Project Brief: Veterans Health Needs Assessment

# Document Information

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## Revision History

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## Approvals

This document requires the following approvals.

N.B. Signed approval should be filed appropriately in the project filing system.

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N.B. Projects are prioritised through the application of the prioritisation matrix, which can be found here: [JSNA Project Prioritisation Matrix](http://news.warwickshire.gov.uk/jsna/files/2013/05/JSNAPrioritisationMatrix_ST_2013-10-02_V1.3.pdf) Please use the matrix to tailor the contents of this brief, to ensure the project is prioritised correctly.

# Project Definition *(describe the project)*

Under the Warwickshire, Coventry & Solihull Community Covenant , organisations across the region are working together to provide services and assistance to armed forces personnel and their families.

The Armed Forces Community Covenant was signed in Warwick on Saturday 30 June 2012 by representatives of the various agencies who are committed to helping present and former armed services personnel.

As a result of this WCC commitment, Public Health submitted a joint bid to the MOD requesting funding for an information and awareness raising campaign aimed at veterans, their families and NHS/Local Authority staff.

It has become apparent as a result of the increased veterans focus through the community covenant partnership and public health project that there is an information gap in terms of the health needs of the veterans population.

Due to the enrollment age within the Armed Forces being over the age of 16, the entire veterans population will be within scope within this needs assessment, whilst acknowledging that the needs of the new service leavers are likely to be very different from those from older conflicts.

The objectives of this needs assessment will be to identify any service gaps that could inform future commissioning decisions. The needs assessment will be completed by September 2015.

The signed armed forces community covenant states that local authorities should consider veterans in any JSNA, hence this request.

The intended users will be commissioners, both local authority and health and third sector providers.

The only real interface will be the wider needs assessment portfolio which incorporates other vulnerable groups.

The scope for the project will include veterans health needs. Veterans can be defined differently depending upon the organisation, for the purpose of this needs assessment a veteran will be classed as someone who has spent one day in the armed forces, it will also include details on any reservists who may return from active service, back to their normal lives.

In very brief terms, explain what the needs assessment or project needs to achieve. It should aim to summarise:

* The **background** as to how you have come to be scoping this work
* The desired outcomes, or **what you are trying to achieve**
* What is in or out of **scope**; for example, ‘Children or Adults only or only for the last three years, etc…’
* The project’s **objectives** (covering any goals/targets and **tolerances** concerning time, scope, quality, etc…)
* Any constraints and **assumptions** that exist at the outset; for example, ‘that it remains a LA statutory requirement to…’
* The intended **user(s)** and other known interested parties
* Any **interfaces** or dependencies with other documents or products ***(Max: 400 words)***

***Does the project directly relate to any statutory duty(ies)? If so, what are they and in which legislation can they be found?*** Yes: [ ]  No: [x]

 ***Does the topic align with Key Stakeholder’s Strategic Priorities (WCC, CCGs, and Districts & Boroughs)? If so, how and what are they?*** Yes: [x]  No: [ ]

Veterans as a vulnerable group are not specifically identified within key stakeholders strategic priorities, however this is becoming an emerging theme. The Health and Wellbeing Board have recently requested that veterans are considered within the JSNA process under the vulnerable communities banner.

Please provide details of any document(s) and any chapter or page reference(s). **(Max: 60 words)**

***Does the topic tie in with any of the existing Warwickshire JSNA priorities identified in the 2011 Annual Review? If so, which and where can they be found?*** Yes: [x]  No: [ ]

Veterans ties in with most of the priorities within the 2011 Annual Review.

Children and young people – educational achievement – a veteran is someone who has served one day in the armed forces, therefore could be a young person, having not made much progress towards their education. Even service leavers who have specialised in a trade, may be leaving the forces without any formal qualifications.

Lifestyle – lifestyle factors affecting health and wellbeing – alcohol and smoking have historically been a big part of military life. Concentrating on supporting veterans to control their alcohol intake and support them to quit smoking are key in terms of improving the lifestyle of veterans in Warwickshire. By doing this will also have an impact on long term conditions.

Ill health – long term conditions – by conducting a health needs assessment for veterans in Warwickshire, this will help quantify the likelihood of whether LTC’s are more prevalent in veterans as a vulnerable group of society, which in turn will inform appropriate commissioning decisions.

Ill health – mental wellbeing – there are often reports in the local media on the mental health and wellbeing issues veterans can suffer as a result of active service, in particular after returning from a combat situation. This will form a key part of the needs assessment and will help to inform commissioned services for mental health and wellbeing as part of the Mental Health Strategy in Warwickshire.

Vulnerable communities – the health needs assessment will help Warwickshire commissioners assess whether veterans are in fact a vulnerable community and any services not currently available to them that may be required.

***Is there any national research, local research or anecdotal evidence you are aware of about this issue?***

<http://www.veteranstransition.co.uk/vtrreport.pdf>

# Outline Business Case *(why you think we need to do it)*

The Health and Wellbeing Board has supported the recommendation that veterans health is incorporated into the joint strategic needs assessment. This inclusion has been highlighted as a priority due to its inclusion in the Armed Forces Community Covenant. There is also a real appetite to do more to support veterans and their families as a vulnerable group, in particular the growing partner commitment of the Armed Forced Community Covenant Partnership. One of the main problems in terms of veterans is the lack of information on numbers, location and health and social needs. This is a national problem, however Public Health Warwickshire feels there is enough commitment from partners to obtain this information to build a clearer picture of the needs of this community. An option is to do nothing, however, we know from anecdotal feedback from third sector organisations, that these groups are not being fully supported and have increasingly complex needs that are being left unmet. Carrying out a health needs assessment will highlight the needs of this group and enable Warwickshire to take a view on any service gaps that are currently present.

Reasons **why the project is required**, what is the **driver**(s) for undertaking it and the **problem** for you this will solve. You should also highlight what **options** are available to you (including doing nothing), why you have chosen this option and how you expect to **benefit. (Max: 200 words)**

# Project Product Description *(what you physically want to receive)*

The needs assessment will be produced in the form of a word document and will be available for use across the county by any organisation commissioning services for veterans. The content will describe the needs (what people benefit from), demand (what people ask for) and supply (what is provided) and will require approval from the Director of Public Health and Armed Forces Community Covenant Group. The content produced will also form the academic submission to the dissertation of the author, Emily Fernandez. The needs assessment will endeavour to include the following detail:

* Local policy context
* Key issues for health services
* Demographic profile
* Definition
* Description of the military presence in Warwickshire
* Estimate number of veterans using national prevalence assumptions
* Estimate no of reservists
* Gender
* Ethnicity
* Veterans dependents and families
* Changing demographics
* Graph showing numbers, change in numbers and age profile
* Warwickshire estimates for veterans and reservists
* Future estimates of veterans using population projections
* Armed Forces Pension Scheme – Disablement Pensions and Compensation
* Numbers in Receipt of Compensation and Pension Payments
* Numbers in receipt of armed forces pensions
* Mental and physical health

***What is it****, in what format and where (e.g. a MS Word document)? You should include your or other user(s)/customer(s) quality* ***expectations*** *and any* ***criteria*** *user(s) will have before acceptance, and any criteria it should fulfil to fit or work with current operations and be maintained.* ***(Max: 150 words)***

# Project Approach *(how we will go about doing it)*

Public Health Warwickshire will support the delivery of the veterans health needs assessment through the Population Health team and support from Emily Fernandez in the Wider Determinants team. There is lots of knowledge within the Armed Forces Community Covenant Partnership and many organisations who will welcome this piece of work and be willing to contribute time and knowledge for the wider benefit of the veteran community. Emily Fernandez will also contribute personal time as an academic needs assessment will also be produced for the purposes of a dissertation. Ethics approval will be sought where necessary.

*Describe* ***how we will deliver the option*** *described in the Business Case, including what resources are needed and what you can contribute. Throughout, taking into consideration the environment into which the solution must fit.* ***(Max: 100 words)***

***Will the project involve engagement and adhere to the principles of Good Engagement at Appendix B? If not, why?*** Yes: [x]  No: [ ]

Yes the principles of good engagement will be used and ethics approval will also be sought through Birmingham University.

*Describe why the project does not require engagement with customers and users.* ***(Max: 60 words)***

***Will the project involve research with either customers of services or professionals working in them?*** Yes: [x]  No: [ ]

**N.B.** If so, the project is likely to have to go through a Research Governance process. Please ask the JSNA team about how to do this.

# Project Team Structure & Roles *(who is involved)*

Rachel Robinson will oversee the project from a JSNA perspective, Martin Gibbons will be the project sponsor as the lead for the Armed Forces Community Covenant Partnership in Warwickshire and Emily Fernandez will oversee and deliver the health needs assessment for Public Health. Claire Jaggers will oversee the vulnerable communities part of the JSNA which the veterans needs assessment will align to.

*A description or chart showing* ***who will be involved*** *with the project (can be in an annex or appendix).* ***(Max: 100 words)***

# References

TBC

*To any associated documents or products.* ***(Max: 100 words)***

# Appendices

1. Project Brief Quality Criteria
2. Good Engagement Charter

**Appendix A to Project Brief**

# Project Brief Quality Criteria

Once your *Project Brief* is complete check the document against the following Quality Criteria:

* It is as brief as possible because its purpose, at this point, is to provide a firm basis on which to initiate a project.
* The *Project Brief* accurately reflects the requirements of the organisations and the users involved
* The project approach considers a range of solutions such as: bespoke or off-the-shelf; contracted out or developed in-house; designed from new or modified existing product etc.
* The project approach has been selected which maximises the chance of achieving overall success
* The project objectives, project approach and strategies are consistent with the organisation’s policies
* The project objectives are Specific, Measurable, Achievable, Realistic and Time-bound (SMART).

**Appendix B to Project Brief**

# Good Engagement Charter

Healthwatch Warwickshire expects the following points to be addressed by organisations that carry out patient and public engagement:

1. **We will be clear about why there is a need to engage with our community:** The reasons for involving people must be clear from the start.
2. **We will make sure that we work with partners when engaging with our community:** People do not like being asked about the same thing over and over again. A joined-up approach is efficient and increases the likelihood of people taking part.
3. **We will make sure there is plenty of time for engagement:** We will give people plenty of time to give their opinions and will arrange events at different times so that more people can take part.
4. **We will use a range of different ways for people to have their say:** Some people like to talk in groups; others prefer to complete an online survey or to tell one person their ideas. We will be inclusive and tailor our activities to the people we are hoping will take part.
5. **We will be open, honest and transparent when engaging with our community:** Agencies carrying out engagement activity should be open and honest about what can and cannot be influenced – including any constraints and boundaries – giving reasons for this.
6. **We will make sure that information is accessible by all:** Information needs to be accessible, clear, understandable, and relevant. It also needs to be presented in the correct format for the audience.
7. **We will provide people with regular feedback when engaging with them:** Results of engagement should be easily accessible to people who wish to view it – especially those people affected by the results of the consultation activity.
8. **We will recognise best practice and make sure that it is used to inform future engagement with our community:** Engagement that has worked well should be celebrated, shared between partners and also be used to develop future engagement activities.
9. **We will evaluate the engagement process and make sure that any lessons learned are used to make engagement better in the future:** Engagement will be reviewed to see how well it worked and if it has achieved what it set out to do. The process will also be assessed against the standards outlined here.