

PERSONAL SUPPORT & SOCIAL WORK SERVICE RAF

Impact Report 2016-17

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OPENING MESSAGE

A message from our Deputy Controller



SSaFA, the Armed Forces charity, has been working in close partnership with the RAF community for many years.

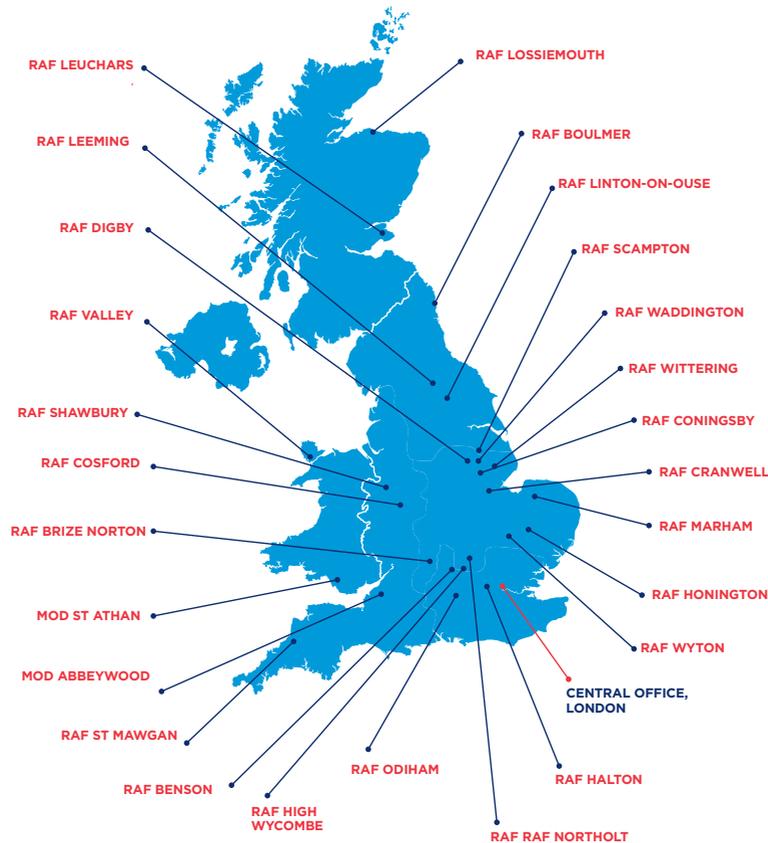
Following 25 successful years of specialist social work support provided by SSaFA to the RAF, the contract was submitted for a tender process in 2016. We are delighted to be successful in securing the contract again for another 5 years in the UK and are proud to be continuing to deliver the RAF's Personal Support and Social Work Service.

Over the past year, we have seen that the RAF's cases are becoming increasingly complex, and we need to be even more proactive by making preventative and early interventions. Last year, we increased awareness of problems, like domestic abuse. We've held mental health and first aid courses for our staff. We will continue to develop the services we provide and aim to be more innovative and proactive. This includes increasing face-to-face support, as well as using our client data to better identify and stay informed of those issues which most affect the RAF community.

We will continue to maintain the foundation of our work. We want to ensure that a high-quality and responsive service is delivered to those in the RAF who need our support, no matter what their circumstance.

Michael Dickinson
Deputy Controller

RAF LOCATIONS IN THE UK



OUR VISION – OUR APPROACH

SSAFA wants to enhance the service we provide to the RAF community in the UK and overseas through technological change, innovation, organisational change and new programmes. We want to maintain our high-quality services and continue to be the RAF’s Personal Support and Social Work Service (PS&SWS) provider of choice.

Our approach seeks to tackle issues by going to the root cause and not just solving the initial problem. Our SSAFA team of specialist social workers and personal and family support workers are located on bases in the RAF community. Our specially trained staff are an integral part of delivering our services to the RAF community. We are always working

to provide a high level of support, specifically in:

- Supporting increasingly complex cases
- Reaching Reservists as well as Regulars
- Seeing more demand from families of serving personnel
- Continuously monitoring service provision and seeking client feedback

CASE STUDY MARK



Mark, a RAF ground electrician, suffered a career-ending arm injury after a six-foot fall. He struggled to cope with what happened. He got in touch with our Personal Support and Social Work Service when he had nowhere else to turn.

“I was so low. My wife had to look after me for two months after we had our baby daughter. For the first nine months of my little girl’s life, I simply couldn’t pick her up.

“I felt like I was losing the plot. If it hadn’t been for Matt at SSAFA, I would have lost a lot of things in my life because I just didn’t know where I was going. His guidance and advice was invaluable. He would say, ‘Have you thought of this? Have you tried that?’ He was there for me when no one else was. Matt was someone I could go and talk to. I can’t fault him, and SSAFA has been absolutely amazing.”

OUR IMPACT IN 2016

56

Staff across the UK

3,409

People supported in 2016



Top 3 referral reasons:

21%

Relationships/Family

17%

Physical health/Disability

16%

Personal support



Top 3 busiest RAF stations for referrals:

354

RAF Leeming

303

RAF Brize Norton

251

RAF Coningsby



Access to our service by category:

2,510

Serving

824

Dependent

43

Veteran

32

Reserves

5

Staff qualified as Mental Health, First Aid, Armed Forces instructors

11

Mental Health, First Aid, Armed Forces courses delivered

9

Domestic Abuse awareness and training days delivered to RAF social work staff across the country





Senior Aircraftman Liam had a motorbike accident in 2014 and hasn't been able to work since. Ali from the Personal Support and Social Work Service liaised with RAF Waddington to get Liam the support he needed.

"The accident has had a massive impact on my career and our family life. Even after the reconstructive surgery, I can't do 90% of what I could before. My wife Danielle gets extremely tired looking after both me and our daughter.

"Ali from SSAFA has been my biggest advocate and always made the effort. She's come to our home for meetings and called to check on us. When I was in hospital, she visited Danielle at home. She even helped organise a bed for me downstairs as I couldn't get upstairs. She always finds the positive and has really gone above and beyond."

PERSONAL SUPPORT & SOCIAL WORK SERVICE

Quality assurance

The quality assurance group supports our staff located on RAF bases. Quarterly audits are conducted in relation to casework. They help develop future plans and improve practice across our service. This mitigates against risks, challenges decision making and identifies any gaps in our service provision.

Learning and development

As the service evolves, we are faced with more complex cases and need to ensure both our SSAFA field workers and social worker staff are trained to handle them in the best possible way. Throughout the year, we continued to deliver courses on mental health and first aid as well as introducing domestic abuse awareness days for our staff. The continuous learning and development of our team ensures that we stay innovative in our delivery of services and align with any legislative changes.

Using technology to ensure our continuity of care

Our service and support to the RAF community has continued to evolve

through Care Director, our specialist health and social care software.

Care Director allows easy access to the digital records of our clients' data, which gives more robust reporting and effective monitoring of the personal support and social work service that we provide. The data can then enable us to further enhance the service by analysing and building on the information collected.

The specialist software supports all established assessment frameworks for Adult and Children's Services in the UK as well as other legal requirements and improved data reporting. It gives a greater degree of accountability for the services we offer to our clients, wherever they are based.

Our priority is always the individual and making sure their needs are met with a continuity of care. Using Care Director and our digital capabilities allows us to seamlessly transfer clients required data wherever they are based. This ensures we can continue our high level of client support with minimum disruption.

DELIVERING ADDED VALUE

SSAFA have been serving the military community since 1885 and understands the unique demands of service life. Our experience and heritage means we benefit from having an established set of specialist services that target the Armed Forces community. In addition, we continue to develop and evolve our portfolio, so that we can bridge any gaps where support isn't readily available.

With a network of over 6,000 volunteers as well as our trained staff, SSAFA offers practical, financial and emotional support to Regulars and Reserves as well as Veterans and their families.

Adoption service

Our professional adoption service caters specifically to military families and the issues they face when adopting, especially challenges faced due to regular relocation.



Forum for additional needs and disabilities (FANDF)

Serving parents can come together in our forum for families with additional needs and disabilities to share information and advice as well as recognise the network of support available to them.

Specialist services

Life in the Forces can present different challenges for different people; not every case has a straightforward solution. Therefore, we offer a range of specialist services that provide unique resolutions when they are most needed. They include mentoring and providing specialist equipment or home redevelopment. SSAFA works with clients to provide personalised and tailored support for their individual needs.

CLOSING REMARKS



The latest Impact Report portrays vividly the valuable work being delivered by SSAFA in the provision of personal support and social work services for RAF personnel and their families.

Whilst it might be easy to appreciate the positive effects that professional welfare provision can have in supporting an individual with a particular domestic problem, it is perhaps a little more difficult to understand fully the benefit that timely intervention has in maintaining operational effectiveness. This critical connection between the wellbeing of the RAF community and the effective prosecution of Air Power is reflected in the new RAF Strategy, which focuses on our

people and seeks to grow their capacity and resilience and build a workforce that is fit for the future and succeeds on operations.

With this in mind, we are delighted to select SSAFA to deliver our personal support and social work services for the next five years. I look forward to the significant enhancements in SSAFA's contribution that are included in the new contract provisions, including the single point of contact referral management capability and the supervision programme that will better support personnel directly engaged in the delivery of welfare. I am also pleased that the new contract recognises and addresses the requirement to better support the welfare needs of the RAF Reserves.

I am most grateful to SSAFA for all they have done and continue to do in support of the RAF contract. As we look towards the centenary of the RAF and beyond, the renewal of our partnership with SSAFA reconfirms our commitment to the wellbeing of our people.

Alan Opie
Air Commodore

SSAFA, the Armed Forces charity provides lifelong support to our Armed Forces, veterans and their families. We began our work in 1885. This year our staff and teams of volunteers helped over 67,000 people - from World War Two veterans to those involved in more recent conflicts and their families.

NEED TO TALK?

Our single point of contact service provides practical and emotional support to Regulars, Reserves and their families. It is completely independent of the chain of command.

- Call **0300 0111 723** Lines open 8.30 to 17.00 weekdays
- Email **psswsRAF@ssafa.org.uk**

WE NEED YOUR SUPPORT TO CONTINUE TO MAKE AN IMPACT

Please donate and help us provide lifelong support to our Forces and their families:

- To donate £5, text **'SSAF44 £5'** to **70070**
- Call **020 7403 8783**
- Visit **ssafa.org.uk/give**

