

**Appendix 2**

**DRAFT Thurrock Veterans' Charter**

Date

Thurrock Borough Council  
The Soldiers, Sailors, Air force and Families Association  
The Far East Veterans' Association  
Royal British Legion  
The Burma Star National Gulf Veterans and Families Association

Thurrock Borough Council and Veterans' Charities recognise that returning Service Veterans:

- May have issues that impact on their health and wellbeing and that of their families as they return to civilian life
- That issues of readjustment to civilian life are acknowledged

This Charter defines veterans as any man or woman who has served in the Royal Navy, Army, Royal Air Force (National Service, Regular or Reserve) and the Merchant Navy, and who has now left to rejoin civilian life.

As service providers and charities we will aim to:

- Provide a comprehensive and joined up support service – aiming to work with partner agencies that provide services in Thurrock.
- Contribute to a Veterans' Information Pack – Thurrock's KIT Bag – and for Thurrock Council to assign a dedicated officer and contact number as a first point of contact for Veterans who require information and support.
- Provide signposting and information through each providers web site
- Ensure that members of staff are briefed on the issues and where specialist charitable assistance may be available and of benefit to Veterans.
- Strongly encourage public services to consider the take up of services by Veterans, and to give consideration to the needs of all Veterans, war widows and widowers, families and dependents of Veterans and carers of Veterans.
- To promote the achievements of serving personnel and Veterans, and to work in partnership to strive towards a Community Covenant with the Armed Forces in order to foster a better understanding between communities in Thurrock, the Armed Forces and public services.

(Services mentioned to sign)