

**Appendix 1**  
**Regional Action Plan – Darlington Response**

**(The shaded recommendations apply to Local Authorities)**

<b>Recommendation</b>	<b>Addressed to</b>	<b>Darlington Borough Council Responsible Officer</b>
<b>Information</b>		
<p><u>Recommendation 1</u>: that local authorities across the region consider what might be the costs, benefits and best methods of collecting in future information about members of the Armed Forces ‘soon to leave’, their likely destination and the demands that will place on localities.</p>	Local authorities	<p><b>Pauline Mitchell</b></p> <p><b>We have good links with Catterick Garrison so just need to maintain awareness of the demands and promote the Housing Options Service.</b></p> <p><b>NE CEx agreed – that North East Analytical Group could progress the recommendations and provide guidance to the armed forces on the level/type of information needed by NE LA.</b></p>
<p><u>Recommendation 2</u>: that local authority services should actively ask the question of those they provide services for: ‘have you served in the UK Armed Forces?’</p>	Local authorities	<p><b>Pauline Mitchell</b></p> <p><b>There is a question on our Choice Based Lettings System that asks for details of those leaving Her Majesty’s forces and the discharge date.</b></p>
<p><u>Recommendation 3</u>: that all organisations providing (or potentially providing) services for ex-service community should encourage veterans to voluntarily identify themselves by asking ‘have you served in the UK Armed forces?’</p>	<p>NHS</p> <p>Registered social landlords</p> <p>DWP</p> <p>Voluntary sector</p>	<p><b>Pauline Mitchell</b></p> <p><b>There is a question on our Choice Based Lettings System that asks for details of those leaving Her Majesty’s forces and the discharge date.</b></p>

<b>Recommendation</b>	<b>Addressed to</b>	<b>Darlington Borough Council Responsible Officer</b>
<p><u>Recommendation 4:</u> that HM Government should consider the potential for an individual's NHS or National Insurance number to be used to identify their veteran status to improve identification of needs and services that may be available. This might be considered alongside the proposal by the Task Force on the Military Covenant for the creation of Veterans' Cards.</p>	<p>HM Government</p>	<p><b>Director of Public Health</b></p> <p><b>No direct action appropriate at local level, this would be a national/central decision.</b></p>
<p><u>Recommendation 5:</u> that formal information sharing protocols and arrangements are established between the armed forces and local authorities across the NE region. This will enable local authorities to properly assess and plan to meet the needs of the ex-service community as a specific group.</p>	<p>Armed Forces Local authorities</p>	<p><b>Elaine Richardson</b></p> <p><b>We would be happy to participate in a Regional Model or Protocol.</b></p> <p><b>NE CEx agreed – that North East Analytical Group could progress the recommendations and provide guidance to the armed forces on the level/type of information needed by NE LA.</b></p>
<p><u>Recommendation 6:</u> local authorities in the North East should consider dedicating a chapter in their Joint Strategic Needs Assessments to vulnerable service leavers and their needs and identifying as a target population the ex service community within their strategic planning processes in relation to social exclusion, anti-poverty, homelessness and offending.</p>	<p>Local authorities Primary Care organisations Local Health and Wellbeing Boards, when established</p>	<p><b>Sharon Raine/Tony Welsh</b></p> <p><b>There is a section on Veterans Health in the Single Needs Assessment for 2010/11.</b></p> <p><b>A section was included on the JSNS for 2011/12 and has also been updated in terms of Mental health for 2012/13.</b></p> <p><b>We will take forward any further developmental work around veterans as the JSNA is reviewed annually and as our customer insight work continues.</b></p>

<b>Recommendation</b>	<b>Addressed to</b>	<b>Darlington Borough Council Responsible Officer</b>
<p><u>Recommendation 7:</u> that local authorities across the region take research forward as part of the development of Joint Strategic Needs Assessments across the region, and that the North East Public Health Observatory should also consider what data and research support it can provide.</p>	<p>Local authorities Local Health and Wellbeing Boards, when established North East Public Health Observatory</p>	<p><b>Director of Public Health</b> <b>Matter raised with N E Directors of Public Health via Regional Director of Public Health.</b></p>
<p><u>Recommendation 8:</u> that local authorities across the North East request the NE National Housing Federation to carry out a mapping exercise to quantify current provision of ex - service community housing provided by their members and analyse best practice both nationally and within the North East.</p>	<p>Local authorities NE National Housing Federation</p>	<p><b>NE CEx agreed – That Gateshead act as lead LA working the National Housing Federation and Homes and Communities Agency to progress the Joint Committees housing related recommendations.</b></p>
<p><u>Recommendation 9:</u> that the North East Housing Federation works closely with NE local authorities to help plan future provision.</p>	<p>North East Housing Federation Local authorities</p>	<p><b>NE CEx agreed – That Gateshead act as lead LA working the National Housing Federation and Homes and Communities Agency to progress the Joint Committees housing related recommendations.</b></p>
<p><u>Recommendation 10:</u> that the armed forces and the Career Transition Partnership work more closely with local authorities across the region and provide them with an assessment of the likely level of demand and need for employment and skills related services in order to inform future economic and financial inclusion strategies and future provision.</p>	<p>Armed Forces Career Transition Partnership Local authorities</p>	<p><b>Nik Grewer/Mary Hall</b> <b>An awareness raising event was held on the 28<sup>th</sup> November 2012 and Career Transition Partnership attended and further action will be reviewed as the skills and employment work is taken forward in the future. Further debate is also taking place at the Tees Valley Armed Forces Forum and there is a funding bid to support work with veterans in Tees Valley.</b></p>

<b>Recommendation</b>	<b>Addressed to</b>	<b>Darlington Borough Council Responsible Officer</b>
<u>Recommendation 11</u> : that prison and probation services be encouraged undertake more detailed work on the needs and nature of offending veterans.	National Offender Management Service	<b>Director of Public Health</b> <b>Matter was raised with North East Offender Health Commissioning Management Unit in Sept 2011.</b>
<u>Recommendation 12</u> : that prison and probation services should consider how to make available more ‘signposting’ to veteran’s charities of offenders subject to short sentences.	National Offender Management Service	<b>Director of Public Health</b> <b>Matter was raised with North East Offender Health Commissioning Management Unit in Sept 2011.</b>
<u>Recommendation 13</u> : that prisons, probation trusts and other partners in the statutory and voluntary sectors promote the sharing of best practice and information (data and needs analysis).	National Offender Management Service Voluntary organisations	<b>Director of Public Health</b> <b>Matter raised with North East Offender Health Commissioning Management Unit in Sept 2011.</b>
<b>Awareness</b>		
<u>Recommendation 14</u> : As some sections of the ex-service community are vulnerable and hard to reach it is recommended that local authorities work with third sector bodies which provide an outreach service (such as ex-service charities and Norcare) to raise awareness and improve access to available support mechanisms.	Local authorities Norcare Royal British Legion SSAFA Combat Stress Voluntary organisations	<b>Mary Hall</b> <b>Discussions have been held with voluntary organisations and information has been shared. A joint stakeholder event has taken place which included a market stall approach. The programme was aimed at making sure the definition of a veteran is understood and also that the needs of young veterans and their families are understood and scoped.</b>

<b>Recommendation</b>	<b>Addressed to</b>	<b>Darlington Borough Council Responsible Officer</b>
<p><u>Recommendation 15</u>: that all agencies should make use of and promote local directories of services provided by the voluntary and community sector and statutory provision for those seeking help and for those making referrals, such as the web-based directory provided by Veterans North-East and Finchale College Durham.</p>	<p>Armed forces Local authorities NHS Voluntary organisations</p>	<p><b>Discussions have been held with voluntary organisations and information has been shared. A webpage has been put in place and a directory that includes links to key organisations for ex-servicemen and their families. This includes links to Veterans North East and Finchale College. This will provide a local resource for other voluntary and community organisations in Darlington.</b></p> <p><b>NHS County Durham and Darlington (NHS CDD) Head of Communication developed a NHS CDD Communications Strategy for health needs of members of the Armed Forces, their families and veterans.</b></p>
<p><u>Recommendation 16</u>: that North East local authorities examine opportunities for using digital media to improve communication with the ex-service community and raise awareness of available support mechanisms.</p>	<p>Local authorities</p>	<p><b>Mary Hall</b></p> <p><b>As stated previously a Veterans Page is now live that can be found at:</b> <b><a href="http://www.darlington.gov.uk/Generic/veterans.htm">http://www.darlington.gov.uk/Generic/veterans.htm</a></b> <b>This page highlights the Armed Services Covenant and also links not only to local but also to regional organisations supporting delivery of services to veterans and their families.</b></p>

<b>Recommendation</b>	<b>Addressed to</b>	<b>Darlington Borough Council Responsible Officer</b>
<p><u>Recommendation 17</u>: that the North East National Housing Federation is requested on behalf of local authorities across the region to carry out work with Registered Social Landlords to raise awareness of the housing needs of the ex-service community.</p>	<p>North East National Housing Federation Local authorities</p>	<p><b>Hazel Neasham</b></p> <p><b>Sub-regionally needs will be identified through Compass, our Choice Based Lettings system. Darlington also has a Key Point of Access for all Homeless issues accessed via First Stop or Customer Services. These organisations were invited to the 28<sup>th</sup> November awareness raising event.</b></p> <p><b>NE CEx agreed – That Gateshead act as lead LA working the National Housing Federation and Homes and Communities Agency to progress the Joint Committees housing related recommendations.</b></p>
<p><u>Recommendation 18</u>: that an awareness raising campaign is carried out amongst staff throughout the Tyne and Wear and Tees Valley Unlimited City Regions regarding the importance of asking whether individuals are ex-service to ensure that they can be appropriately referred on to Job Centre Plus and receive their entitlement to early access to New Deal Programmes.</p>	<p>???</p> <p>JobCentre Plus</p>	<p><b>Identification of veterans and an understanding of where they are in Darlington is one of the issues under discussion at the Veterans Planning Group.</b></p>
<p><u>Recommendation 19</u>: PCTs should begin conversations now with the embryonic GP Commissioning Consortia regarding the merits of commissioning for ex-service community. PCTs and Consortia should report back to Members how the needs of the ex-service community are going to influence commissioning strategy during the transitional period and when Consortia have formally taken control of Commissioning budgets.</p>	<p>Primary Care Trust GP consortium pioneers</p>	<p><b>Darlington CCG to be Strategic CCG lead for veteran’s health.</b></p>

Recommendation	Addressed to	Darlington Borough Council Responsible Officer
<b>Improving responsiveness within organisations</b>		
<p><u>Recommendation 20</u>:that local authorities and other key partner organisations across the region should consider identifying a senior figure who can act as a champion for the ex-service community and establishing a central point of contact in each local authority area or sub - region to assist when members of the community experience difficulties. Examples of possible approaches include:</p> <ul style="list-style-type: none"> <li>a. Within local authorities, a Member Armed Forces Champion to drive improvements in services for service veterans.</li> <li>b. Within local authorities, a named senior officer to assist the ex-service community and act as a facilitator and conduit in dealings with Councils and beyond.</li> <li>c. Within Primary Care Trusts, named senior staff to act as Case officers/co-ordinators in PCTs to act on behalf of the ex-service community whilst assistance is required, and to consider how best to pass these responsibilities forward to GP consortia and local Health and Wellbeing Boards.</li> </ul>	<p>Local authorities</p> <p>Primary Care Trusts</p>	<p><b>Cllr Copeland has been appointed as the Member Armed Forces Champion.</b></p> <p><b>Ada Burns, Chief Executive is the lead officer with day to day support being provided by a range of officers across the local authority, PCT and Public Health.</b></p> <p><b>Support is to be provided via the Customer Contact Centre for veterans themselves but co-ordination of activity within the Council currently sits within the Engagement Team.</b></p>
<b>Improving co-ordination across organisations</b>		

<b>Recommendation</b>	<b>Addressed to</b>	<b>Darlington Borough Council Responsible Officer</b>
<p><u>Recommendation 21:</u> that the Association of North East Councils should be asked to explore with the NHS, the armed forces and other partners across the region how stronger networking within and between existing groups may be taken forward. This should include consideration of joined-up planning and performance monitoring.</p>	<p>Association of North East Councils</p>	<p><b>Darlington has agreed joint working with the other Tees Valley authorities to join up activity in relation to this issue and maximise the resources available. Darlington continues to work with Durham colleagues on this issue as some partners, including the acute health trusts cover those areas. Managing these and other cross-border issues will need further work.</b></p>
<p><u>Recommendation 22:</u> that local authorities should consider how to bring together voluntary organisations large and small with a specific interest in the welfare of the ex-service community, in the light of the Government's response to the Task Force on the Military Covenant.</p>	<p>Local authorities Voluntary organisations</p>	<p><b>Mary Hall</b></p> <p><b>The Darlington Covenant was signed on 28<sup>th</sup> August 2012. A stakeholder group including the voluntary sector organisations that signed the covenant was put in place. Initially this group delivered the 28<sup>th</sup> November stakeholder event but will support continuing activity as and when required. This will include raising awareness to veterans and the future activity has yet to be defined Internal re-organisations in a number of public sector bodies will require a review of the priorities in relation to this community.</b></p>



<b>Recommendation</b>	<b>Addressed to</b>	<b>Darlington Borough Council Responsible Officer</b>
<p><u>Recommendation 23</u>: We strongly recommend that local authorities across the region should explore options for establishing and publicising a central point of contact telephone number - to increase the chances of people getting the help they need and to provide a consistent standard of contact across the region. Ex-service charities, Citizens Advice Bureau operating in the region, the Career Transition Partnership and Job Centre Plus have all indicated that this would be likely to prove beneficial. The model adopted by Hampshire County Council, in which telephone enquiries from the ex-service community are channelled to a specific staff member, is particularly worth consideration.</p>	Local authorities	<p><b>Mary Hall</b></p> <p><b>Currently the key point for access to information about services is the customer contact centre.</b></p>
<p><u>Recommendation 24</u>: that the Homes and Communities Agency is requested on behalf of local authorities across the region to consider how it may broker assistance and ensure better co-ordination of work across the region to ensure that services are being directed at the right people, including the ex-service community, and how it might assist with sharing examples of best practice as part of its enabling role and within the local investment planning process undertaken with local authorities.</p>	<p>Homes and Communities Agency</p> <p>Local authorities</p>	<p><b>NE CEx agreed – That Gateshead act as lead LA working the National Housing Federation and Homes and Communities Agency to progress the Joint Committees housing related recommendations.</b></p>
<p><u>Recommendation 25</u>: that the positive work being taken forward by Job Centre Plus in the Tees Valley is shared with Armed Forces Champions across the rest of the region with a view to ensuring a consistent approach in supporting the training and employment needs of the ex-service community.</p>	Job Centre Plus	<p><b>As stated previously Darlington is investigating how links are taken forward through the Tees Valley Forum</b></p>

<b>Recommendation</b>	<b>Addressed to</b>	<b>Darlington Borough Council Responsible Officer</b>
<p><u>Recommendation 26:</u> Local authorities within the North East should consider the developing a regional veterans charter to establish uniform good practice across the region, possibly through existing regional structures such as the Association of North East Councils (ANEC).</p>	<p>Local authorities Association of North East Councils</p>	<p><b>NE CEx agreed support for ANEC to work with LAs/partners to develop a draft Regional Charter for consideration.</b></p>
<p><b>The transition of Armed Forces personnel to civilian services following discharge</b></p>		
<p><u>Recommendation 27:</u> that the Career Transition Partnership continues to work with local authorities and Primary Care Trusts (and successor bodies as PCTs are abolished) to ensure that the Transition Protocol is understood and that specific individuals are mandated appropriately to take on these roles.</p>	<p>Career Transition Partnership Local authorities Primary Care organisations GP consortium pioneers</p>	<p><b>Mary Hall</b> <b>A joint planning group which includes health, local authority and voluntary sector organisations will take forward issues when there is capacity. This will report to the health and well-being board as appropriate.</b> <b>The Darlington Clinical Commissioning Board considered veterans' health at their February 2012 meeting Tony Walsh provided brief update. CCG will be invited to the planning group in the future.</b></p>
<p><u>Recommendation 28:</u> that local NHS organisations work with military colleagues to ensure that people leaving the services are registered with GPs and dentists before formal discharge, so they have a 'foot in both camps' towards the end of their active service. This would ensure a smoother transition to civilian health services.</p>	<p>Primary Care Organisations GP consortium pioneers Armed forces</p>	<p><b>Interim Chief Operating Officer, Darlington Shadow Clinical Commissioning Group</b> <b>The Clinical Commissioning Board considered veterans' health at their February 2012 meeting.</b></p>

Recommendation	Addressed to	Darlington Borough Council Responsible Officer
<p><u>Recommendation 29:</u> that the armed forces and the Career Transition Partnership work more closely with local authorities and third sector organisations such as ex service charities, Norcare and Mental Health North East with a view to developing a formal process for referring vulnerable service leavers into specific services.</p>	<p>Armed Forces  Career Transition Partnership  Local authorities  Royal British Legion  SSAFA  Norcare  Mental Health North East</p>	<p><b>Mary Hall</b>  <b>All of these organisations were involved in the local planning group for the awareness raising event but this will also provide a forum for discussion on the referral and keyworker issues This work will also involve TEWV and voluntary sector mental health organisations. The Tees Valley Forum has also linked to these organisations.</b></p>
<p><u>Recommendation 30:</u> That action is taken[by the Armed Forces] on discharge to ensure that Early Service Leavers are provided with effective advice and ‘signposting’ in relation to the mental health issues they may experience on discharge from service</p>	<p>Armed Forces</p>	
<p><u>Recommendation 31:</u> The effectiveness of improvements to the armed forces resettlement provision for early service leavers should be kept under review by the armed forces to ensure there is effective identification of potential vulnerability issues.</p>	<p>Armed Forces</p>	

<b>Recommendation</b>	<b>Addressed to</b>	<b>Darlington Borough Council Responsible Officer</b>
<p><u>Recommendation 32</u>: local authorities should encourage Strategic Housing Authorities and registered social landlords, where possible, to adopt allocation policies which recognise the needs of the ex-service community.</p>	<p>Local authorities Registered social landlords</p>	<p><b>Hazel Neasham</b> <b>Our sub-regional Choice Based Lettings system addresses this.</b></p> <p><b>NE CEx agreed – That Gateshead act as lead LA working the National Housing Federation and Homes and Communities Agency to progress the Joint Committees housing related recommendations.</b></p>
<p><b>Ensuring equality of access for Armed Forces Families</b></p>		
<p><u>Recommendation 33</u>: that the Homes and Communities Agency is requested to examine on behalf of local authorities across the region identifying take-up of low-cost housing products by the ex-service community and whether providers are assisting the ex-service community as well as other parts of the community.</p>	<p>Homes and Communities Agency Local authorities</p>	<p><b>Hazel Neasham</b></p> <p><b>NE CEx agreed – That Gateshead act as lead LA working the National Housing Federation and Homes and Communities Agency to progress the Joint Committees housing related recommendations.</b></p>
<p><u>Recommendation 34</u>: that the Homes and Communities Agency is requested to examine opportunities for the ex – service community within any revised funding arrangements as an outcome of the comprehensive spending review.</p>	<p>Homes and Communities Agency</p>	
<p><u>Recommendation 35</u>: that local authorities across the region examine the scope to provide housing related support for ex - service tenants once a property has been identified.</p>	<p>Local authorities</p>	<p><b>Pauline Mitchell</b></p> <p><b>This would be picked up as part of the KPA assessment.</b></p>

Recommendation	Addressed to	Darlington Borough Council Responsible Officer
<b>Veterans' mental health services</b>		
<p><u>Recommendation 36</u>: that the new Health and Wellbeing Boards prioritise veterans' mental health issues, taking a lead in ensuring that on day 1 of discharge into civilian life that services are in place to meet the needs of the ex-service community in relation to both NHS and social care provision.</p>	<p>Local Health and Wellbeing Boards, when established</p>	<p><b>Health and Wellbeing Boards are aware of the health needs of members of the armed forces, veterans and their families. The Darlington Veteran Planning Group will provide a forum to support implementation of this action plan and future delivery as capacity allows.</b></p> <p><b>A section was included in the JSNA for 2011/12 and has been be updated in terms of MH for 2012/13 for both County Durham and Darlington.</b></p>

Recommendation	Addressed to	Darlington Borough Council Responsible Officer
<p><u>Recommendation 37:</u> that</p> <ul style="list-style-type: none"> <li>a Appropriate training is provided and required by commissioners of NHS services;</li> <li>b Guidance should also be developed specifically for primary care providers and GPs to: <ul style="list-style-type: none"> <li>i) explain the priority healthcare entitlement;</li> <li>ii) encourage them to identify ex-servicemen and women (for example, by asking patients to indicate that they have serviced in the UK Armed Forces);</li> <li>iii) explain how they can adapt their systems to accommodate priority treatment for ex-service community; and</li> <li>iv) how to accept referrals from ex-service charities, including the Royal British Legion and Combat Stress, but also smaller local organisations who are providing for some of the most marginalised/excluded ex-service personnel.</li> </ul> </li> </ul>	<p>Primary Care Organisations</p> <p>GP Consortium pioneers</p> <p>NHS National Commissioning Board</p>	<p><b>NHS County Durham and Darlington develop a training programme which many public sector and voluntary groups attended.</b></p> <p><b>Interim Chief Operating Officer, Darlington Shadow Clinical Commissioning Group</b></p> <p><b>The Clinical Commissioning Board considered veterans' health and more in depth session to be arranged.</b></p> <p><b>NHS County Durham and Darlington has used non recurrent funding for 2011/12 to develop increased training capacity around veterans' health.</b></p>

<b>Recommendation</b>	<b>Addressed to</b>	<b>Darlington Borough Council Responsible Officer</b>
<p><u>Recommendation 38</u>: Joint Strategic Needs Assessments should specifically identify the mental health needs of the ex-service community including families and dependants.</p>	<p>Local authorities Primary Care organisations Local Health and Wellbeing Boards, when established</p>	<p><b>Director of Public Health</b></p> <p><b>There is a section on Veterans Health in the Single Needs Assessment for 2010/11.</b></p> <p><b>A section was included in the JSNA for 2011/12 and has been updated in terms of mental health for 2012/13.</b></p> <p><b>We will be refreshing the JSNA this year and will be including any relevant data about veterans. The JSNA will be revised and we will take forward any further developmental work around veterans at that time.</b></p> <p><b>Matter raised with N E Directors of Public Health via Regional Director of Public Health.</b></p>
<p><u>Recommendation 39</u>: NHS commissioners must ensure that GP consortia arrangements prioritise the needs of the ex-service community</p>	<p>NHS Commissioning Board, when established Primary Care organisations GP consortium pioneers</p>	<p><b>Interim Chief Operating Officer, Darlington Shadow Clinical Commissioning Group</b></p> <p><b>Darlington CCG to be Strategic CCG lead for veteran's health. Update papers presented to Darlington Quality and Innovation group on the 18th September 2012.</b></p>

Recommendation	Addressed to	Darlington Borough Council Responsible Officer
<p><u>Recommendation 40</u>: Local authorities and GP Consortia should be actively engaged in joint planning and commissioning of services with the NHS.</p>	<p>Local authorities  GP consortium pioneers  Local Health and Wellbeing Boards, when established  NHS Commissioning Board, when established</p>	<p><b>Darlington CCG to be Strategic CCG lead for veteran’s health. Update papers were presented to Darlington to Darlington Quality and Innovation group on the 18th September 2012.</b></p>
<p><u>Recommendation 41</u>: Local authorities should be actively engaged in the NHS Armed Forces Network and consider how they can take on a leadership role in relation to veterans mental health issues – perhaps linked to the formation of the new Health and Wellbeing Boards.</p>	<p>Local Authorities  NHS North East Armed Forces Network</p>	<p><b>Partners have worked to ensure that the health needs of members of the armed forces, veterans and their families are addressed in the strategic planning process.</b></p> <p><b>As stated previously Darlington will continue to work with health on the needs of veterans. This will include delivery of actions to meet gaps as resources allow. Discussion will take place with the Joint Commissioning Group on issues as appropriate.</b></p>



<b>Recommendation</b>	<b>Addressed to</b>	<b>Darlington Borough Council Responsible Officer</b>
<p><u>Recommendation 42</u>: Consideration should be given by central government to the need for some form of accreditation to be available to ex-service charities (particularly the newly emerging charities). How this might best be taken forward should be considered in the light of the Government's response to the Task Force on the Military Covenant. Local authorities should consider drawing up approved lists of service providers.</p>	<p>HM Government Local authorities</p>	<p><b>eVOLution are developing a Darlington Charter Mark for voluntary sector organisations and this may provide a route for local accreditation. The local authority will discuss this as well as monitoring and discussing any activity at a regional and national level subject to capacity and resource.</b></p>
<p><u>Recommendation 43</u>: that voluntary organisations and the NHS promote self-referral routes for ex-service personnel in a wide range of different ways that will help maximise their opportunity to access services.</p>	<p>Primary care organisations GP consortium pioneers Voluntary organisations</p>	<p><b>NHS County Durham and Darlington used available non recurrent funding for 2011/12 to</b></p> <ul style="list-style-type: none"> <li>• <b>Develop increased training capacity around veterans' health</b></li> <li>• <b>Pilot a support service for armed forces personnel making the transition from military to civilian life, aimed at early service leavers and hosted by Finchale Training College. Report will be produced at 6 months</b></li> <li>• <b>Pilot a Health Trainer Programme for Veterans hosted by Finchale Training College report will be produced at 6 months</b></li> </ul>

<b>Recommendation</b>	<b>Addressed to</b>	<b>Darlington Borough Council Responsible Officer</b>
<p><u>Recommendation 44</u>: that primary care and acute trusts should take steps to improve awareness of veterans’ mental health issues among health workers generally, including appropriate training and supervision.</p>	<p>Primary care organisations  Northumberland, Tyne &amp; Wear NHS Foundation Trust  Tees, Esk and Wear Valleys NHS Foundation Trust</p>	<p><b>Director of Public Health</b></p> <p><b>Mental Health strategies are developed with all partners in health economy.</b></p> <p><b>Include health needs of members of the Armed Forces, their families and veterans in next phase of IAPT roll out.</b></p> <p><b>As part of the initiatives of ‘Fighting Fit’, £150K has been allocated year on year until 2014 to each SHA region with the remit of enhancing mental health services for veterans in their areas. It has been agreed that that in the North East monies will utilised to appoint assessment/outreach workers across the region to work in conjunction with the two NHS Trust leads and to be accountable to them.</b></p> <p><b>NHS County Durham and Darlington staff are currently in the process of scoping out and costing the potential of utilising available non-recurrent funding for 2011/12 to develop increased training capacity around veterans’ health.</b></p> <p><b>Promote the uptake of the Big White Wall by members of the armed forces, veterans and their families in the CDD - part of PCT Communications Strategy.</b></p>

<b>Recommendation</b>	<b>Addressed to</b>	<b>Darlington Borough Council Responsible Officer</b>
<p><u>Recommendation 45:</u> The Tees, Esk and Wear Valleys NHS Foundation Trust and the Department of Health should share widely the learning from the evaluation of the Community Veteran Mental Health Pilot, and particularly with commissioners, providers and the North East Mental Health Development Unit. Learning from the pilot must help to shape future statutory of provision and the linkages with, and support for, the voluntary sector in the context of the Increasing Access to Psychological Therapies programme.</p>	<p>Tees, Esk and Wear Valleys NHS Foundation Trust Department of Health</p>	<p><b>Director of Public Health</b> <b>Dissemination of learning outcomes from the C V M H P via Healthy Darlington LSP Policy group when the outcomes are known.</b></p>
<p><u>Recommendation 46:</u> Trusts should provide better basic information to veterans with clear diagnoses of Post-Traumatic Stress Disorder about their condition.</p>	<p>Northumberland, Tyne &amp; Wear NHS Foundation Trust Tees, Esk and Wear Valleys NHS Foundation Trust</p>	
<p><u>Recommendation 47:</u> Prison health services need to identify veterans and evaluate needs with a particular focus on mental health and PTSD.</p>	<p>Prison health commissioners and service providers</p>	<p><b>Director of Public Health</b> <b>Mental health evaluation was a core part of the NE Offender Health contract for Prison Health Care services.</b></p>

- The shaded recommendations apply to Local Authorities