

SUPPORTABILITY, ADDITIONAL NEEDS AND CARERS GUIDE

A guide to support Service Personnel, their families, and Chain of Command in managing supportability, additional needs, and caring responsibilities within the British Army

Edition 1:
Dec 2024



FOREWORD

The Army's people are our point of difference and that requires us to do more for them and make more of them. The very nature of Army life can be testing through a combination of work routine, training exercises, operational deployments, and frequent moves. This will often require separation from family, friends and known support networks. Commanding Officers have responsibility for the wellbeing of all personnel under their command and, where possible, their immediate families.

For Service Personnel and their families who have supportability, additional needs and caring responsibilities, there is an additional level of complexity that needs to be carefully managed. We must continue to engender a culture of trust to encourage Service Personnel and their families to seek help early, without fear of negative personal consequence. This requires open, honest, and empathetic conversations to develop a Unit Support Plan that ensures all personnel clearly understand their role and that individuals feel supported.

D PERS

CONTENTS

INTRODUCTION	7
Key Definitions	7
Service Family	7
A Carer	7
Supportability and Additional Need	7
Disability	7
Armed Forces Disability Exemption within the Equality Act 2010	7
The Armed Forces Covenant	8
The Third Sector	8
Policy	8
Other Tri - Service Policies	9
Army Policies	9
PART 1 - REQUIREMENT AND UNDERSTANDING SUPPORT NEEDS	11
Chain of Command and Line Managers	11
Duty of Care	11
Key Management Principles	12
Supporting Service Carers	12
Professional Advice and Guidance	13
Employers For Carers (EfC)	13
Service Personnel	14
Responsibility	14
Service Families	14
Registering Support Needs	14
Medical Support	16
Additional Needs and Disability Adaptations (ANDA) Assessment Form	16
Children with Special Educational Needs and Disability (SEND)	16
PART 2 - CAREER MANAGEMENT	17
Policy	17
Career Management Notification Proforma & Posting Preference Proforma (PPP)	17
Overseas Assignments	17
Deployments	18
Flexible Working Options	18
PART 3 - BEING A SERVING CARER	20
Importance of Communication	20
Armed Forces Carers Passport	20
Unit Support Plan	21

Protecting the Serving Carer	22
Carers Assessment	23
MOD Carers Leave Policy	23
PART 4 - WELFARE SUPPORT	25
Responsibility	25
Levels of Welfare Support	25
Primary Welfare	25
Secondary and Specialist Welfare	25
AWS Referral Process	26
Welfare Support for Reserves	26
Chaplaincy Support	26
PART 5 - GOVERNMENT ALLOWANCES, FUNDING AND BENEFITS	27
General	27
Types of Allowances	27
Disability Living Allowance (DLA)	27
Disability Living Allowance For Children	27
Disability Living Allowance Adults	28
Personal Independence Payment (PIP)	28
Carers Allowance	29
Social Services Direct Payment	29
Wrap Around Childcare (WAC) Allowance	30
PART 6 - ACCOMMODATION	31
MOD Policy	31
Adaptation Definition	31
Routine Application	31
Additional Needs and Disability Adaptions (ANDA) Application	32
Examples of Adaptations	32
What DIO will consider	32
What DIO will not consider	32
Service Families Accommodation (SFA) Adaptations	33
Allocation Process	33
ANDA Submission Guidance	34
Supporting Evidence Requirements	34
Occupational Therapist Report	34
Service Person's Responsibility	35
Local Authority Housing Assessments	35
Suitably Qualified Medical Professional	35
Existing Adaptations	35
Move for Service Reasons	35
Move for Personal Reasons	36

Property Retention Requests	36
Special Educational Needs (SEN) / Additional (Learning) Needs - Statutory Assessment	36
Retention of Accommodation	36
Appeal Process	37
Private Home Adaptations	37

PART 7 - EDUCATION SUPPORT FOR SERVICE CHILDREN **39**

Education in UK	39
Service Pupil Premium	39
Devolved Government Administrations Education Policies	39
MOD Education Support Services - Defence Children Services (DCS)	40
Support Service Pillars	40
Local Authority Education Support Services	43
General	43
Personal Budgets	43
Finding Help	44
Types of Educational Support	44
Devolved Administrations SEND Procedures	45
Education Health Care Plan (EHCP)	46
What is an EHCP?	46
EHCP Devolved Government Differences	46
Devolved Administrations SEND Responsibility Quick Guide	48
Independent Schools and Non-Maintained Special Schools	48
Privately Funded Personal Learning Plans (PLP)	49
Further Guidance on Schooling of Service Children	49
Education Overseas	50
General	50
Overseas Education and Supportability Team (OEST)	50
Supporting Children's Education In Isolated Detachment (ISODET) Areas	50
MOD Assessment of Supportability Overseas (MASO)	51
Childcare	51
MOD Childcare Voucher Scheme	51
Tax-Free Childcare	51

PART 8 - HEALTH & WELLBEING **52**

Defence Medical Services (DMS)	52
Responsibility for Health and Wellbeing	52
Health Support for Service Families	52
Types of Health Support	53
Paediatrician Specialist	53
Speech and Language Therapy	53
Clinical Psychologist	53
Physiotherapy	53

Occupational Therapist	54
Private Health Care and Assessments	54
Useful Information Sites and Support Links	55
Useful Defence Information Sites	56
Military Supporting Charities	56
Wider Charities & Supporting Organizations and Networks	57
Carer Support	57
Cancer Support	58
Disability Support	58
Health & Wellbeing Support	59
Assault Harassment & Bullying Support	60
Bereavement	61
UK National & Devolved Health Services	61

INTRODUCTION

Key Definitions

Service Family

This includes Service Personnel their family defined as:

- **Family members with Immediate Family Status.** This includes spouses, civil partners, partners in long-term relationships, and children (biological, adopted or fostered). These are family members whose access to barracks, messes, gyms, medical facilities etc is dependent on the Service Person's status as a serving member of the UK Armed Forces; it does not imply they are dependent on the Service Person financially or as a person.
- **Family Members with Close Family Status.** These are predominantly parents and siblings of a Service Person. While not entitled to the support available to immediate family members, close family members should be considered when addressing casualty and compassionate cases and when supporting single Service Person during operational deployments.

A Carer

A carer can be identified as anyone; Service Person, spouse, or children, who are unpaid for the care and look after a family member, partner, or friend who has an illness, frailty, disability, mental health problem or an addiction who cannot cope without their support. Whether in receipt of a Carers Allowance or not.

Supportability and Additional Need

This includes any health or developmental condition that impacts on everyday life. It could be physical, learning, behavioural, sensory and have a visible or hidden impact on the lives of Serving Personnel and or their families.

Disability

This is in relation to Service families and can be a physical or mental impairment that has substantial and long term (12 months or over) adverse effects on being able to carry out normal day to day activities. Long term health conditions are also included. More detail on defining a disability is contained within the Equality Act 2010 (EA10) (<https://www.gov.uk/guidance/equality-act-2010-guidance>).

Armed Forces Disability Exemption within the Equality Act 2010

The Armed Forces are exempt from the legal provision to recruit or retain personnel with a condition considered as a disability within the Equality Act 2010. It does not

oblige the Armed Forces to discriminate on the basis of disability but enables them to do so when necessary for operational effectiveness. Service Personnel are categorised in terms of 'fitness to serve' rather than disability, this looks at functional limitations as set in AGAI 78 Medical Employment Policy. This policy allows Serving Personnel with medical limitations to continue to serve in certain circumstances.

The Armed Forces Covenant

The Armed Forces Covenant was established as a formal promise from the nation, stating that those who serve or who have served in the Armed Forces, and their families, would be treated with fairness. It focuses on ensuring that members of the Armed Forces community have the same access to government and commercial services and products as any other citizen. Support is provided in several areas, from education and family wellbeing to financial assistance and access to healthcare. Further detail can be found at: <https://www.gov.uk/defence-and-armed-forces/armed-forces-covenant> and [Defence and armed forces - GOV.UK \(www.gov.uk\)](https://www.gov.uk/defence-and-armed-forces).

The Third Sector

The "Third Sector" is the name given to charities and community organisations. These range from large organisations with paid staff to smaller organisations through to those led entirely by volunteers. Most charities were started by passionate people, who identified a need that was not being met. These organisations are a lifeline for many to help cope with their daily health and or caring challenges. Each organisation has its own governance arrangements, which may include a board with trustees or a management committee. Every organisation will have a safeguarding policy and designated safeguarding lead. Many charities and community organisations offer support for young people and adults with additional needs or disabilities or personnel with carer responsibilities. Information and links to third sector organisations can be found at the end of this guide. But it is not an exhaustive list.

Policy

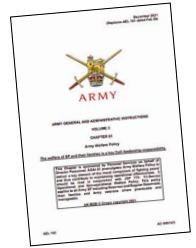
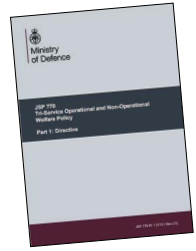
Policy is contained in various documents and is different for military and civil servants due to our different terms and conditions of service. Defence have now created a new MOD [Policy and Guidance Portal](#) as a single point of access for all key tri-Service and single Service policies. The previous JSP 820 Supportability and Additional Needs policy has been rescinded, with MOD currently updating policy in a new format which will include: Supportability, Additional Needs, Carers and Disability. A new Armed Forces Carers Passport has been published to better support Service Personnel who have caring responsibilities. Further details are available at Part 3. The Passport will also be referenced in JSP 770 Operational and Non Operational Welfare policy on republication. Navigating through policies can be confusing, until this new MOD policy is published the following are key tri-Service

policies and have been signposted throughout this guide where relevant.

[JSP 770](#): Tri-Service Operational & Non-Operational Welfare Policy sets the MOD's roles and responsibilities for Commanding Officers and Unit Welfare Officers including Operational Welfare support.

[AGAI 81](#): sets the Army Welfare Policy. It contains guidance for conduct of mandatory welfare committees and referral process to the Army Welfare Service.

ACSO 3206 sets the policy for Welfare Funds and grants that units can apply for to support unit welfare via sports, associations and clubs providing funding for recreational events, sporting projects and equipment.



Other Tri - Service Policies

[MOD Assessment of Support Needs for Accompanied Assignment Overseas Policy](#)

- [JSP 342](#) Education of Service Children Overseas
- [JSP 464](#) Tri-Service Accommodation Regulations
- [JSP 661](#) Health and Wellbeing
- [JSP 750](#) Centrally Determined Terms of Service
- [JSP 752](#) Armed Forces Allowances and Expenses
- [JSP 760](#) Leave and Other Types of Absence

Army Policies

- [AGAI 99](#) Command and Care of Service Personnel on Recovery Duty
- [AGAI 78](#) Medical Employment Policy
- [AGAI 60](#) Service Overseas
- [AGAI 57](#) Army Health & Wellbeing Committees

The above policies include direction on the employment and deployment of Serving Personnel with supportability, additional needs and caring responsibilities, including the requirement for Serving Personnel to inform their Chain of Command, Line Managers and APC Career Managers of any specific needs, either short term or enduring. This is important to ensure the suitability and safety of Service Personnel and their family on assignments both in the UK and overseas and put in place appropriate support where able.



PART 1 - REQUIREMENT AND UNDERSTANDING SUPPORT NEEDS

Looking after our people and supporting them where needed is central to maintaining the Army's Operational Effectiveness. Defence and Army policy covers routine and operational welfare support. It is important that Chain of Command are aware of both Service Personnel and their immediate family supportability, additional needs, or carer responsibilities to ensure they can be best supported in line with the [Armed Forces Covenant](#). In doing so this will help support and enable the Service Person to stay fit, healthy, and focused and fulfil their role in maintaining the Army's Operational Effectiveness.

The content within this guide is for guidance only as the ultimate authority for welfare support to Service Personnel whilst serving in the Army lies with JSP 770 Operational and Non Operational Welfare Policy, MOD Assessment of Support Needs for Accompanied Assignment Overseas Policy and AGAI 81 Army Welfare Policy.

Chain of Command and Line Managers

This guide provides information, practical advice, and guidance to support Chain of Command and Line Managers of Serving Personnel, Regular and Reserve¹. It draws together in one place good management practice, signposting to relevant Army and Tri-Service policies, highlighting specific support available to them to assist in more effectively managing assigned personnel and support to families. It also signposts the relevant Armed Forces and external Charities and organisations that may be able to provide additional advice, guidance, and assistance from within their specialist areas.

Duty of Care

The Chain of Command and Line Managers have a duty of care responsibility for all their assigned personnel. It is important to create an environment where people feel comfortable disclosing supportability, additional needs, carer responsibilities or disability, whether it affects themselves or their families. It is important not to make assumptions about a Service Person or their family's support needs. All decisions should take into account the Service Person's situation as well as any impacts on the unit and both parties work together to find the best way forward. Sometimes a sympathetic ear or a referral to other sources of help may be all that is needed. Other cases may require significant additional support, professional services, and absence from the workplace to manage supportability and caring needs.

¹ Support eligibility differs between Mobilised Reserves, certain FTRS FC and LC appointments and non-mobilised Reservist.

Some Service Personnel may have supportability and caring responsibilities throughout their military career and the Chain of Command should be aware and monitor to assess what support can be put in place to help them develop an appropriate Supportability, Additional Needs and Carers Action Plan² that meets their needs. There are fundamental management principles which should be used when managing Service Personnel with supportability needs and caring responsibilities, regardless of the type.

Key Management Principles

Ask, do not presume. Chain of Command and Service Person to have a discussion to clearly understand what issues and challenges they face. Do this early and sensitively.

Create a Safe Place. Consider where and how to communicate with individuals. The type of body language and tone used are important. Maintain confidentiality and their sense of privacy.

Start & sustain the conversation. Rarely are workplace, homelife or personal issues resolved in a single conversation. Encourage the development of an Armed Forces Carers Passport to ensure all needs are clearly understood and support plans identified and implemented.

With permission, include the team. With the Service Person's permission, include wider team members to better understand how they can provide additional support in the workplace.

Signpost help and make sure it lands. Seek expert help and ensure that this help and advice provides the benefit needed. But retain appropriate 'ownership' and duty of care responsibility.

Flexibility, be empathetic. Understand the need for flexibility and enable it where possible, or explain clearly when it is not possible, recognising the impact this may have on individuals empathetically.

Supporting Service Carers

Developing a culture of trust is essential as some Service Personnel's personal or family circumstances may make them feel like they cannot share their issues or support needs with their Chain of Command, or colleagues because they are concerned about being labelled as weak or worried that in doing so it may have an impact on their promotion, employment prospects or the way they are treated in the workplace. Early understanding, and support planning is critical to manage these perceptions.

² AGAI 81 Part 8 Annex M and the Armed Forces Carers Passport

Carers UK state that 1 in 7 of the UK population will become a carer at some point in their life. There are currently no known figures of how many Carers there are within the Army. Nationally there are currently 5.7 million unpaid carers in the UK. Becoming a carer can happen gradually over time or overnight and could be due to unknown factors, illness, injury, or addiction. Each case will involve a different caring journey for every carer and could be a temporary or permanent responsibility. The level and diversity of care needs in the context of service in the Army means early identification, support and a team approach is required to support Service Personnel.

Professional Advice and Guidance

Carers UK is a leading charity offering advice, information, and support for all carers. It runs carers groups; volunteer networks and has an advice line and online forums. It also provides a guide on the benefits of getting a carers assessment. More details can be found on their website: <https://www.carersuk.org/help-and-advice/practical-support/carers-assessment/>.

Employers For Carers (Efc)

The [Efc Digital forum](#) is a network set up by Carers UK for forward thinking employers who recognise the benefits of supporting employees with caring responsibilities specifically for members of Carers UK. The MOD has signed up to this forum enabling each of the single Services to have access to this expert advice and guidance. All Chain of Command supporting Service Personnel with caring responsibilities are strongly recommended to use this digital forum. It provides a range of dedicated resources and practical information with case studies, legislation, good practice, e-learning and essential guides for line managers and Service Personnel who are working carers.

To find out more about Efc click [here](#) using the Army log in code below to create an account:

- **Army - #EFC2714**
- Royal Air Force - #EFC2715
- Royal Navy - #EFC2716
- Civil Servant staff - #EFC2713

Whilst the Chain of Command and agencies highlighted in this guide should always be the first port of call, there are many supporting Service Networks and Charities to provide additional support and bring together a community of interest to promote direct action, sign posting and advocacy for serving Army personnel with caring responsibilities.

Service Personnel

Responsibility

Service Personnel are responsible for their families and must be made aware that whilst the Army will try to provide the necessary support for their health, education, social and welfare needs, this may not be possible in every location in the UK or overseas bases or on deployments. It is mandatory for Service Personnel to register family supportability and additional needs to ensure their assignments are appropriate and safe for both themselves and their immediate family.

Service Families

This guide is to help Service families navigate complex policy and processes and signpost what help is available to support them. Some may find it hard to identify as having a supportability need and/or being a carer. Service Personnel are often inclined to just crack on and do what their family or friend needs. Becoming a carer is a huge change in a person's life and when combined with the lifestyle of the Army, it can be a daunting prospect. This guide has been produced to provide information designed to make an Army career as fulfilling as possible, whilst enabling Service Personnel to look after those that need support. It is recognised that living with, or looking after someone with additional needs, disability or illness is challenging even without the demands of Service life.

Registering Support Needs

Unit Notification. Service Personnel are strongly recommended to inform their Chain of Command or Line Manager as soon as they are aware that they have a family member with a supportability/additional need, disability, or someone that they have a caring responsibility for. Chain of Command or Line Manager should initiate a Unit Support Plan to discuss and record agreed unit measures that can be put in place to support Service Person and their family and recommend that they complete an Armed Forces Carers Passport. This should be updated in accordance with any changes in personal circumstances and include both temporary and permanent requirements.

Career Management Notification Proforma (CMNP). Serving Personnel must complete a Career Management Notification Proforma. Template is in [AGAI 81 Annex M](#) and return it to respective Carer Manager in APC ³. This information includes details of any agreed Unit Support Plan measures in place and any other factors which are important for the respective Career Manager to take into account when considering assignments, attachments, and training courses. See part 2 for further information on Career Management.

³ A new Armed Forces Carers Passport has been endorsed by CDP and published via a DIN in November 2024. This will be a hard copy document until changes can be made to JPA create a digital version.

JPA Personal Record. Service Personnel are advised to update their JPA Record. Whilst voluntary, it is strongly recommended in order to be supported in the work place. To do this log on to JPA and select JPA Self-service - Employee. Go to 'My Information' tab and select to [JPA Self Service: Employee Domestic and Welfare Considerations: Extra Information \(IN514022 BPG\)](#) Click 'Add' a new consideration and select from the following categories which will appear in the drop down box as appropriate to support needs requested:

JPA Domestic Consideration Options:

Employee Domestic and Welfare Considerations

Employee Name ESTEBAN BIRCHXXX

TIP A selection in this field is only advisory and provides Career Managers with guidance when considerations significantly impact on your employability, the correct welfare channels must be used. You should

Domestic

Welfare

- Colocation With Serving Spouse/Civil Partner
- Family - Education
- Family - Employment
- Family - Further Education
- Individual Accompanied Service Preferred
- Individual Unaccompanied Service Acceptable
- No Remote Unit
- None Stated
- Remain In Own Home
- Return To Own Home

JPA Welfare Considerations Options:

Employee Domestic and Welfare Considerations

Employee Name ESTEBAN BIRCHXXX

TIP A selection in this field is only advisory and provides Career Managers with guidance when considerations significantly impact on your employability, the correct welfare channels must be used.

Domestic

Welfare

- Carer Responsibilities - Extended Family
- Carer Responsibilities - Immediate Family
- Family - Disability
- Family - Health/Medical Treatment
- Family - Special Educational Needs
- Location Stability Desirable - Long Term
- Location Stability Desirable - Short Term
- None Stated
- Parenting - Access
- Parenting - Adoption
- Parenting - Custody
- Parenting - Fostering
- Parenting - Other
- Parenting - Young Adult Dependant

A Carer responsibility can be attributed to either immediate or extended family and includes ability to identify whether 'Location Stability' for a short or long term is desirable. APC Career Managers always check these areas as part of the assignment selection process. They cannot help if they do not know, or fully understand specific needs, so registering additional support or carer needs is very important.

Medical Support

If you are a carer, register this role with your local GP, DPHC or Unit led Medical Centre. [DPHC GN 08-18](#) provides more information on how to do this. Reserve personnel should register with their GP. By registering your carer role you can access the following benefits:

- Assistance with making sure routine vaccinations are all up to date to reduce the risk of transferring infection or additional illness onto your child/young person or adult you care for.
- Arranging suitable times to collect Repeat prescriptions.
- Provide an opportunity to have confidential conversations about your caring role and any impact it may be having on your own mental health.
- Aid with involvement in the care planning on diagnosis of your dependant.
- Assist with appropriate signposting for support.
- Arranging 'double' appointments at convenient times for both you and the person you care for to avoid having to visit the medical centre twice.
- Providing and signing letters for official documentation and applications.
- Advising and referral for a carer assessment by your local council (social services).

Additional Needs and Disability Adaptations (ANDA) Assessment Form

Where adaptations are required for service accommodation complete an ANDA assessment form (<https://www.pinnacleservicefamilies.co.uk/in-my-home/in-my-home-additional-needs-disability-adaptations-anda/>). Further guidance is also available on the Army Families Federation (AFF) website: <https://aff.org.uk>. See Part 6 for further details on accommodation support.

Children with Special Educational Needs and Disability (SEND)

To get advice, guidance, and support for children with SEND, ensure they are registered with the appropriate Education Advisory Team (EAT):

- UK based assignments. Contact: RC-DCS-HQ-.EAT@mod.gov.uk
- Overseas assignments. If considering O/S assignments contact: RC-DCS-HQ-OES@mod.gov.uk.

See Part 7 for further details on educational support.

PART 2 - CAREER MANAGEMENT

Policy

AGAI 81 Welfare policy clearly states that Serving Personnel with family who have additional needs, disabilities or carer responsibilities are to be considered for promotion, career courses and advancement in competition with their peers without reference to their family's specific circumstances. Equally be aware that should Serving Personnel self-impose restrictions on attendance at career courses, or opportunities to gain further relevant training, or experience they may adversely affect their future employability and career prospects.

Career Mangement Notification Proforma (CMNP) & Posting Preference Proforma (PPP)

In addition to completing the CMNP Serving Personnel should also use the comments box on their PPP to note any specific supportability and SEND needs. This information is taken into consideration by APC CMs when identifying potentially suitable assignments. Should this information knowingly be withheld and the Serving Person is subsequently assigned with their family, whose needs cannot be met, the unit will take action for the Service Person's 'Removal from Appointment' as directed in [AGAI 67](#) Administrative Action policy. Service personnel are strongly advised to register any family supportability and care needs, to keep them safe and supported during your career in the Army.

Overseas Assignments

For all overseas assignments the MOD needs to assess whether the services and support available/accessible in the overseas location can meet the individual needs of a Service Person's family This includes an assessment of health/medical/social care needs and children's educational needs in accordance with MOD's [Assessment of Support Needs for Accompanied Assignments Overseas Policy and JSP 342 Education of Service Children Overseas Policy](#). It is important that Service Personnel are open and honest when completing the paperwork required within the assessments. Before provisionally accepting any overseas assignments, Service Personnel and their families are advised to read the relevant [iHIVE Country and Location Guides](#) to understand more about the location, including any cultural, social, medical, welfare and infrastructure restrictions in place that may impact your family's needs.

Deployments

The AFF have created [Families Deployment Support Guide Edition 4 - Sept 2020 - Army Families Federation \(aff.org.uk\)](#). Where Reserve personnel are deployed further information can be found in [JSP 753 Part 2](#) (sharepoint.com) on the mobilisation procedure, administrative processes and allowances available, including exemptions and appeal procedures.

Flexible Working Options

Flexible Service policy was introduced in 2019, enabling Regular soldiers or officers in full-time service to apply for a FS arrangement. There are a range of flexible working options to help balance work and caring responsibilities. These are explained in detail in [AGAI 044 Army Flexible Service \(FS\) Including Career Intermissions](#) policy. The AGAI also focuses on key information and any variations to the [JSP 750: Centrally Determined Terms of Service](#) policy which are specific to Army personnel and its processes.

Key points to note are:

- The default service for Regular Army personnel continues to be a full commitment engagement / commission, involving full-time unlimited service and liability for duty (so-called 24/365 liability). Therefore all Flexible Service applications are subject to the Army's operation needs which take priority.
- Service Personnel cannot be forced to change their Commitment Type or to enter onto an Flexible Service arrangement, equally nor do they have a right to change it.
- The Army will not routinely accept Flexible Service applications where a Service Person has served less than 24 months at their initial posting, after both Basic Training and Initial Trade Training.
- Personnel awaiting the commencement of or serving a custodial sentence because of disciplinary action are ineligible to apply for a Flexible Service arrangement.

Flexible Service enables Service Personnel to legally request temporary variations to their normal working arrangements, such as variable start and finish times, remote working, and compressed working. The types of Flexible Service are categorised as:

- **Part-Time Working.** This enables a temporary reduction of full-time duty (both routine duty and additional duty liability at other times). This decrease in commitment results in a pro rata reduction in pay, pension, and leave.

- **Job Share.** Two Service Personnel voluntarily share the responsibilities and duties of one full-time post. Each Service Person uses the existing Flexible Service 40% dial down mechanism with a period of overlap working 3 days per week to ensure continuity with a pro-rata pay reduction. Pay, benefits and leave entitlement for Job Share are allocated on a pro-rata basis.
- **Restricted Separation.** Restricted Separation is intended to give temporary respite from duty absence away from an assigned duty station and/or Residence at Work Address (RWA). X-Factor (an element of pay) is reduced for the period of the arrangement. A Service Person cannot be separated from their home base for more than 35 days a year, but it does limit lengthy deployments or the accumulation of frequent periods of separation.

The MOD has a [‘Flexible Working and You’](#) Guide which simplifies all alternative working arrangements. This includes FS, flexible paid leave provisions, career intermissions and special unpaid leave. It contains useful flowcharts to help understand each of these to identify which may best fit individual needs. This guide will also aid with the necessary line manager and the Chain of Command discussions and should be read in conjunction with AGAI 44 and JSP 750 Chapters 1 and 2 and JSP 760 Chapters 4-8 policies before making a FS application.



PART 3 - BEING A SERVING CARER

Anyone can find themselves in a position where they become an unexpected carer at some point in their military career. Often people do not think of themselves as a carer. As a Service Person recognising and reporting that you are carrying out a caring role is important in order to access the support to help you balance your caring responsibilities and your work. Your Chain of Command need to know the issues and challenges you deal with in order to understand and work out how best they can support you.

Provision of care responsibility can be for someone who relies on you for care, it includes a spouse, civil partner, partner, disabled child, parent, grandparent, friend, or an elderly person. The role can start suddenly and can be unpredictable in its impact and duration. It can affect all aspects of an individual's physical, mental, emotional, social, and financial wellbeing. Becoming a carer can be due to a decline in a family members' long-term health, a life limiting illness, injury or accident, a baby born with birth defects, or a child or partner suffering without any clear diagnosis.

Importance of Communication

If you become a carer, it is important to inform your Line Manager or the Chain of Command and register your specific needs on JPA at the earliest opportunity to get the support you need. Without an understanding of the issues and challenges that you are dealing with, a support action plan cannot be put in place for you. Many employees do not identify themselves as carers, as to them it is just 'normal' life.

Armed Forces Carers Passport

Chief of Defence Personnel (CDP) has endorsed the creation of a new Armed Forces Carers Passport which will be published in late 2024 with a Defence Instruction Notice (DIN) setting out the policy, process for completing the document and template format. It will initially be in a hard copy document, a copy should be recorded on Serving Personnel P Files within the unit, until a digital version can be added to JPA. Completion of the carer's passport is voluntary, with the Service Person retaining ownership of the passport. It's aims to initiate a dialogue regarding the necessary flexibility to harmonise work and caregiving responsibilities. This exchange aims to reconcile employee needs with organisational requirements, all while adhering to established departmental policies. The carer's passport serves three primary functions:

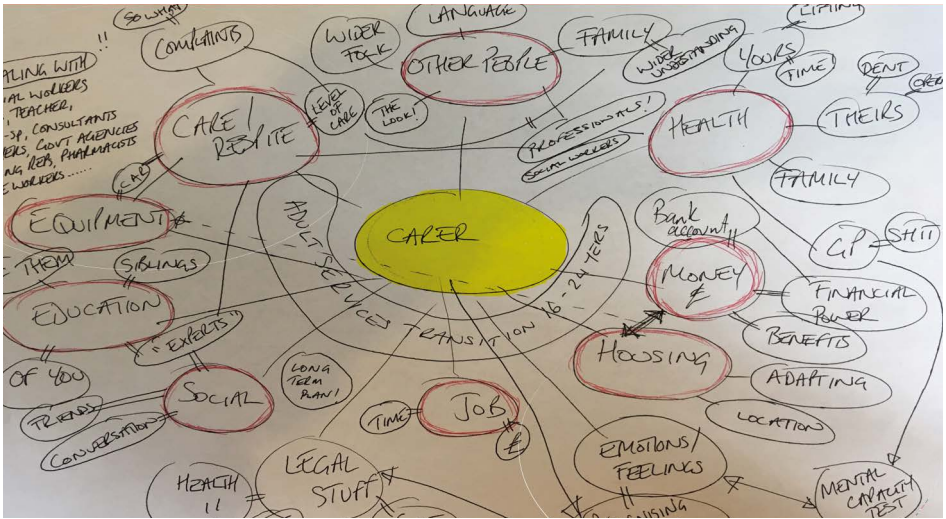
- To facilitate a constructive dialogue between the carer and their manager to identify necessary flexibilities for balancing caregiving duties with work commitments.
- Serve as a documented record of this conversation and the agreed upon flexibilities.
- Prompt an annual review to reassess the situation, ensuring any changes in circumstances are addressed and new flexibilities are considered as needed.

The Carers Passport is invaluable during managerial transitions by providing the incoming manager with insights into previously agreed flexibilities, preventing the need to restart discussions from scratch. Whilst it offers a structured framework, it is important to note that it does not replace the regular requirement for communication between the employee and their manager to inform on the impact of caregiving duties on their daily work routine.

Further information is available at **The Gov.uk page:** <https://www.gov.uk/guidance/armed-forces-carers-passport>. **The Defence Instruction Notice:** 2024DIN01-126-Armed Forces Carers Passport Guidance and Implementation.docx (sharepoint.com)

Unit Support Plan

If, as the Chain of Command or a Line Manager, you think one of your Serving Personnel is a carer, do not ignore it, ask how they are and ensure you have an open and honest conversation with them. Be empathetic, not judgemental, the Chain of Command have a duty of care responsibility at all times. Help the Service Person to develop a Unit Support Plan and recommend completing an Armed Forces Carers Passport which captures the balance of care needs and additional measures that can be put in place to enable the Service person to remain effective and supported within the workplace. A Unit Support Plan has been incorporated into AGAI 81 Career Management Notification Proforma at Annex M. This template is to be used as the framework for discussion to capture support requirements, concerns, signposting, and any agreed actions. Each case will be bespoke, with factors dependant on the Service Person's care responsibilities, personal circumstances, and the operational needs of the unit. Each plan must be signed by both the relevant Line Manager and Service Person and include an agreed review date which is not to exceed 6 months from date of signatures. The content of the Armed Forces Carers Passport is confidential and details are not to be disclosed without the permission of the Service Person. It is a Service Person's responsibility to inform their line manager of any changes in their caring responsibilities in a timely manner. Should the operational needs of the unit or Army require an amendment to the completed Armed Forces Carers Passport this is to be fully explained by the Line Manager, noting the requirement to manage any impact this may have on the Service Person and their family's wellbeing.



Serving Carer's Individual Factors Mind Map

“Caring can be hard to plan and cope with emotionally, and what is required can vary at different times.”

“Carers Charter - data.parliament.uk”

Every case will be bespoke and not all needs may be able to be met at all times. For Serving Personnel combining work and caring is likely to be difficult at times, particularly if serving in a unit at high intensity training, readiness or on operations. But equally as a serving carer work can often represent a lifeline, not only financially, but in providing a life outside of caring. Considering and understanding all relevant factors is important when discussing and agreeing a unit support plan within an Armed Forces Carers Passport.

Protecting the Serving Carer

As a Serving Person, life at work can be stressful in itself with heavy schedules, shift patterns, work deadlines, training, exercises, and deployments to meet operational commitments that the unit has. To also be a carer means added pressure and commitment to balance all needs. It is critical that you look after yourself as well. The process of caring, waiting for and/or getting a diagnosis is likely to be very stressful. If as the carer you are experiencing any symptoms of stress, anxiety, emotional or physical symptoms due to mental health then you need to make an appointment with your MO/GP. You may also wish to:

- Speak with your Welfare team, Army Welfare Services, or Chaplain.
- Contact external support agencies and charities. A useful list can be found at the end of this Guide.

Carers Assessment

Under the Care Act 2014 every carer is entitled to a carers assessment. This is delivered through your Local Authority or their contracted carers organisation. The assessment is there to help make your life easier and is designed to look at YOUR needs and support YOU.

It might recommend things like:

- someone to take over caring so you can take a break.
- gym membership and exercise classes to relieve stress.
- help with taxi fares if you do not drive.
- help with gardening and housework.
- training how to lift safely.
- putting you in touch with local support groups
- advice about benefits for carers

A carer's assessment is free and anyone over 18 can ask for one. It is separate from the needs assessment that the person you care for might have. You can ask to have both assessments conducted at the same time. but you can ask to have them both done at the same time.

MOD Carers Leave Policy

The Carer's Leave Act 2023 amended the Employment Rights Act 1996, which does not apply to Service Personnel. However, the MOD has made provision for Carer's Leave within JSP 760 Leave policy as an entitlement under Compassionate Leave which is implemented on JPA as Time Off for Dependants.

- **Eligibility.** Service Personnel (Regular or Reserve Forces on FTRS or ADC), regardless of length of service, is entitled to one week of fully paid Carer's Leave in each Leave year for situations where normal caring arrangements fail, or the need arises to undertake further caring duties that impact on usual working hours. Noting:
 - Untaken Carer's Leave cannot be carried forward to the following Leave year.
 - A 'week' equates to Monday to Friday enabling 5 days of Carer's Leave.
 - If on Flexible Service working 3 days a week, 3 days of Carer's Leave can be taken.

- Leave should be taken as whole days but does not have to be used on consecutive days.
- It is irrespective of how many dependants a Service Person is caring for and includes a spouse, civil partner, registered Long Term Partner, child, parent, someone who lives in the same household (excluding employee, tenant, lodger, boarder) or someone who relies on the Service Person for care. “The dependant does not have to be a family member⁴.”
- **Application Process.** The following interim manual process is to be applied by the SP, their Line Manager and Unit HR/HRC, until such time as an automated system can be implemented:
 - SP must ensure that their caring responsibilities are accurately recorded on JPA prior to applying for Carer’s Leave.
 - Applications should be sent to Line Manager, giving as much notice as possible but as a minimum must give notice that is twice the length of time being requested as leave, plus one day.
- **Line Manager Responsibility.** The SP’s Line Manager is responsible for confirming the SP’s eligibility for Carer’s Leave and approving each period of Carer’s Leave. Noting:
 - Approved leave request to be sent to Unit HR/HRC for input on SP’s JPA Leave record.
 - Where eligibility is unclear, Line Managers should consult Unit Welfare Support team for advice.
 - A request for Carer’s Leave should not normally be refused. In cases where the Unit intends to refuse Carer’s Leave, advice should be sought from Army Pers-Pol-Conditions-Mailbox (MULTIUSER) ArmyPers-Pol-Conditions-Mailbox@mod.gov.uk
 - Line Managers do have the discretion to postpone a request in exceptional cases where operational outputs would be disrupted.

Following approval by the Line Manager, the SP’s Carer’s Leave should be entered on JPA as Time Off for Dependants by Unit HR/HRC. In emergency cases and/or for periods requiring more than one week of absence, Unit COs can consider approving compassionate leave in addition to, or as an alternative to Carers leave.

⁴ Unpaid carer’s leave - GOV.UK

PART 4 - WELFARE SUPPORT

Responsibility

The outcome of welfare support is wellbeing and the impact is operational effectiveness of the force, therefore the focus of Welfare Support must be on the Service Person. The wellbeing of their immediate family is a critical factor in enabling the wellbeing of the Service Person so Welfare Support resources need to be applied to families as well as the Service Person⁵.

The Commanding Officer has a duty of care for the personnel under their command and are to put measures in place to apply Welfare Support to secure, sustain or improve their Service Personnel's wellbeing. When a Service Person moves between Units, both Commanding Officers must ensure that there is a clear point at which responsibility for Welfare Support passes from one unit to the other⁶.

Levels of Welfare Support

There are two levels of welfare support within the Army:

Primary Welfare

The primary welfare layer is set at unit level with the Commanding Officer (CO) responsible for the duty of care for all assigned personnel. They are supported by the Unit Welfare Officer (UWO), the Regimental Careers Management Officer (RCMO) the Regimental Admin Officer (ROA) and Regimental Medical Officer (RMO) to provide support and assistance to Service Personnel within the unit. The unit welfare team deals with any welfare issues Serving Personnel or their families may have. They can offer outreach to other welfare providers and organisations. In Reserve units the Regimental Operations Support Officer (ROSO) provides this welfare support.

Secondary and Specialist Welfare

This is provided by the Army Welfare Service (AWS) and other support and specialist services. The AWS provides professional and confidential welfare support for Army personnel and their families wherever they are located. It is made up of both military and civilians who are professionally trained Army Welfare Workers (AWWs). They can help support 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 additional support.

5 JSP 770: Tri Service operational and non-operational welfare policy

6 JSP 770 1.4.2.1 Responsibility for Delivery.

AWS Referral Process

Chain of Command can make a referral to the AWS to ask for additional support for Service Personnel and their families.

Service Personnel can also make a self-referral by contacting the AWS Intake and Assessment Teams (IAT) on:

Tel: 01904 882053 or 882054 Mil: 99477 3053

E mail: RC-AWS-IAT-0Mailbox@mod.gov.uk

More information on secondary and specialist welfare support can be accessed at:

www.army.mod.uk/people/support-well/the-army-welfare-service-aws

Welfare Support for Reserves

Reserves can access the same level of welfare support as Regular Armed Forces personnel when on active service. As with Regulars, the level of support ramps up when deploying. Reserve families often do not see themselves as Service families and therefore do not know about or fully access the benefits available to them. As with other Service families, when a Reserve is not on duty, responsibility for their welfare and wellbeing lies with the state and support is accessed through statutory services. Their primary employer will also have a role in supporting their welfare needs (Local Authority). A useful MOD Guide is available on Reserve Community Support and Benefits for Reservists and their families: [20231019-RF&C Draft Brochure - Reserves Community Support and Benefits for Reserves and their families-O](#)

Chaplaincy Support

The Royal Army Chaplains' Department is mandated in Kings Regulations to provide pastoral support to all Service Personnel and their families in addition to the provision of spiritual support and moral guidance. This is irrespective of faith, world philosophy or non-beliefs. Chaplains provide a confidential level of support, which is independent of the Chain of Command.

PART 5 - GOVERNMENT ALLOWANCES, FUNDING AND BENEFITS

General

Service Personnel and MOD civilians can find out about all allowances and benefits by Service and type of contract that are available to them and their families on the Gov.UK: [Discover My Benefits website](#) and [Benefits and financial help - GOV.UK \(www.gov.uk\)](#) and Home ([nidirect.gov.uk](#)). Carers UK (<https://www.careuk.org>) also has an excellent website to learn more about disability allowances and benefits, eligibility and rates and it provides guidance on how support can be gained with care costs. It includes all the different policies and processes specific to each of the Devolved Administrations, simply click on the relevant icon for: UK (England), NI, Scotland, Wales at the top of their website before you start your search.

Types of Allowances

Disability Living Allowance (DLA)

DLA payments are to help with any extra financial costs that result from a health condition, a physical or mental disability or mobility need. The benefit is non-diagnosis specific. It is not means tested, so income and savings are not considered. It is made up of 2 parts: 'Care' and 'Mobility', with each part paid at different rates. Eligibility for one or both parts is dependent on the type of care needed. Only one application is required to cover both parts of the allowance.

Disability Living Allowance For Children

The Devolved Administrations have different policies and procedures in place for claiming DLA for children. Note that DLA is being replaced by other benefits. If you already get DLA, your claim might end. You should get a letter telling you when this will happen and how you can apply for Personal Independence Payment (PIP) or Adult Disability Payment.

In England, Wales and Northern Ireland you can only [apply for DLA for the individual requiring support if they are under 16 years of age](#).

In Scotland, the [Child Disability Payment](#) replaces 'DLA.' Social Security Scotland will pay Child Disability Payment until the child is 18. On a case by case basis payments may continue after the child turns 18. [Find out more about payments](#).

A detailed breakdown of component rates and eligibility criteria can be found at: [How much DLA you can get for your child - Citizens Advice](#). Addition advice and guidance

can also be found at: gov.uk/disability-living-allowance-children.

Northern Ireland have their own Government website: [Disability Living Allowance for children | nidirect](#).

Disability Living Allowance (DLA) Adults

If the individual being supported is over 16 years of age you cannot apply for DLA. The Devolved Administrations have the following policies on payments:

England, Wales, and Northern Ireland you can apply for:

- [Personal Independence Payment \(PIP\)](#) up to state Pension age.

In Scotland you can apply for:

- [Adult Disability Payment](#) up to state pension age.
- [Attendance Allowance](#) if over the [State Pension age](#) or older and do not get DLA. (“Disability Living Allowance (DLA) for adults | GOV.UK”)

Personal Independence Payment (PIP)

The Devolved Administrations have different policies and processes as follows:

England and Wales. A PIP is paid to support people with any extra costs they have due to their long term physical and mental health issues and/or disability and/or difficulty doing certain everyday tasks or getting around because of their condition. You can get PIP even if you are working, have savings or are getting most other benefits. There are 2 parts to PIP:

- **A Daily Living part** - where help is needed with everyday tasks.
- **A Mobility part** - if help is needed to move around.

You can receive PIP even if you are working as it is means tested. Once a young person reaches 16 they will need to claim PIP themselves, where they have the capacity to do so. [Disability Living Allowance and Personal Independence Payment: the main differences - GOV.UK \(www.gov.uk\)](#).

If a person has less than 12 months to live, they will automatically get the daily living part. Eligibility is based on an individual's needs. Find out [how to claim and how much you'll get if you might have 12 months or less to live](#).

Additional advice and guidance on PIPs is available at:

<https://www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/PIP>

Scotland. If living in Scotland you need to apply for [Adult Disability Payment](#) (ADP) instead of a PIP. Be advised of the following key points:

- If a PIP is already in place prior to an assignment to Scotland, there is an automatic move to ADP in place from summer 2024. When the move begins, you will get letters from DWP and Social Security Scotland. Further information on the moving process is available at: [Personal Independence Payment is moving - mygov.scot](https://www.mygov.scot).
- If in receipt of ADP and moving from Scotland to England or Wales, you must make a new claim for PIP instead. ADP will stop 13 weeks after a move from Scotland, so apply for PIP as soon as possible after moving to prevent payments being affected.

Northern Ireland. PIP payments in NI can be accessed through the [Personal Independence Payment Centre \(Northern Ireland\)](#). Contact details are:

“New claims to Personal Independence Payment (PIP): phone: 0800 012 1573.”
 (“Personal Independence Payment Centre (Northern Ireland)”)

For existing claims and enquiries: phone 0800 587 0932. Text-phone number: 0800 587 0937 (for deaf or hard of hearing users and customers with speech difficulties). Phone line opening hours are Monday to Friday from 9.00am to 4.00pm (excluding public holidays).

Carers Allowance

If the person you are caring for receives PIP or DLA or you spend at least 35 hours a week caring for someone with an illness or disability, you may be eligible for extra money called Carer’s Allowance to help with care costs. From April 2024, Carer’s Allowance increased by £5.15 per week, from a total of £76.75 to £81.90. Over the course of a year, someone caring for a family member or friend could receive a total of £4,258.80 per year. For details on eligibility and how to apply visit: [Carer’s Allowance: How it works - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/how-to-apply-for-carers-allowance) and additional information at [Carer’s Allowance | Carers UK \(https://www.carersuk.org/help-and-advice/financial-support/caers-allowance/\)](https://www.carersuk.org/help-and-advice/financial-support/caers-allowance/)

Social Services Direct Payment

If receiving support from social services, you can apply for direct payments which lets you choose which services to purchase, instead of getting them from your council. Direct payments enable local authorities to help meet individual needs for care and support, or a carer’s need for support.. They allow people to arrange their own care and support by providing funds specifically to buy services or equipment. Direct payments are normally available for individuals who have been assessed as needing services under health and personal social services legislation, have a disability and are aged 16 or over, are a carer aged 16 or over, or are an older person. For further information on eligibility and application process visit: [Apply for direct payments - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/apply-for-direct-payments)

Wrap Around Childcare (WAC) Allowance

If Service Personnel receive certain benefits for a child with Special Education Needs and Disabilities (SEND), they may be eligible for a higher WAC allowance. For more information on WAC scheme's eligibility criteria, including how to register, [visit the Defence Childcare Portal](#).



PART 6 - ACCOMMODATION

MOD Policy

Defence provides accommodation to support the needs of Service Personnel and their accompanying families in accordance with JSP 464, Tri Service Accommodation Policy. A summary of personnel entitled and eligible to occupy SFA in UK is at JSP 464 Vol 1 Part 1 Ch 2 and Ch 10 Annex A. In terms of supportability and additional needs this includes:

- Service Personnel who sustain a serious injury/disablement that renders their current allocated Service accommodation inappropriate⁷ (JSP 464 Vol Part 1 Ch 3 Annex C).
- Service Personnel and families on repatriation to UK, or transitioning through the UK with specific welfare, compassionate, educational, or medical reasons. JSP 464 Vol 1 Part Ch 3).
- Service Person and/or accompanying family with supportability, additional needs, disability, and carer needs (JSP 464 Vol 1 Part Ch 4).

Adaptation Definition

An adaptation would be something 'fixed' to the property, for example a grab rail, permanent ramp, or wet room. If it is removable, for example a bath lift or a perching stool, DIO do not provide this as part of the Additional Needs & Disability Application (ANDA) process.

Routine Application

Normal accommodation requests on assignment should be submitted a minimum of two months before the date the property is needed. It is recommended that where adaptations are required, applications should be submitted earlier than this to enable sufficient time to identify an appropriate adapted property or allow sufficient time for these adaptations to be completed at the new location. Once notified your unit will contact the appropriate industry partner in line with any medical support needs which may include an authorised carer/nurse for the duration of assignment.

⁷ This include Service families Accommodation (SFA) and Single Living Accommodation (SLA).

Target timeline to identify a suitable appropriated SFA or SLA is within 15 working days of application. Note timelines may differ dependant on availability of accommodation to be appropriated and complexity of adaptations required.

Additional Needs and Disability Adaptions (ANDA) Application

An ANDA application sets out the specific and necessary adaptations or modifications that needs to be made to a property to take account of a Service Person or an accompanying family member's additional need or disability, irrespective of whether it is visible or not. Complex adaptations will always require an Occupational Therapist (OT) report. It is recommended to submit an ANDA application as early as possible to ensure that sufficient time is enabled to identify suitable accommodation and/or make any necessary adaptions that may be required.

Examples of Adaptations

DIO review all ANDA requests on a case-by-case basis, the following provides examples of what is and is not considered by DIO, but it is not an exhaustive list:

What DIO will consider:

- A fixed fold-down shower chair for an individual who cannot stand for long periods.
- A 6' fence and gate to secure the back garden for a child who is a 'climber' and has no danger awareness.
- Level access to an accessible area in the garden (usually a patio).
- Outside storage for mobility scooters and parking facilities for family members with mobility issues or a blue badge.
- Hard flooring (vinyl) for an individual with allergies or asthma or to support wheelchair use.

What DIO will not consider:

- A portable 'perching stool' for an individual who cannot stand for long periods.
- A chairlift for a broken leg. This is a 'transient' rather than a long term or permanent condition.

- Fencing for front gardens.
- Additional rooms for therapy or sensory rooms, dependant on support need in the OT report, it may be possible to allocate a property with a separate living room or dining room dependant on available accommodation stock.

Service Families Accommodation (SFA) Adaptations

An SFA allocation decision is based on the availability of stock at the time of the ANDA request and DIO technical knowledge of which property would be most suitable to adapt in order to meet your housing needs as set out in the OT and/or medical report. Where adaptations are to be made to your current SFA, Pinnacle the MOD contract provider, may have to source an alternative property for you to move to for the duration of the works. In some cases, this may be another adapted property if appropriate and available.

Note also:

- DIO will only provide adaptations to SFA at a Service Person's posting location. They will not make adaptations if SFA is occupied under a surplus licence, or on retention.
- DIO will provide adaptations if the family member has a long-term health condition or disability which is expected to continue for at least 9 months. This qualifying period is waived for terminally ill family members with a life expectancy of less than 6 months.
- If a posting, or the remainder of a posting, is less than six months, DIO will provide the adaptations at the next posting location. In such circumstances DIO advise the Service Person to engage with their unit welfare team to seek support in completing their ANDA application.

Allocation Process

Once a suitable property has been identified the Service Person will be made an offer. The target for allocating a property is within 15 working days of receiving the supporting medical documentation. Additional factors to be aware of following acceptance of an offer:

- The timeframe for carrying out work will vary depending on the complexity of the adaptations required. Adaptations that require structural work or specialist equipment may take longer.

- Once the adaptations are complete, where applicable, Home Services will arrange a move in date. Your OT may wish to inspect the work and confirm it has been satisfactorily completed in accordance with the OT requirement.

ANDA Submission Guidance

All ANDA requests must be made through the Industry Provider as follows:

- When completing an accommodation application, you must indicate on the form that you require an ANDA.
- Complete the e1132 - [ANDA-Assessment-Form-V2](https://www.pinnacleservicefamilies.co.uk/in-my-home/in-my-home-additional-needs-disability-adaptations-anda/) (<https://www.pinnacleservicefamilies.co.uk/in-my-home/in-my-home-additional-needs-disability-adaptations-anda/>) for new postings, or contact the Helpdesk for any in-occupancy requests.
- Home Services will conduct an application check to confirm entitlement to home adaptations. Applications once complete should be sent to the following confidential e mail address: HomeServicesConfidential@pinnacleservicefamilies.co.uk.
- **For any additional inquiries additional home Service contact details are:**
 - Free to call from landline or mobile: **0800 031 8628**.
 - If calling from overseas: **+44 (0) 161 605 3529**.
 - If Home Services call you they may use the National Service Centre number which is: **0161 605 3578**.

Supporting Evidence Requirements

Key supporting documents required and additional points to be aware of are:

Occupational Therapist Report

You will be asked to provide a relevant medical and/or Occupational Therapist's (OT) report to support your request; this should be submitted to Home Services via the confidential email address. Note during an ANDA application:

- If you already have an existing OT, medical or specialist report, and there has been no change in circumstances since it was written, this can be submitted as part of the application. DIO may still need to request further information or clarification, in order to deliver adaptations which are fit for purpose.

- Where an updated OT report is submitted, this report will supersede all other reports. It is essential that this latest report contains all necessary housing recommendations. Any additional work requested outside of these recommendations set in the OT or medical report will not be approved by DIO.

Service Person's Responsibility

It is a Service Person's responsibility to provide up-to-date supporting medical evidence from an authorised and suitably qualified medical professional. This must clearly set out all necessary and specific housing requirements. Note a GP's letter requesting a through-floor lift or wet room would not be deemed sufficient supporting evidence. Such needs should be defined in an OT report, along with details of the specific specification and dimensions of any necessary specialist equipment and/or adaptations required. Where an adaptation is for a Serving Person, the regional Defence Medical Service (DMS) Occupational Health team will conduct this assessment.

Local Authority Housing Assessments

Where the need is to meet accompanying family needs, an Occupational Therapist (OT) report can be requested through the local council (social services department) by requesting a Home Assessment to be carried out by their Disability Service. They can also refer to the OT Team, NRS team (assistive technology solutions) and other services where required.

Suitably Qualified Medical Professional

The DIO definition of a 'suitably qualified medical professional' is someone who is able to provide sufficient detail and technical specification in order for DIO and Industry Partners to deliver adaptations which are fit-for-purpose and provide value for money.

Existing Adaptations

If your current SFA has existing adaptations and you are moving to another SFA, the original ANDA form can be used instead of a full OT report. The original form will already list current adaptations and needs to be supported by a professional such as Social Worker, GP, or Health Worker. If additional support needs are required, a new ANDA form will be required with an updated OT report to define these needs.

Move for Service Reasons

If DIO have to move a family to conduct adaptations (eg to install a stairlift to current SFA property), this would be a move for service reasons and funded by the MOD. If DIO have to move a family mid tour, this would be a directed move and DIO would provide the family with a Directed Move Letter to highlight the move should be funded. If DIO have to move a family mid tour and the need can be met at entitlement but the family wish a larger property (and stock is available) this would be a funded move for service reasons but the family would then be charged the appropriate higher rental rate for the new larger property.

Move for Personal Reasons

If a request is made by a Service Person to move to a larger house, not part of a directed DIO move and stock was available, this would be a move for personal reasons which is not funded by the MOD.

Property Retention Requests

A Service Person can request to retain a SFA property for up to 12 months. [JSP 464 Vol1 Part1.pdf \(sharepoint.com\)](#) sets out the criteria when retention may be authorised. Having a family member with a disability or additional needs is not an automatic reason for retention. The following policy is in place:

Special Educational Needs (SEN) / Additional (Learning) Needs - Statutory Assessment

Where a child who may have special education needs is undergoing statutory assessment at their current school, or the Local Authority (or equivalent in the devolved administrations) have agreed to go forward with statutory assessment, SFA/SSFA may be retained for 2 academic terms or until the end of the academic year as appropriate. Parents will need to provide evidence of this by way of a letter from school/local authority stating that the child is formally undergoing statutory assessment.

Retention of Accommodation

Where an application for retention of accommodation is made on grounds of a child's education, which does not fall clearly within the criteria recognised JSP 464 Accommodation policy, parents should seek advice from EAT(UK) at: RC-DCS-HQ-EAT@mod.gov.uk. Examples include:

- **Non Transferable EHCP.** When a child's Education Health and Care Plan (EHCP) is not transferable between local authorities on assignment. Where it is a retention request that is unlikely to be supported.
- **Level of Need.** If a child is identified as being on the highest level of need, with bespoke support provision (EHCP, CSP (Scotland), IDP (Wales) or Statement (NI) or in specialist provision), a holistic and multi-agency view for the whole family is required. This may involve welfare, medical and social care factors. In such circumstances retention requests may be supported on a case by case basis. It is important to ensure that all supporting evidence is included within the application. Pinnacle may also contact EAT(UK) for subject matter expertise clarification when reviewing such cases.

Appeal Process

Where cases are not supported by Industry Partner Occupancy Services Helpdesk may have their case reviewed by DIO Accommodation. Full details of the reason for seeking a review should be sent to: DIORDAccn-OccMgtTeam@mod.gov.uk.

Service Personnel who remain dissatisfied with the outcome of the DIO Accommodation review may submit an appeal through their Military the Chain of Command to the Army single Service Housing Colonel: RC-Pers-FamSp-0Mailbox@mod.gov.uk, copied to the IP OS Helpdesk SFA: retentions@pinnacleservicefamilies.co.uk and SSFA: diordaccn-subaccn@mod.gov.uk

Appeals will only be considered on the facts presented in the original submission, so it important that all relevant information is included. **Note: any appeal must be submitted, reviewed, and concluded within 10 working days of the original decision.**

Private Home Adaptations

JSP 464 VOL 1 PT 1 Seriously Injured Living Accommodation Policy for Private Home Adaptations has been removed and is currently under review. The current content for provision and guidance remains extant until the revised policy has been agreed and republished.

Private Home Adaptations are not an entitlement to provision and therefore is still a requirement to provide the Service Adaptation Initial Case Report (SAICR) to meet eligibility requirements. This must be supported by an Occupational Therapist (OT) report providing recommendations to support adjustments to a Person on Recovery Duty (PRD) private property. The responsibility for identifying and confirming the eligibility of Service Personnel for adaptations rests with the individual's Chain of Command.

The SAICR and OT report are required to be submitted well in advance of a discharge date as final approval and authorisation must have been formally agreed prior to PRD's last day in Service. Any applications post discharge will not be considered, as all veterans need to seek support from their Local Authority and or Charities for private home adaptations.

Each application will be reviewed by DIO Pvt Home Adaptation Team on a case-by-case basis prior to accepting any project to ensure criteria is met and their property is suitable for adaptations.

All new Private Home Adaptations applications post November 2023 are now delivered under the FDIS contract process for DIO Accommodation and are subject to contract agreements on provision of products provided under contract. For advice and guidance prior to submitting an application contact: DIORDAccn-PvtAdaptations@mod.gov.uk.



PART 7 - EDUCATION SUPPORT FOR SERVICE CHILDREN

Education in UK

Information on the education for service children in the UK will vary depending on where you are located within the UK. In England, legislative responsibility for education lies solely with the Department for Education (DfE). When personnel and their families move within the UK, the education legislation applicable to the administration in which they are located, carries primacy. Areas such as SEND, admissions or the curriculum can be different across administrations. In the UK, schools (but not academies) are managed by Local Authorities.

Your nearest HIVE can provide information on schools in your local area. Many families choose to send their children to boarding school in order to provide continuity of education. A Continuity of Education Allowance is available, see [JSP 752 Expenses and Allowances Ch 14 Service Children's Education](#).

Service Pupil Premium

This is available for children in Service families being educated in Local Authority schools in England between Reception and year 11. The sum (currently £335 per annum) is paid to the school and is intended to help with some of the issues that specifically relate to Service children, such as mobility, a parent being deployed and emotional support needs. You should ensure that your child's school are aware that you are an Army family so the school can claim this⁸.

Devolved Government Administrations Education Policies

Across the UK there are three different Devolved Government Administrations (Wales, Northern Ireland, and Scotland) each with a different range of powers, policies and processes which may differ to England. Legislative responsibility for education has been devolved to the Scottish Parliament, the Northern Ireland Assembly, and the Welsh Assembly. Through the guide these differences have been identified and links added to the respective web sites to find more detailed information. [Devolution Fact sheet.pdf: https://assets.publishing.service.gov.uk/media/5c38cc6ce5274a70ca3c3cef/DevolutionFactsheet.pdf](https://assets.publishing.service.gov.uk/media/5c38cc6ce5274a70ca3c3cef/DevolutionFactsheet.pdf)

⁸ [Childcare and Education | The British Army \(mod.uk\)](#)

MOD Education Support Services - Defence Children Services (DCS)

DCS is a Defence delivery organisation, subordinated under Army Regional Command, that directly supports Service families. Providing advice on a wide range of educational matters both overseas and in the UK, delivered by specialist education and advisory teams. **DCS acts as a single focus** for all issues related to Service children and young people, providing high-quality education at 21 schools and settings in locations around the world. For general inquiries contact: RC-DCS-HO@mod.gov.uk.

DCS is made up of three separate Support Services Pillars which are:

- **Schools and Settings.** DCS Schools and Settings are responsible for the provision of high-quality education and care in MOD funded schools and nursery settings at overseas accompanied bases and at QVS in Scotland. Currently there are 21 Schools and Settings. A DCS schools map and further information is available at: Ministry of Defence schools and settings publishing.service.gov.uk
- **Schools Interface Service.** DCS Schools Interface Service are responsible for the provision of a wide range of enabling services who function as the interface between DCS Schools and Settings and the Army and Strategic Command. This includes aspects such as Infrastructure, Health and Safety, Information Management (including pupil data), IT, Recruitment, Finance and Asset Management.
- **Specialist Support Services.** DCS Specialist Support Services are responsible for the provision of specialist interventions for Service Children to support and inform their education, care, safeguarding, health, and wellbeing. Additionally, DCS Specialist Support Services evaluate overseas supportability for families with children with Special Education or Additional Needs and Disabilities (SEND); oversee elective home education and the virtual school, for families posted overseas and provide advice and guidance for Service families in the UK. DCS Specialist Services Pillar include the following specialist teams:
 - **SAFE Team.** The SAFE Team provide a specialist safeguarding delivery service, to support and guide on Safeguarding in Education, Early Help, Allegation Management, and other areas of statutory safeguarding responsibility outlined by the Department for Education and the Home Office. There is also a Defence Allegations Designated Officer DADO, which is a sub service of the Safeguarding Team which has its own email for any allegations against a person. E mail contact details are:

General Inquiries: RC-DCS-HQ-Safe@mod.gov.uk

Reporting allegations: RC-DCS-HQ-DADO@mod.gov.uk

- **Overseas Education Support Team.** The Overseas Education Support Team (OEST) are a specialist delivery service, who offer support and guidance on Service Children's education overseas. E mail contact details are: RC-DCS-HQ-OES@mod.gov.uk
- **Education Welfare and Social Work Team.** The Education Welfare and Social Work Team (WSW) are a delivery service for targeted intervention to children, young people, and families overseas where attendance or attainment in education is a concern. They have the strategic lead for Early Help and Social Work intervention overseas, co-ordinating and assuring Early Help support and training. E mail contact details are: RC-DCS-HQ-WSW@mod.gov.uk
- **Educational Psychology, Speech, and Language Team.** The Educational Psychology and Speak and Language (EPSL) Team are a delivery service offering front line, specialist support to our children, young people, and families overseas. E mail contact details are: RC-DCS-HQ-EPSL@mod.gov.uk
- **Education Advisory Team.** The Education Advisory Team (UK) (EAT(UK)) is part of DCS and has teams of qualified professional educational advisers, team advisers and administrators who provide all Service families and other stakeholders with advice and guidance related to children's education. The primary aim is to empower parents to make informed decisions about suitable education for their children. This advice ranges from generic guidance to in-depth bespoke input from an Education Advisor on a case-by-case basis. Including:
 - **Wider Education Advice.** They can also advise on wider education-related issues, such as retention of Service Family Accommodation, the Continuity of Education Allowance & the Special Educational Needs Addition, School Admissions and how to manage a move between Local Authorities, where the provision may vary and advocate on your behalf with Local Authorities to remove barriers. Response in peak times for general inquiries can take up to 4 weeks.
 - **Continuity of Education Allowance (CEA).** EAT(UK) provides initial considerations to Service Personnel on associated costs ahead of claiming CEA. Individual Serial Numbers (ISN) are issued as appropriate, enabling engagement with Unit HR to submit and process their CEA claims mandated in JSP 752. Once a Service person has completed a Request for Support form from EAT(UK) it can take up to 6 weeks during peak times for the relevant Educational Advisor to respond with advice and issue an ISN.

Service personnel cannot access an ISN more than two terms prior to their term in which they make their initial claim. All claimants should factor this timeline into their administrative processes. They endeavour to triage cases which are time sensitive or related to safeguarding enquiries.

- **Special Educational Needs Addition (SENA) to CEA.** EAT(UK) receives and administers all applications for SEN to CEA. A Service person can apply for SEN if they are in receipt of a valid CEA Eligibility Certificate, meet the eligibility criteria set out in JSP 752, and are able to provide supporting SEN papers with their completed documentation prior to submission. All prospective claimants receive a full written response and notification of the panel date their claim will be considered. From initial processing, SEN applications will take up to 9 weeks.

EAT(UK) advise that families do not agree to additionally costed SEND provision prior to the outcome of their SEN application if they are reliant on the funding to pay the charges raised to them by the school as SEN funding cannot be backdated.

- **Casework for other MOD departments - PACCC and Pinnacle.** EAT UK also work with the Chain of Command/ PACCC to explain the potential educational risks and/ or opportunities associated with educational pathways and how this may interact with a Service-related lifestyle. They can explain time frames for processes, the offer, and the provision that is actually available. Service Personnel may need to consult with EAT(UK) regarding casework as referenced within [JSP 464: Tri-Service Accommodation Regulations \(sharepoint.com\)](#) and [JSP 752 Armed Forces Remuneration Allowances Team \(sharepoint.com\)](#), for certain allowances or to apply to retain Service Family Accommodation.

Further information, guidance and to make applications EAT UK Advisory Team contact details are:

Address: Defence Childrens Services, Building 183, Trenchard Lines, UPAVON, Pewsey, SN9 6BE.

E mail: RC-DCS-HQ-EAT@mod.gov.uk

Local Authority Education Support Services

General

Identifying and navigating the educational support services that are available can be challenging and may be affected by wider regional variations in public services and funding available. SEND processes and procedures can add further complexity for families and can be very time consuming. Most schools are under pressure in terms of budgets, places, and provision. There is a lack of specialist schools and access to specialist input, coupled with slow clinical pathways and long waiting lists, children may be out of education more than is ideal. Understanding what services there are, the processes by which to apply, or understand who to ask for help, advice and guidance is important to access the support your child or family member requires.

Personal Budgets

Every Local Authority will have a personal budget, which is the amount of money identified by the Council to deliver support, provision, or a service. The 'Local Offer' sets out what is available from education, health, and social care to children and young people with special educational needs and disabilities, including those who do not have Educational Health Care Plans (EHCP).

- **Special Educational Needs Co-ordinators (SENCo).** Every school and nursery has a SENCo who works with teachers and parents to make sure the school meets the needs of children with additional needs and disabilities (AN&D).
- **Special Educational Needs & Disabilities (SEND).** Every school should publish the SEND policy on its website. Note that the processes for addressing SEND or AN&D may be different in the four Devolved Administrations of England, Wales, Scotland, and Northern Ireland.
- **UK SEND Transport.** In the UK, the use of MOD provided transport is not generally permitted for school transport, except under the conditions granted within [JSP 752 Armed Forces Allowances and Expenses](#). SEND transport may be available through your local council if your child or young adult requires transportation.
- **Overseas SEND Transport.** Funding and arrangements for school transport are the responsibility of the relevant overseas Chain of Command with advice from their finance/ resource team. Decisions should seek to ensure that a child's education is not disadvantaged due to home to school transport arrangements. The use of Military Transport (MT) for home to school transport and transport required to deliver the school curriculum is detailed in Defence Movements and Transport Policy [JSP 800 Defence Movements and Transport Policy Vol 5 Part 1](#).

Finding Help

A child's early years are a very important time for their physical, emotional, intellectual, and social development. When the health visitor or doctor makes a routine check, they might suggest that there could be a problem. If you have any worries of your own, you should ask for advice right away. If already in nursery or school its recommended that you speak to the nursery or school teacher, or the person in the school responsible for helping children with special educational needs or the headteacher. If not in an educational setting speak to your health worker for further guidance.

Types of Educational Support

Availability of Educational Support Services vary dependant on the Devolved Administration and the regional Local Authority involved. Whilst not an exhaustive list, the following are recognised services that should be available:

- **Specialist Educational Support Services.** Specialist educational support services work together to help support pupils in different ways, such as working with pupils individually after a referral, providing training and development for the school they attend. Your child does not necessarily need an EHCP to use Specialist Educational Support Services.
- **Educational Psychology.** Educational Psychologists focus on the young person in their educational setting, home, and community. They work collaboratively through the application of psychological theory, research and techniques with children and young people, their families, and other professionals to understand what is happening, develop empathy and agree effective support to enable children to thrive in their local communities. They use psychological frameworks to support those working closely with our vulnerable learners to develop stable and supportive networks that make a real difference to the lives of children and young people.
- **Autism Outreach.** Autism Outreach provide services to schools for any child/ young person with social communication difficulties, who would benefit from autism related strategies. The team is made up of specialist teachers and teaching staff who are based at our specialist schools. A child or young person does not have to have an EHCP to access this service. A formal diagnosis is always necessary to access Autism Outreach service.
- **Physical and Sensory Support Service (PSSS).** PSSS help schools to support children and young people with physical, hearing, visual and multisensory impairments. They provide advice, support, and training to schools to help children with learning, social and emotional development. PSSS can also refer to other services if needed.

- **Speech and Language Service.** Speech and Language Therapists help children and young people who have difficulties with speaking and communicating. They can also support treatment for those who have difficulty eating or swallowing. If your child has used the Early Years speech and language service, there should be a handover when they move schools.
- **Specialist Teachers for Inclusive Practice (STIP).** STIP teams provide expertise and practical support to schools and families to enable children and young people with additional needs and disabilities to achieve their potential. They offer advice and training on whole school approaches to inclusive practice. They also provide assessments and provision planning for individual children and young people with learning, communication, social, emotional, and behavioural needs. Their aim is to identify needs early and support schools to put in place proactive interventions to enable progress and positive outcomes.

Devolved Administrations SEND Procedures

Education is a devolved matter with each of the four UK countries having their own policies and Code of Practice relating to additional support needs. The MOD is represented within networks in each of the Devolved Administrations.

The SEND Code of Practice in England, Scotland, and Wales all specifically reference children of Service Personnel. Each country has its own set of regulations referred to as follows:

England: Educational, Health and Care Plan (EHCP)

Scotland: Co-ordinated Support Plan

Wales: Individual Development Plan

Northern Ireland: Co-ordinated Support Plan

There is no mandatory duty for an automatic transfer of statutory plan when a child moves across a border. Also plans are not transferrable on assignment overseas or automatically reinstated on return to the UK and parents are advised to consult early with their child's allocated school prior to returning to the UK.

Education Health Care Plan (EHCP)

What is an EHCP?

An EHCP is an education, health and care plan for children and young adults up to the age of 25 who need more support than is available through special educational needs support. You can ask your local authority to carry out this assessment at any point, young adults from 16 –25 can ask themselves for this assessment to be carried out. A request can also be made by doctors, health visitors, teachers, parents, and family friends.

EHCP Devolved Government Differences

Note that there are several differences across the Devolved Administrations, key points to note are:

- **England.** EHCP can take many months to complete, with waiting times varying across England dependant on Local Authority processes. The legal time frame as per SEND Codes of Practice is 20 weeks from the acceptance to assess to the final EHCP being issued in England. Additional advice and guidance:
 - **SEND Code of Practice.** The SEND Code of Practice relates to children and young people with special educational needs (SEN) and disabled children and young people defined as aged 16 to 25 years of age. It details the legal requirements that must be followed by all local authorities, health bodies, schools, and colleges in England in accordance with Part 3 of the Childrens and Families Act 2014. Further information is available at: <https://www.gov.uk/government/publications/send-code-of-practice-0-to-25>.
 - **Submitting an EHCP.** Once an EHCP has been submitted and accepted by the relevant Local Authority you will get 15 days to review and amend any areas. The application will then be fully processed and a plan developed.
 - **Privately Funded.** EHCPs can be carried out privately, or you can apply to write your own if you find waiting times are too long using the normal Local Authority processes. Costs for private EHCPs do vary and you should expect to pay around £800. Also you may have to pay for the relevant doctor, social worker assessments and the psychologist assessment report.
 - **Independent Provider of Special Education Advice (IPSEA).** The IPSEA is the leading registered charity in the field of SEND law in England and provides free and independent legal advice and support for families and young people with SEND as well as guides, resources, templated letters and training in the legal framework and policy at both a local and national level.

Further information and guidance is available in their website: <https://www.ipsea.org.uk/>.

- **Special Educational Needs and Disability (SEND) Tribunal.** This is an independent national tribunal process which decides on appeals made against Local Authority decisions for SEN cases and claims of disability discrimination against schools. Once a case is submitted the tribunal process can take up to 36 weeks from start to finish. There are no fees for making appeals or claims and in certain circumstances legal aid may be claimed. For further information refer to the <https://www.ipsea.org.uk/what-is-the-send-tribunal>.
- **Wales.** In Wales, the EHCP is called an Individual Development Plan (IDP). This has replaced the Statement of Special Educational Needs.
- **Northern Ireland.** In Northern Ireland, you can apply for a Statement of Special Educational Needs. The law states that all grant aided schools must do their best to meet special educational needs, sometimes with the help of outside specialists. Each Educational Authority (EA) looks at requests and must tell you normally within six weeks whether they will carry out an assessment. They also explain the process. Once officers have completed their assessment, they decide whether to write down all the information they have collected in a statement of special education needs. The EA usually tells you if it is going to write a statement within 12 weeks of beginning the assessment. If the EA decides not to write a statement, it must inform you and the school in writing explaining their reasons and whether your child's needs should be met in school or in other ways.
 - Further details on the application and assessment process, advice and guidance including appeals are available at: <https://www.nidirect.gov.uk/articles/special-educational-needs-assessments>
 - Further information on support for young people disabilities can be found at: <https://www.nidirect.gov.uk/information-and-services/people-disabilities/young-people-disabilities>.
- **Scotland.** EHCPs are not used in Scotland. The law in Scotland that covers support in schools and nurseries is the Education (Additional Support for Learning) (Scotland) Act 2004, often referred to as 'the ASL Act'. The ASL Act says that a child has 'additional support needs' if they need extra or different help compared to other children their age in their local area. A school or Local Authority should take into account a previous EHCP but do not have to follow any agreements or support strategies contained within it. There is one legal plan in Scottish education, called a Co-ordinated Support Plan (CSP). There are some similarities with EHCPs, but also key differences. A child does not need a diagnosis

to be able to get the help they need at school or nursery so a CSP is not needed for a child to be able to go to a special school, or to receive a certain type or amount of support. Further information is available at: <https://enquire.org.uk/parents/getting-support/co-ordinated-support-plans/>.

Devolved Administrations SEND Responsibility Quick Guide

	England	Wales	Scotland	Northern Ireland
Appointment responsible for overseeing the provision for additional educational needs	Special Educational Needs Co-ordinator (SENCo) Special Educational Needs & Disability Co-ordinator (SENDCo)	Additional Learning Needs Co-ordinator (ALNCo)	Principle Teacher of Support for Learning/ Additional Support Needs	Special Educational Needs Co-ordinator (SENCo)
Name of formal action plans for children/ young people with identified needs	Education, Health & Care Plan (EHCP) Formerly Statement of Special Educational Needs	Individual Development Plan (IDP) Formerly Statement of Special Educational Needs	Co-ordinated Support Plan (CSP)	Statement of Special Educational Needs
Information on legislation to support Additional Educational Needs	https://www.gov.uk/government/publications/send-code-of-practice-0-to-25	http://gov.wales/topics/educationandskills/schoolshome/pupilsupport/additional-learning-needs-reform/?lang=en%20%20http://www.snapcymru.org/	http://www.gov.scot/Topics/Education/Schools/welfare/ASL	https://www.nidirect.gov.uk/articles/children-special-educational-needs

Independent Schools and Non-Maintained Special Schools

Independent schools charge for pupils to attend instead of being funded by the Government. Pupils who go to an independent or private school do not have to follow the national curriculum.

Many military families choose to send their children to independent boarding schools in order to provide continuity of education. An MOD Continuity of Education Allowance is available. Before considering applying for CEA, all applicants should refer to [JSP 752 Tri-Service Regulations for Expenses and Allowances - Chapter 14 Service Children Education](#) policy.

Section 41 of the Children and Families Act states that all independent schools must be registered with the Government and are inspected regularly. These schools and

post-16 provisions can only be included on the list with their consent and must meet certain criteria. The Department for Education has a list of these schools: www.gov.uk/government/publications/independent-special-schools-and-colleges.

The Local Authority has no obligation to consider an Independent special school not listed under Section 41 as an educational setting to be named in an EHCP.

Independent schools do not have to adhere to the SEND Code of Practice 2015. They must adhere to the Equality Act 2010 (apart from Northern Ireland) and they are not mandated to have a designated SENCo with the specified qualifications. The only exception to this is if they fall under the Section 41 list not above. Further information is available at: [Independent schools - childlawadvice.org.uk](http://independent-schools-childlawadvice.org.uk).

Some independent schools are selective and can and do charge for any additional support offered to a student. EAT UK manage the SENA - Special Educational Needs Addition process (This has replaced CEA).

Privately Funded Personal Learning Plans (PLP)

If planning to use an independent school or nursery or be educated at home your Local Authority can choose to provide additional learning support for your child, but it does not have to. Further information is available at: <https://enquire.org.uk/parents/choosing-school/moving-to-scotland/> and <https://enquire.org.uk/enquire-resources/asl-key-facts/> and <https://education.gov.scot/parentzone/additional-support/how-schools-plan-support/types-of-plan/>.

Further Guidance on Schooling of Service Children

- **Scotland:**

[Queen Victoria School](http://www.qv-school.com) is a MOD school located in Dunblane, you may wish to check their website to see their eligibility criteria. See also:

[Scot.Gov. https://www.gov.scot/policies/girfec/](https://www.gov.scot/policies/girfec/)

[Parentzone Scotland. https://education.gov.scot/parentzone/my-child/what-is-my-child-entitled-to/getting-it-right-for-every-child/](https://education.gov.scot/parentzone/my-child/what-is-my-child-entitled-to/getting-it-right-for-every-child/)

- **Wales:**

[Supporting Service Children in Education Wales](https://www.sscecymru.co.uk/)

<https://www.sscecymru.co.uk/> : information about the support service available to Service children in Wales.

[Special Educational Needs Wales: information for families:](https://contact.org.uk/help-for-families/information-advice-services/education-)

<https://contact.org.uk/help-for-families/information-advice-services/education->

start/education-learning-wales/. This sites provides information about the different levels of support available for children with special educational needs.

- **Northern Ireland:**

Serving Personnel posted to Northern Ireland are recommended to obtain local advice through the Children's Education Support Officer located within 38 (Irish) Brigade who can be contacted on:

Email: RC-AWS-N-38X-0mailbox@mod.gov.uk

Telephone: 028 9226 6347

Education Overseas

General

If moving overseas parents should research what education is available in that location, including any supportability factors that may be required. All children must go through an assessment of educational supportability before moving on an overseas assignment. More information can be found at People-AFFS-Education-Mailbox@mod.gov.uk. Education of Service Children Overseas policy is set in [JSP 342 Part 1](#). The education of children in MOD schools from Reception to Year 13 is free to parents of entitled children. Service Personnel are advised to contact the relevant MOD school for advice and information on any additional fees or expenses. MOD schools may charge parents for certain activities.

Overseas Education and Supportability Team (OEST)

The Overseas Education and Supportability Team (OEST) provides professional information, advice, and guidance for Service Personal and eligible MOD civilians on education of their children in overseas locations. OEST also provides educational advice and support for overseas commands and DCS schools and settings. OEST has professional Education Advisors and administrators who coordinate the educational supportability assessment process for all overseas postings for children with Special Educational Needs and those for whom parents have selected Elective Home Education. Their contact e mail is: RC-DCS-HQ-OES@mod.gov.uk.

Supporting Children's Education In Isolated Detachment (ISODET) Areas

For all children aged 0 to 18 years of age confirmation of educational supportability is required **before accompanying** their parent on an overseas assignment. This educational supportability assessment is part of the MOD Assessment of Supportability Overseas (MASO) process. To gain confirmation of educational supportability, a child must be supportable in the overseas location.

MOD Assessment of Supportability Overseas (MASO)

In overseas locations, different countries, states, and regions may have their own regulations governing both EHE and SEND provision. This may mean that they do not provide the same level of support that is available in UK schools, or Local Authorities. MASOs are raised through the OES team and include multi-agency Subject Matter Experts (SMEs). These SMEs provide advice to the overseas command about what provision a child will need and whether this is available in location. For additional information about MASOs please see the [MOD Assessment of Supportability Overseas \(MASO\) information leaflet 107](#).

Confirmation of educational supportability is also part of the overall overseas assignment procedures co-ordinated through the Families Section and/or DBS. They will seek evidence that 'Confirmation of Educational Supportability' has been given prior to completing all necessary arrangements. Parents are encouraged to engage with the process at the earliest possible time to avoid unnecessary delays to assignments.

MOD do not approve schools overseas; it is a parents' responsibility to research and find a school place overseas where there are no DCS schools or early years settings available in that area. It is important to have a confirmed school place before an assessment of supportability can take place so that support in the country can be considered. In some locations, such as the USA, a school place will not be offered before families arrive in location. In such circumstances, parents are advised to contact the OEST team directly on RC-DCS-HQ-OES@mod.gov.uk.

Further information and guidance on how to start the Education Supportability Assessment process for overseas locations can be found at: <https://www.gov.uk/guidance/education-overseas-for-service-children>

Childcare

MOD Childcare Voucher Scheme

Childcare vouchers are available to Serving and MOD Civilian Personnel through the MOD Childcare voucher scheme. The childcare voucher scheme closed to new applicants in 2018 but Serving Personnel who are members already can continue to benefit. Details can be found on the [Government's Childcare Vouchers website](#).

Tax-Free Childcare

Working parents with children under 12 years old can register for Tax-Free Childcare to help paying for childcare. Full details can be found on the [Childcare Choices](#) website. More information on after school clubs and registered child minders can be found at the nearest HIVE or access www.childcare.co.uk.

PART 8 - HEALTH & WELLBEING

Defence Medical Services (DMS)

The Defence Medical Services provides most primary healthcare needs and operational medical support for military personnel⁹, with secondary healthcare in the firm base being provided by the NHS. For all other types of Reserves and civilian personnel, the NHS provides both primary and secondary healthcare.

Responsibility for Health and Wellbeing

Chief of Defence People (CDP) has strategic responsibility to improve physical and mental health and wellbeing of military and Civil Service Personnel.

The Chain of Command and Line Managers at every level must role-model healthy lifestyle behaviours and deliver a living and working environment that enables them.

Individuals are responsible for making healthy individual lifestyle choices and seeking help and support early if their health and wellbeing is compromised.

An individual's health and wellbeing is directly influenced by the environment that they live and work in and how they interact with it, through their lifestyle behaviours. What underpins wellbeing for one person is likely to be different for another person. The importance of each factor affecting wellbeing may also differ throughout an individual's life. This requires the Service Person, their immediate family, peers and colleagues and the Chain of Command to be aware of changing circumstances and the impact those changes may have on wellbeing¹⁰.

Health Support for Service Families

Service families' health needs will usually be met by NHS services, including GPs, dentists, opticians, health visitors, school nurses and other specialist medical services. Where extra health support is needed for more complex needs, this should be initiated by the relevant GP, with referral made to the appropriate secondary care services in the NHS.

⁹ This includes Regular, Reserves on Full Commitment and MPGS.

¹⁰ JSP 770 Ch 2.2 Factors affecting Wellbeing.

Types of Health Support

Paediatrician Specialist

To gain a specialist opinion about your child's or family member's health, growth, and development, or if the MO/GP thinks your child needs specialist care and treatment. For example, if your child/or young person requires specialist blood tests, scans this falls under the treatment by a Paediatrician specialist.

Speech and Language Therapy

Supporting life changing treatment, support and care for children and adults who have difficulties with communication, whether that is physical due to eating, drinking, and swallowing or psychological reasons. The speech and language therapy team create learning and guidance tools for you to use within your home setting and then they create a session for you as the carer and or parent to attend with your child/ young person or adult to learn to better support their needs. Many local councils provide walk in clinics for speech and language for anyone with concerns, so always check your local council websites to see if they run these clinics. Schools in line with EHCPs now provide their own Speech and language therapists to carry out sessions with children and young adults within the educational setting.

Clinical Psychologist

A clinical psychologist works with children, young people, adults, and older adults who experience a range of psychological difficulties that can occur at any time in their lives. This includes mental health, physical health, or disability difficulties. They will create a report based on the sessions undertaken and their diagnosis, this may include referrals to other specialist services as well. The diagnosis is informed in person, with a copy of the final report sent to you and your MO/GP. This process can be lengthy depending on the condition involved. Be patient, attend all appointments, do not cancel unless absolutely necessary as this could put you back on the waiting list. Never fail to turn up. Also be persistent in following up any postponed appointments. This will also aid a EHCP if you require one for your child/young adult attending nursery or school.

Physiotherapy

A physiotherapy service provides assessment, therapy, and advice to maximise physical potential and independence. Access to a physiotherapist can be made via a self-referral to your GP where it is a simple condition such as joint pain, strains, or other minor injuries. A GP will make the referral to a physiotherapist where they identify a more complex health issue. Depending on location and Local Authority budget will dictate what level of service they provide, including regularity of physio sessions, provision of home visits, and or support within an educational setting of specialist schools where equipment is available.

Occupational Therapist

Where you have registered your child with EAT UK, they will carry out home assessments on the child or young person and will put in place a care plan that will meet the needs for the disability. They also offer a carers assessment which is about you and your needs as a carer to look after your own health and well-being. They will also make a referral to an Occupational Therapist, who will complete an Occupational Therapist (OT) Report for any requirement for home adaptations that they deem to be necessary to support your health condition. This service can also provide social funding for transport to help aid you as a carer. They can also initiate provision of access to short breaks for you as a carer and for your child/young person or adult that you care for.

Private Health Care and Assessments

Private health care options are available offering all types of assessments for your child/ young adult or adult you care for. However, these need to be self-funded by you as the parent/carer. If you are still in the process of getting a diagnosis, you can still claim disability allowance which may aid any funding you require for this process. For Private assessment, the company must adhere to NICE guidelines and be conducted by a Multi-Disciplinary Team (MDT). There are a number of private assessments that are done online only, if choosing to use this method, prior research is strongly advised, as not all are reputable or thorough in the service they provide.



Useful Information Sites and Support Links

(Note that this is not an exhaustive list many others can be found on line, or on recommendations from Local Authorities for regional specific support.)

Army Website <https://www.army.mod.uk/people/health-wellbeing-welfare-support/health-performance-and-wellbeing-in-the-army/managing-stress/ask-for-help/>

Army Welfare Service Personal Support Staff provide accessible, independent, confidential, and professional specialist welfare services to Service Personnel and their families with any personal or family difficulty. Tel: 01904 882053 open Mon-Thurs 08:30-16:30, Fri 08:30-16:00

Army Families Federation (AFF) (<https://aff.org.uk>) The AFF is the independent voice supporting Army personnel and their families who work to improve the quality of life for the Army family, wherever you are in the world. It is independent of the Army Command and offers confidential advice and can advise on the following:

- <https://aff.org.uk/advice/money-and-allowances>
- <https://aff.org.uk/advice/foreign-commonwealth>
- <https://aff.org.uk/advice/education-childcare>
- <https://aff.org.uk/advice/employment-and-training>
- <https://aff.org.uk/advice/health-and-additional-needs>
- <https://aff.org.uk/advice/family-life>

HIVE Information Centres HIVE Information Centres are located regionally across the UK and overseas providing information and support to all members of the Service community which includes Serving Personnel (Regular and Reserves), their immediate and extended families, MOD Civilians and Veterans. Points of contact are:

- **UK and Overseas locations map and contact details** for Army HICE Centres: <20230807-map-of-army-hives-and-contact-details.pdf> (mod.uk)
- [iHIVE Information](#) supports overseas personnel and families where there is no physical HIVE Information Centre.

Army Carers Network Army Carers is a group of Army personnel who have family members with additional needs or disabilities ¹¹. Through its membership it has links with Forces Additional Needs and Disability Forum (FANDF) and the Chronic Conditions and Disability in Defence Network (CANDID). Army Carers is on social media @ArmyCarersNet.

¹¹ Including acute and chronic illness and mental health illness, disability or SEND

Useful Defence Information Sites

[MOD Policy and Guidance Portal \(sharepoint.com\)](#)

[MOD Health and Wellbeing \(sharepoint.com\)](#)

[Diversity and Inclusion](#) - Every unit in the British Army has a trained D&I advisor who ensures that their unit has an inclusive culture and assists the Commanding Officer in supporting those who are treated unacceptably, they lead on informal resolution and signpost the many organisations that are there to support Serving Personnel including the 'Speakout' confidential helpline and the Army Mediation Service.

[Service Couples Network - Home \(sharepoint.com\)](#)

[Personal Policy - ADR012383_pregnancy-maternity-return-to-work-guide_Jul24](#)

[2022DIN01-074-Guidance on supporting Service Personnel Under Local Authority care and Care Experienced Personnel.docx \(sharepoint.com\)](#)

[Separation and divorce guide for military personnel spouses and partners - GOV.UK \(www.gov.uk\)](#)

[Domestic abuse: guidance and support for the armed forces community - GOV.UK \(www.gov.uk\)](#)

[2022DIN01-074-Guidance on supporting Service Personnel Under Local Authority care and Care Experienced Personnel.docx \(sharepoint.com\)](#)

[Purple Pack bereavement guide for families of service personnel - GOV.UK \(www.gov.uk\)](#)

[HIAH Booklet 2021_V7.pdf \(supportaftersuicide.org.uk\)](#)

Military Supporting Charities

The Army Benevolent Fund <https://armybenevolentfund.org/> One of the largest Charity funders in the sector, awarding grants to individuals and families, and leading organisations that support Army Personnel, veterans and their families.

Royal British Legion <https://www.britishlegion.org.uk/> Provide lifelong support to serving and ex Serving Personnel and their families.

SSAFA <https://www.ssafa.org.uk/> Free confidential helpline and e-mail service

providing support which is independent of the military the Chain of Command. Support covers both regulars and reserves in the Royal Navy, the Royal Marines, the British Army and the Royal Air Force and their families, including anyone who has completed National Service. Helps the families of all Armed Forces personnel and veterans, whether you need immediate help or long-term support.
Tel: 0800 731 4880 open 9:00 - 17:30 Monday - Friday

Help for Heroes <https://www.helpforheroes.org.uk/> Supports members of the British Armed Forces community with their physical and mental health, as well as their financial, social and welfare needs.

Combat Stress 24-Hour Military Mental Health Helpline

Free, confidential helpline available to all serving military personnel, families and friends that may have concerns.

Website: combatstress.org.uk

E-mail: helpline@combatstress.org.uk

Tel: 0800 323 4444 open 24/7

Text: 07537 404 719

Samaritans - Supporting the military and Armed Forces Community (samaritans.org)

Confidential support for those struggling to cope, or are experiencing suicidal thoughts, with support groups and assistance, including how to support someone else you may know of, or believe, they may be experiencing these issues.

E-mail: Jo@samaritans.org

Tel: 116 123

Wider Charities & Supporting Organizations and Networks Carer Support

[Defence Disability, Chronic Conditions & Carers' Conference \(DDCCC\) \(sharepoint.com\)](http://sharepoint.com)

[Defence Carer's Passport & Carers' Charter](#) for management of MOD Civil Servants

[Carers Trust](#) is a charity providing support, information, advice, and services for people caring at home for a family member or friend. Where there are no Carers Trust Network Partners covering your area it can identify what carer support and replacement care services are near you from their UK wide network partners by entering your postcode, town, or city.

Charity for Civil Servants supports civil servants, past and present, throughout their lives, offering practical, financial, and emotional support. Their website has a section on carers.

Employers for Carers works with employers to help them support and manage employees with caring responsibilities.

Young Carers <https://www.childrenssociety.org.uk/information/young-people/young-carers>

Navigate An emotional online and telephone support for parents and carers of disabled Children, young adults. <https://www.scope.org.uk/family-services/navigate/>

Age UK information and support for the over 50s.

Alzheimer's Society gives advice and guidance on all types of dementia, including Alzheimer's.

Cancer Support

[Defence Cancer Support Network](#)

Marie Curie help and support for people impacted by terminal illness.

Macmillan Cancer Support information and advice for everyone affected by cancer, their family, and friends.

Disability Support

[Defence Digital Accessibility Network - Home \(sharepoint.com\)](#)

[Group: Neuro Inclusivity Network | Defence Connect \(mod.uk\)](#)

[Defence Dyslexia Network - Home \(sharepoint.com\)](#)

[Fibromyalgia and Myalgia Encephalomyelitis \(FME\) Network](#) The FME network spans DE&S and MOD was set up to provide support and understanding for people with Fibromyalgia /ME and support line managers. The network provides awareness of these conditions and a community, information guidance, mentoring and a feeling of understanding whilst having to deal with a complex range of problems.

[Defence Epilepsy Network](#)

[Defence Hearing Network](#)

[Defence Visual Network](#)

Disabled Living Foundation advice and information on equipment for independent living.

Mencap information and advice for people with a learning disability and their carers.

ADHD Aware - Support for Adult ADD, ADHD - ADHD Aware - <https://adhdaware.org.uk>

The National Autistic Society (NAS) information and support for autistic people and their families - <https://autism.org.uk>

Health & Wellbeing Support

Togetherall A safe anonymous 24/7 online community where you can talk to people, who feel like you; whilst guided by trained professionals.

Website: togetherall.com

E-mail: theteam@togetherall.com

PANDAS Foundation (pre/post-natal depression) Help, support and advice to any parent experiencing a perinatal mental illness.

Website: pandasfoundation.org.uk

E-mail: contact@pandasfoundation.org.uk

Tel: 01691 664275 open 9:00 - 20:00 7 days per week.

Calm Helpline for Men in the UK who are down or who have hit the wall for any reason and need to talk or find information and support.

Website: thecalmzone.net web chat 17:00-Midnight

Tel: 0800 58 58 58 17:00-Midnight, 365 days a year

SHOUT Shout is a free 24/7 text service for anyone in crisis anytime, anywhere. It is a place to go if you are struggling to cope and you need immediate help.

Text: 85258

Sane Provides expert emotional support and specialist information for you if you are concerned about your own or someone else's mental health.

Website (inc. anonymous support forum): sane.org.uk

Tel: 0300 304 7000 open 4:30 - 22:30 7 days per week.

Mood Juice Provides a range of self-help tools designed to help you think about emotional problems and work towards solving them.

Website: moodjuice.scot.nhs.uk

Mind Offering support, information and advice across England and Wales for people of all ages who struggle with mental health problems.

Website: <https://www.mind.org.uk/Mind>

Rethink A network of groups, services, and advice lines to support people with mental illness.

Website: <https://www.rethink.org/>

Childline A free, private, and confidential service for up to 19 year olds.

Tel: 0800 1111

Seed Eating Disorder support service that provides advice and planning to beat eating disorders.

Website: seedeatingdisorders.org.uk

E-mail: hello@seedeatingdisorders.org.uk

Tel: 01482 718130

Alcoholics Anonymous A support group of men and women who share their experiences and strength with each other to help others to recover from alcoholism.

Website: alcoholics-anonymous.org

E-mail: help@aamail.org Tel: 0800 9177 650

Gamblers Anonymous A support group of men and women, sharing experiences and providing a safe place to discuss issues relating to gambling.

Website: gamblersanonymous.org.uk

FRANK Provides friendly, confidential drugs advice.

Website (inc. web chat): talktofrank.com

Tel: 0300 123 6600 open 24/7

Assault Harassment & Bullying Support

SARCs (Sexual Assault Referral Centres)

Provides services to victims/survivors of rape or sexual assault regardless of whether the survivor/victim chooses to report the offence to the police or not.

Website: thesurvivorstrust.org

E-mail: info@thesurvivorstrust.org

Tel: 01788 550554

Victim Support Free and confidential support to help you move past the impact of crime.

Website: victimsupport.org.uk

Tel: 0808 1689 111 (free) open 24/7

Men's Advice Line Advice, support and information for men experiencing domestic violence and abuse.

Website: mensadviceline.org.uk

E-mail: info@mensadviceline.org.uk Tel: 0808 801 0327

Women's Aid Advice, support and information on domestic abuse and violence.

Website: womensaid.org.uk

E-mail: helpline@womensaid.org.uk Tel: 0808 2000 247 open 24/7

Speak Out Confidential bullying, harassment, and discrimination helpline.

Tel: (Civ) 0306 7704656 (Mil) 96770 4656

Bereavement

Cruse Bereavement Care Offers advice and support when someone dies.

Website: cruse.org.uk E-mail: info@cruse.org.uk

Tel: 0808 808 1677 open 9.30 -17.00 Monday-Friday (excluding bank holidays), with extended hours on Tuesday, Wednesday and Thursday evenings, when open until 20:00.

UK National & Devolved Health Services

NHS (England) Information and advice on health conditions, symptoms, healthy living, medicines and how to get help in England.

<https://www.nhs.uk/>

NHS (Wales). Website providing information on what the NHS in Wales does, how to access its services.

<https://www.nhs.wales>

HSC NI. Health and Social Care service helping people in NI. Although created separately to the National Health Service, it is nonetheless considered a part of the overall national health service in the United Kingdom.

<https://www.hscni.net>

NHSInform Scotland's national health information service helping the people in Scotland.

<https://www.nhsinform.scot>

