ✓ Me and my family are independent and resilient
- ✓ I am able to access and have a positive first experience when engaging with services I need.
- ✓ I am able to access the information, advice and support I need when things become difficult

Our workforce:

- ✓ I am able to work collaboratively with colleagues from across the health and social care system
- ✓ I feel engaged with my local team (no matter who my team member works for.
- ✓ I am satisfied in my job
- ✓ I feel able to effectively support and help to meet the outcomes individuals and families identify for themselves

Our system:

- ✓ We have reduced statutory demand
- ✓ We have positive interactions with people in their communities and partners.
- ✓ We are working together better with individuals, families communities and across services.

Access

Family/Community Hubs are a clear, simple point of access for help and support.

Connection

The purpose of a hub is connection - Services, professionals & sectors working together

Relationships

A family / community hub means a family/whole household focus; relationships are the key - building on family and their networks strengths

Link to Supporting Families and the Care Act

- Individuals and families can get the information and advice they need to make good decisions about **care and support**
- Family/Community Hubs are a way of delivering the Supporting Families vision of an **effective early help system**
- They provide a **single access point** to a **range of services** for families – a ‘front door’ to **universal** and **early help** services - and involve **co-location** of services and professionals.
- They provide services that **prevent** their care needs from becoming more serious, or **delay the impact** of their needs
- Where needed, hubs will ensure seamless **access to a whole-family keyworker**.

Family/Community Connections Vision: A modern, effective way of delivering support that strengthens individuals, families and community resilience and wellbeing. Agencies work differently and collaboratively to make this happen in ways that work for and make sense for local communities.




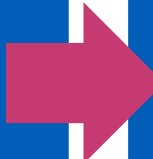
Mechanisms/Enablers:

- Person centred approaches underpinned by different, effective conversations;
- Inter-connected systems of information, signposting, conversations & support;
- Community hubs and Talking Cafes offer different ways & locations for people, their families & services to connect;
- Creative, community based solutions are actively considered before thinking formal, organised or specialised services;
- Navigating/connector roles & skills are embedded in local communities ;
- Streamlined, person centred records and processes support the vision, values and principles of community led support;
- Devolved decision making and accountability ensure community based support and funding arrangements work well;
- Leaders at all levels are committed to community led support, letting go of control and spending public money on things that matter to local people;
- Using the community led support principles to guide local implementations at all levels.



Outcomes:

- Easier, quicker access to the right support for each person/family;
- An increased presence and use of local solutions and options for support;
- Local services/support help people and their families achieve their goals, and they feel happier & more resilient;
- Local services offer holistic, seamless support (as a result of changes introduced);
- Staff involved in delivering community led support are empowered and confident;
- Better use of local resources (value for money, efficiencies, effectiveness).



Longer Term Impacts: More people and their families are living the life they want, where they want; People and their families are more resilient and have choice and control over their support; Local services & support are creative, high quality, cost effective and sustainable.

- Shared ways of working
- Development of services to be delivered locally
- Interventions delivered in localities
- Integrated leadership
- Data sharing incl maximising opportunities of shared intelligence
- Joint commissioning and improvements
- Integrated digital offer
- Integrated workforce development
- Impact assessment

- How can we ensure clear and regular update on local need to the core Family Connections groups within the local areas?
- What will be the interface with other providers – health, VCSE etc.
- What will it look like on a local level?
- Define the Family/Community Connections way of doing things:
 - Single access arrangements
 - No wrong door
 - Team around the child / family
 - Take responsibility for working together
 - Shared risk
- Colocation is not necessary, but the ways of working will be
- Geography is important
- Need to consider what local leadership will look like.
- At a local level we need to build partnerships (or use exiting networks / formal arrangements) to lever in funding for interactions / localised activity.
- For more distant families find out where they are going and wrap around that resource (if needed)
- Making best use of local grants / agreements – employment hubs and Somerset Works / Community support and family hubs for example.

The 9 health care commitments *for our armed forces community*



Who Am I?



A little about the Trust...

HSJ AWARDS
2021

WINNER

Mental Health Trust of the Year



outstanding care
listening and leading
working together

The 9 Commitments

Background



Commitment 1

Working in partnership



Somerset NHS Foundation Trust

5,635 Tweets

Follow



Ministry of Defence @DefenceHQ · 7h

United Kingdom government organization

@SOMERSETFT Today is Reserves Day and we wanted to reach out to say a big thank you to Somerset NHS Foundation Trust for your ongoing support of HM Armed Forces and the Armed Forces Covenant.

#ReservesDay #SaluteourForces ow.ly/Wjppj30smx1b



Commitment 2

Supporting families, children, carers and young people in the armed forces community



Commitment 3

Helping transition from Armed Forces to civilian life

The Art of Resilience
for the military community

Free online
masterclass,
starting
September 2022

NHS
Somerset
NHS Foundation Trust

“Success is not final, failure is not fatal: it is the courage to continue that counts.”
- Winston Churchill

- Take control of your own destiny
- **Techniques to manage stress and anxiety**
- Nurture positive thoughts and emotions
- Respond to life’s challenges

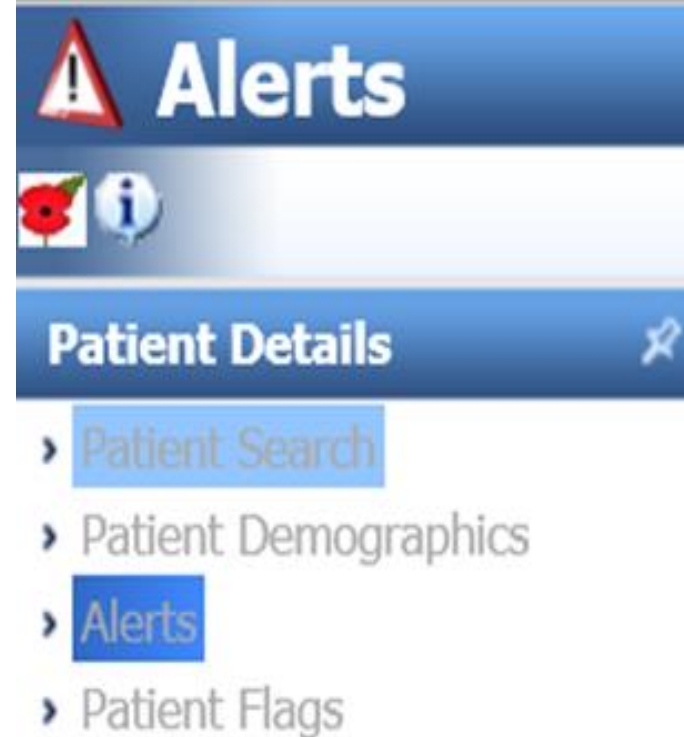
Commitment 4

Identifying and supporting Armed Forces Veterans



'With 18,000 serving people leaving the military annually, asking patients, **'Have you ever served in the UK Armed Forces?'** could make all the difference.'

Brigadier (Retd) Dr Robin Simpson FRCGP
RCGP Veterans Champion



Commitment 5

Improving the mental health of Veterans & their families

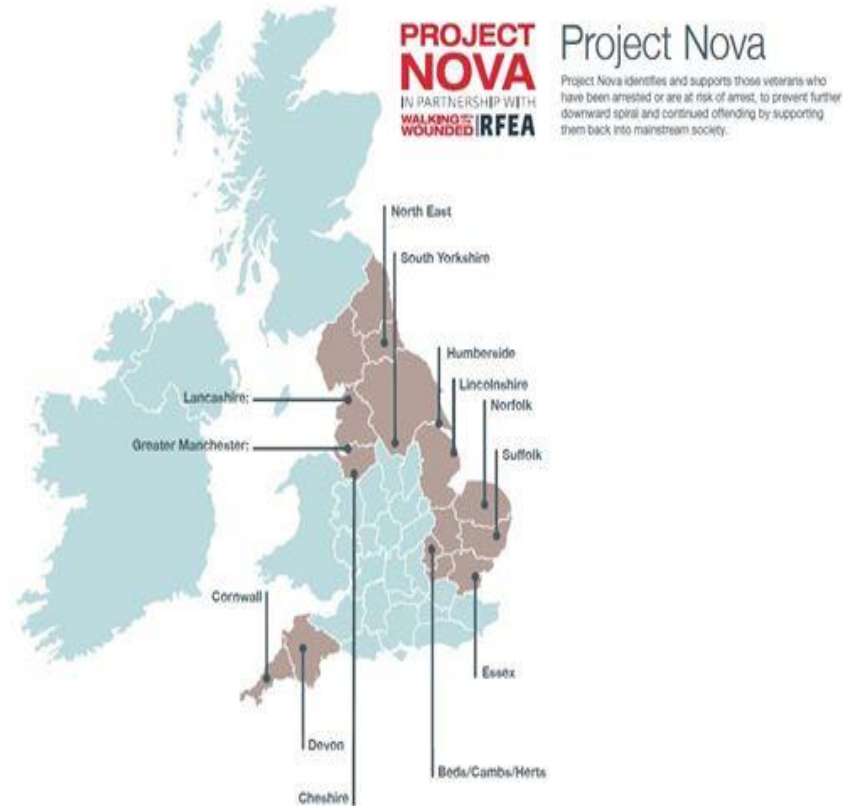
OpCOURAGE



Commitment 6

Supporting Veterans in the criminal justice system

PROJECT NOVA
IN PARTNERSHIP WITH
WALKING WITH THE WOUNDED | RFEA



Commitment 7

Identifying and addressing inequalities in access to healthcare



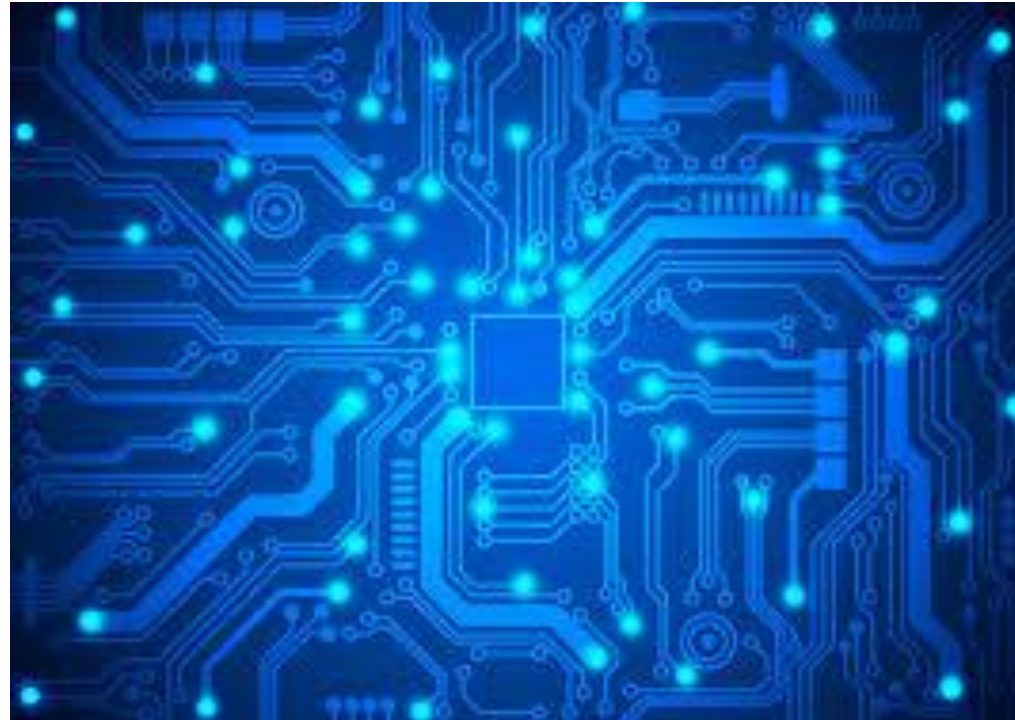
JOIN OUR COLLEAGUE NETWORKS



SEE THE INTRANET OR EMAIL
INCLUSION@SOMERSETFT.NHS.UK

Commitment 8

Using data and technology to improve services



Commitment 9

Driving research and innovation in armed forces healthcare



The last 12 months



outstanding care
listening and leading
working together

Any questions?



Anna Vere

Chair of Armed Forces and Veteran
Colleague Network

07867 131544

anna.vere@somersetft.nhs.uk

armedforces@somersetft.nhs.uk



ARK AT EGWOOD CIC

'Changing lives within our
community'



Inter-generational Land-Based Day Service Provision in South Somerset

Supporting:

Learning Disability/Autism

Recovering from Brain Injury

Mental Ill Health

Social Isolation/Those Lacking in Confidence

Young People in Support of Education

Armed Forces Community

Children not in education, Schools & DofE

And more.....

Our Aim

To Improve the Health and Wellbeing of those attending ARK, by enabling them to slow things down, connect with themselves and then connect with others and other things; building confidence and improving social skills

We do this by using:

Horticulture (growing vegetables, fruit and flowers)

Animals (ponies, goats, therapy pigs & guinea pigs)

Nature area – Bee Keeping

Cooking

Woodcraft & Arts and Crafts





Other Projects at ARK

P2i – Pathways to
Independence

Not in Education Employment
or Training (NEETS)

Armed Forces Community
Support

Health and Wellbeing Courses

Therapeutic Volunteering

Community Lunches

Health Walks

Volunteering Opportunities

AFC Support

Received project funding from AFCFT for 21/22

ARK has two veterans in the team

Support a variety of groups including serving, ex-serving and families

Hosted an Armed Forces Day 2022 with support from Somerset County Council

Close links with local RBL

Regular Armed Forces group on a Wednesday

- Recently applied to extend the project



 **THE ARMED FORCES
COVENANT FUND TRUST**

Nigel Bell



Served in the Royal Navy for 28 yrs

Last 15 yrs in the Royal Navy welfare department and trained as a Social Worker

Spent 2yrs working at the QE Hospital, Birmingham, with casualties from Afghanistan & their families

- Established and been working on ARK since May 2018

Sam Sheppard

Ex-Royal Navy of 9 years,
predominantly working for Mine
Countermeasure

Working at ARK since Oct 2020

Provides support for the day to
day running and all of the
people attending ARK



AFC Groups Supported

Individual veterans with a
variety of indoor and
outdoor activities

Group activities including
cooking





AFC Families

We host a number of one-off family days at ARK connecting families in a variety of outdoor activities in the school holidays

Coffee and Cake Mornings

We support groups of families of those deployed, encouraging friendship and peer support networks.



Support from RNAS Yeovilton



We have engaged with personnel from RNAS Yeovilton who have provided volunteer time to assist with large practical on-site tasks

AFC Social Evening

52 people attended a social evening, with a guest speaker who is a veteran and double amputee of the Afghan campaign, and also a motivational speaker



Veterans Rowing Challenge

Mutual Support

Two veterans undertook a charity British Indoor Rowing challenge at ARK (Team Overlord), receiving moral support from ARK whilst raising funds for ARK



Support for Armed Forces Children

We engage with a local secondary school to run a weekly bushcraft session on fire building and basha building.

The final session is held at the weekend to include parents; a great bonding experience of all concerned, with the children cooking breakfast over fires they have started themselves



Armed Forces Day 2022

We hosted an Armed Forces Day on 25th June 22, with support from Somerset County Council & Armed Forces Day



We want to do more!

We are very keen to continue supporting
the Armed Forces Community

Further collaboration with partner
organisations

Open to ideas and suggestions

Make ARK an Armed Forces Hub ?

Have a conversation with us!



Any Questions ??

