

<p style="text-align: center;"><b>Veterans Advice Service Cwm Taf</b> <b>Position Statement: January 2019 – 30<sup>th</sup> September 2019</b></p>
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- **VAO Recruitment**

- Veteran Advice Officer been in post since 7<sup>th</sup> January, supporting 2 LA's RCTCBC and MTCBC.
- Officer recruited from RCT Contact Centre – so experienced background in Council services etc
- 2 year Armed Forces Covenant Funded position

- **Armed Forces Community**

- The Veteran Advice Service is now going to be promoted through the RCT Leisure for Life App
- The VAO actively attends Veteran groups within Cwm Taf – 62% of referrals received from groups
- Access timetable has been updated for drop-in Advice Surgeries in RCT – Updated due to Veteran Feedback
- Relationships have been developed with key organisations (Help for Heroes, SAFA, Royal British Legion, and Change Step.)
- Quartely meetings between 4 LAs – To Share good practices and Ideas.

- **VOA Service Awareness/Promotion**

- The Veteran Advice Service is now going to be promoted through the RCT Leisure for Life App
- Social Media has been used to promote the VA service e.g. Council Twitter and Facebook accounts
- Communications and Marketing leaflets have been printed, we are currently looking into Cinema and Transport advertisements
- Veteran Advice webpage is live (440 views / updated 31.08.19) [www.rctcbc.gov.uk/veteranadvice](http://www.rctcbc.gov.uk/veteranadvice)
- This enable Veterans/Customers to refer in to the Veteran Advice Service 24/7 (9 online forms received)
- VAO have attended local events to promote and will continue to have a presence at key events.

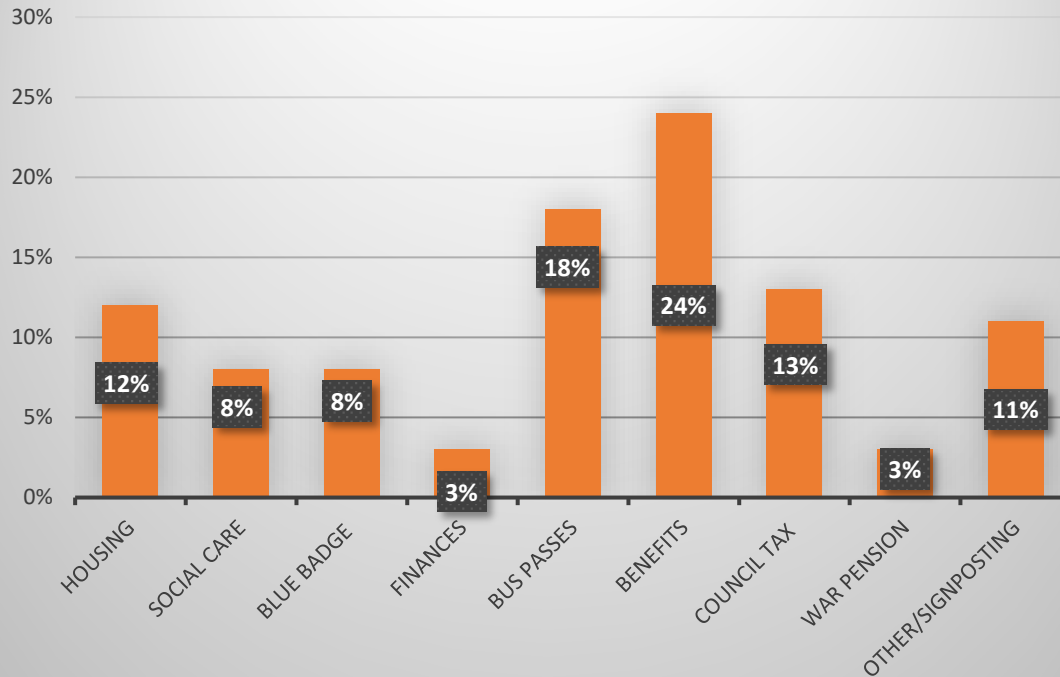
- **VOA Referrals and Case Studies** (Received, allocated and monitored)

- To date, 160 referrals received for RCT/Merthyr (105 RCT/55 MTCBC)
- Key client data is captured on CRM (address/, location, age, sex, branch of armed service) as well as the main enquiry type (see Appendix 1)
- Majority of veterans accessing our service are male (94%), (68%) were in the Army and (62%) are aged 51 to 70 years old
- 4 Compliments have been received across the region for RCT and are included in the case studies (see Appendix 2)

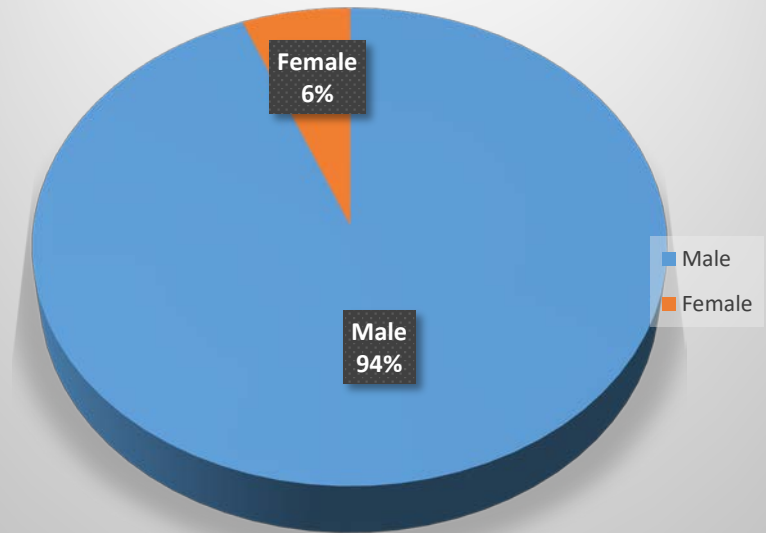
- **Appendices**

- Appendix 1 – What we know so far - Referral Type, Age range, Gender and Armed Forces Branch.
- Appendix 2 – Case Studies and Feedback

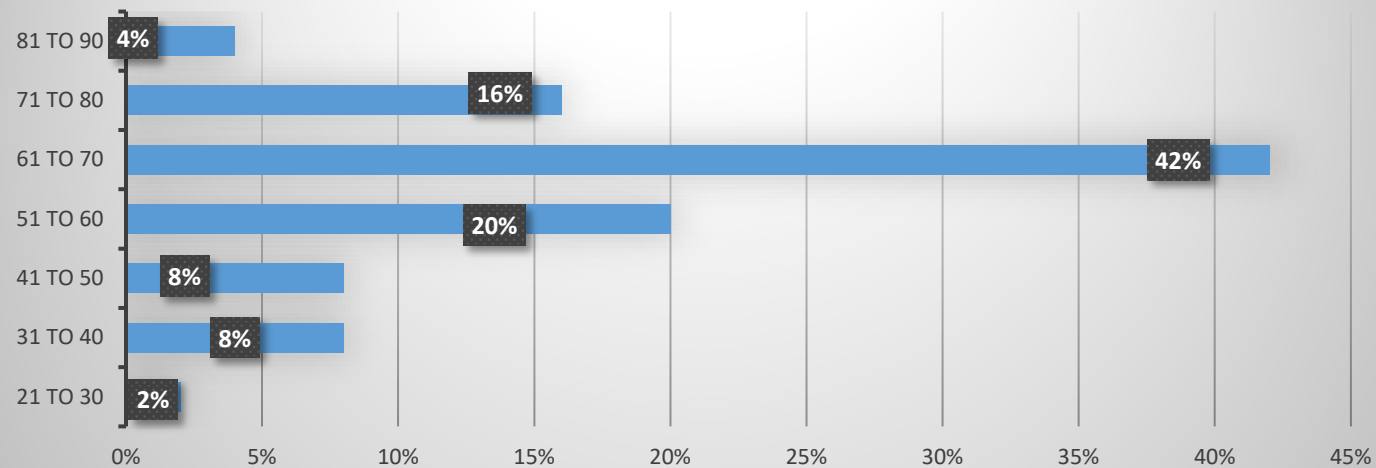
## Referral Totals



## Gender



## Veteran Age Range



**Renewal of Bus Pass – RCT**

Mr W is in his 70's, Served in the Army, has received a letter to renew his Bus Pass online.

Mr W Contacted the Veteran Advice Service for support in applying for his new Bus Pass.

Mr W has never used a computer in his life.

The Veteran Advice Officer met with Mr W at a convenient location that suited the Mr W.

The Veteran Advice officer completed the Application for Mr W using his work laptop.

Mr W and his wife thanked the Veteran Advice Officer and were Very Happy with the Service they received.

**Feedback example 1 – RCT:**

“Jamie Ireland comes to the Veteran Meeting – He has Taken the time/effort to obtain and deliver carpet for his flat – This has made him extremely happy as he was really struggling with moving into the flat – He has gone above and beyond – He does not think Jamie is a Veteran but you could not have picked a better person for the Job”