



Issues reported Apr 21-Mar 22

- **Foreign & Commonwealth** (36%)
- **Housing** (22%)
- **Money** (11%)
- **Family life** (7%)
- **Health** (6%)
- **Education & Childcare** (6%)
- **Additional needs** (4%)
- **Employment** (4%)
- **Relationship breakdown** (3%)
- **Transition** (1%)

## Foreign & Commonwealth

### Issue:

Single F&C Service personnel wanting to bring their children to the UK



### AFF:

Produced an instruction booklet on how to apply for sole responsibility

### Issue:

Families being incorrectly charged the immigration health surcharge



### AFF:

Worked with the Home Office to obtain refunds for families

### Issue:

Lack of clear information on renewing visas when based overseas



### AFF:

Liaised with the Army and MOD to get clarity for families and chain of command

## Housing

### Issue:

Lack of clear information for couples in long-term relationships wanting to apply for SFA



### AFF:

Gave evidence at DIO and Regional Command meetings

### Issue:

Damp & mould in SFA



### AFF:

Worked with DIO to introduce a damp and mould action plan to resolve issues more quickly

### Issue:

Incorrect and incomplete repairs



### AFF:

Fed in families' issues during the development of the new accommodation contracts

## Money

### Issue:

Enquiries regarding entitlement to Continuity of Education Allowance (CEA)



### AFF:

Fed in evidence from families to MOD stakeholder groups

### Issue:

Overseas families having difficulty claiming Universal Credit due to the system not accepting BFPO addresses



### AFF:

Raised with the MOD and new application guidance was issued, with a set postcode to use

## Family life

### Issue:

Families overseas experiencing challenges receiving parcels by BFPO



### AFF:

Raised with the MOD Armed Forces Covenant team

## Health

### Issue:

Families unable to access NHS dental care



### AFF:

Has written a paper with the other Families Federations and presented to the MOD/Departments of Health Partnership Board to raise the issue

## Education & Childcare

### Issue:

Challenges of accessing childcare and queries about the MOD wraparound childcare pilot



### AFF:

Fed in families' issues and queries to the wraparound childcare working group

### Issue:

Families struggling to enrol children in local schools when posted



### AFF:

Engaged with UK Education Advisory Team and local authorities to highlight some of the lack of clarity surrounding the School Admissions Code

## Additional needs

### Issue:

Challenges accessing suitable housing when a family member has additional needs



### AFF:

Worked with the DIO additional needs and disability adaptations (ANDA) team to resolve issues and improve the ANDA process

## Employment

### Issue:

Lack of information for spouses wanting to work remotely for a UK company whilst based overseas



### AFF:

Engaged with the MOD to receive interim guidance and working with them to produce FAQs

**If you would like to raise an issue or concern, get in touch**

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