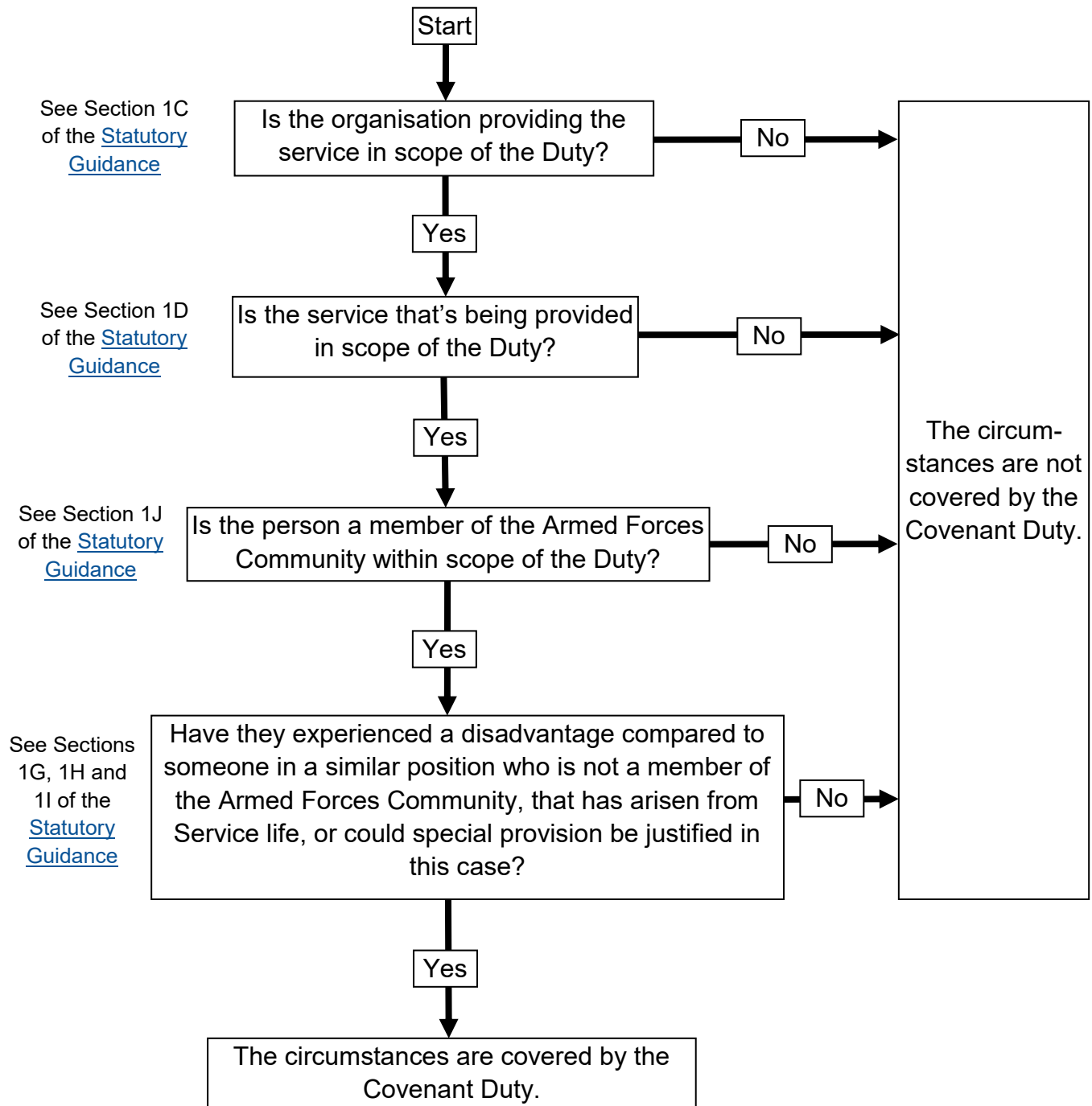


If someone is receiving a service from an organisation, and you want to know if the situation is covered by the Covenant Duty, the flow diagram below may be useful in helping you ask the right questions and reach a conclusion.

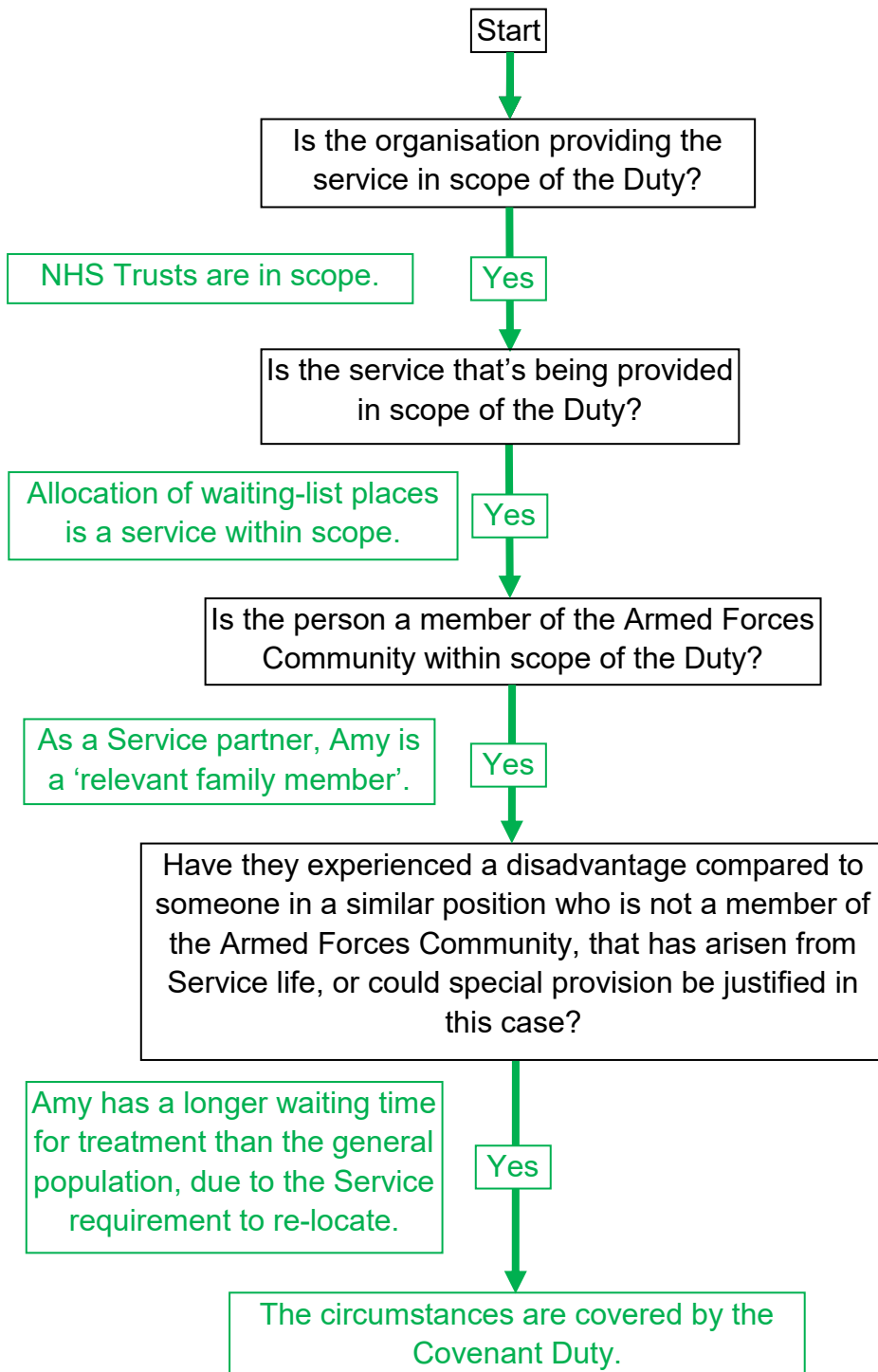
## Are the circumstances covered by the Covenant Duty?



The following pages contain some possible example scenarios that illustrate how this flow diagram could be used in practice.

### Healthcare Scenario 1

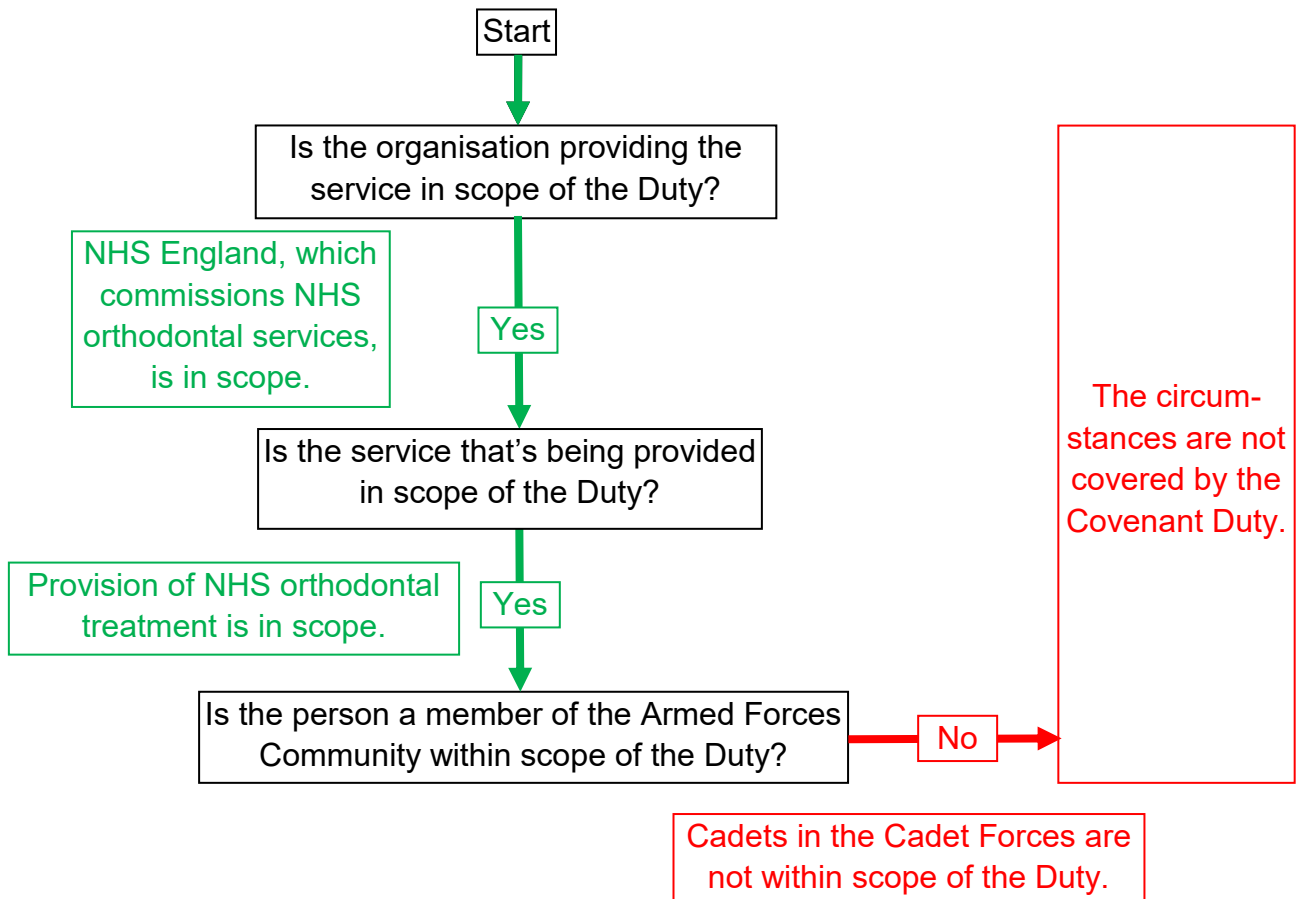
*Amy is married to a soldier. She's on an NHS waiting list with an 8-month waiting time. After waiting 4 months, the Army requires them to re-locate. Amy's treatment is transferred to a hospital at their new location, which also has an 8-month waiting time. The hospital places Amy at the back of its 8-month waiting list, as this is what it does as a matter of policy for all its new patients.*



## Healthcare Scenario 2

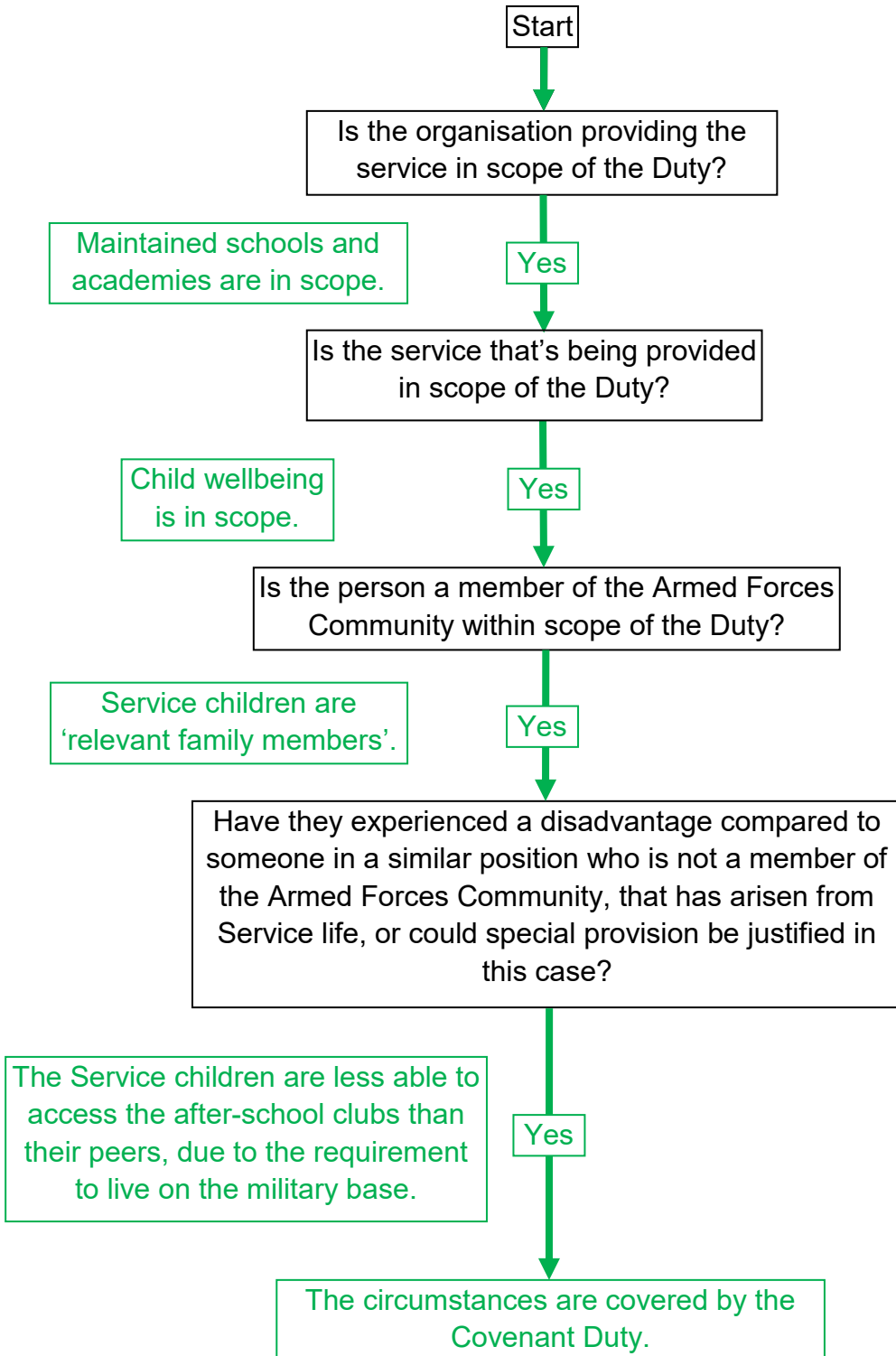
Deena is 12 years old and a member of the Army Cadets. She's in the middle of a course of NHS orthodontic treatment when her family re-locates across the country so they can more easily care for an elderly relative.

Deena joins a waiting list in their new location to resume the treatment.



## Education Scenario 1

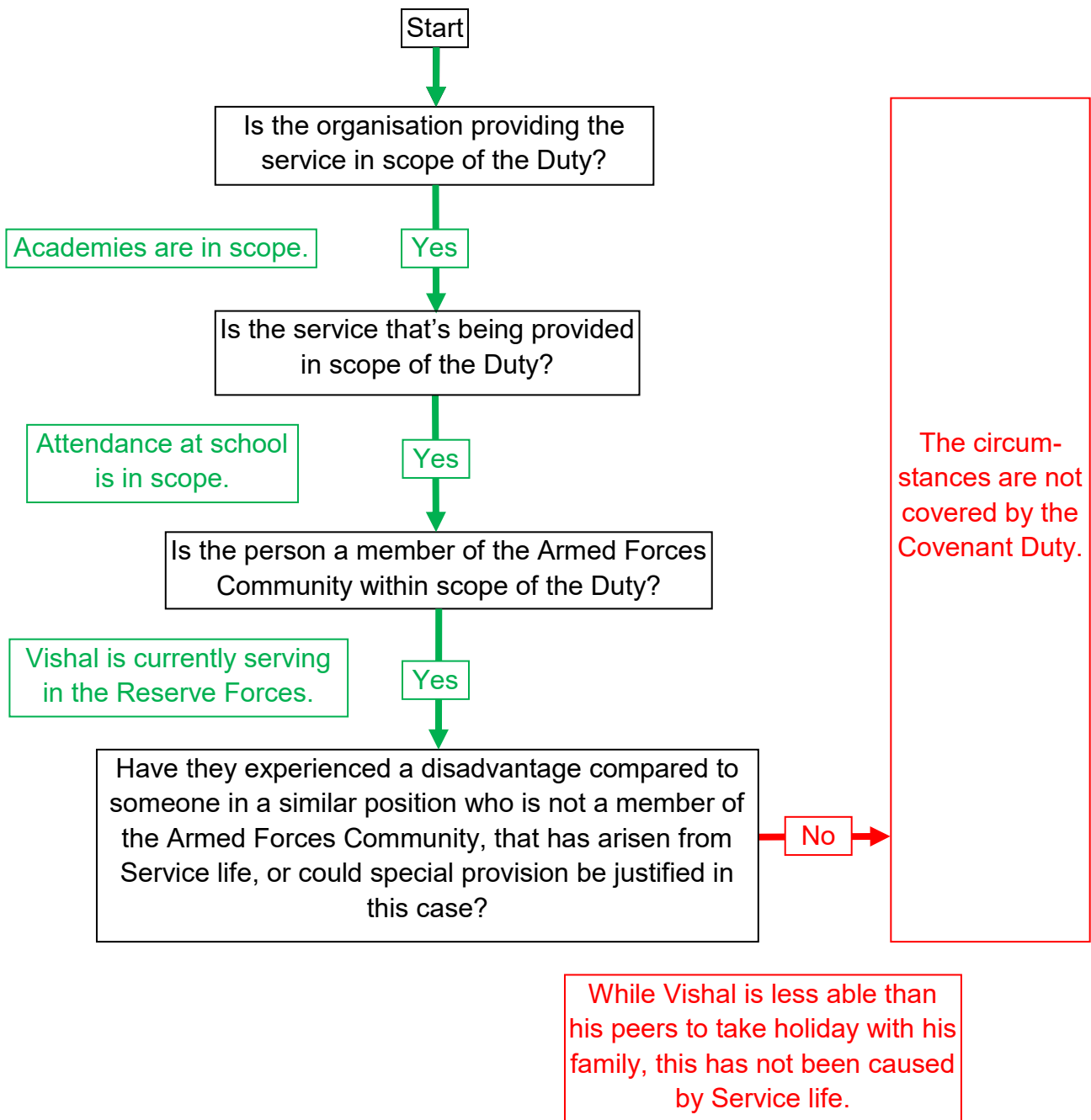
*The Service children attending a secondary school in Gloucestershire cannot access the after-school clubs. This is because the bus timetable does not enable Service children, commuting from the local military base, to stay beyond the school day.*



## Education Scenario 2

*Vishal is 16 years old, and a member of the Royal Navy Reserve. His father works long hours for an engineering company, so the family will be unable to take holiday together in the upcoming half-term.*

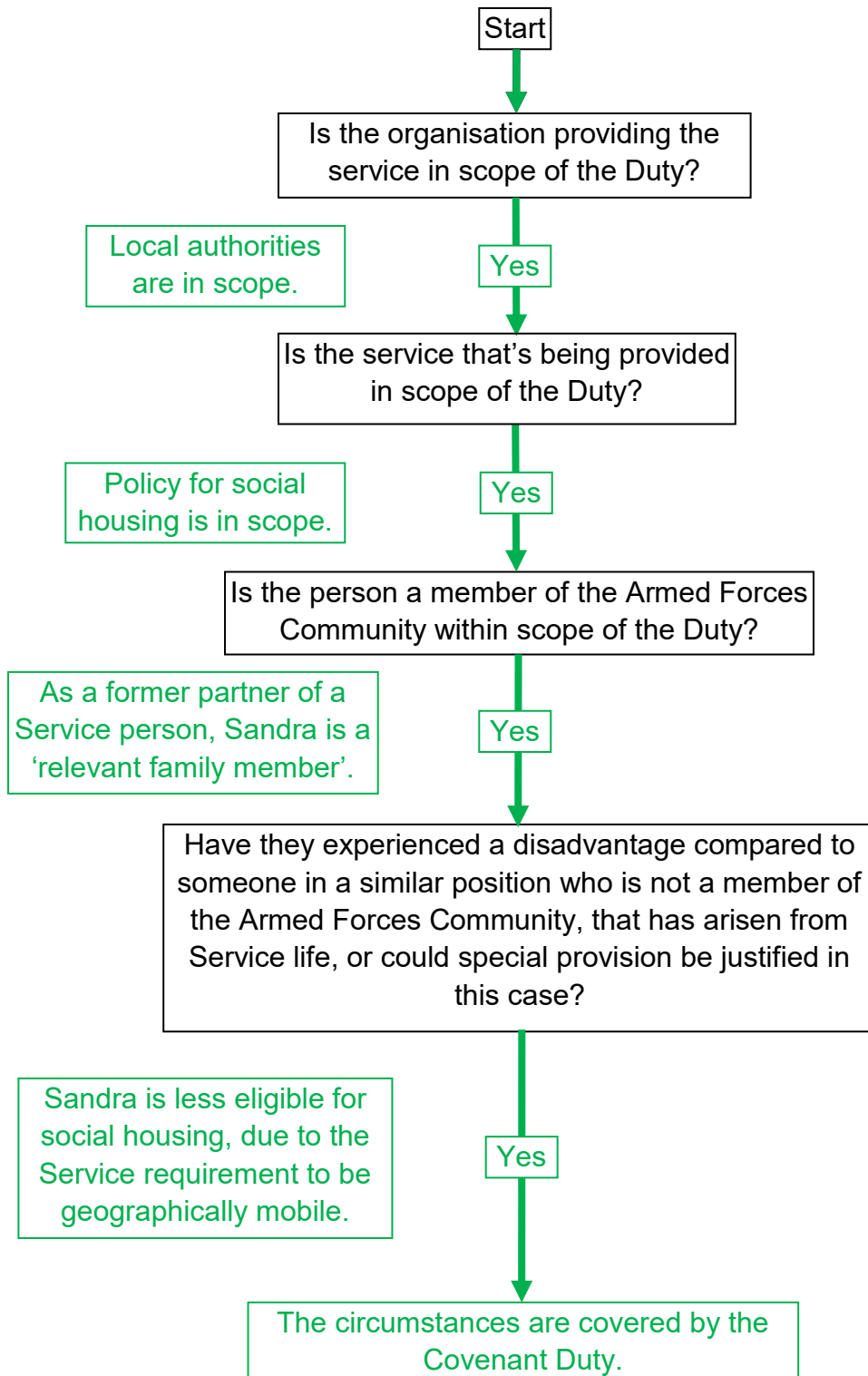
*Therefore, they ask his school, a local academy, for permission to take a term-time holiday, but the academy does not agree.*



## Housing Scenario 1

*Sandra and her partner, who serves in the Royal Marines, have been in a relationship for five years, but are now splitting up. She will be moving out of the Service Family Accommodation they've been living in for the last few years, and moving back to her home area.*

*She will be seeking social housing from the local authority in her home area. As she's been living away, she hasn't built up the level of 'local connection' that the local authority would normally require its social housing applicants to have.*



## Housing Scenario 2

*Chris recently left the RAF. He hears people on the news talking about Housing Benefit, and he wonders if that's something he's entitled to.*

*However, he's never applied for any benefits before, as previously the RAF ensured he received the correct pay and allowances, and also provided him with accommodation.*

*Therefore, he doesn't know how to apply for Housing Benefit, and decides not to bother.*

