

The RNRMC Transition Support Project Offer

Who is it for?

- Involuntary early service leavers and their families.
- Veterans (and their families) who have already left the service may be referred to this project, but we will not actively seek referrals at the outset.
- Any other service leaver who self-refers or is advised to self-refer will also be considered but we will not actively seek referrals from this larger cohort at the outset of the project.

Our Promise / Service Principles

We understand that transition to civilian life can be a difficult and daunting experience. We also understand that some service leavers are particularly vulnerable and will need more support and focus during their transition to establish themselves in civilian life to thrive, rather than merely survive.

We will work in partnership with the Royal Navy to identify vulnerable service leavers at the earliest possible opportunity, to prevent crises by the offer of support as soon as possible after a service leaver's notification of discharge.

We will operate a 'by your side' approach, enabling service leavers and their families to achieve the best possible start to civilian life, regardless of the reason for leaving the Royal Navy. We will support the creation of a personal plan for the future and assist in putting this plan into action.

We are committed to offering non-judgmental, impartial and confidential support with fair and equal access to all who need it.

We will be reactive to service leaver's specific circumstances and their needs (and also the needs of their family) and actively support them to access advice, information and services either jointly or on an individual basis.

We will work in a person-centred and family-centred way ensuring that service leavers are the primary focus of our work and that they have choice and control over what we support them with and how we provide that support.

We will work collaboratively with service leavers, their families, military charities, voluntary sector organisations and public service providers. We will offer to act as a case co-ordinator ensuring a joined-up approach and improved access to all relevant services.

We will adopt a flexible approach based around the needs of the service leavers, working creatively to ensure that they and their families have the confidence and trust to speak openly at face-to-face meetings, and at a location of their choosing. We will also connect with service leavers virtually if that is the preferred method of contact and will offer regular follow-up calls.

We will actively seek out opportunities that enable service leavers and their family members to develop knowledge of their rights and improve their access to the services and support that they are entitled to.

We will work in partnership with service leavers, veterans and their families to develop the Transition Support Service, continually evaluating and improving this offer, by listening to and learning from those that we assist and support on this journey, so that we may achieve the best outcomes for those that use the Service in future.

What does it do?

Themes	Role of Transition Support Guide	Referrals to partner organisations	Desired outcomes / impact
Co-ordination	<ul style="list-style-type: none"> • Link to relevant entitlement of MoD Resettlement and Transition services • Referrals to statutory and non-statutory support services • Military charity sector and vol sector signposting • Link working role, co-ordinating support services, keeping things on track chasing up actions and monitoring outcomes • Supporting access to education (adult/child) • Supporting access to housing • Co-ordinations for case conferences, and MDT meetings • Developing a database of services available to early service leavers • Developing RNRMC resources for service leavers 	<ul style="list-style-type: none"> • Specialist education advice • Specialist housing advice • Specialist debt advice • Specialist mental health support • Specialist AFCS advice 	<ul style="list-style-type: none"> • Crisis prevention • Joined up and co-ordinated approach to case management • Speedy solutions to crisis situations • Direct/fast/easy access to appropriate support and services • In-depth understanding of the needs of vulnerable service leavers and their families • Early engagement/early support with vulnerable service leavers • Reduction in feelings of stress/isolation/failure/hopelessness • Reduction of the negative impact of leaving service early on children and family life • Fair and equal access to services
Empowerment	<ul style="list-style-type: none"> • Assistance to vulnerable service leavers to plan for the future 	<ul style="list-style-type: none"> • Specialist employment support/advice • Specialist pension advice • Specialist benefit advice 	<ul style="list-style-type: none"> • Enhanced resilience/self-advocacy/planning skills and

	<ul style="list-style-type: none"> • Assistance to vulnerable service leavers to put plans into action • Providing Information and empowering with knowledge • Advice and advocacy • Advice/signposting Finance/benefits/pensions/grants • Promoting resilience /independence /side by side support/motivation and coaching • Promoting access to addiction support • Promoting access to specialist veterans' health services • Side by side support/advocacy at meetings with agencies and professionals 	<ul style="list-style-type: none"> • Specialist addiction support advice • Specialist debt advice 	<p>independence in vulnerable service leavers</p> <ul style="list-style-type: none"> • Improved access to support/services • Increased take up on offers in the military and wider charity sector • Reduced dependency on military and voluntary sector in the future • Improved financial stability for vulnerable service leavers and their families • A clear plan of action for improving ability to self-help • Improved motivation to self-help.
Emotional Support	<ul style="list-style-type: none"> • Home visits, virtual home visits, phone support • Follow up phone support • Sign posting to mental health support and specialist services for veterans • Promote help-seeking attitudes 	<ul style="list-style-type: none"> • Ongoing long term emotional support (more than 6 months) 	<ul style="list-style-type: none"> • Enhanced resilience/self-advocacy skills and independence in vulnerable service leavers • Improved self-confidence • Reduction in feelings of stress/isolation/failure/hopelessness • Reduction of the negative impact of leaving service early on children and family life • Improved mental health
Practical support	<ul style="list-style-type: none"> • Support to complete forms • Applications for benefits • Applications for housing 	<ul style="list-style-type: none"> • Long term casework (over 6 months) 	<ul style="list-style-type: none"> • Improved ability to cope during crisis and prevention of family breakdown/separation/homelessness and financial hardship due to targeted

	<ul style="list-style-type: none"> • Attendance and advocacy at meetings • Signposting to Information sessions/training • Seminars/information sessions for potential vulnerable service leavers • Identifying potential early service leavers and providing information, early advice and support to plan at an early stage 		<p>short term intensive support practical support in crisis</p> <ul style="list-style-type: none"> • Supporting early service leavers and vulnerable service leavers at an early stage preventing crisis arising
Family support	<ul style="list-style-type: none"> • Signposting/referral to family counselling • Support to partners and spouses in their own right in line with the offer to vulnerable service leaver leavers • Individual casework for each adult family member when necessary • Introductions to local support services for children and families • Providing Information and empowering with knowledge • Advice and advocacy • Signposting/advice for vulnerable service leavers who have children with special needs • Signposting to specialist support services 	<ul style="list-style-type: none"> • Specialist family counselling 	<ul style="list-style-type: none"> • Improving outcomes for children and families who are required to relocate at short notice including education/housing/financial/ employment opportunities • Improving access to statutory and voluntary services for children and families • Preventing family breakdown • Connecting families with local support/services/community in accordance with AFC provision • Enabling family members to understand their individual rights and entitlements and improve access to services • Reduction in feelings of stress/isolation/failure/hopelessness • Reduction of the negative impact of leaving service early on children and family life • Fair and equal access to services

Co-production & Collaboration	<ul style="list-style-type: none"> • Seeking out Experts by Experience to co-produce the service with and give them a voice • Create opportunities to co-produce with Experts by Experience through events/steering group/social media/ Navy family networks • Collaboration/co-production with the Navy, military charity sector and statutory services when developing the offer • Seeking out opportunities to collaborate with families and co-produce the offer • Embedding a person-centred approach • Embedding a trauma informed approach • Share learning from the program with the wider military charity sector • Ongoing evaluation and shaping the future offer 	<p>N/A</p>	<ul style="list-style-type: none"> • Improved understanding of person-centred thinking /practice both in RNRMC and the wider military charity sector by sharing learning from program and learning from co-production work • Easier/quicker access to support for beneficiaries • A service that better meets the needs of the target group therefore increasing uptake of the offer • Vulnerable service leavers and their families feeling valued for their contribution to the project and empowered by having their voices heard, and influence on service design • Vulnerable service users and their families having a more positive leaving experience therefore feeling less negative about reasons for leaving • Highlighting gaps/inequalities in MoD provision for this cohort of service leavers
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