



HERTFORDSHIRE  
HEROES



**Hertfordshire Armed Forces Covenant Board**

***Action Plan 2024/25***

<b>Aim 1: Ensure the Armed Forces Community<sup>1</sup> are not disadvantaged in accessing services; recognising that special consideration is appropriate in some cases, especially for those such as the injured and bereaved.</b>			
<b>Ref. no.</b>	<b>Key Actions</b>	<b>Board Lead</b>	<b>Expected Outcome</b>
1.1	Identify and evaluate the availability and cost of utilising the private rental market as a housing option in Hertfordshire and any obstacles to armed forces community accessing it.	Housing subgroup Chair	Understand the current situation for the armed forces community and the landlord within the current marketplace. Understand and seek to address limitations as to private landlords accepting pets as part of the deal (this can be a problematic for some with wellbeing issues). Understand and seek to address attitude of private landlords accepting clients in receipt of benefits (this can be problematic for veterans with wellbeing/injury issues).

<sup>1</sup> [the\\_armed\\_forces\\_covenant.pdf \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

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Ref. no.	Key Actions	Board Lead	Expected Outcome
1.2	Identify and provide the best possible solutions for any veterans 'rough sleeping' in Hertfordshire	Housing subgroup Chair	Solutions for any veterans 'rough sleeping' in Hertfordshire are identified and addressed.
1.3	Review and evaluate the value of resources the military charities can provide to the armed forces community who need financial assistance, whether homeless or homeowners	Housing subgroup Chair	Identify and review the offer that military charities can grant to the armed forces community in need of financial assistance in relation to housing issues.
1.4	Ensure local military charities offering services, support and guidance around housing issues are visible on the Veterans Gateway	Housing subgroup Chair	Veterans Gateway accurately reflects the services, support and guidance around housing in Hertfordshire
1.5	<p>Seek to identify any education issues for the armed forces community in Hertfordshire and work together to develop local solutions including:</p> <ul style="list-style-type: none"> <li>• Admissions policy for children of those currently serving</li> <li>• Any gap in attainment because children of those who are serving are moving schools</li> <li>• Veterans in prison</li> <li>• Secondary school entrance exam being only on one date, prior to when many Service families will have their received their posting.</li> </ul>	Education subgroup Chair	<ul style="list-style-type: none"> <li>• education issues identified</li> <li>• solutions developed</li> </ul>
1.6	Ensure local military charities offering services, support and guidance around education issues are visible on the Veterans Gateway	Education subgroup Chair	Veterans Gateway accurately reflects the services, support and guidance around education in Hertfordshire

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<b>Ref. no.</b>	<b>Key Actions</b>	<b>Board Lead</b>	<b>Expected Outcome</b>
1.7	Promote the national RCGP veteran friendly accreditation scheme across the county encouraging all GP practices to gain accreditation and work together as a network of Armed Forces Champions.	Health subgroup Chair	The number of veteran friendly GP practices increased from 39 on 31 December 2023. All GP practices accredited work together as a network of Armed Forces Champions.
1.8	Promote the NHSE Veteran Covenant Healthcare Alliance with NHS Trusts across the county	Health subgroup Chair	The number of Veteran Covenant Healthcare Alliance NHS Trusts increased from 3 at 17 January 2024
1.9	Promote to social prescribing teams the needs of and support available for the armed forces community.	Health subgroup Chair	All social prescribing teams trained by Op COMMUNITY colleagues in working with the armed forces community and the support available.
1.10	Encourage named AFC Champions from Hertfordshire NHS Trusts to meet regularly as part of the Health subgroup.	Health subgroup Chair	AFC Champions from Hertfordshire NHS Trusts meet regularly as part of the Health subgroup
1.11	Ensure local military charities offering services, support and guidance around health issues are visible on the Veterans Gateway	Health subgroup Chair	Veterans Gateway accurately reflects the services, support and guidance around health in Hertfordshire
1.12	Explore the following for next year: <ul style="list-style-type: none"> <li>• Dentistry</li> <li>• Maternity Services</li> <li>• Targeted health and lung checks for cancer</li> <li>• Mental health and Suicide Prevention Board</li> </ul>	Health subgroup Chair	Future work programme investigated.

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Ref. no.	Key Actions	Board Lead	Expected Outcome
	<ul style="list-style-type: none"> <li>Addiction Service</li> </ul>		
1.13	Review the government's Veterans Strategy refresh, to ensure HAFCB is supporting the policy ambition to make the UK the best place in the world to be a veteran by 2028	Hertfordshire County Council	Work completed to review the government's Veterans Strategy and align with HAFCB work.
1.14	Manage the Hertfordshire Heroes mailbox and provide support for those looking for advice and guidance in accessing services	Hertfordshire County Council	All emails will be responded to within 2 weeks (10 working days).
1.15	Manage and maintain Hertfordshire Heroes website	Hertfordshire County Council	HH website is up to date and there is an increase in the visits to the website
1.16	Encourage all employers, and particularly HAFCB members to apply for the MOD Employer Recognition Scheme	East Anglia Reserve Forces & Cadets Association	Increase the number of organisations that have the ERS from: <ul style="list-style-type: none"> <li>Bronze = 66</li> <li>Silver = 23</li> <li>Gold = 11</li> </ul>
1.17	Promote the funding opportunities from the <a href="#">Armed Forces Covenant Fund Trust</a>	All Board Members	Increase the number of applications to <a href="#">Armed Forces Covenant Fund Trust</a> from 0 in 2023.

<b>Aim 2: Ensure that the sacrifices made by members of the Armed Forces Community are recognised and remembered</b>			
<b>Ref. no.</b>	<b>Key Actions</b>	<b>Board Lead</b>	<b>Expected Outcome</b>
2.1	Promote Armed Forces Day and Reserves Day across the county in June	All Board Members	Armed Forces Day and Reserves Day is recognised and promoted across the county
2.2	Promote recognition of Armistice Day and Remembrance Sunday across the county in November	All Board Members	Armistice Day and Remembrance Sunday is recognised and promoted across the county
2.3	Organise and manage the schools Christmas art competition	Hertfordshire County Council	The competition receives at least 500 submissions and runs to timescales.
2.4	Encourage businesses and organisations in Hertfordshire to sign the Armed Forces Covenant	All Board members	Increase the number of businesses and organisations in Hertfordshire to sign the Armed Forces Covenant from 188 at 25 October 2023
2.5	Promote the <a href="#">Defence Discount Service</a> to local businesses to offer discounts for the Armed Forces community	All Board members	The <a href="#">Defence Discount Service</a> promoted across the county

<b>Aim 3: Encourage the integration of service life into civilian life</b>			
<b>Ref. no.</b>	<b>Key Actions</b>	<b>Board Lead</b>	<b>Expected Outcome</b>
3.1	Organise the Military Village at the County Show	254 (East of England) Multi-Role Medical Regiment	A successful Military Village at the County Show
3.2	Working with HCC attend school assemblies for prize winners of the schools Christmas art competition	Northwood HQ	School assemblies take place in each prize-winning school where requested.

**Aim 3: Encourage the integration of service life into civilian life**

<b>Ref. no.</b>	<b>Key Actions</b>	<b>Board Lead</b>	<b>Expected Outcome</b>
3.3	Host a 'Day of Adventure' at Northwood HQ for prize winners of the schools Christmas art competition	Northwood HQ	'Day of Adventure' takes place for all winners of the competition.
3.4	Produce, issue, and promote the Hertfordshire Heroes monthly newsletter	Hertfordshire County Council	Hertfordshire Heroes newsletters issued monthly, and subscription increases from 94 at September 2023.
3.5	Promote the <a href="#">Career Transition Partnership</a> and <a href="#">Forces Families Jobs</a>	All Board members	Hertfordshire job vacancies are advertised with CTP and <a href="#">Forces Families Jobs</a>