

28 June 2011		ITEM 6
Corporate Overview and Scrutiny Committee		
VETERAN'S CHARTER		
Report of: Natalie Warren, Community Development Manager		
Wards and communities affected:	Key Decision:	
N/A	N/A	
Accountable Head of Service: Steve Cox, Executive Director, Delivery Unit		
Accountable Director: Graham Farrant, Chief Executive		
This report is N/A		
Purpose of Report:		
To agree arrangements for the investigation and consideration of a Veteran's Charter for Thurrock		

Comment [s]: PLEASE CLICK THIS BOX ONCE and enter the date of the meeting (in font 16, not capitals)

Comment [s]: Please leave this for completion by Democratic Services

Comment [s]: PLEASE CLICK THIS BOX ONCE and enter the name of the Committee you are reporting to (in font 16, not capitals)

Comment [sj]: PLEASE CLICK THIS BOX ONCE and enter the title of your report (in font 16)

Comment [a j]: Please enter the name and job title of the person who will be presenting the report

Comment [s]: Please enter details of any Wards and Communities affected by the

Comment [s]: Yes/No/Not Applicable – a 'Key Decision' is generally one affecting more

Comment [sj]: Please state the Head of Service's name and job title

Comment [sj]: Please state Director's name and job title

Comment [sj]: State whether your report is Public or Exempt. If Exempt (i.e. not to be given to

Comment [sj]: Briefly set out the purpose of your report

Comment [sj]: Please provide a summary of the key points in your report

Comment [s]: The recommendations should be set out in bold in the form of the

Comment [s]: You should briefly explain why the report is on the agenda - See para. 5.3 and 5.4

EXECUTIVE SUMMARY

This report proposes that Corporate Overview and Scrutiny Committee establish a task and finish group in support of the Motion agreed by Full Council 30March 2011 to investigate and consider working with partners to create a Thurrock Service Veteran's Charter.

1. RECOMMENDATIONS:

- 1.1 That Corporate Overview and Scrutiny establish a task and finish group to consider the development of a Veterans Charter for Thurrock.

2. INTRODUCTION AND BACKGROUND:

- 2.1 In March 2011, member voted unanimously in favour of a motion to investigate and consider working with partners to create a Thurrock Service Veteran's Charter. The motion stated that partners should include (but not exclusively) Thurrock Council, Jobcentre Plus, South West Essex Primary Care Trust, The Royal British Legion, Burma Star National Gulf Veterans and Families Association and Thurrock CVS. The motion was proposed by Councillor Morris-Cook and seconded by Councillor Nicklen.
- 2.2 It is proposed that a cross party 'task and finish group' under the Overview and Scrutiny function is formed to support the investigation of a Veteran's Charter.

3. **Veteran's Charter:** **Expected Scope**

- 3.1 Veteran's Charters acknowledge that service veterans may well have issues that can impact on their well-being and affect their adjustment to civilian life. Some of the barriers expressed by veterans when returning to civilian life cover the whole welfare sector including: access to housing; claiming benefits; breaking into social networks; seeking employment or retraining as well as coping with any disabilities as a result of their time in the armed forces.
- 3.2 A typical Veteran's Charter may include a commitment to:
- Contribute to a Service Veteran's returning home pack,
 - Provide signposting and information through each providers web site
 - Ensure that all staff members are briefed on the issues and know where specialist charitable assistance may be available and of benefit to the veteran.
- 3.3 It is proposed that support for a Veteran's Charter be provided through the Chief Executive's Delivery Unit. Veteran's Charters cut across the full spectrum of services, and all public services will be invited to sign up to any commitments reflected in a future Veteran's Charter.

Engagement with Veterans in Thurrock

- 3.4 It is not known how many veterans are living in Thurrock, or the range of specific needs experienced by veterans living in the borough. Engagement with veterans would be a key step to taking forward a meaningful Veteran's Charter.
- 3.5 A number of key organisations supporting veterans are active in Thurrock and it is proposed that a representative from each be invited to attend an initial scoping meeting with members. These include the Royal British Legion (Thurrock F Group), Sailors, Soldiers Air force and Families Association (SSAFA), East Anglia Regiment and Burma Star national Gulf Veterans and Families Association.
- 3.6 In addition, the Council will request that veterans with an interest in sharing their experiences with a view to influencing a Veteran's Charter for Thurrock also come forward to take part in a working group.
- 3.7 Invitations will be made to Jobcentre Plus, South West Essex PCT and Thurrock CVS to participate in the development of a Veteran's Charter.

Comment [s]: Other headings may be appropriate. The report should outline the reasoning that leads to its recommendations and **must** include:

1. a brief summary of options considered;
2. consultation outcomes
3. a risk assessment.
4. Whether the responsible cabinet members have been consulted/contributed to the report (NB professional and political advice must be clearly distinguished)

- See para.5.5 of the report writing guidelines.

Governance

3.8 Overview and Scrutiny will be requested to convene a cross party task and finish working group reflecting the political balance of the Council in order to investigate and consider the potential of a Veteran's Charter.

3.9 The key objectives of the working group will include

- To consider the number of veterans living in Thurrock and their current needs.
- To investigate the scope of a potential Veteran's Charter for Thurrock, including the full range of services to be invited to sign up to a charter.
- To consider appropriate communications of the range of charitable associations supporting veterans in Thurrock.
- Any further objective suggested by task and finish group members.

4. Next Steps (including Overview and Scrutiny, if applicable)

4.1 Following agreement by Overview and Scrutiny, a task and finish working group will be convened to support this work.

5. IMPACT ON CORPORATE POLICIES, PRIORITIES, PERFORMANCE AND COMMUNITY IMPACT

5.1 Developing a Veteran's Charter would support all Council priorities and in particular to provide and commission high quality and accessible services that meet, wherever possible, individual needs.

6. IMPLICATIONS

6.1 Financial

Implications verified by: **Funké Nana**
Telephone and email: **01375 652 451**
fnana@thurrock.gov.uk

There are no financial implications arising from this report.

6.2 Legal

Implications verified by: **Jamie Hollis**
Telephone and email: **01375 652925**
jhollis@thurrock.gov.uk

There are no specific legal implications arising directly from this report, but the development of a veteran's charter may help realise corporate objectives relating to community engagement.

Comment [jj]: This should include any consultation with Ward Members and Shadow Portfolio Holders, as well as any public or statutory consultation

Comment [a]: Please refer to Section 5.7 of the Report Writing Guidelines

Comment [sj]: This section should always be completed – if they are dealt with fully in another part of the report, they also need a brief cross reference here. The names and job titles of the officers providing the implications should be provided in full – see Guideline 6.1 and please note Democratic Services Deadlines and ensure that officers providing implications are given 5 clear working days to work on the report. Authors can write implications but they must be signed off by the appropriate officers

Comment [sj]: See Guideline 6.2

Comment [sj]: See Guideline 6.3

6.3 **Diversity and Equality**

Implications verified by: **Samson DeAlyn**
Telephone and email: **01375 652472**
sdealyn@thurrock.gov.uk

The task and finish working group will need to take into account the diversity of ex-service personnel in Thurrock when developing a Veterans' Charter. Consideration will need to be given to the needs of disabled veterans, veterans of different ages and veterans who are traditionally underrepresented in veteran welfare organisations such as BME, LGB and increasingly female ex-service personnel.

6.4 **Other implications (where significant) – i.e. Section 17, Risk Assessment, Health Impact Assessment, Sustainability, IT, Environmental**

None identified.

7. **CONCLUSION**

7.1 Developing a Veteran's Charter will better enable services in Thurrock to meet the diverse needs of veterans living in Thurrock.

BACKGROUND PAPERS USED IN PREPARING THIS REPORT:

- None

APPENDICES TO THIS REPORT:

- None

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Comment [sj]: See Guideline 6.4

Comment [sj]: This should inform the recommendations in the report

Comment [sj]: See Guideline 8. If any Papers are to be placed in the Members room that relate to this report, you should also list them here

Comment [sj]: List the Appendices referred to in the Report

Comment [sj]: Insert the full contact details of the author of the report