



# ADDITIONAL NEEDS AND DISABILITY: A GUIDE FOR SERVICE FAMILIES

Compiled by FANDF



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## CONTENTS

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<b>1</b>	<b>SSAFA</b>	<b>7</b>
	FANDF (Forces Additional Needs and Disability Forum)	9
	SSAFA Short Breaks	10
	Forcesline	11
	Other SSAFA Support	12
<b>2</b>	<b>TRI-SERVICE SUPPORT (UK &amp; OVERSEAS)</b>	<b>13</b>
	Registering an Additional Need and/or Disability	15
	- JSP 820	15
	- Single Service Policies	16
	- Overseas Assignments and Supportability Checking	16
	- Deployment	19
	- Carers and Young Carers	21
	Directorate, Children and Young People (DCYP)	21
	- Children's Education Advisory Service (CEAS)	22
	- MOD Schools	23
	- Other issues - Targeted Services/CEAS	27
	- Contacting CEAS	27
	Housing	28
	- Additional Needs Adaptations (ANA) to Service Families Accommodation (SFA)	28
	- Overseas	29
	- Mid-Tour Moves	30
	- Retention of SFA	31
	Welfare and Healthcare Provision UK & Overseas	33
	Armed Forces Covenant	40
	Transition to Civilian Life	40

<b>3</b>	<b>ROYAL NAVY &amp; ROYAL MARINES</b>	<b>41</b>
	Registering an Additional Need and/or Disability	43
	BR3 Paragraph 2423	
	Welfare Support	43
	Chaplaincy	44
	Charitable Support	45
<b>4</b>	<b>ARMY</b>	<b>47</b>
	Registering an Additional Need and/or Disability AGAI 108	49
	Welfare Support	52
	Chaplaincy	52
	Rebasing	53
	Charitable Support	54
<b>5</b>	<b>ROYAL AIR FORCE</b>	<b>55</b>
	Registering an Additional Need and/or Disability	57
	AP 3392 Vol 2 Leaflet 241	
	Welfare Support	57
	Chaplaincy	59
	Charitable Support	60
<b>6</b>	<b>DIRECTORY OF SUPPORT</b>	<b>61</b>
	Agencies, Charities and Organisations offering support	63
<b>7</b>	<b>GLOSSARY</b>	<b>83</b>
	Definitions and explanations of terms used	85
<b>8</b>	<b>NOTES</b>	<b>89</b>

# **ACKNOWLEDGEMENTS**

This Guide has been compiled by the FANDF Committee and the SSAFA Additional Needs and Disability Advisor with input from the Directorate of Children and Young People (DCYP)/Children's Education Advisory Service (CEAS), MOD Service Families Welfare, Royal Navy Royal Marines Welfare, SSAFA Personal Support and Social Work Service, SO2 Welfare Defence Personnel Capability, Defence Infrastructure Organisation – SD Accommodation as well as other professionals and organisations.

We would like to thank them all for their assistance in producing this publication.

A hard copy of this guide is available from the SSAFA ANDA at:

**[ANDA@ssafa.org.uk](mailto:ANDA@ssafa.org.uk)**

You can also download a copy from:

**[www.ssafa.org.uk/fandf](http://www.ssafa.org.uk/fandf)**



# ADDITIONAL NEEDS & DISABILITY: A GUIDE FOR SERVICE FAMILIES

## Welcome from the FANDF Committee

The lives of Service families can be very different from those in the civilian world. We move more frequently and often have less control over our destiny. Whilst these experiences can enrich our lives, the upheaval of assignments (postings), uncertainty about the future, lack of choice, as well as the isolation of being far from friends and family can make life much more difficult.

The challenges of military life are greater when you or a member of your family has a disability or an additional need. There are many questions to consider: When will we move? Will the housing be suitable? Will the local school be able to offer adequate support? How far are the local hospitals? What is transport like? Will the same treatment, medication or services be available?

This guide intends to offer families with challenging issues a step towards finding some answers to these questions. It is by no means comprehensive, but aims to signpost some of the services and resources available, to help find the appropriate support and make life easier.

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## FORCES ADDITIONAL NEEDS AND DISABILITY FORUM (FANDF)

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

- The FANDF produces an e-Newsletter to share news and information about services and members' personal accounts and experiences across the three Services
- The FANDF holds a FANDF Conference every other year at MOD Main Building. This event is a chance for Service families to obtain information from the MOD and related welfare organisations, share their issues, raise concerns and ask questions about matters affecting them
- The FANDF also holds less formal events in the alternate year to the Conference for families to meet, offer and receive support, share information and raise issues that affect them
- The FANDF has a dedicated webpage where information on its history, events and resources can be accessed: [www.ssafa.org.uk/fandf](http://www.ssafa.org.uk/fandf)
- The FANDF produces and updates this guide regularly as a pdf which can be downloaded from the resources section from the FANDF webpage: [www.ssafa.org.uk/fandf](http://www.ssafa.org.uk/fandf)
- The FANDF can also offer practical support to regional AN&D support groups

The FANDF Committee is an elected body, which meets quarterly with policy-makers and subject matter experts to discuss and action issues affecting Service families with AN&D. The majority of Members are Service personnel or spouses either with AN&D themselves, or with dependants with AN&D. There are also 'Associate Members' who are professionals working for tri-Service organisations and within the MOD who attend to listen to the concerns and views of families, address any issues that arise, and consult and seek feedback from families.

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](mailto:ANDA@ssafa.org.uk)



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## **SSAFA SHORT BREAKS**

SSAFA is currently piloting a new Short Breaks programme which provides a weekend family break for military families only at the Calvert Trust Exmoor. These breaks are an opportunity for families to spend some quality time together, try new activities and celebrate watching each other challenge themselves and achieve.

The cost of attending this three-night family break is £150 per person.

If families find that this cost is prohibitive, we strongly encourage you to get in touch with Frances Robinson, Additional Needs and Disability Advisor, in order to seek the support of SSAFA's Service Committees and Branches who help local military families with the funding element.

To find out more about the Short Breaks contact: [ANDA@ssafa.org.uk](mailto:ANDA@ssafa.org.uk) or call @ 0207 463 9315."

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## **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](http://www.ssafa.org.uk/how-we-help/forcesline)

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## **OTHER SSAFA SUPPORT**

SSAFA provides a range of other support for serving and ex-Service personnel and their families, including mentoring for wounded, injured and sick personnel leaving the military, housing and housing advice, adoption and support groups. For more information visit: **[www.ssafa.org.uk](http://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](http://www.ssafa.org.uk)**

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# **TRI-SERVICE SUPPORT**



## **INTRODUCTION**

Military lifestyle brings a range of exciting opportunities and experiences, but it can also create specific issues for families when they are experiencing continual mobility, separation due to deployment and training, and isolation as a result of this. Mobility, separation and isolation can have a much greater impact on families who have a family member with an additional need and/or disability and the support they require. This guide intends to inform families about the support available from the Ministry of Defence (MOD), Service charities and what other Service related organisations can offer. There is also a Directory of Support at the end of this guide with links to outside agencies, organisations and charities that can also offer support.

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## **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 should 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), special educational needs (SEN) or special educational needs and disability (SEND). It is recommended that you register an additional need even if you are unsure whether to or not.

15

## **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 an additional need 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.

The MOD has a duty to ensure that it follows national legislation within the UK. MOD also implements, where possible, the spirit of UK legislation within Overseas Commands. The single Services are able to make arrangements to help and support serving personnel and their family members with additional needs and/or disabilities, but in order to do this it is important that an

additional need and/or disability is registered with the appropriate single Service authority. The single Service policies explain how you can do this.

A copy of JSP 820 can be accessed through the Defence Intranet or from the FANDF resources section at: [www.ssafa.org.uk/fandf](http://www.ssafa.org.uk/fandf)

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### SINGLE SERVICE POLICIES

The single Service policies are as follows and for further information visit the appropriate single Service section of this guide:

Royal Navy & Royal Marines: **BR3 Paragraph 2423**

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

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

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### OVERSEAS ASSIGNMENTS AND SUPPORTABILITY CHECKING

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), SEN, 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 and you or a family member have an additional need and/or disability you should read your single Service policies and inform the relevant single Service authority. 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 also made aware of any additional support needed.

Before you decide on an overseas assignment it is really important to research the country that you are being assigned to, to see if they are able to provide the equivalent health and social care provision as there is in the UK. This information is available through the overseas Command, DIN Library, single Service web pages and Blue Book. 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.



This could have real impact on your family and the serving person, if another assignment has to be found at short notice, or if you have to be returned from an overseas location.

If an overseas assignment has been requested or assigned it is really important that you read JSP 770, Part 1, Chapter 2A - Assessment of Supportability Prior to Overseas Assignment. The Service Appointing Authorities should inform the serving person about completing the Supportability Assessment Form at Annex A of JSP 770, Part 1, Chapter 2A, at the earliest opportunity. It is really important that this is completed, so that the chain of command is fully aware of the support your family requires. There is a useful flowchart explaining the process in this chapter.

As soon as you receive an assignment order your serving spouse/partner should apply for the Movement Support Services (MSS) Family Pack by completing an F/MOV/564e, Application for Family Travel. This form can be obtained via the Global Removals and Family Services web page. This form must be completed regardless of how you intend to travel to the new location.

In addition to the Supportability Assessment Form, you will also be required to complete a Certificate of Medical Fitness and a medical screening form for all the members of your immediate family, both forms are in the Family Pack. The medical screening process can take some time, particularly if the overseas doctors need to confirm your medical requirement with your current health professionals. It is therefore important to start the medical screening process as early as you can, in order to minimise any delay to your move overseas.

When all the assessments have been completed, clearance certificates issued and Annex A is signed by the chain of command, they are forwarded to the Service Appointing Authorities. Service personnel are responsible for sending a copy of Annex A and clearance certificates to Movement Support Services (MSS), once there has been confirmation of the assignment. The Families Section of MSS is responsible for booking certain types of travel for families, but travel will not be booked until MSS has received a signed Annex A, an educational clearance certificate (if required) and confirmation of medical clearance from APC.

For more information email MSS at: **DESLECSMSS-FamSec-Group@mod.uk** or call: **0306 7981013** or Mil: **9679 81013**.

JSP 770 can be accessed via the Defence Intranet.

For information on educational supportability overseas see the Children's Education Advisory Service (CEAS) section on page 22.

## 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 either 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 well-being 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. The Children's Education Advisory Service (CEAS) can offer you support and guidance during this time.

To contact CEAS email: **DCYP-CEAS-Enquiries@mod.uk** or an answerphone is also available for messages on Mil: **94344 8244** or Civ: **+44 (0)1980 618244**. For organisations that can offer you extra support see Welfare Support and the Directory of Support sections in this guide. There is also single Service deployment information available at:

The Royal Navy:

**[www.royalnavy.mod.uk/welfare/deployment](http://www.royalnavy.mod.uk/welfare/deployment)**

The Army: A Guide to Deployment for Soldiers' Families (Regular) and A Guide to Deployment for Soldiers' Families (Reserves):

**[www.army.mod.uk/welfare-support/23208.aspx](http://www.army.mod.uk/welfare-support/23208.aspx)**

The RAF:

**[www.raf.mod.uk/community/operational/deployment-toolkit](http://www.raf.mod.uk/community/operational/deployment-toolkit)**







## 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](http://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](http://www.gov.uk/carers-allowance). Additional information is available about young carers support on the NHS Choices website: [www.nhs.uk/carersdirect/young/Pages/Youngcarershome.aspx](http://www.nhs.uk/carersdirect/young/Pages/Youngcarershome.aspx) or visit the Carers section in The Directory of Support.

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. This JSP can be accessed via the Defence Intranet.

21

## DIRECTORATE, CHILDREN AND YOUNG PEOPLE (DCYP)

### INTRODUCTION

The Directorate, Children and Young People (DCYP) provides professional direction, support and advice, across Defence, with the aim of ensuring that Service children and young people are provided with every opportunity to achieve the best outcomes possible and fulfil their potential.

DCYP comprises of a number of areas which include a Head Quarters based at Trenchard Lines, Upavon, Wiltshire as well as 'MOD Schools'.

Until 01.01.2017 MOD Schools was known as 'Service Children's Education (SCE)' and it provides schools and 0-3 year old provision overseas, including Germany, Cyprus and Brunei as well as schools in Naples, Shape, Afnorth, and the Falklands, an early years setting in Gibraltar and also Queen Victoria School in Dunblane.

Within DCYP is also the area which is 'Targeted Services' which incorporates Children's Education Advisory Service (CEAS) as well as other provision such as educational psychology, education social work and special educational needs advisory teaching.

DCYP contributes to the MOD responsibilities on all matters relating to the education, health, safeguarding and well-being of Service children and young people worldwide. In the UK the MOD has few statutory responsibilities towards Service families as statutory provision, such as education and safeguarding, is carried out by the local authority. In the UK therefore the DCYP role is to champion the interests of Service children with a range of others including local authorities. Overseas, the MOD has multiple responsibilities and those result in the direct provision of schools through MOD Schools as well as funding for Service parents to access international or host nation provision where that is appropriate.

Further information about DCYP can be found at:

**[www.gov.uk/government/groups/directorate-children-and-young-people](http://www.gov.uk/government/groups/directorate-children-and-young-people)**

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## CHILDREN'S EDUCATION ADVISORY SERVICE (CEAS)

CEAS provides information, advice and support to parents in all three Armed Forces, and MOD civilian personnel overseas, about any aspect of their children's education.

More information about CEAS can be found at:

**[www.gov.uk/childrens-education-advisory-service](http://www.gov.uk/childrens-education-advisory-service)**

Included within the work of CEAS is support and guidance for Service families who have children with additional needs and disabilities, known within England as Special Educational Needs and Disabilities (SEND) and by other terminology in other parts of the UK.

In England DCYP has worked with the Department for Education to highlight and provide for the particular needs of Service children with additional needs, for example through the current SEND Code of Practice (**[www.gov.uk/government/publications/send-code-of-practice-0-to-25](http://www.gov.uk/government/publications/send-code-of-practice-0-to-25)**) which requires CEAS to contribute any statutory local authority assessment leading to an Education, Health and Care Plan for a Service child.

DCYP is also involved with Joint Service Publications (JSP) containing MOD policy which may affect Service children. The three JSPs with most relevance to children and young people with additional needs and disabilities are:

- **JSP 342 - Education of Service Children and Young People**
- **JSP 820 -Tri-Service Disability and Additional Needs Policy**
- **JSP 770 - Tri-Service Operational and Non-Operational Welfare Policy**

JSP 820, supported by single Service regulations such as AGAI 108, outlines the systems to register any dependent children with additional needs and/or disabilities with both their chain of command and CEAS. Personnel in the other Services who have such children are strongly advised to register their children in the same way and are required to do so by the regulations set out in JSP 770 if they are offered an accompanied assignment overseas. For overseas assignments it is vital that the MOD can confirm that an additional need is able to be supported and this is undertaken through a system known as MASO – the MOD Assessment of Supportability Overseas.

More information about registration with CEAS is set out in the CEAS section below and is also available directly from CEAS.

23

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## **MOD SCHOOLS (FORMERLY KNOWN AS SERVICE CHILDREN'S EDUCATION (SCE) UNTIL 01.01.2017)**

MOD Schools provide education for Service children accompanying parents at certain locations overseas. MOD Schools offer the English National Curriculum. As Service children transfer to and from MOD schools and the various parts of the UK then DCYP staff across the organisation have developed considerable expertise in supporting mobile Service children.

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## **ADDITIONAL NEEDS AND DISABILITIES – MOD SCHOOLS**

Although MOD Schools do offer educational provision broadly similar to the offer in England and does also make provision for children and young people with SEND, it is not bound by English legislation or practice and cannot replicate all of the specialist services typically found in a local authority. The overwhelming majority of Service children with SEND can and do have their needs met overseas in MOD Schools, but in order to fulfil the duty of care to such families it is vital that a supportability plan is properly assessed before an assignment is confirmed.

Where the MOD provide 'statutory' services overseas, there is a pre-travel supportability checking process known as the MOD Assessment of Supportability Overseas (MASO) to ensure children's needs can be met, including education and health needs etc.

Places in MOD Schools are applied for as soon as an assignment is known to be overseas, well before travel and directly to the MOD School. Where the assignment is to an area where there is not an MOD School then the parent is required to research the potential education options and make contact with CEAS and the Families Section, based at Abbeywood, Bristol.

Where a MOD school requires further clarification regarding the specific needs of a potential pupil the MASO process may be initiated.

A MOD School will issue an Education Clearance Certificate which will be required in order to book travel. Further information about the process is in JSP 770 Chapter 2 A, 'Assessment of supportability prior to overseas assignment'. CEAS will issue an Education Clearance Certificate where the destination would be an international or host nation school, should all needs be able to be supported.

## SEN ASSESSMENTS

MOD schools overseas follow the English National Curriculum and the SEND Code of Practice where possible, however the MOD does not undertake statutory assessments of children's SEND or produce Education, Health and Care Plans (EHCP).

However, for some of those children who have more complex SEND in its schools, DCYP will undertake multidisciplinary assessments co-ordinated through Targeted Services and may consequently issue a Service Children's Assessment of Need (SCAN). A SCAN sets out a child's SEN and the provision which should be made in the Overseas' setting to meet those needs.

Local authorities in the UK should take a SCAN into consideration when making decisions how to meet child's needs in their new location, but it is not enforceable as a legally binding document as would be the case for an EHC plan in England issued by a local authority, for example. In practice, MOD Schools overseas are often able to meet a child's needs more rapidly than it is possible for English schools and local authorities to do, given that the MASO process is undertaken prior to the child's arrival.

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## ADDITIONAL NEEDS AND DISABILITIES – TARGETED SERVICES/CEAS

Where enquiries cannot be answered at the point of call, CEAS may refer a family to one of its Parent Support Officers (PSOs) for assistance. PSOs are qualified and experienced teachers who have previously worked with SEND pupils. CEAS can also notify a local authority of the transfer of a child with a Statement, EHCP or SCAN if the child is registered with them.

The range of support offered will include the provision of information and assistance to help a child access appropriate education. It is important for Service families to be aware that there is no UK-wide educational system as each of the individual countries of the Union is responsible for its own system and has different legislation, policies and practices. However, all local authorities have statutory responsibilities towards children with additional needs and disabilities which require that such needs are identified and provided for appropriately. Further information is available from CEAS.

Should you have concern about your child's educational progress, the first step should usually be to discuss the matter with the school directly and discuss the matter with the Special Educational Needs Co-ordinator (SENCO), or equivalent, or the Head Teacher.

25

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## 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**

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## **OTHER ISSUES - TARGETED SERVICES/CEAS**

While SEND comprises much of CEAS's work with parents there are other issues which can arise from Service life particularly as a result of mobility. As examples these can include:

- School admissions appeals (particularly in England)
- Access to the Continuity of Education Allowance (CEA) for Service parents to support their children's placements at UK boarding schools. Access to CEA is governed by strict eligibility criteria and those who wish to claim the allowance must first approach CEAS for advice. Regulations concerning CEA are contained in Chapter 9 of JSP 752. Once advice is offered and the application form is downloaded by the parent from JPA then the process and decision making is subsequently administered by the military authorities and DBS PACCC.
- The retention of Service families' accommodation 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.

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**27**

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## **CONTACTING CEAS**

The most effective and efficient way to contact CEAS is via email on:

**DCYP-CEAS-Enquiries@mod.uk**

An answerphone is also available for messages on:

Mil: **94344 8244** or Civ: **+44 (0)1980 618244**

Fax: **94344 8245** or Civ Fax: **+44 (0)1980 618245**

Address:

**DCYP, Targeted Services/CEAS, Trenchard Lines, Upavon, Pewsey, Wiltshire SN9 6BE**

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## **HOUSING**

### **ADDITIONAL NEEDS ADAPTATIONS (ANA) TO SERVICE FAMILIES ACCOMMODATION (SFA)**

#### **UK & NI**

If you require additional needs adaptations to your SFA you need to inform the CarillionAmey Occupancy Services Team by contacting them on: **0800 707 6000, Option 3**. CarillionAmey has also produced two infographics that provide information on the ANA to SFA process and these can be viewed at: <http://housing.carillionamey.co.uk/advice-support/guides-and-resources/>

More information on the adaptation process can be found at: <https://www.gov.uk/government/publications/additional-needs-and-disabled-requirements-for-service-family-accommodation>

It is always advisable to ask for a point of contact so that you can send confidential supporting medical evidence to them directly and if possible ask them for a specific email address. Ensure you make a copy of any documentation that you send for your records.

If you need to move to a more suitable SFA for the adaptation to 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 mention what evidence you are sending to support your application.

If you are remaining in your current SFA you will need to contact the CarillionAmey Occupancy Services Team and inform them that you require ANA to your SFA. You will be expected to provide CarillionAmey 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 the CarillionAmey Occupancy Services Team once you have completed the e-1132 or if you have requested adaptations to be carried out in your current SFA. CarillionAmey should then inform you whether another OT report will be required for the current or the new SFA.

If you haven't had an OT assessment done before you can contact your local authority (LA) adult or children's services to request for an assessment to be carried out. Your GP may also be able to advise you about accessing an OT. However 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: <http://local.direct.gov.uk/LDGRedirect/Start.do?mode=1>



JSP 464 is the Tri-Service Accommodation Regulations and there is more information on the ANA to SFA process in 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 C. JSP 464 can be accessed at: [www.gov.uk/government/publications/jsp-464-tri-service-accommodation-regulations-tsars](http://www.gov.uk/government/publications/jsp-464-tri-service-accommodation-regulations-tsars) or via the Defence Intranet.

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## **OVERSEAS**

Service personnel moving from the UK to an Overseas Command should use their current OT report or obtain one prior to departure. This should be forwarded with the housing application to the housing provider at the next location. Service personnel 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 or social service. This should be forwarded together with the application for accommodation to the housing provider at the next 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 SFA adaptations, if they agree that the housing needs can be met. After the OT/medical report and other supporting evidence has been sent to CA OS by email to [occupancyservices@carillionamey.co.uk](mailto:occupancyservices@carillionamey.co.uk), this will then be sent to the CA ANDA focal point who will disseminate it to the relevant area teams to action.

29

JSP 464, Vol 1, Part 1, Chapters 4 and 6 provide more information on the ANA to SFA process housing overseas. JSP 464 can be accessed at: [www.gov.uk/government/publications/jsp-464-tri-service-accommodation-regulations-tsars](http://www.gov.uk/government/publications/jsp-464-tri-service-accommodation-regulations-tsars) or via the Defence Intranet.

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## **RETURNING FROM OVERSEAS**

If you are moving back from an overseas command and require ANA to SFA you should inform the CarillionAmey Occupancy Services Team at the Helpdesk on: **0800 707 6000, Option 3** or email: [occupancyservices@carillionamey.co.uk](mailto:occupancyservices@carillionamey.co.uk), as soon as you can, about your requirement for ANA. It is also advisable to request an email address to send confidential medical information to.

An OT report or medical report will always be required when you submit your e-1132 (or paper 1132). If the adaptation 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 the CarillionAmey Occupancy Services Team. The ANA process can take some time and unforeseen problems may occur. If you require a move before the date of the confirmed move in this should be addressed with your single Service welfare provider or chain of command.

Further information on the ANA to SFA process can be found in JSP 464, Vol 1, Part 2, Chapter 6, Annex C. To access JSP 464 visit:

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

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### **MID- TOUR MOVES ON COMPASSIONATE, SPECIAL EDUCATIONAL NEEDS (SEN), MEDICAL OR WELFARE GROUNDS**

If a family member has Special Educational Needs (SEN) or exceptional medical needs CarillionAmey advise the following:

*'For families who require a specific location for a Special school or for exceptional medical reasons, please highlight this in the e-1132 with the necessary supporting paperwork as required in JSP 464.'*

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 and 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 would be expected to submit supporting evidence from healthcare professionals, social workers and single Service welfare staff.

For more information read: JSP 464, Vol 1, Part 1, Chapter 4, Section VII, para 0424 and 0425. To access a copy visit: [www.gov.uk/government/publications/jsp-464-tri-service-accommodation-regulations-tsars](http://www.gov.uk/government/publications/jsp-464-tri-service-accommodation-regulations-tsars)

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## **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 the CarillionAmey 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 CarillionAmey Occupancy Services within 14 days of their return). Service personnel can apply to the CarillionAmey Occupancy Services to retain their SFA/SSFA at their previous duty station beyond the date of assignment as an extension of their entitlement.

31

Retention of SFA/SSFA is restricted to the minimum period necessary and will not exceed a period of 12 months. Personnel may reapply to CarillionAmey Occupancy Services to retain their SFA/SSFA for a further specified period if the circumstances continue, but this will not be for more than 12 months. Retention can be requested on welfare/medical and educational grounds but will require evidence to support this. Occupants must complete the form RMAT 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**

Individual cases will be considered by the Local Service Commander in discussion with single Service welfare providers, medical and educational agencies and CarillionAmey Occupancy Services. If there is any dispute about a decision it will be referred to the appropriate Housing Colonel.

For more read: JSP 464, Vol 1, Part 1, Chapter 7, Section VIII, para 0725, f.





## **RETENTION OF SFA ON EDUCATIONAL GROUNDS**

JSP 464, Vol 1, Part 1, Chapter 7, Section VIII, para 0725, g (1-3) allows Service families in the UK to seek retention of SFA on limited educational grounds. These grounds include circumstances where the timing of a Service-induced move may result in a child's SEN assessment not being completed or where children may be enrolled in examination course, usually in years 10 to 13 but sometimes also in year 9 and 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.

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: [www.gov.uk/government/publications/jsp-464-tri-service-accommodation-regulations-tsars](http://www.gov.uk/government/publications/jsp-464-tri-service-accommodation-regulations-tsars), the Defence intranet or via Unit HR Staff.

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## **TRI-SERVICE WELFARE SUPPORT**

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### **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](http://www.gov.uk/guidance/joint-casualty-and-compassionate-centre-jccc)

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### **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](mailto:info@dmws.org.uk) or visit: [www.dmws.org.uk](http://www.dmws.org.uk)

## **OVERSEAS SUPPORT**

Not all the Overseas Commands and Isolated Detachments (ISODETS) are listed in this section. The support provided in overseas locations depends on what your or your family member's welfare or healthcare requirements are. Where possible the MOD will try and replicate the provision you receive in the UK, however in some Overseas Commands and ISODETS this will not be possible. Service personnel and their families have a responsibility to check what support is available before they accept an overseas assignment. This is also why it is important to register an additional need, including acute and chronic illness, and/or disability with the chain of command before accepting an overseas assignment. For more information see previous section on overseas assignments and supportability checking.

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## **BRITISH FORCES GERMANY (BFG) AND EUROPEAN JOINT SUPPORT UNIT (EJSU)**

### **AWS PERSONAL SUPPORT (PS)**

Personal Support teams consist of both trained military and civilian Army Welfare Workers and Casualty Key Workers. AWS provide support to Serving personnel and their families for any personal or family difficulty. The welfare support service provided is confidential, non-discriminatory, professional and specialised. They deal with a variety of issues ranging from relationship problems, substance abuse and mental health concerns to problems arising from deployment and disability.

To contact AWS (PS) in the first instance contact your local AWS team.

Contact details for AWS in BFG:

AWS Bielefeld call: **0521 9254 3200**

AWS Gutersloh call: **05241 84 3959**

AWS Paderborn and Sennelager call: **05254 982 4340**



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## **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 covering the whole of BFG and EJSU. For more information visit: <https://bfgnet.de/support-organisations/british-forces-social-work-service.html>

To make a referral:

Call Civ: **(0049) 0800 724 3176** or Fax Civ: **(0049) 0521 9254 2625**

To contact BFSWS:

Call Civ: **(0049) 0800 724 3176** you will be connected to the BFSWS's Central Referral Team (CRT). 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.

35

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## **BRITISH FORCES CYPRUS (BFC)**

### **UNIT WELFARE OFFICER (UWO)**

The chain of command together with community organisations has a particular responsibility to ensure the physical, spiritual and social wellbeing of the BFC community. Each unit is assigned a Unit Welfare Officer (UWO) who has a duty of care to personnel and their families when serving in BFC.

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## **PERSONAL AND FAMILY SUPPORT WORKERS**

SSAFA's Personal and Family Support Workers provide a service offering confidential assistance and advice in a welfare capacity. They can offer help with a variety of issues including: relationship/marital problems, children and family issues, financial difficulty, housing applications, resettlement and return to the UK.

For more information and contact details visit:

[www.ssafa-cyprus.org/social-care/social-workers](http://www.ssafa-cyprus.org/social-care/social-workers)

### CANADA - BATUS

Service personnel and their families' well-being is the responsibility of the chain of command (the officers and NCOs of the unit). The Army Welfare Service provides second line welfare support to the chain of command for all Service personnel and their families. Support is provided by trained and knowledgeable Army Welfare Workers working in Personal Support. They can give confidential support for a range of issues including; bereavement, relationship difficulties, parenting skills, additional needs and housing.

In BATUS the Army Welfare Worker is based in the welfare corridor of the Community Centre in Ralston Village.

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### GIBRALTAR

#### JOINT SOCIAL WORK SERVICE (JSWS)

SSAFA and The Royal Navy Royal Marines Welfare provide the JSWS. Two fully trained and highly professional social workers provide a comprehensive and confidential social work service for single and married personnel and their families. This includes individual counselling, couple work, additional needs and assistance with a range of family problems. The social workers also provide a statutory safeguarding service in line with that available through local authority social services in the UK.

For more information visit:

[www.britanniahousegib.com/4cornerscommunitygib/joint-social-work-services](http://www.britanniahousegib.com/4cornerscommunitygib/joint-social-work-services)

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### HEALTHCARE OVERSEAS

#### BRITISH FORCES GERMANY (BFG) AND EUROPEAN JOINT SUPPORT UNIT (EJSU)

Defence Primary Healthcare (DPHC) is responsible for primary healthcare in BFG and EJSU. MOD has a contract with SSAFA GSST Care to provide both primary and secondary healthcare in partner hospitals in BFG and EJSU. For information on the partner hospitals in BFG visit: [www.patient-wise.de](http://www.patient-wise.de) and in EJSU visit: [www.patient-wise.de/EJSUs](http://www.patient-wise.de/EJSUs)

For more information on healthcare provision in BFG and EJSU visit:

[www.patient-wise.de](http://www.patient-wise.de)

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## **BRITISH FORCES CYPRUS (BFC)**

Medical provision in BFC aims to achieve standards of healthcare equivalent to that provided by the NHS in the UK. In some areas healthcare provision may be better than that provided by the NHS, but in other areas there are limitations as to what can be provided. It may therefore be necessary to return to the UK, either temporarily or sometimes on a permanent basis, to receive treatment.

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### **PRIMARY HEALTHCARE**

There are three military accredited GP training practices at Akrotiri, Dhekelia and Episkopi. There is a smaller practice at Ayios Nikolayos that works in partnership with the Dhekelia practice. The doctors are a mixture of uniformed and civilian GPs, supported by a full team of practice nurses, medics, physiotherapists, community mental health nurses, health visitors, midwives and community children's nurses. The midwives, health visitors, children's nurses, school nurses and social workers are provided by SSAFA, working in close partnership with the Med Group.

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37

### **SECONDARY HEALTHCARE**

Hospital care is delivered through a contract with a Cypriot private hospital, the Ygia Polyclinic, based in Limassol. The Ygia Polyclinic provides an excellent standard of care from English speaking doctors, but not all nursing staff speak English. There are BFC employed civilian Hospital Liaison Officers and Welfare Officers who can also assist you during your stay.

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### **PAEDIATRIC CARE**

Most paediatric care is delivered at the Polyclinic, although premature babies and very young children may need to be transferred to the Archbishop Makarios III Hospital in Nicosia, which is the Centre of Excellence for obstetric and paediatric care in Cyprus. There is a visiting community paediatrician who provides out-patient clinics at the medical centres and children's nurses work in the community to support the medical centres.

For more information on the healthcare and service provided in BFC visit:  
**[www.ssafa-cyprus.org](http://www.ssafa-cyprus.org)**

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### CANADA - BATUS

Military personal will have dental and medical care provided by BATUS. Families must apply for their Alberta Health Card(s), which entitles you to free healthcare in Canada; it can take up to eight weeks to arrive and should be carried at all times. The Alberta Health Care System is similar to the NHS but you must produce your card when seeking treatment. Most medical costs not covered by Alberta Health will be paid for by BATUS.

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### GIBRALTAR

#### PRIMARY CARE

The Princess Royal Medical Centre (PRMC) provides medical services in Gibraltar. Regular and Reserve members of UK HM forces and their families including children up to the age of 19 (or 25 if in full-time education) posted to Gibraltar are entitled to register with the PRMC for treatment.

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#### SECONDARY CARE

All non-emergency, 'elective', treatment is undertaken in the UK, normally at the Royal College of Defence Medicine (RCDM) Birmingham, but where and when possible near your hometown. Visiting consultants from the UK support some specialist clinics. Some diagnostic and laboratory tests will be done locally, either in Gibraltar or in Spain, and are determined on a case by case basis.

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## **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](http://www.armedforcescovenant.gov.uk)

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## **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.

For RN RM support with transitioning to civilian life visit:

[www.royalnavy.mod.uk/welfare/resources](http://www.royalnavy.mod.uk/welfare/resources)

For Army transition information download the Transition to Civilian Life

leaflet visit: [www.army.mod.uk/welfare-support/23590.aspx](http://www.army.mod.uk/welfare-support/23590.aspx)

For RAF support transitioning to civilian life visit:

[www.raf.mod.uk/community/education/resettlement](http://www.raf.mod.uk/community/education/resettlement)

All three Services can also access the MOD's Service Leavers Guide and pack at:

[www.gov.uk/government/publications/service-leavers-pack](http://www.gov.uk/government/publications/service-leavers-pack)

# ROYAL NAVY & ROYAL MARINES





## 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:

- a. JSP 820 Tri-Service Disability and Additional Needs Policy provides guidance on the range and types of assistance available.
- b. Naval policy on assignments for welfare reasons is at JSP 820 Part 1 Chapter 2 - Assignment, Promotion and Career Management.
- c. RNRMW are available to assess, advise and assist on individual circumstances.
- d. The Children's Education Advisory Service (CEAS) is a service located within the MOD's Children and Young People's Directorate ([www.gov.uk/government/groups/directorate-children-and-young-people](http://www.gov.uk/government/groups/directorate-children-and-young-people)) 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 special educational needs (SEN) and, in Scotland, additional support needs (ASN). In order to gain access to ongoing information, advice and support about such children, Service parents must ensure that they register their children with CEAS.

This policy can be accessed on the Defence Intranet or through RNRMW.

BR3 Paragraph 2423 is a single Service policy and should be read alongside the Tri-Service Disability and Additional Needs Policy - JSP 820. You can access JSP 820 from the Defence Intranet or from the FANDF resources section on: [www.ssafa.org.uk/fandf](http://www.ssafa.org.uk/fandf)

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## 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.

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\* RNRMW is Royal Navy Royal Marines Welfare

## SECONDARY WELFARE

RNRMW 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.'*

RNRMW 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. RNRMW 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. RNRMW Information Support is there to provide information as required and can be very helpful when relocating or when service related information is needed.

Email: [navyers-welfareinfomailbox@mod.uk](mailto:navyers-welfareinfomailbox@mod.uk)

To contact RNRMW call: **+44 (0) 2392 728777** or for more information visit:  
**[www.royalnavy.mod.uk/welfare/resources/welfare-support/welfare-team](http://www.royalnavy.mod.uk/welfare/resources/welfare-support/welfare-team)**

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## 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:

**[www.royalnavy.mod.uk/our-organisation/where-we-are/  
navy-command-hq/chaplaincy-service](http://www.royalnavy.mod.uk/our-organisation/where-we-are/navy-command-hq/chaplaincy-service)**

## **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**

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## **CHARITABLE SUPPORT**

### **THE ROYAL MARINES 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**

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### **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**

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### **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**

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#### THE ROYAL NAVY AND ROYAL MARINES CHILDREN'S FUND

The Royal Navy and Royal Marines Children's Fund is the only charity dedicated to supporting children whose parents work, or have worked, for the Naval Service.

The needs of the children are paramount and help is provided when not available from family or statutory sources.

Visit: <http://rnmchildrensfund.org.uk>

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#### THE NAVAL NANNY SERVICE

The Naval Nanny Service provides Naval parents with a reliable option for childcare when the regular childcare solution is not sufficient to enable the parent to carry out his or her professional role. It provides Naval parents with the flexibility that regular childcare is often unable to provide.

Visit: [www.royal-naval-association.co.uk/news/the-naval-nanny-service](http://www.royal-naval-association.co.uk/news/the-naval-nanny-service)

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#### 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](http://www.arno.org.uk)

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#### 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](http://www.seafarers-uk.org)

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# ARMY





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## 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. Registering your family member's additional need and/or disability with the chain of command and career manager in the Army Personnel Centre (APC) 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 educational special needs (SEN) 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.

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### 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.

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

Top tips:

- Ensure you read JSP 770, Part 1, Chapter 2A, AGAI 108 and JSP 820 before requesting or accepting an overseas assignment
  - Research the overseas assignment and information which can be accessed through the Overseas Commands, DIN Library, Army webpage and the Blue Book
  - Complete the Supportability Assessment Form at Annex A of JSP 770, Part 1, Chapter 2A, at the earliest opportunity when you are requesting an overseas assignment
  - As soon as you receive an assignment order, your serving spouse/partner applies for the Movement Support Services (MSS) Family Pack by completing an F/MOV/564e, Application for Family Travel. This form must be completed regardless of how you intend to travel to the new location
  - In addition to the Supportability Assessment Form, you will also be required to complete a Certificate of Medical Fitness and a medical screening form for all the members of your immediate family, both forms are in the Family Pack. It is important to start the medical screening process as early as you can, in order to minimise any delay to your move overseas
  - When all the assessments have been completed, clearance certificates issued and Annex A is signed by the chain of command they are forwarded to the Service Appointing Authorities. Service personnel are responsible for sending a copy of Annex A and clearance certificates to Movement Support Services (MSS), once there has been confirmation of the assignment
  - For more information email MSS at: **DES LCSMSS-FamSec-Group@mod.uk** or call Mil: **9679 81013** or Civ: **0306 7981013**
  - JSP 770 can be accessed via the Defence Intranet
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## 4. ARMY

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### 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.

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### REGIMENTAL CAREER MANAGEMENT OFFICER (RCMO)

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

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### 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**

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### 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 can be contacted via the unit or by emailing: **epadre@armymail.mod.uk**

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## **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/welfare-support/23438.aspx?t=/hives](http://www.army.mod.uk/welfare-support/23438.aspx?t=/hives)**

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## **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.

To contact the AFF health and additional needs specialist:

Tel: **07552 861 983** or email: **[additionalneeds@aff.org.uk](mailto:additionalneeds@aff.org.uk)**

For more information visit: **[www.aff.org.uk](http://www.aff.org.uk)**

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**53**

## **REBASING**

Drawdown from Germany and rebasing units back to the UK has commenced.

For a map of and information on the areas that families are returning to, visit:

**<http://bfgnet.de/rebasing>**

If you have a specific question on rebasing email:

**[BFG-Rebasing-OGpMailbox@mod.uk](mailto:BFG-Rebasing-OGpMailbox@mod.uk)**

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### 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](http://www.soldierscharity.org)

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#### LITTLE TROOPERS

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

Visit: [www.littletroopers.net](http://www.littletroopers.net)

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#### REGIMENTAL CHARITIES, REGIMENTAL CORPS AND BENEVOLENT FUNDS

There are numerous Regimental charities, Corps and Benevolent funds and most can be accessed via the Internet or Defence Intranet.

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#### 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.drumbeat.org.uk/7591.html](http://www.drumbeat.org.uk/7591.html)

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# ROYAL AIR FORCE (RAF)

55



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## 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 2411.

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 2411 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 2411 is a single Service policy and should be read alongside the Tri-Service Disability and Additional Needs Policy - JSP 820

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## WELFARE SUPPORT

### ROYAL AIR FORCE

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

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## 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, including Northern Ireland. 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 find your local team visit: **[www.ssafa.org.uk/help-you/currently-serving/personal-support-and-social-work-service-raf](http://www.ssafa.org.uk/help-you/currently-serving/personal-support-and-social-work-service-raf)** or consult the relevant Station's telephone directory. You can also call SSAFA Forcesline on: **0800 731 4880** (9am – 5.30pm, Monday to Friday, excluding Public Holidays) or email your enquiry on their online form: **[www.ssafa.org.uk/about-us/contact-us/forcesline-email-enquiry](http://www.ssafa.org.uk/about-us/contact-us/forcesline-email-enquiry)**

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## **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/chaplains/whatwedo/day.cfm](http://www.raf.mod.uk/chaplains/whatwedo/day.cfm)**

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## **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.

To contact the RAF-FF or for more information:

Tel: **01780 781650** or complete a contact form at:

**[www.raf-ff.org.uk/contact-form.asp](http://www.raf-ff.org.uk/contact-form.asp)**

Visit: **[www.raf-ff.org.uk](http://www.raf-ff.org.uk)**

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## **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](http://www.rafa.org.uk)

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### **RAF BENEVOLENT FUND**

Provides help and support for the whole RAF family.

Tel: **0800 169 2942**

Visit: [www.rafbf.org](http://www.rafbf.org)

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### **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](http://www.rafbf.org/2443/raf-disabled-holiday-trust.html)

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# DIRECTORY OF SUPPORT



## TRI –SERVICE SUPPORT

### ARMED FORCES COVENANT

Visit: [www.armedforcescovenant.gov.uk](http://www.armedforcescovenant.gov.uk)

[www.gov.uk/government/collections/armed-forces-covenant-supporting-information](http://www.gov.uk/government/collections/armed-forces-covenant-supporting-information)

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### BIG WHITE WALL

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: [www.bigwhitewall.com](http://www.bigwhitewall.com)

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### 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](http://www.blesma.org)

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### BLIND VETERANS UK

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

Visit: [www.blindveterans.org.uk](http://www.blindveterans.org.uk)

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### CHILDREN'S EDUCATION ADVISORY SERVICE (CEAS)

Email: [DCYP-CEAS-Enquiries@mod.uk](mailto:DCYP-CEAS-Enquiries@mod.uk)

An answerphone is also available for messages on:

Mil: **94344 8244** or Civ: **+44 (0)1980 618244**

Fax: **94344 8245** or Civ Fax: **+44 (0)1980 618245**

Address: **DCYP, Targeted Services/CEAS,**

**Trenchard Lines, Upavon, Pewsey, Wiltshire SN9 6BE**

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### COBSEO

The Confederation of Service Charities.

Visit: [www.cobseo.org.uk](http://www.cobseo.org.uk)

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### COMBAT STRESS

The UK's leading Veterans' mental health charity.

Tel: **0800 138 1619**

Visit: **[www.combatstress.org.uk](http://www.combatstress.org.uk)**

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### 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](http://www.cruse.org.uk/Military)**

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### 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](mailto:info@dmws.org.uk)**

Visit: **[www.dmws.org.uk](http://www.dmws.org.uk)**

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### 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>**

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### 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](http://www.forceschildrenstrust.org)**

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### **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](http://www.helpforheroes.org.uk)

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### **H4H HIDDEN WOUNDS**

A confidential psychological wellbeing service open to Veterans, their families and the families of those who are serving.

Visit: [www.helpforheroes.org.uk/get-support/mental-health-and-wellbeing/hidden-wounds-service](http://www.helpforheroes.org.uk/get-support/mental-health-and-wellbeing/hidden-wounds-service)

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### **HIVE**

The Army Hives 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.

Visit: [www.army.mod.uk/personnel-and-welfare/hives](http://www.army.mod.uk/personnel-and-welfare/hives)

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65

### **MKC HEROES**

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

Visit: [www.plymouthcurriculum.swgfl.org.uk/hmsheroes](http://www.plymouthcurriculum.swgfl.org.uk/hmsheroes)

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### **MUTUAL SUPPORT**

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

Visit: [www.mutual-support.org.uk](http://www.mutual-support.org.uk)

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### **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](http://www.nfassociation.org)

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### READING FORCE

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

Visit: [www.readingforce.org.uk](http://www.readingforce.org.uk)

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### 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](http://www.rcet.org.uk)

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### 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](http://www.scottyslittlesoldiers.co.uk)

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### SSAFA

Visit: [www.ssafa.org.uk](http://www.ssafa.org.uk)

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### SSAFA FORCESLINE

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

Visit: [www.forcesline.org.uk](http://www.forcesline.org.uk)

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### 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](http://www.theripplepond.org)

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### **THE ROYAL BRITISH LEGION (TRBL)**

Tel: **0808 802 8080**

Visit: [www.britishlegion.org.uk](http://www.britishlegion.org.uk)

Adventure breaks:

Visit: [www.britishlegion.org.uk/get-support/respite/adventure-breaks](http://www.britishlegion.org.uk/get-support/respite/adventure-breaks)

Family Holiday Breaks:

Visit: [rbl-live1.bpl-dev.com/get-support/respite/family-holiday-breaks](http://rbl-live1.bpl-dev.com/get-support/respite/family-holiday-breaks)

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## **AGENCY, CHARITABLE AND ORGANISATIONAL SUPPORT**

### **A-Z OF SUPPORT FOR SPECIFIC CONDITIONS AND ILLNESS**

#### **AMBITIOUS ABOUT AUTISM**

Visit: [www.ambitiousaboutautism.org.uk/page/index.cfm](http://www.ambitiousaboutautism.org.uk/page/index.cfm)

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#### **ASSOCIATION FOR SPEECH IMPAIRED CHILDREN (AFSIC)**

Visit: [www.afasic.org.uk](http://www.afasic.org.uk)

67

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#### **BRAINWAVE**

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

Tel: **01278 429089**

Visit: [www.brainwave.org.uk](http://www.brainwave.org.uk)

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#### **BRITISH DEAF ASSOCIATION**

Visit: [www.bda.org.uk](http://www.bda.org.uk)

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#### **BRITISH DYSLEXIA ASSOCIATION**

Helpline: **0333 405 4567**

Visit: [www.bdadyslexia.org.uk](http://www.bdadyslexia.org.uk)





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### **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](http://www.calvert-trust.org.uk)

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### **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](mailto:info@cerebra.org.uk)

Visit: [www.cerebra.org.uk](http://www.cerebra.org.uk)

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### **CEREBRAL PALSY**

Tel: **0808 800 3333**

Visit: [www.scope.org.uk](http://www.scope.org.uk)

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### **CYSTIC FIBROSIS TRUST**

Visit: [www.cftrust.org.uk](http://www.cftrust.org.uk)

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### **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>

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### **DOWN'S SYNDROME ASSOCIATION**

Helpline: **0333 1212 300**

Visit: [www.downs-syndrome.org.uk](http://www.downs-syndrome.org.uk)

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### **DOWN SYNDROME EDUCATION INTERNATIONAL**

Visit: [www.downsed.org](http://www.downsed.org)

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**DOWN'S SYNDROME SCOTLAND**

Visit: [www.dsscotland.org.uk](http://www.dsscotland.org.uk)

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**DYSCALCULIA CENTRE**

Visit: [www.dyscalculia.me.uk](http://www.dyscalculia.me.uk)

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**DYSLEXIA ACTION**

Visit: [www.dyslexiaaction.org.uk](http://www.dyslexiaaction.org.uk)

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**DYSLEXIA SCOTLAND**

Visit: [www.dyslexiascotland.org.uk](http://www.dyslexiascotland.org.uk)

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**DYSPRAXIA FOUNDATION**

Tel: 01462 454986

Visit: [www.dyspraxiafoundation.org.uk](http://www.dyspraxiafoundation.org.uk)

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**EPILEPSY ACTION**

Visit: [www.epilepsy.org.uk](http://www.epilepsy.org.uk)

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**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](http://www.geneticalliance.org.uk)

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**GLOBAL DEVELOPMENT DELAY**

Visit: [www.cafamily.org.uk/medical-information/conditions/g/global-developmentdelay](http://www.cafamily.org.uk/medical-information/conditions/g/global-developmentdelay)

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### **HEADWAY**

The Brain Injury Association:  
Helpline **0808 800 2244**  
Email: [helpline@headway.org.uk](mailto:helpline@headway.org.uk)  
Visit: [www.headway.org.uk](http://www.headway.org.uk)

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### **LEONARD CHESHIRE DISABILITY**

A leading UK charity supporting disabled people.  
Visit: [www.leonardcheshire.org](http://www.leonardcheshire.org)

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### **MENCAP**

Helpline: **0808 808 1111**  
Email: [help@mencap.org.uk](mailto:help@mencap.org.uk)  
Visit: [www.mencap.org.uk](http://www.mencap.org.uk)

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### **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.midlandspychology.co.uk](http://www.midlandspychology.co.uk)

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### **MIND**

National Mental Health Charity.  
Helpline: **0300 123 3393**  
Visit: [www.mind.org.uk](http://www.mind.org.uk)

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### **MULTIPLE SCLEROSIS SOCIETY**

Tel: **020 8438 0700**  
Visit: [www.mssociety.org.uk](http://www.mssociety.org.uk)

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### **MUTUAL SUPPORT**

The Armed Forces national support group of the MS Society of GB.  
Visit: [www.mutual-support.org.uk](http://www.mutual-support.org.uk)

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**MYALGIC ENCEPHALOMYELITIS (M.E.)**

Visit: [www.actionforme.org.uk](http://www.actionforme.org.uk)

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**NATIONAL AUTISTIC SOCIETY**

Email: [nas@nas.org.uk](mailto:nas@nas.org.uk)

Visit: [www.autism.org.uk](http://www.autism.org.uk)

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**NATIONAL DEAF CHILDREN'S SOCIETY**

Visit: [www.ndcs.org.uk](http://www.ndcs.org.uk)

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**ROYAL NATIONAL INSTITUTE FOR THE BLIND (RNIB)**

Helpline: **0303 123 9999**

Visit: [www.rnib.org.uk](http://www.rnib.org.uk)

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**SHINE**

Spina Bifida and Hydrocephalus Charity.

Visit: [www.shinecharity.org.uk/spinabifida](http://www.shinecharity.org.uk/spinabifida)

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**SPINAL INJURIES ASSOCIATION**

Tel: **0800 980 0501**

Email: [sia@spinal.co.uk](mailto:sia@spinal.co.uk)

Visit: [www.spinal.co.uk](http://www.spinal.co.uk)

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**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](http://www.theboparancharitabletrust.com)

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### **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](http://www.thedaisygarland.org.uk)

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### **THE DYSLEXIA-SPLD-TRUST**

Visit: [www.thedyslexia-spldtrust.org.uk](http://www.thedyslexia-spldtrust.org.uk)

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### **UKAP THE ADHD PARTNERSHIP**

Visit: [www.ukadhd.com/support-groups.htm](http://www.ukadhd.com/support-groups.htm)

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### **YOUNG EPILEPSY**

Helpline: **01342 831342**

Visit: [www.youngepilepsy.org.uk](http://www.youngepilepsy.org.uk)

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### **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](http://www.youngminds.org.uk)

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## **CARERS SUPPORT**

### **CARERS TRUST**

Visit: [www.carers.org](http://www.carers.org)

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### **CARERS UK**

Tel: **0808 808 7777**

Email: [info@carersuk.org](mailto:info@carersuk.org)

Visit: [www.carersuk.org](http://www.carersuk.org)

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**NATIONAL NETWORK OF PARENT CARER FORUMS (NNPCF)**

Visit: [www.nnpcf.org.uk](http://www.nnpcf.org.uk)

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**YOUNG CARERS**

Visit: [www.nhs.uk/Conditions/social-care-and-support-guide/Pages/young-carersrights.aspx](http://www.nhs.uk/Conditions/social-care-and-support-guide/Pages/young-carersrights.aspx)

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**EDUCATIONAL SUPPORT**

**ACE EDUCATION ADVICE & ACE EDUCATION TRAINING**

Visit: [www.ace-ed.org.uk](http://www.ace-ed.org.uk)

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**ASSOCIATION OF EDUCATION PSYCHOLOGISTS**

Visit: [www.aep.org.uk](http://www.aep.org.uk)

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**CHILDREN'S EDUCATION ADVISORY SERVICE (CEAS)**

Contact: [DCYP-CEAS-Enquiries@mod.uk](mailto:DCYP-CEAS-Enquiries@mod.uk)

Visit: [www.gov.uk/government/groups/directorate-children-and-young-people](http://www.gov.uk/government/groups/directorate-children-and-young-people)

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**CORAM CHILDREN'S LEGAL CENTRE**

A leading children's legal charity.

Visit: [www.coram.org.uk/how-we-do-it/coram-childrens-legal-centre-upholding-childrens-rights](http://www.coram.org.uk/how-we-do-it/coram-childrens-legal-centre-upholding-childrens-rights)

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**DOWN SYNDROME EDUCATION INTERNATIONAL**

Visit: [www.downsed.org](http://www.downsed.org)

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**ELSA NETWORK**

ELSAs are Emotional Literacy Support Assistants.

Visit: [www.elsa-support.co.uk](http://www.elsa-support.co.uk)

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### **ENQUIRE (SCOTLAND)**

Additional support for learning information.

Visit: <http://enquire.org.uk/what-is-additional-support-for-learning>

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### **INFORMATION ADVICE SUPPORT SERVICE (IASS) NETWORK (FORMERLY THE NATIONAL PARENT PARTNERSHIP 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>

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### **IPSEA (INDEPENDENT PARENTAL SPECIAL EDUCATION ADVICE)**

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

Visit: [www.ipsea.org.uk](http://www.ipsea.org.uk)

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### **THE LOCAL OFFER**

Sets out to transform the landscape of special educational needs and disability provision to ensure that all children with SEND can enjoy a high quality educational experience and work towards positive life outcomes and opportunities.

Visit: [www.thelocaloffer.co.uk](http://www.thelocaloffer.co.uk)

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### **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](http://www.portage.org.uk)

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### **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](http://www.rcet.org.uk)

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### 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](http://www.scope.org.uk)

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### 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>

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### 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](http://www.snowdontrust.org)

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76

### 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](http://www.sossen.org.uk)

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### SPECIAL NEEDS JUNGLE

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

Visit: [www.specialneedsjungle.com](http://www.specialneedsjungle.com)

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### 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](http://www.gov.uk/find-sure-start-childrens-centre)

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## HEALTH

### HEALTH VISITORS

Visit: <http://healthvisitors.com/hv/25/508>

[www.nhs.uk/Conditions/pregnancy-and-baby/Pages/services-support-for-parents.aspx](http://www.nhs.uk/Conditions/pregnancy-and-baby/Pages/services-support-for-parents.aspx)

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### NHS CHOICES

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

Visit: [www.nhs.uk/Pages/HomePage.aspx](http://www.nhs.uk/Pages/HomePage.aspx)

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

[www.nhs.uk/NHSENGLAND/MILITARYHEALTHCARE/Pages/Militaryhealthcare.aspx](http://www.nhs.uk/NHSENGLAND/MILITARYHEALTHCARE/Pages/Militaryhealthcare.aspx)

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### NHS ENGLAND

Aims to improve the health outcomes for people in England.

Visit: [www.england.nhs.uk/about](http://www.england.nhs.uk/about)

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### OCCUPATIONAL THERAPISTS

Visit: [www.nhs.uk/conditions/occupational-therapy/pages/introduction.aspx](http://www.nhs.uk/conditions/occupational-therapy/pages/introduction.aspx)

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### PHYSIOTHERAPISTS

Visit: [www.nhs.uk/conditions/physiotherapy/pages/introduction.aspx](http://www.nhs.uk/conditions/physiotherapy/pages/introduction.aspx)

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### ROYAL COLLEGE OF PAEDIATRICS AND CHILD HEALTH

Visit: [www.rcpch.ac.uk](http://www.rcpch.ac.uk)

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### ROYAL COLLEGE OF SPEECH AND LANGUAGE THERAPISTS (RCSLT)

Visit: [www.rcslt.org](http://www.rcslt.org)

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## **MORE SUPPORT**

### **CHILDLINE**

Tel: **0800 1111**

Visit: [www.childline.org.uk](http://www.childline.org.uk)

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### **CITIZENS ADVICE BUREAU**

Visit: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

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### **CONTACT**

Tel: **0808 808 3555**

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

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### **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](http://www.councilfordisabledchildren.org.uk)

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### **DEPARTMENT FOR WORK AND PENSIONS (DWP)**

Visit: [www.gov.uk/government/organisations/department-for-work-pensions](http://www.gov.uk/government/organisations/department-for-work-pensions)

For benefit help visit: [www.gov.uk/disability-benefits-helpline](http://www.gov.uk/disability-benefits-helpline)

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### **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](http://www.dls.org.uk)

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### **DISABILITY RIGHTS UK**

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

Visit: [www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)

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**DISABLED LIVING FOUNDATION/SHAW TRUST**

Visit: [www.dlf.org.uk](http://www.dlf.org.uk)

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**EQUALITY AND HUMAN RIGHTS COMMISSION**

Visit: [www.equalityhumanrights.com](http://www.equalityhumanrights.com)

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**FAMILY FUND**

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

Visit: [www.familyfund.org.uk](http://www.familyfund.org.uk)

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**FAMILY LIVES**

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

Visit: [www.familylives.org.uk](http://www.familylives.org.uk)

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**HOMESTART**

Visit: [www.home-start.org.uk](http://www.home-start.org.uk)

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**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](http://www.nnpcf.org.uk)

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**NSPCC**

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

Visit: [www.nspcc.org.uk](http://www.nspcc.org.uk)

[www.nspcc.org.uk/fighting-for-childhood](http://www.nspcc.org.uk/fighting-for-childhood)

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**OFFICE FOR DISABILITY ISSUES**

Visit: [www.gov.uk/government/organisations/office-for-disability-issues](http://www.gov.uk/government/organisations/office-for-disability-issues)

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**RELATE**

Counselling and relationship support.

Call: **0300 100 1234**

Visit: **[www.relate.org.uk](http://www.relate.org.uk)**

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**SAMARITANS**

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

Visit: **[www.samaritans.org](http://www.samaritans.org)**

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**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](http://www.staffordshire.gov.uk/spps)**

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**SENDIRECT**

A directory of support and information relating to SEN and SEND.

Visit: **[www.sendirect.org.uk](http://www.sendirect.org.uk)**

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**TURN2US**

Information on benefits and grants.

Visit: **[www.turn2us.org.uk](http://www.turn2us.org.uk)**

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**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](http://www.winstonswish.org.uk)**

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# GLOSSARY



**ADDITIONAL LEARNING NEEDS (ALN)**

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

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**ADDITIONAL SUPPORT NEEDS**

The term used in Scotland for SEN & SEND.

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**CAMHS:**

Child & Adolescent Mental Health Services.

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**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.

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**CODE OF PRACTICE**

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).

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**COGNITIVE ABILITY**

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

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**CSW**

Children's Social Worker/ Community Social Worker.

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**DfE:**

Department for Education.

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**EDUCATION, HEALTH & CARE ASSESSMENT**

A single, integrated assessment process which should be carried out in a 'timely' manner and take longer than 20 weeks to issue an EHC Plan.

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### **EHCP**

Education Health Care Plans have now replaced Statements of SEN and Learning Difficulty Assessments. It is a legal document that describes children and a young people's (0-25) needs, the provision to meet those needs and the most suitable educational placement.

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### **EP**

Educational Psychologist.

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### **EPS**

Educational Psychology Service.

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### **EY**

Early Years.

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### **HEALTH PROVISION**

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

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### **IEP**

Individual Education Plan.

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### **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.

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### **KEYWORKER**

Someone who provides children, young people and parents with a single point of contact to help make sure the support they receive is co-ordinated. 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.

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**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](http://www.gov.uk/find-your-local-council)

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**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.

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**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.

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**MASO**

MOD Assessment of Supportability Overseas.

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**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.

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**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.

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**SCAN**

Service Children's Assessment of Need.

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**SEN**

Special Educational Needs.

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### SENA

SENA is the Special Educational Needs Addition Allowance that can be claimed by Service families if a child, in receipt of CEA, is found to have Special Educational Needs (SEN). It can only be claimed to cover the cost of additional lessons it cannot be used for equipment.

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### SEND

Special Educational Needs and Disability.

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### SPECIAL EDUCATIONAL NEEDS CO-ORDINATOR (SENCO)

A SENCO is a qualified teacher in a school or maintained nursery school who has responsibility for co-ordinating SEN provision.

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### 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.

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### STATUTORY GUIDANCE

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

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### TRANSFER REVIEW

A process carried out by the local authority to transfer a statement into an EHC plan.

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### 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.

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# NOTES















## **SSAFA**

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**F:** 0207 403 8815

**E:** [info@ssafa.org.uk](mailto:info@ssafa.org.uk)

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This guide is published May 2018. To request the latest PDF version  
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