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| HAFVCPP (Development & Resources) | | | | | | | |
| Priority | Ref | Action | Who | Outcomes | Progress | Further action required | BRAG |
| *Review Highland Armed Forces and Veterans’ Community Covenant Partnership (HAFVCPP)* | 0.1 | a) Review remit of group, ToR, focus/working groups | Members of HAFVCCP | * HAFVCCP’s membership remains relevant and members are well informed * Members are aware of the role of the HAFVCCP and of working groups * Documented roles/remits are available for new members or when change of personnel * Signatories of Covenant reminded of original commitment and purpose, ensuring membership remains relevant | * Partnership reviewed in 2018 | Due for review again in 2022 (September) | GREEN |
| *Action Plan review and update (every 2 years)* | 0.2 | a) HAFVCCP agrees, monitors and reviews its action plan reflecting any new statutory duties as appropriate  b) Agree procedure for reviewing and monitoring actions | Members of HAFVCCP | * Action plan provides vehicle for the HAFVCCP to improve support for AF community in Highland * Action plan evolves in line with legislation and recommendations from Scottish Gov, UK Gov and other stakeholders | * First draft action plan accepted at HAFVCCP meeting March 18 * Action plan updates - Aug 18, Oct 18, Mar 19, Jul 19 | HAFVCCP to review and set new priorities at meeting September 2022  Action Plan to reflect new Statutory Duties – to come in to force mid-2022 | GREEN |

**HIGHLAND ARMED FORCES AND VETERANS’ COMMUNITY COVENANT PARTNERSHIP**

**DRAFT ACTION PLAN 2022 - 2024**

Agreed themes: 0. HAFVCPP (Development & Resources) 1. Children & Families, 2. Economy, 3. Education, 4. Health, 5. Housing

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| Significant delay | Slight delay | On schedule | Complete |

BRAG key:

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| HAFVCPP (Development & Resources) | | | | | | | |
| Priority | Ref | Action | Who | Outcomes | Progress | Further action required | BRAG |
| *Ongoing management of accessible online microsite to support the AFC, HAFVCPP partners to access relevant information* | 0.3 | a) Sustainable management of the microsite as first point of call for AFC moving to Highland and those already here.  b) Staff and public to be better informed about the Covenant and AFC | Members of HAFVCCP  All partners Digital Services | * Up to date provision of information ensures; * Better supported AFC with partners and staff able to provide better support from sound knowledge base * Clear, relevant information easily accessed for all sectors of AFC (serving, reserves, veterans, cadets, families) * Clear advice and sources of support on education, employment, health, housing, finance, news, events, moving to Highland | * <https://www.armedforcesmorayandhighland.co.uk/>   Microsite launched at Highland Care & Learning Committee 24 January 2019. | * Continue to publicise the microsite to AFC and Highland service providers (ongoing) * Determine mechanism for notifying Highland web team of any amendments/updates needed * Redirect website contact email address * Review microsite annually and in light of statutory requirements (April 22) * Review use of site for placement of Community Planning Partnership training materials (April 22) | GREEN |
| *Awareness training* | 0.4 | a) Develop an effective training programme to raise awareness of AF Covenant and AFC  b) Investigate best format for delivery – online, face to face, newsletters and stories  c)Identify staff for targeted awareness training eg Access point, housing, benefits, school staff, health and social care | HC Learning & Dev Team  Other providers | * Consistently high forces-friendly service delivery where needs both anticipated and if possible mitigated to reduce disadvantage. * Members, Ward Managers and Area Service Managers in all wards briefed on the Covenant and the AFC * Front-line staff in all wards briefed on the Covenant and the AFC - staff able to apply its principles through service provision and policies * Staff aware of issues that may affect the lives of serving AF personnel and how this may impact on families, particularly children * Staff aware that a small proportion of ex-service personnel may be adversely affected by their service and may present with a complex range of issues |  | * HC Learning & Development to work with Warwickshire Country Council again on staff training modules – anticipated mid-late 2022 for delivery * Include AFC awareness session in induction training for new Highland Councillors (who?) * Veterans Scotland – check what training they provide.(who is doing?) * Investigate what other training is required (in addition to CPP) (Who?) | **AMBER** |
| *Promotion of Covenant and AFC* | 0.5 | a) Identify opportunities/ events/platforms for raising awareness in all HC wards.  b) Work with military units and other interested parties to raise awareness | Units  Community officers  Ward Mgrs  Cllrs  HRFCA  Veterans Scotland | * Wider civilian community aware of covenant, AFC and contribution make to local society/economy * Military/civic community engagement improved * Military families understand entitlement/support available under the Covenant from HC and other stakeholders * HC’s commitment to the AFC and Covenant rewarded by Gold ERS recognition |  | * Identify other opportunities for breakfast clubs (integrate communities and help lonely/socially isolated AFC) – through CPP briefings? * Continue engagement with CPP’s – training materials being designed and delivered for CPPs across Highland and Moray – also for use by other partners – poss private sector ?   (Mid to late 2022) | **GREEN** |

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| Children & Families | | | | | | | |
| Priority | Ref | Action | Who | Outcomes | Progress | Further action required | BRAG |
| *Explore ways of focussing support in areas of provision where gaps have been identified through review of policies and procedures* | 1.1 | a) Promote educational support provided by Highland Council  b) Promote positives of education in Highland – small class sizes, support under ASL, military keyworker/MLG  GIRFEC  Free Uni tuition fees if qualify | Highland PPR team  Proj Off | * Families aware of priority given to supporting children from the AF Community under the Covenant * Parents aware that all children supported under ASL if needed. * Support for children of AF families through MLG and keyworker ensures issues identified allowing early intervention and support as required | * Information on MLG included on microsite under ‘Schools and Learning’ and link to Highland Council information page for AF families under ASN |  | BLUE |

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| Economy | | | | | | | |
| Priority | Ref | Action | Who | Outcome | Progress | Further action required | BRAG |
| *Raise awareness of the Armed Forces community and the Covenant amongst local businesses and the civilian population* | 2.1 | a) Investigate how CPP, Chamber of Commerce, Federation of Small Businesses can work to raise profile of AF Cov and benefits of employing service leavers/veterans – possible business seminars in areas of high AF population (eg Inverness, Wick, Thurso)  b) Encourage signing of Covenant to show commitment  c)Raise awareness of MOD Employers Recognition Scheme (ERS)  d) Explore use of Knowledge Hub to investigate best practice models for taking to commercial partners | CPP  Chamber of Commerce  (Inverness & Lochaber)  Federation of Small Businesses  Ward Mgrs  Cllrs  DWP  SDS  HRFCA | * Local businesses sign a Covenant pledge * Employers are aware of how military skills translate to civilian employment market * Recruitment of AFC (service leavers, reserves, veterans, spouses,) increased and more opportunities identified * Attraction/retention of more of AFC | * Employability Group – collaboration between Poppyscotland, SDS, New Start Highland, Momentum Skills, Blue Arrow, RFEA, Signpost working to improve employability pathways for veterans/service leavers. Linking to HRFCA, Chamber and UHI employers’ network could create further opportunities. * Scottish Credit & Qualifications Framework Veterans Project – has mapped infantry soldier’s skills to SCQF. This project will hopefully expand this work to include other specialisations and services * https://scqf.org.uk/media/1661/scq-109-armed-forces-brochure-web.pdf | * Explore whether event like Highland Gathering with CPP/Chamber of Commerce/CTP/HRFCA would facilitate better engagement with commercial partners/businesses (Who?) * HC to consider writing to their suppliers/contractors commending the advantages of employing reservists – support for Gold ERS.(DF?) | **GREEN** |
| *Improve employment and education opportunities for service leavers and spouses* | 2.2 | a) Work with CPP to map employment gaps and promote these to service leavers through existing channels (CTP/SDS/DWP)  b) Work to identify opportunities for home working  c) Work with Chamber of Commerce to identify SME opportunities  d) Identify opportunities for recruitment fayres working with other orgs | CPP  Proj Off  DWP  SDS  CTP  UHI  NHS  Chamber of Commerce  Military Reps  HRFCA  Veterans Scotland | * Employment opportunities identified early and promoted to local service leavers * Information on qualifications/training requirements and where these can be obtained – possible use of resettlement grant, * Opportunities/grants identified eg SERI, SDS Individual training accounts (ITA’s) * SME opportunities identified * FE/HE offered as positive alternative to employment on leaving service * Information promoted to families on posting notification to allow spouse to consider training before moving * Information on communications available for those interested in working from home * Information on special arrangements for teachers with non-Scottish qualification more widely publicised * Reserve opportunities identified * Local businesses sign Covenant – improved engagement – increased employment opportunities | * Working group (*established ?)* employment. Members: Poppyscotland, SDS, Newstart Highland, Momentum Skills, Blue Arrow, RFEA, Signpost. * SDS/CTP running pilot project ‘A96 corridor’ – SDS offer service leavers a 1-hour careers advice session with trained advisor prior to CTP programme with aim of helping leaver to tailor resettlement training. * 51 Brigade/CTP/SDS working on transition support for service leavers. Await outcome of this work before taking this action forward to avoid duplication and ensure consistent approach for Scotland. * UHI courses flexible in content and delivery– suits mobility of AF. UHI establishing an AF Champion in line with SVC recommendations. * Forces Families Jobs – new website to be launched in Sept 19 (joint venture NFF, AFF, RAF FF) as a one-stop-shop for Armed Forces family members to search for suitable jobs and training. | * Feedback to HAFVCCP on work of employment group (who does this?) * Watching brief on work of Scot Gov and impact of work of HAFVCCP – Scot Gov progress against SVC recommendations   <https://scottishveteranscommissioner.org/sgprogress/> (ALL?)   * UHI AF Champion to engage with partners for links to UHI employers’ network. * Organisations to consider using Forces Families Jobs to advertise vacancies – free platform targeting AF community * Add details of Forces Families Jobs to microsite (DF?) * Information for spouses on posting – medical reference from GP needed for certain jobs (registering as a child-minder) so obtain before moving in case delay in transferring medical records.(Whats the action?) * Watching brief on outcome of spousal employment projects funded by Covenant |  |

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| Education | | | | | | | |
| Priority | Ref | Action | Who | Outcome | Progress | Further action required | BRAG |
| *Educational support* | 3.1 | a) Promote educational support provided by Highland Council  b) Promote positives of education in Highland – small class sizes, support under ASL, military keyworker/MLG  GIRFEC  Free uni tuition fees if qualify | Highland PPR team  Proj Off | * Families aware of priority given to supporting children from the AF Community under the Covenant * Parents aware that all children supported under ASL if needed. * Support for children of AF families through MLG and keyworker ensures issues identified allowing early intervention and support as required | * Information on MLG included on microsite under ‘Schools and Learning’ and link to Highland Council information page for AF families under ASN * MLG Action plan - |  | **BLUE** |
| *FE/HE as an alternative to employment* | 3.2 | a) Work with FE/HE organisations to identify training opportunities for employment gaps  b) Promotion of FE/HE as an alternative to work | CPP/SDS  Proj Off  HC Comms  DWP  UHI  NHS  SDS | * FE/HE offered as positive alternative to employment |  |  | **AMBER** |

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| Health | | | | | | | |
| Priority | Ref | Action | Who | Outcome | Progress | Further action required | BRAG |
| *Service providers have access to more reliable data about the location of veteran population* | 4.1 | a) With partners work to identify opportunities to ‘Ask the Question’  b) Develop standard protocols to enable data sharing amongst agencies | NHS  Education  Highland Council  DWP  SDS | * Improved mapping of AFC and its needs will assist organisations in planning and commissioning of services | * A question on a person’s AF status to be included in 2022 census * In Apr 21 The Universal Credit service introduced a new question for claimants to see if they are serving or have served in the armed forces. (Currently working with analysts to confirm if and what data can be shared) * Enrolment forms and leaflet to encourage Early years identification is included in the overall changes we (MLG) made to Enrolment/identification MLG has worked with CALA (Care & Learning Alliance) who have ow changed their enrolment forms to replicate those we have in Highland. The data they take from this is shared with our systems team so we can get a better picture across Highland from Early years to Secondary * MLG are developing bespoke ‘raising awareness and understanding’ training for CALA who intend to put this on their induction module for all new starts. They will also highlight to current team members. | Promotion through MLG to encourage parents to disclose on school registration forms.  NHS Veterans project may offer opportunities to ask the question through GP’s and hospital admissions.(Who is actioning?) | BLUE |

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| Housing | | | | | | | |
| Priority | Ref | Action | Who | Outcome | Progress | Further action required | BRAG |
| *Provide improved housing options experience for veterans and service members and their families* | 5.1 | a) Create a standalone webpage on The Highland Council website that outlines, and signposts Armed Forces related Housing Options  b) Develop new MyHousingOptions online service to recognise Armed Forces community and signpost to Armed Forces resources.  c) Amend Housing Application forms to better record Armed Forces | The Highland Council | * Improve knowledge within Armed Forces community on their housing options within the Highlands * Better data of Armed Forces members who are applicants | * MyHousingOnline is being built and Armed Forces questions have been drafted * Draft webpage has been created and has been checked over by former armed service colleague. | * Updating Housing Applications will need to wait until after May Local Election because Graphic Design Team are too busy with election work. New wording needs to be decided before then. (AB) * Make armed forces webpage live (AB) | **Green** |
| *Improve housing staff knowledge of Armed Forces issues* | 5.2 | a) explore training options currently available  b) provide training and reading resources to staff | The Highland Council  Other services that can provide training | * Staff have knowledge of Armed Forces issues * Staff have better knowledge of Housing Options for Armed Forces community | * Meeting took place with a Phil Deakin on 20th of April to discuss future training arrangements. Wrote draft Scottish focused text for the armedforcescovenant.gov.uk website | * Previous AFC meeting minutes outline possible training/awareness options that will be explored * Awaiting feedback from Phil Deakin | **AMBER** |

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| **Acronyms** |  |  |  |
| HC | Highland Council | SERI | Scotland’s Employment Recruitment Incentive |
| MC | Moray Council | JSHAO | Joint Service Housing Advice Office |
| LA | Local Authority | FE/HE | Further Education/ Higher Education |
| CCP | Community Planning Partnership | HRFCA | Highland Reserve Forces and Cadets Association |
| AFC | Armed Forces Community | DWP | Department of Work & Pensions |
| UHI | University of Highlands & Islands | RFEA | The Forces Employment Charity |
| HIE | Highland & Islands Enterprise | SACRO | Scottish Assn for Care & Resettlement of Offenders |
| CTP | Career Transition Partnership | DMWS | Defence Medical Welfare Service |
| SDS | Skills Development Scotland | ASAP | Armed Services Advice Project |
|  |  | RCET | Royal Caledonian Education Trust |