

The Impact Gallery - The Armed Forces Covenant Fund Trust Tackling Loneliness Project

A gallery of the excellent ways to reach veterans and serving personnel in the armed forces community.

Thank you to all of the grantholders for taking part and for all of the great work you have been doing !

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What is the most brilliant technique that you are doing to reach out to lesser included groups?

We have partnered with a local LGBT charity to reach out to LGBT veterans and develop a more inclusive environment.

Have you encountered any barriers which have prevented people from joining your project?

Some LGBTQ+ veterans are reluctant to get involved due to negative experiences both during and after service.



"In our project we have been going out into the local community more by visiting local schools and also attending local events to reach out to the LGBTQ+ community" (Project Lead)

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Reaching out to veterans living in remote areas or without internet access.

Nationwide

Veterans
with sight
loss

What is the most brilliant technique that you are doing to reach out to lesser included groups?

We have used as many communications channels as possible like advertising in national magazines, using local newsletters and utilising word of mouth.

Have you encountered any barriers which have prevented people from joining your project?

For some they may lack the confidence or motivation to join, but we are working to build that up.



"Our project has taken away the boundaries for many, enabling engagement with projects, groups, professional and peer support through telephone and video calls, and the postal service. Our project packs are posted out to beneficiaries in their homes enabling them contribute to a larger collaborative project" (Project Lead).

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We Are Invictus

Reaching out to socially isolated veterans who were wounded in service

International

WIS Veterans

What is the most brilliant technique that you are doing to reach out to lesser included groups?

We have been collaborating with other projects like Waterloo Uncovered and Sales Sharks to maximise reach.

Have you encountered any barriers which have prevented people from joining your project?

Our membership is increasing but some people can be unaware that they fit the eligibility criteria to join We Are Invictus.



"We Are Invictus is a platform for ALL Wounded, Injured & Sick Servicemen & Women (serving or veteran). The platform provides international opportunities in sport for recovery, adventurous challenge, employment, volunteering, research participation and more....."
(Project Lead)

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Camaraderie in the Community

Reaching out to all the different cultural groups of
Wolverhampton

Midlands

Older
Veterans

What is the most brilliant technique that you are doing to reach out to lesser included groups?

Everyone that gets in contact with us is asked about their veteran status so they can be easily directed to our services.

Have you encountered any barriers which have prevented people from joining your project?

Many prospective members still remain anxious to join due to Covid.



"The clients have food, a quiz and a beer or two and lots of conversation and banter. The people at the back of the photo are veteran Age UK volunteers who help to support us" (Project lead).

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Navigating out of Isolation

Reaching out to veterans that have never accessed support and LGBT veterans

Wales

Veterans

What is the most brilliant technique that you are doing to reach out to lesser included groups?

We have been working with the local police/pcso to identify veterans, we have connected with Fighting with Pride to reach LGBT veterans.

Have you encountered any barriers which have prevented people from joining your project?

Some veterans do not know that they are entitled to help, some can feel that they are not worthy of support.



"You might just observe a smile cracking on Pete's face. He was so very touched by our gift, replacement military medals to wear at his son's forthcoming marriage. Our senior veteran, Howard (ex SWB) presented the medals to Pete. It was one of them "life moments." (Project Lead)

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What is the most brilliant technique that you are doing to reach out to lesser included groups?

We have advertised our support across our membership and utilised word of mouth to extend our reach.

Have you encountered any barriers which have prevented people from joining your project?

So far we have not encountered significant barriers to reaching out to our target audience.



"The zoom calls that we have been having have been nice because you know you can ring people and things but this is nicer because at least you are together as a group and you are getting the chance to have a real good nitter natter." (Project Beneficiary)

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What is the most brilliant technique that you are doing to reach out to lesser included groups?

In our advertising we explained exactly how we could benefit them, i.e. our tablets can connect them to the GP, bank, housing association, DWP.

Have you encountered any barriers which have prevented people from joining your project?

Some veterans are wary of using new technologies but we encourage them that we can support them with their fears.



"We are now rolling out the final phase of our project and would welcome the opportunity to capture even more veterans"
(Project Lead)

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What is the most brilliant technique that you are doing to reach out to lesser included groups?

We have been holding regular community events and have a constant line of communication directly into the community.

Have you encountered any barriers which have prevented people from joining your project?

Some veterans have mobility issues which means they struggle to get to the centre. Others don't understand fully what's on offer so can miss out.



"Here is one of our fantastic and popular activities at Folkestone Nepalese Community Centre's Bingo Activity for the Senior Veterans that happens every Tuesday of the Week" (Project Lead).

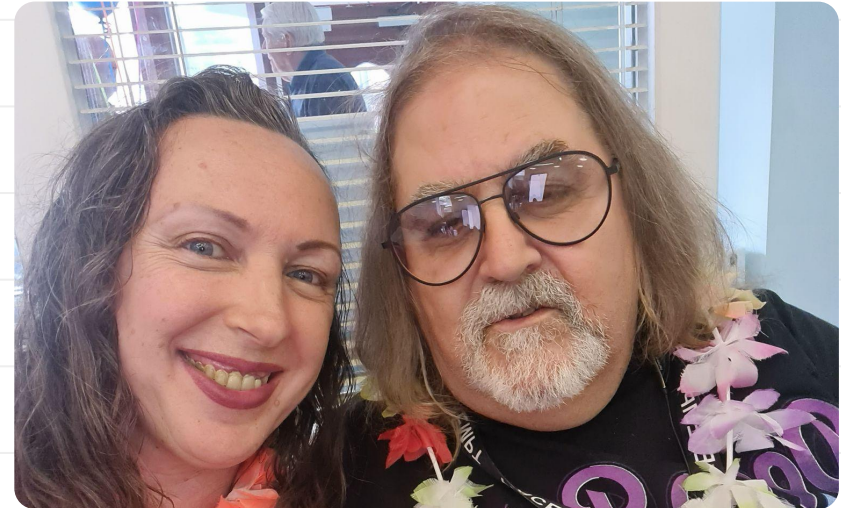
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What is the most brilliant technique that you are doing to reach out to lesser included groups?

We have been reaching out to community groups by visiting them and talking about our work to gain referrals.

Have you encountered any barriers which have prevented people from joining your project?

The pandemic has impacted on ways people work and meet, with many people closing groups due to lack of funding or vulnerable members being unable to meet.



"It's been great to meet with faces from the past, you never know who will appear at one of the sessions! I've met back up with an old pal from the regiment as well as making new friends who have similar experiences" (Project beneficiary)

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Network for Carers

Reaching out to carers

Nationwide

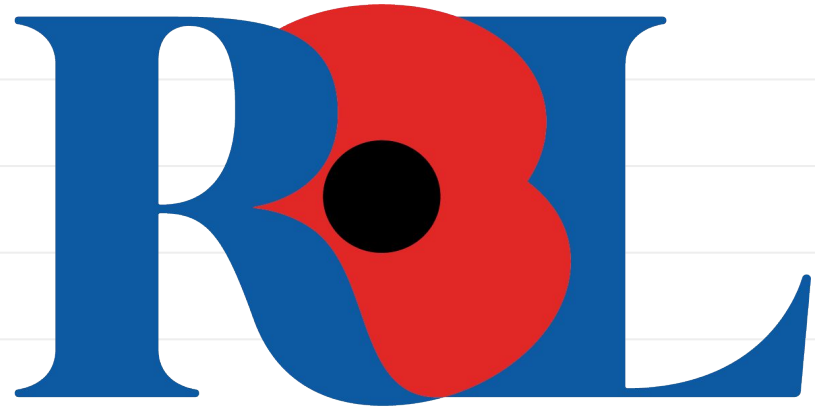
Veteran Carers and Cared for Veterans

What is the most brilliant technique that you are doing to reach out to lesser included groups?

We have made our project as accessible as possible so that beneficiaries can feel really comfortable.

Have you encountered any barriers which have prevented people from joining your project?

Some people do not recognise that they are carers so they fail to access our support.



ROYAL BRITISH LEGION

"It is important to take time out away from your role as a carer to find yourself and recognise your own needs."
(Network for Carers volunteer)

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At Ease

Reaching out to ex-forces personnel in prison who are part of the LGBT community

Nationwide

Incarcerated Veterans

What is the most brilliant technique that you are doing to reach out to lesser included groups?

We produced a special edition of At Ease to coincide with LGBT+ history month and we invited Fighting with Pride to join.

Have you encountered any barriers which have prevented people from joining your project?

It takes people time to settle in to the routine of the prison, and to become aware of the services available to them. Our focus is to continue to reach those who have recently entered the prison system, and to make them aware of At Ease and what the show has to offer.



"I am ex-Forces, been a HGV driver for the last 11 years, I have 14 months left and I am desperate to get a good driving job where I can earn good money. I don't want to go back to prison." (Listener from our broadcast with Veterans into Logistics, supporting ex-forces personnel to train as HGV drivers)

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Get in touch to ask us anything: louisa@prison.radio and tim@prison.radio

What is the most brilliant technique that you are doing to reach out to lesser included groups?

We have used social media platforms, posters and promoted the service at events we have been able to attend.

Have you encountered any barriers which have prevented people from joining your project?

There is still some uncertainty coming out of the pandemic and associated restrictions some vulnerable Veterans have yet to engage with these groups.



"It's a great place to go, everyone knows what you're going through and is supportive, I owe my sanity and life to this group" (David B RAF Veteran)

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What is the most brilliant technique that you are doing to reach out to lesser included groups?

Reaching out directly to care homes to find the veterans and provide them with the right support.

Have you encountered any barriers which have prevented people from joining your project?

Covid still remains a big barrier and the presence or changes in restrictions can make people feel unsure of joining.



“We have been able to go to some care homes but due to Covid restrictions we continue to be slightly limited” (Project Lead)

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We Are In This Together

Reaching out to veterans at Blackburn Rovers Veterans Club

NW England

Veterans

What is the most brilliant technique that you are doing to reach out to lesser included groups?

Networking and reaching out to other veteran clubs to find more beneficiaries.

Have you encountered any barriers which have prevented people from joining your project?

It has been difficult to reach out to veterans with no form of social media.



“We have reached a whole new cohort of veterans through Blackburn Rovers Veterans Club which has been brilliant” (Project Lead)

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What is the most brilliant technique that you are doing to reach out to lesser included groups?

We have found social media particularly useful especially Facebook to reach people.

Have you encountered any barriers which have prevented people from joining your project?

These groups tend to have busy lives and are the glue that keeps the family together. Covid infections are also an added distraction.



"Warrior has made me reflect on my situation and given me new tools to manage my challenging scenario. Importantly it has demonstrated that I have options and therefore choices. I need to be the driver of the bus and take responsibility rather than be a passenger on the back seat. Thank you." (Project Beneficiary)

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Reaching out to veterans from the BAME and LGBTQ+ community

Midlands

Veterans

What is the most brilliant technique that you are doing to reach out to lesser included groups?

Linking with organisations who are supporting underrepresented veterans groups to work together to reach more veterans.

Have you encountered any barriers which have prevented people from joining your project?

Some veterans struggle to come forward and question why we want to help them, we work hard to reassure them.



“We have been working more with national organisations which is helping us to look at our approach and how we might be able to connect with people in a better way” (Project Lead).

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What is the most brilliant technique that you are doing to reach out to lesser included groups?

We have an exhibition vehicle which we take to small towns, we have covered 765 sq miles to find and help veterans.

Have you encountered any barriers which have prevented people from joining your project?

A large proportion of older veterans do not use email and social media so are harder to identify.

Back From Beyond

Out There Finding Our Older Veterans



“A montage of some of our great reach outs into the veteran community” (Project Lead)

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Addressing Social Isolation Among Elderly Gurkha Veterans

Reaching out to elderly vulnerable Gurkha veterans

Greater London

Gurkha Veterans

What is the most brilliant technique that you are doing to reach out to lesser included groups?

We have reached out to local Gurkha community networks to find Gurkhas in the area.

Have you encountered any barriers which have prevented people from joining your project?

There has been some Covid related reluctance to join in the big groups and some veterans have low level of IT use/proficiency.



“With our project we have successfully been trying to reach out to the Gurkha veterans who are most in need” (Project lead)

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Linking Veterans Together

Reaching out to veterans who need digital support at home

Midlands

Older veterans

What is the most brilliant technique that you are doing to reach out to lesser included groups?

Our volunteers visit veterans in their homes to reduce the barriers that they might face to encountering support.

Have you encountered any barriers which have prevented people from joining your project?

Some veterans face barriers to involvement due to health issues.



“We recently went on a trip to Hartlebury Castle where Veterans had the opportunity to get together for a day out. This included Veterans who may not normally go out on day trips due to cost or difficulty getting there” (Project Lead).

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Women
combating
isolation through
singing

Reaching out to female family members of veterans and
serving personnel

Nationwide

Female family
members

What is the most brilliant technique that
you are doing to reach out to lesser
included groups?

Our project is based on research so we have yet to
reach out to any beneficiaries.

Have you encountered any barriers
which have prevented people from
joining your project?

We have not encountered any barriers as our project is
based upon research.



*“We have commenced the research
stage of our project, surveys to be sent
out imminently” (Project Lead)*

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What is the most brilliant technique that you are doing to reach out to lesser included groups?

Reached out to LGBT specific organisations and military based organisations. Attended events hosted by those and promoted the project and the services available.

Have you encountered any barriers which have prevented people from joining your project?

Some of this demographic are especially hard to reach and do not want to access support.

LGBT foundation

“Our project is showing great potential with some enthusiastic volunteers signing up as befrienders and individuals showing interest in using the service themselves” (Project Lead).

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Family Care Coordinator North West

Reaching out to more harder to reach veteran communities

NW England

Veterans

What is the most brilliant technique that you are doing to reach out to lesser included groups?

We have collaborated with other organisations like Fighting with Pride to upskill our Care Coordinators.

Have you encountered any barriers which have prevented people from joining your project?

We have identified a barrier for those that feel as though they don't deserve support.



“Even in lockdown, WWTW found me things to do. I helped to restore and maintain the local war memorials and to provide food deliveries in the Manchester area. I also got busy and helped to maintain veterans’ gardens – those who were either too old or too ill to do it for themselves. It was rewarding to do something positive for others” (Project beneficiary).

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Stand Easy

Reaching out to elderly veterans and those who are rurally isolated

SW England

Veterans

What is the most brilliant technique that you are doing to reach out to lesser included groups?

We have worked with statutory and non-statutory bodies to gain referrals.

Have you encountered any barriers which have prevented people from joining your project?

We have not encountered any barriers so far for people to join our project.



"After my wife died I was lost and withdrew from the world. Mixing with people who have experienced the same thing and understand has really helped me with my grief. I have friends who I can call when I have bad days, or meet at the farm and talk things through" (Project beneficiary).

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What is the most brilliant technique that you are doing to reach out to lesser included groups?

We have not yet identified the most brilliant technique.

Have you encountered any barriers which have prevented people from joining your project?

We have been struggling to meet our target of one hundred students but we are currently doing some research to understand why.

Connected Forces Online Community

A safe, fun and supportive community for 16-19-year-olds from Armed Forces families.

Scan the code to sign up!



www.connectedforces.org/sign-up?project_code=OHJDJE



- ✓ Make friends
- ✓ Get careers advice
- ✓ Develop your skills
- ✓ Have your say

Service Children's Progression ALLIANCE | THE ARMED FORCES COVENANT FUND TRUST | brightside

"Our project is now open for 16-19 year olds!" (Project Lead)

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Project Semaphore

Reaching out to Veteran Hubs and over 65s

Nationwide

Older Veterans

What is the most brilliant technique that you are doing to reach out to lesser included groups?

Contacted veterans hubs and charities that support the veteran community

Have you encountered any barriers which have prevented people from joining your project?

Everyone on the project has been equipped with an iPad the only ones we have not been able to include are those who fall outside of the project parameters, although we do signpost them to other support and charities that can assist them.



“Project Semaphore is a lifeline to those veterans who are isolated, either due to financial or physical constraints and has proven to be life changing to those who find themselves able to communicate, interact and utilise the services that become available to them when they engage with digital technology” (Project lead).

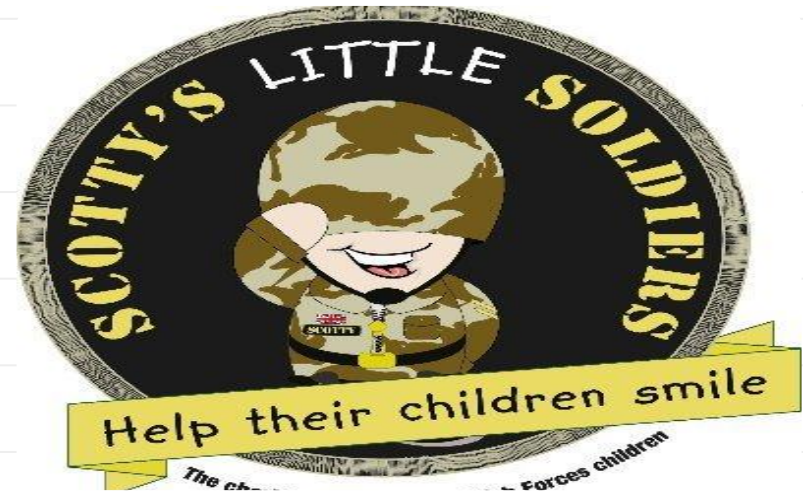
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What is the most brilliant technique that you are doing to reach out to lesser included groups?

We've changed our tactic in advertising, we have sought to gain an insight into what platforms they use, what information they search for. We have also generated analytics which helps us to understand what's working. (how many clicks and email has, how long they spend on a page, etc)

Have you encountered any barriers which have prevented people from joining your project?

We have found a variety of barriers, these include lack of technology equipment making the process of engagement difficult and the fear of not knowing other people lowering the confidence to join.



"We have engaged 310 young people, we have launched our first ever Podcast aimed at 18-25 year olds supporting them with gaining life skills and careers advice. We are in the process of developing our adventure day for all secondary school young people to support them to build lifelong friendships. Our virtual platform is now in its final stages of development (Project Lead)"

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By Your Side

Reaching out to families with young children who experience poor mental health

East Anglia

Families

What is the most brilliant technique that you are doing to reach out to lesser included groups?

We have relied on face to face support, for our target group they have mostly responded to that form of engagement.

Have you encountered any barriers which have prevented people from joining your project?

The pandemic had made people more anxious and less confident to try new things. We are committed to raising awareness of our work in the hopes that we can reach more people.



"The Home-Start Norfolk baby weigh sessions have given me a chance to share my concerns about my new baby, meet other mums and get some friendly advice. It has been a lifeline for me" (Project Beneficiary).

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Thistle Veteran Support

Reaching out more to female veterans and ESLs

Scotland

Veterans

What is the most brilliant technique that you are doing to reach out to lesser included groups?

We have contacted personnel recovery centres and are more vocally naming to referrers our hope to reach veterans further upstream.

Have you encountered any barriers which have prevented people from joining your project?

Despite our efforts we've not reached a significant number of younger veterans/early service leavers, progress is ongoing. Perhaps they don't identify themselves as "veterans", don't know they're eligible for support or identify themselves as being in need of support at current time



"I also now make sure to take time for myself and can recognise when I need to do so, but I also get a lot from helping and supporting others around me. Finding the balance was important. Because of this there's been a huge difference in me, I'm a completely different man. Everyone has noticed!" (Project Beneficiary)

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What is the most brilliant technique that you are doing to reach out to lesser included groups?

We reach out to potential beneficiaries first to build trust instead of relying on them to come to us.

Have you encountered any barriers which have prevented people from joining your project?

Some barriers include poor mobility, pride and a feeling they have to get on with things alone.



“Thank you for taking me to the Breakfast club, I have met people who live near me and once I feel better I can contact them on my own. Without all your help over the last 10 months I would probably be dead by now” (Project participant).

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Project Semaphore

Reaching out to Veteran Hubs and over 65s

Nationwide

Older Veterans

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Everyone on the project has been equipped with an iPad the only ones we have not been able to include are those who fall outside of the project parameters, although we do signpost them to other support and charities that can assist them.



“Project Semaphore is a lifeline to those veterans who are isolated, either due to financial or physical constraints and has proven to be life changing to those who find themselves able to communicate, interact and utilise the services that become available to them when they engage with digital technology” (Project lead).

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What is the most brilliant technique that you are doing to reach out to lesser included groups?

We have used social media; attended Veterans Breakfast Clubs; responded to individual referrals; connected with a network of other Veterans Organisations.

Have you encountered any barriers which have prevented people from joining your project?

We have seen some reluctance to engage, for some there is an element of denial for some to acknowledge they have a hearing loss; early stages of hearing loss often goes unrecognised for more than 3 years



“Better awareness of deafness and improving communication helps in many ways, by reducing isolation; improving relationships, leading to improved well being. Support in these areas reduces the risk of poor mental health. Deafness is related to Dementia in later life, so early identification and support through all the above has been shown to have a positive impact.” (Project Beneficiary)

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Reaching out to veterans who are LGBT+

Nationwide

LGBT+
Veterans

What is the most brilliant technique that you are doing to reach out to lesser included groups?

We have used every possible means to reach isolated individuals, including through stories and articles on national and regional tv and community and national radio, and through printed press, online media and social media, as well as word of mouth and through our website and monthly newsletter. This is working and we have well over 300 connected individuals now.

Have you encountered any barriers which have prevented people from joining your project?

Many LGBT+ Veterans still remain isolated because they don't have the confidence to feel safe enough to identify as LGBT+ Veterans. After such a long time of being unsupported or visible, they don't trust that things have changed for the better, which is why visibility of a lived-experience network is so important. We are working hard to find and reassure them.

FIGHTING WITH
PRIDE

"I found being warmly accepted by strangers overwhelming. My world has diminished over the years. FWP recognise the injustice and the anger we share. I have proof that I am not alone in my feeling and that I am not the only one profoundly affected by the ban. I have a support network; friends and I have a sense of purpose." (Project Beneficiary)

”

Stand To Connect

Reaching out to everyone in the Armed Forces Veteran Community

East Midlands

Veterans

What is the most brilliant technique that you are doing to reach out to lesser included groups?

We have direct communication with veterans after initial contact through our dedicated Veteran Information Point helpline

Have you encountered any barriers which have prevented people from joining your project?

Some people may not know of our existence but we are working hard to raise the profile of our project.



"I've made some bad decisions in life but joining STAND TO isn't one of them... It's great to get together with other vets - It's like I'm part of something." (Project Beneficiary)

”

Reaching Out

Reaching out to veterans who are experiencing bereavement, addiction problems or who are LGBTQ+

Northern Ireland

Veterans

What is the most brilliant technique that you are doing to reach out to lesser included groups?

We are reaching out to other organisations to work in partnership with.

Have you encountered any barriers which have prevented people from joining your project?

When people have felt lonely and isolated they have a sense of being forgotten and find it difficult to envisage that someone, someplace cares



"Thank you to Brooke House for changing our lives. Not only my husband but mine as well. He has benefitted so much from BH his life has turned around. For first time in 20 years he has learnt to live for today and tomorrow and not yesterday." (Project Beneficiary)

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Positive Futures

Reaching out to veterans with criminal-justice involvement, mental health or substance issues, or facing homelessness etc

Scotland

Veterans

What is the most brilliant technique that you are doing to reach out to lesser included groups?

By building on our existing extensive partnership base and promoting the programme through a range of sources

Have you encountered any barriers which have prevented people from joining your project?

So far we have not encountered any barriers which have prevented people from joining our project.



"Through our service we have been able to reach out to veterans who need our support who are suffering from a range of different issues" (Project Lead).

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We still have many more impactful projects to share on the impact that they are having on tackling loneliness



Veterans
Outreach
Support



ROYAL NAVY &
ROYAL MARINE
CHARITY

Supporting Those Who Served



BRIDGE
CARE
CENTRE



AGE
Concern

COLCHESTER &
NORTH EAST ESSEX



THE
RIPPLE
POND

WATERLOO
UNCOVERED

HELP for
HEROES



water life



Out Of The Shadows

"Supporting
Those Who
Gave All"



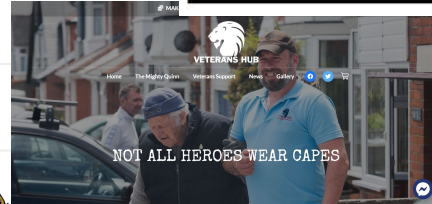
HULL FC

FOUNDATION

ENGAGE, EDUCATE & INSPIRE



ROYAL AIR FORCE
WADDINGTON
STRENGTH IS FREEDOM



VETERANS HUB

NOT ALL HEROES WEAR CAPES



Northumbria
University
NEWCASTLE



SPECIAL BOAT SERVICE
ASSOCIATION



SHARKS
Community Trust

