



**Six years on: Revisiting the Employment Support
Needs of
Veterans in Scotland
– update to the 2009 findings**

February 2015

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Content

1 Introduction 4

2 Stakeholder consultation11

3 Veteran consultation16

4 Conclusions and recommendations29

Appendix 1: survey results34

Appendix 2: Results by local authority40

Appendix 3: Research Tools48

1 Introduction

- 1.1 In June 2014 The Lines Between was commissioned to undertake research into disabled and vulnerable veterans' employment support needs, updating previous research carried out for Poppyscotland in 2009.
- 1.2 The previous study – conducted by research consultancy Blake Stevenson - reached several important conclusions, including: (1) limited availability of services which take a holistic approach to addressing veterans needs', (2) few services existing to support transitions from military to civilian life, (3) lack of employability projects targeted specifically at vulnerable veterans, (4) insufficient MOD support to personnel prior to leaving the Forces, (5) a gap in data on unemployment and economic inactivity among ex-service personnel in Scotland, (6) barriers experienced by veterans including lack of awareness of how to identify and access job opportunities, (7) a minority of veterans experiencing complex and multiple problems including social isolation, disability, mental health issues, homelessness, financial problems, substance misuse and engagement in criminal activity.
- 1.3 This research aims to identify changes since the baseline study and explore the current provision of support for disabled and vulnerable veterans. The findings are based upon qualitative and quantitative research with beneficiaries and stakeholder organisations working in this area. Results will be shared among key stakeholder agencies; particularly those involved in sign-posting, delivering, funding or promoting employment support services.
- 1.4 Since the baseline research was undertaken significant changes have occurred in the labour market and the provision of support for veterans. A period of economic turbulence between 2008-2013 may have affected the ease with which people were able to find work, however, over this period new resources were dedicated to supporting veterans' transitions, linked to:
- Significant attention from the media and general public to matters associated with the armed forces, attributed to the UK's military presence in active combat zones and subsequent withdrawal from areas of conflict
 - Restructuring of the armed forces and associated redundancies
 - A renewed political focus on meeting veterans' needs that has resulted in developments such as the establishment of a minister for veterans in Scotland and the UK wide adoption of the Armed Forces Covenant.
 - Greater understanding of veterans' transition and employment support needs as a result of studies by Lord Ashcroft, the Forces in Mind Trust, the Royal British Legion and Poppyscotland.
 - Increased partnership working among support agencies and a range of new services for those that struggle with securing employment.
- 1.5 The cumulative effect of these changes mean that the landscape for delivering employment support is vastly different to that of 2009, when the baseline research was conducted. It is therefore timely to revisit the work and identify whether veterans' current support needs are being met.

Report Structure

- 1.6 This report contains five sections:
- The remainder of this chapter describes the research context and methodology.

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- **Chapter 2** presents findings from the interviews with stakeholders and veterans, presented around the themes of: changes to employability support in Scotland, service delivery challenges and changes in employment support needs
 - **Chapter 3** contains a comparison of results from the 2014 and 2009 surveys. It includes findings from the interviews with veterans, presented around the themes of: experiences of finding work, factors affecting employment, employment support needs, awareness of and engagement with support service and finding work – veterans’ strengths and challenges
 - **Chapter 4** sets out conclusions and recommendations
 - **Appendix 1** presents tables of findings from the 2014 and 2009 surveys;
 - **Appendix 2** contains findings by local authority area
 - **Appendix 3** contains copies of the research tools used during the study

Context Review

- 1.7 Several reports and research documents have been published since the baseline study. These offer up-to-date statistics about the veteran population and provide greater insight into issues such as employability barriers and support needs.
- 1.8 For ease of review this information has been structured around the following themes:
- Statistics about the working-age veteran population
 - Employment support needs
 - Skills
 - Contextual changes affecting the provision of employment support

Statistics about the working-age veteran population

- 1.9 Poppyscotland recently published data in its 2014 report ‘The health and welfare of the ex-Service community in Scotland’ (2014)¹. This was based on analysis of the data gathered from individuals in Scotland (n=194). Findings about working age members of the ex-Service community² are of particular relevance to this research study:
- The working age ex-services community (age 16-64) is estimated to comprise 150,000 people; there are around 85,000 in work, 20,000 unemployed and 45,000 economically inactive.
 - One in five members of Scotland’s working age ex-Service community reports an employment-related problem, equivalent to around 35,000 people.
 - Those in Scotland are less likely to be degree educated, or to be able to use their skills and past experience, than their peers nationally.
 - A comparison of Scotland’s ex-Service community members of a working age (v) to the general civilian working age population (g) shows that the former are:
 - less likely to be in employment: 57% (v); 73% (g),
 - more likely to be unemployed: 12% (v); 5% (g)
 - more likely to be economically inactive 30% (v); 22% (g)

¹ Poppy Scotland, (2014). *Health and welfare of the ex-Service community in Scotland 2014*. [online] Available at: <http://poppyscotland.org.uk/docs/Poppyscotland%20household%20survey%20report%20FINAL.pdf> [Accessed 18 Feb. 2015].

² There are some caveats with data interpretation because of the small number (n=63) of those from a working age interviewed.

1.10 Over the past five years there has been a threefold increase in the rate of medical discharges across all services³, up from 6.1 per 1,000 personnel (2009/10) to 22.2 per 1,000. Females and untrained personnel in the British Army and RAF at higher risk of medical discharge than other groups. Around 7% of the UK's Armed Forces Personnel are recruited in Scotland; approximately 11,000 individuals per year⁴. At a UK level, around 17% of personnel are officers; the remainder are other ranks⁵.

Veterans' Employment Support Needs

1.11 The Royal British Legion (RBL) recently published the report 'A UK Household Survey of the ex-Service community 2014'⁶, based on face-to-face interviews with veterans in their homes (n=2,121). The report estimates the size, profile and needs of the current ex-Service community across the UK and contains forecasts about the future profile of the veteran population. Findings include:

- Ex-service community members (v) of a working age are more likely than members of the general population (g) to
 - be out of work; with employments rate as follows: 60% (v); 72% (g)
 - have unpaid caring responsibilities: 23% (v); 12% (g)
 - report health conditions that limit their daily activity 24% (v); 13% (g)
 - or report being depressed: 10% (v); 6% (g)

1.12 In reflecting upon the research findings, RBL's Director General noted that: *'more needs to be done to identify the root causes of employment problems in the working age ex-Service community, and to ensure that assistance is enhanced and continued'*.

1.13 Lord Ashcroft's recent Veterans' Transition Review⁷ (2014) considers veterans' support needs both prior and post resettlement and is a key reference tool for the MOD, the UK and Scottish Government. He concluded that over 80% of service leavers find employment within six months (many earlier) and that unemployment and economic inactivity rates are consistently each below 10%. Despite this positive finding about the general population of ex-service personnel, Lord Ashcroft found that there are still some issues that effect all veterans – for example misconceptions about their abilities, skills levels and attitudes that represent additional barriers to finding civilian employment. His central conclusions and recommendations included:

- *'good information is key...but it is often hard to find, poorly presented and confusing'*
- *'the service leavers most likely to struggle get the least help'*

³Ministry of Defence, (2014). *Annual Medical Discharges in the UK Regular Armed Forces 2009/10 - 2013/14*. [online] Available: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/328699/medical_discharges_1_apr_09_31_mar_14_.pdf [Accessed 18 Feb. 2015].

⁴ British Orthopaedic Association, (2014). *The Chavasse Report*. [online] Available at: <http://thechavassereport.com/PDFs/TheChavasseReport-TheEvidence.pdf> [Accessed 18 Feb. 2015].

⁵Ministry of Defence, (2014). *UK Armed Forces Annual Personnel Report*. [online] Available at: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/312539/uk_af_annual_personnel_report_2014.pdf [Accessed 18 Feb. 2015].

⁶ The Royal British Legion, (2014). *A UK Household Survey of the Ex-Service Community*. [online] Available at: <http://www.britishlegion.org.uk/media/4093841/2014householdsurveyreport.pdf> [Accessed 18 Feb. 2015].

⁷ Lord Ashcroft, (2014). *The Veterans' Transition Review*. [online] Available at: <http://www.veteranstransition.co.uk/vtrreport.pdf> [Accessed 18 Feb. 2015].

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- *'all personnel should complete an online Personal Development Plan'*
 - *'all service leavers who have completed basic training should be eligible for the full transition support package'*
 - *'a new work placement scheme should be created in partnership with industry'*
 - *'a directory of Armed Forces Charities should be created, including organisations which meet quality criteria on governance and effectiveness...inclusion...[in this directory] would be necessary for charities to be eligible for public funding or referral from public agencies'*

1.14 The Forces in Mind Trust's Transition Mapping Study Report⁸ (2013) identifies a range of factors prior to resettlement that are associated with those most at risk of an unsuccessful resettlement: those who view the Armed Forces as a lifestyle, those who felt they had no other employment option other than the Forces, and younger recruits with little life experience. Conversely those at less at risk are: individuals who see the Armed Forces as a career/job, those who felt they had alternative career options other than the Armed Forces, and those who already had some life experience before they joined. At the resettlement stage risk factors are: little time to prepare, minimum transition support, not psychologically engaging with transition, passive engagement with resettlement, low awareness of process, low educational base, little support. Those less at risk are: people with a longer time to prepare, those eligible for full Careers Transition Partnership (CTP) transition support, veterans who engage with transition early and actively engage with resettlement, those who are aware of the process and their entitlements and individuals with strong transferrable skills and a good support network.

Employment skills

1.15 The first detailed research into the skills of recruits - *Armed Forces Basic Skills Longitudinal Study*⁹ (2012) - found that up to 50% of Army recruits have literacy and numeracy skills below Entry Level 3, equivalent to the standard expected of primary school leavers at age 11. Comparable figures for the Navy and RAF are much lower at only 5-8% and 8% respectively.

Other contextual changes affecting the provision of employment support

1.16 Over the past five years there has been increased focus on veterans' support requirements at a national level with additional resources from governments. Changes include the updated [Armed Forces Community Covenant](#) (2013), supported by £35 million from fines levied on banks for attempting to manipulate LIBOR; granted to the MOD for use in supporting the Armed Forces community. Another key development in Scotland is the appointment of a [Veterans Commissioner](#) (2014).

1.17 The [Strategic Defence and Security Review](#) (2010) introduced changes to workforce planning and a programme of adjustment including redundancy measures. A key outcome was the reduction in size of the Regular Forces, with a greater role and recruitment of personnel serving in the Reserve Forces. By 2020, it was estimated that the Army Regular Forces would be reduced to 82,000 with the number of Reservists increasing to 30,000. The next review will be held later this year (2015).

⁸ The Forces in Mind Trust, (2014). *Transition Mapping Study Report*. [online] Available at: <http://www.fim-trust.org/news/21-news/64-transition-mapping-study-report> [Accessed 18 Feb. 2015].

⁹ Department for Business Innovation and Skills, (2012). *Armed Forces Basic Skills Longitudinal Study*. [online] Available at: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/32285/12-886-armed-forces-basic-skills-executive-summary.pdf [Accessed 18 Feb. 2015].

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- 1.18 Those serving in the armed forces for more than four years are currently eligible for support from the [Careers Transition Partnership](#), which includes activity to explore the individual's skills and interests of relevance to future careers in the civilian labour market. There are a mixture of one-to-one and group workshops on matters such as self-employment, housing, interview techniques and financial advice. Right Management currently delivers this function however the contract is in the process of being retendered, with the successful bidder expected to be appointed in 2015; this may result in changes to the way transition support is delivered and what it entails.
- 1.19 In recent years several public and third sector agencies - including the Scottish Prisons Service, Department for Work and Pensions, Local Authority Housing Departments, GPs and Citizens Advice Bureaux - have introduced markers to identify veterans using their services. While this is an encouraging development, data protocols and depth of information gathered varies from organisation to organisation; affecting the extent to which data can be interpreted and/or shared. Where the data is shared, it has become a useful resource for informing service improvement and providing greater insight into veterans' support needs,
- 1.20 Another new development - and central resource for the veterans' sector - is The Forces in Mind Trust. This was established in 2012 to promote the successful transition of Armed Forces personnel and their families into civilian life and received an endowment of £35 million from the Big Lottery Fund. The Trust commissions research to evidence and understand experiences of transitions; this information is used to influence change; for example their mapping study is described at 1.15.

Methodology

- 1.21 A mixed-methods approach was adopted to meet the study requirements. This comprised:
- Context review
 - Electronic survey
 - Interviews with veterans
 - Interviews with representatives from stakeholder organisations; particularly those involved in the delivery of employment support for veterans
 - Analysis and reporting

Study remit

- 1.22 In recognition of the fact that most veterans make successful transitions into civilian life, the study was not intended to produce findings that are representative of the general population of ex-service personnel in Scotland. The needs of the wider veteran community are covered in other studies, for example the publications by the Royal British Legion (RBL) and Poppyscotland, described later in this chapter. This research has focused on the experiences and needs of veterans who struggle to gain or sustain employment; for that reason the methodology centred on engagement with (i) veterans who have experienced challenges or connected with support agencies and (ii) organisations currently delivering employment-related support.
- 1.23 Each element of the methodology is described in more detail below.

Context review

- 1.24 Several documents were referenced throughout the study to contextualise the research findings and capture changes since the baseline work was undertaken. The review of publications, news articles, policies and research of relevance to the study included:

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- The Royal British Legion's (RBL) report '[A UK Household Survey of the ex-Service community](#)' (2014),
 - Poppyscotland's report '[Health and welfare of the ex-Service community in Scotland](#)' (2014)
 - '[Veterans' Transition Review](#)', undertaken by Lord Ashcroft (2014)
 - The [UK Armed Forces Annual Personnel Report](#), published by the MOD (2014)
 - '[Chavasse Report, the evidence](#)' undertaken by the British Orthopaedic Association (2013)
 - '[Transition Mapping Study Report](#)', undertaken by the Force in Mind Trust (2013)

Electronic Survey

- 1.25 An electronic survey was hosted on Survey Monkey. For a list of survey questions see Appendix 2.
- 1.26 The questions mirrored those posed in the 2009 baseline survey, to enable a comparison across the time series; an open-ended comments box was provided in case participants wished to provide additional comments. At the end of the survey respondents were invited to express interest in taking part in a follow-up telephone interview.
- 1.27 To draw attention to the survey and encourage participation, respondents were given the option to enter their name into a prize draw to win £100 voucher for a supermarket of their choice.
- 1.28 Raising awareness of the survey involved:
- Distribution of a survey link via email to members of the supported employment steering group; each was encouraged to distribute the link within their own networks.
 - The creation of bespoke posters for veterans' support organisations to display and share with beneficiaries, with details of how to request a paper copy of the survey or access it online.
 - Posting an electronic link to the survey via the social media platforms of The Lines Between, Poppyscotland and Veterans Scotland.
 - Cascading the survey to staff involved in the delivery of Poppyscotland's welfare support services and those involved in the Armed Services Advice Project, delivered by Citizens Advice Scotland, to share with beneficiaries where possible.
 - Printing paper copies of the electronic survey and sharing these with organisations that felt their veterans would feel more comfortable with taking part in a paper-based exercise.

Interviews with veterans

- 1.29 One fifth of the survey participants (82 individuals) expressed interest in participating in a follow up interview; however there were difficulties reaching all those who volunteered to take part. By the end of the fieldwork period, interviews had been completed with 55 survey respondents. Most (34) of these interviews were conducted by telephone; the remainder were carried out in situ at places where employment support is delivered to veterans; these participants completed paper-based versions of the survey prior to taking part in an interview.
- 1.30 The interview themes aligned with the topics covered in the survey, and allowed for a discussion of their responses and a more nuanced conversation about the individuals' employment experience. For a list of interviews questions see Appendix 3.

Interviews with stakeholders

1.31 The selection of research stakeholders aimed to achieve participation from a cross-section of representatives involved in delivering employment support to veterans in Scotland and other parts of the UK. For a list of interview questions see Appendix 3. A total of 30 interviews were undertaken with staff from the following organisations:

- ASAP
- Combat Stress
- Demob Job
- Defence Recovery Service
- Future Horizons Project
- Glasgow's Helping Heroes
- Job Centre Plus Champions
- Lady Haig's Poppy Factory
- Mark Wright Project (now The Lothian Veterans' Centre)
- Officers Association
- Officers Association Scotland
- Poppyscotland
- Royal British Legion (RBL)
- Royal British Legion Industries (RBLI)
- Remploy
- Regular Forces Employment Agency (RFEA)
- Scottish Association for Mental Health (SAMH)
- Scottish Veterans Residences
- The Poppy Factory
- Veterans First Point
- Veterans UK

Analysis and reporting

1.32 Quantitative data assessment began with aggregation to produce total counts per question, followed by the creation of pivot tables to aggregate and compare responses across particular categories; for example responses by veterans who live in Scotland compared to those who live elsewhere. The results were then converted into tables, with responses ranked in terms of the highest to lowest frequency per question. This data was then plotted against the results of the 2009 baseline study, to enable a comparison across the time series.

1.33 The qualitative data assessment was based upon thematic analysis. This involved an initial review of all information gathered; identification of key themes; grouping, narrowing and apportioning qualitative data under headings; and the selection of quotes that typified responses within each category.

1.34 The report writing process prioritised the presentation of information in a clear and accessible way; acknowledging potential interest in the research from a broad range of audiences. The focus was to:

- Clearly communicate the findings
- Share the views and experiences of veterans and organisations that provide employment support
- Present repeat themes which emerged during interviews
- Highlight instances where views differ within and across particular groups
- Identify points of interest that may require further research
- Share examples that illustrate key findings.

2 Stakeholder consultation

2.1 This section summarises the key themes highlighted in interviews with representatives from organisations that deliver or signpost veterans to employment support.

Changes to employability support in Scotland

2.2 Stakeholders highlighted changes since the baseline study was undertaken in 2009. Most notably, this includes the implementation of recommendation 14:

'We recommend that Veterans Scotland considers establishing an employment sub-group to take forward the actions and issues highlighted in this report. At minimum Veterans Scotland should ensure that the issues and activity set out here are included as a specific agenda item at its regular Board meetings'.

2.3 The response to recommendation 14 involved the establishment of a supported employment group, comprising representatives from Poppyscotland, Officers Association Scotland, Lady Haig Poppy Factory, SAMH, Glasgow's Helping Heroes (GHH), The Regular Forces Employment Agency (RFEA), The Lothian Veterans' Centre, Remploy, Combat Stress and Scottish Veterans Residences. Stakeholders reported that this has enhanced services' ability to work in partnership, coordinate activity, increase awareness of one another's activities and strategic development associated with improved delivery of employment support.

2.4 Across interviews there was a general consensus that employment support for veterans now addresses gaps highlighted in the baseline report, including: (1) limited availability of services which take a holistic approach to addressing veterans needs', (2) few services existing to support transitions from military to civilian life, (3) lack of employability projects targeted specifically at vulnerable veterans. This has been achieved by activities including:

- The **introduction of new services** (for example Veterans First Point (V1P), Employ-Able and Shoulder to Shoulder Erskine) to support veterans with disabilities or mental health issues. The provision includes support for those furthest from the labour market; for example people who have been out of work for a lengthy period or who are experiencing welfare, social or mental health issues that affect their ability to find work.
- Developing **additional resources** (such as the Royal British Legion's Civvy Street website). This provides online access to a full spectrum of services available to address most support needs, ranging from direct job search facilities, and general employability support (networking, cv development and interview practice).
- Offering **intensive, tailored support for veterans and family members** (for example, The RBLI LifeWorks and LifeWorks Families courses).
- Making **funding available** so that veterans can undertake training that will help them secure work (Poppyscotland's Employment Support Grants)
- More **support prior to Armed Forces exit**. This is underpinned by a preventative approach designed to avert unemployment and improve veterans' employment prospects.

2.5 It was frequently mentioned that support is well resourced and exceeds the employment related assistance available to the general public. Stakeholders attributed this to factors such as:

- **Evidence** – the growing evidence base, discussed in Chapter 1, has helped veterans’ organisations and their funders to understand employment support needs, develop more effective services and develop proposals to secure the resources they need to deliver these services
- **Priorities** – there are large, well funded veterans’ organisations that maintain a focus on veterans support needs and engage statutory partners and local/national government on these issues. At a political level, support for veterans has been championed by recent governments, reflected by developments such as the Armed Forces Covenant and Armed Forces Act (2011) and the appointment of a Veterans Commissioner in Scotland (2014)
- **Flexibility** - within the veterans’ sector which facilitates service adjustment and the delivery of support that is tailored to the individual’s need
- **Funding** - fundraising campaigns for veterans have popular support; this produces a significant financial resource which is used to address veterans’ support needs
- **Employability** – veterans are in a unique position in that the vast majority approach the civilian labour market with an extensive work history and transferable skills. This sets them apart from many other members of the general population who experience difficulties in securing employment.

2.6 Stakeholders frequently suggested that partnership working across the sector is strong, with key strengths including a greater recognition by the MOD and statutory agencies of the role the 3rd sector can play in delivering effective support.

2.7 Many stakeholders described changes to the delivery and design of support services, including simplification of application processes. Strengths include efficient signposting and referral processes and increased collaboration between services to design support programmes for service users, underpinned by consultation with service users.

2.8 One interviewee suggested a shift among ‘more traditional’ services that previously intervened at a crisis point; they have now expanded their focus on preventative work. This person felt the change has provided additional resources within the sector, resulting in more effective support that helps veterans to sustain positive changes.

2.9 The general consensus was that while existing participants value veteran-specific supported employment services, the overall trend is to support disabled and vulnerable veterans to access mainstream employment, or point them towards more general supported employment services.

Service delivery challenges

The plethora of support services

2.10 There are over 400 Armed Forces related support organisations in Scotland¹⁰. These vary from small interest groups to large national charities. Some stakeholders alluded to a ‘cluttered’ landscape, acknowledging that services may ‘compete’ for clients and resources. New services, in some cases,

¹⁰ Army.mod.uk, (2015). *Transition to civilian life - British Army Website*. [online] Available at: <http://www.army.mod.uk/structure/32879.aspx> [Accessed 18 Feb. 2015].

were felt by providers to replicate support that already exists.

- 2.11 Stakeholders held mixed views about the number and range of services available; some expressed fears that overprovision of support services can be of detriment to veterans, for example by causing confusion about where to go for assistance. Others acknowledged that new services give rise to choice and suggested that duplication depends on perspective; while veterans in a local authority area that prioritise veterans' services (for example, Glasgow) have access to multiple support programmes, veterans elsewhere (particularly in rural areas) might not.
- 2.12 There were mixed views about the length and scope of support provided to veterans; some services argue that the people they support require non-time limited, intensive support to address their needs. Others suggested that such an approach creates dependency and prevents them from moving on. Those critical of this approach suggested it has the potential to create problems in the future, should funding for these services run out.

Service challenge – reaching those who need support

- 2.13 As described above, many support providers believe that sufficient services exist (supply side), but that there is not enough uptake by those in need at the point when help would be most effective (demand). A key challenge for support agencies is therefore to raise awareness and improve understanding of the support they can offer, to reach veterans at an appropriate stage. There was repeated mention of the complexity of issues experienced by the most vulnerable clients due to people 'struggling on' and only engaging with support at the point of crisis. It was also frequently mentioned that veterans are a 'hard to reach group' who can be reluctant to seek help or may not know that specific support exists to address their needs.
- 2.14 A few stakeholders suggested that there are specific and distinct issues pertaining to Early Service Leavers (ESL), feeling that a large proportion of this group experience barriers linked to broader social issues and/or lack of motivation, experience or qualifications – as opposed to problems having arisen as a result of serving in the Armed Forces. As a result, some suggested that it would be useful to revisit the definition of a veteran with closer reference to time served/medical discharge and/or for the UK or Scottish Government to resource services specifically for the ESL group.

Service challenge - availability of support

- 2.15 It was frequently mentioned that, despite a wide range of services existing, veterans' access to support varies depending on where they live. One stakeholder described this as a '*postcode lottery*'. Barriers to access include distance, for those who live in rural areas, and funding restrictions that result, in some cases, in situations where only residents of particular local authorities are eligible for the services on offer. Some stakeholders reflected on the difficulties in achieving a 'balance' in provision, weighing economics of scale against limited demand. For example one said '*it's a chicken and egg situation; we don't deliver services there because the numbers coming forward seem very small; but perhaps the numbers are small because it's not being marketed in that area*'.
- 2.16 To provide further insight into issues at a local level, a breakdown of survey results by local authority area, is provided in Appendix 2. While these figures are interesting it is worth noting that the small sample size in many areas means that they cannot be considered statistically significant. Summary highlights from the 'key cohort' - six local authority areas with more than twenty respondents in each - Aberdeenshire, City of Edinburgh, Fife, Glasgow, Highland and West Lothian - include:

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- Minor (less than 10%) variation among:
 - Those seeking support to adapt to a changed working culture; ranging from 71% in Fife and Glasgow to 80% in West Lothian
 - Some (10-30%) variation among:
 - Those seeking careers guidance; ranging from 73% in Highland to 86% in Aberdeenshire
 - Those seeking work placements; ranging from 55% in Highland to 71% in Fife
 - Veterans feeling they have a lack of relevant training or skills; ranging from 29% in Aberdeenshire to 48% in Glasgow
 - Veterans experiencing family or relationship problems; ranging from 30% in West Lothian to 50% in Highlands
 - Greater (30-50%) variation in needs such as:
 - Those seeking help with childcare; ranging from 10% in Fife to 41% in Highland
 - Those seeking confidence building; ranging from 19% in Aberdeenshire to 59% in Highland

Across the key cohort areas, Highland was 'stand out' in terms of it having the highest polling in six out of the nine of the categories on factors affecting employment: family or relationship problems (50%), a criminal record (18%), homelessness (32%), mental health difficulties (41%), problems with anger (36%) and financial problems (50%). Conversely, those from West Lothian had the lowest polling in almost half (four) of the nine categories: family or relationship problems (30%), alcohol or drug misuse (0%), social isolation (20%), and mental health difficulties (15%).

Service challenge – public perceptions

- 2.17 Several stakeholders mentioned a change in public perceptions since the baseline study. These included: increased awareness of younger veterans (i.e. a veteran is not necessarily an older person); greater understanding of issues affecting veterans including substance misuse, homelessness and PTSD (although it was frequently suggested that the public overestimate the numbers affected by these issues); and a perception among some veterans and members of the public that there is 'little support' for veterans.
- 2.18 Some stakeholders reflected that the public interest in veterans' issues, while bringing a valuable funding boost, has also had some negative consequences. These include a keenness for new services to enter the sector, attracted by the funding resource, and overestimations of the number of veterans with needs such as homelessness or PTSD, which perpetuate the 'mad, bad and sad' myth.

Changes in employment support needs

- 2.19 Broadly speaking, stakeholders suggested that veterans' support needs are similar to those identified in the baseline study. Although some suggested that the recession might have made it more difficult for those furthest from the labour market to find work, several made comments in the vein of '*there is work there for people who want it*'.

2.20 A handful noted their services were now dealing with slightly different support needs linked to the Forces' redundancy programme, rises in medical discharge rates and changes to the welfare system which have left some veterans less financially secure. One person suggested their service was now supporting veterans of a younger age, linking this to redundancies in the Armed Forces, fewer promotion opportunities and recent unfavourable changes to pension schemes.

2.21 Stakeholders identified scope for more support in terms of:

- Mental health services for non-PTSD issues such as depression and stress;
- Employment services for veterans' partners; their employment challenges are linked to the family's military service and may add to the pressures experienced by veterans;
- Increased provision/efforts to engage veterans, especially those living in rural areas;
- Assistance to help veterans navigate changes to the welfare system;
- Additional support in terms of career planning and mapping qualifications/experiences to a broader range of job roles than the "traditional" sectors veterans typically move into;
- Increased links with employers to procure work placements for veterans;
- Support to help veterans' adjustment to civilian workplaces;
- Ensuring veterans develop realistic salary expectations;
- Challenge employers' perceptions of veterans and highlighting the positives attributes of veterans as employees; busting the 'mad, bad and sad' myth;
- Additional employment resources at the local level which will allow services to develop greater connections to the employment market and assist veterans to capitalise on job opportunities as they arise;
- Increased use of mentoring and befriending support services;
- A focus on helping veterans to 'problem solve' as opposed to signposting veterans to support that may reinforce a sense of dependency

2.22 Several stakeholders suggested that veterans' employment challenges link to emotional or psychological issues with their transition, lack of familiarity with the labour market and limited awareness of the range of employment roles that link to their military experience. Others highlighted that poor IT, literacy and numeracy skills hinder employment success of older veterans or those from lower ranks.

2.23 While many of the discussions with stakeholders focused on the support needs of veterans who struggle to gain employment – people with illness, injury or few qualifications - it was also highlighted that middle-to-high ranking veterans may also experience challenges. These include: having risen through the ranks due to ability and skill, yet not having transferrable qualifications (i.e. a degree) to demonstrate ability; being senior "generalists" whose skills do not transfer to high-level careers in civilian workplaces; being over 50 and struggling to find employment due to age discrimination; having unrealistic expectations about salaries or the types of employment they are likely to secure.

3 Veteran consultation

- 3.1 This section summarises responses submitted in the electronic survey and themes across the interviews with veterans.
- 3.2 It is worth highlighting that the results are not intended to be taken as representative of the general veteran population; as with the baseline study, the survey has been cascaded through charity and support agencies that engage a cohort of veterans with higher-than-average support needs. For example just over one quarter of all survey participants said they suffered an injury or illness while serving that has since made it more difficult to get work, or limited the type of work they can do; across the general veteran population, it is estimated that one in seven have a long-term health condition that they attribute to their military service. This demonstrates the survey's reach among veterans with additional support needs.
- 3.3 The complete result tables that compare findings across the baseline and recent surveys are set out in Appendix 1. Overall, the responses are consistent across both surveys; any differences are highlighted and commented upon in this chapter.

Respondent profile

- 3.4 The response rate to the recent survey was similar to the baseline; n=405 (2014) and n=389 (2009). While there is parity in terms of the overall survey population, there is a slight difference in the profile of respondents, as follows:
- A greater number of respondents from Scotland in the recent survey: 80%, n=323 (2014); 53%, n=207 (2009); and
 - More participation from female veterans in the recent survey: 12%, n=41 (2014); 3%, n=10 (2009)
- 3.5 Most (88%, n=293) of the respondents are male and the majority are of a working age; under 64 years old (94%, n=314). Almost one third had left the Forces within the past five years (31%, n=119).
- 3.6 Most of those who completed the survey (80%) live in Scotland, with just over half (53%, n=175) of the returns made by veterans living in Edinburgh (18%, n=60), Fife (10%, n=31), Highland (7%, n=22) Glasgow (6%, n=21), Aberdeenshire (6%, n=21) and West Lothian (6%, n=20).
- 3.7 Just over two thirds (70%, n=266) served in the British Army, the remainder in the RAF (16%, n=60) or the Royal Navy (15%, n=57). The majority (57%, n=216) served for more than ten years.

Experiences of finding work

Employment across all survey responses

- 3.8 It is interesting to note that, despite the likelihood of the survey being completed by veterans with higher than average needs, most respondents (67%, n=229) are in employment. When broken down by age, the results are as follows:

Age	Yes	Total number of responses to question (yes + no)	% in employment
16-24	5	7	71%
25-34	28	43	65%
35-44	60	80	75%
45-54	82	110	75%
55-64	44	68	65%
65 or over	6	21	29%
	225	329	

- 3.9 These figures are encouraging given the most recent estimate that the overall employment rate across the working age population in Scotland is 73.5%¹¹; rates of employment among veterans in the 35-44 and 45-54 age cohorts surpass the general rate. The data also adds weight to the many positive views expressed by stakeholders about veterans' employability prospects and competence in job searching once they leave the Forces.
- 3.10 The majority of those in employment hold a full time (85%, n=196), permanent (85%, n=198) role. Just over half of the respondents (53%, n=180) found work within three months of leaving the Forces; over three quarters (77%, n=261) found employment within a year; a minority (7%, n=23) said they had not been employed since they left service.
- 3.11 The baseline report highlighted that veterans in Scotland were more likely to suffer from a range of issues including homelessness, financial difficulties and substance misuse than counterparts living elsewhere. The new data points to a turnaround in that situation; across every category bar homelessness, a smaller percentage of veterans in Scotland experience the problems listed in table 3.2:

	Scotland (n=323)		Outwith Scotland (n=81)	
Family or relationship problems - Yes	127	39%	37	46%
Financial problems - Yes	125	39%	39	48%
Lack of relevant training or skills - Yes	118	37%	33	41%
Mental health difficulties - Yes	93	29%	26	32%
Social isolation - Yes	88	27%	31	38%
Problems with anger management - Yes	87	27%	30	37%
Problems with alcohol or drug misuse - Yes	55	17%	22	27%
Homelessness - Yes	50	15%	11	14%
A criminal record - Yes	28	9%	9	11%

¹¹ Scotland.gov.uk, (2015). *Employment and Economic Activity - Employment Rate*. [online] Available at: <http://www.scotland.gov.uk/Topics/Statistics/Browse/Labour-Market/TrendEconomicActivity> [Accessed 18 Feb. 2015].

Employment among those with an injury or illness

- 3.12 Nearly one third (32%, n=108) of those who answered this question (Appendix 1, Table 7) said they suffered an injury or illness while serving that has since made it more difficult to get work, or limited the type of work they can do. The table below demonstrates that employment rates are higher for people who have not suffered an injury or illness:

Do you have a job at the moment?	No	Yes
No	26% (n=57)	47% (n=50)
Yes	74% (n=166)	53% (n=56)
Total	233	106

- 3.13 It is worth highlighting that the employment rate for veterans with an illness or injury (53%) is higher than the rate of employment for people with disability among the general population (46%¹²). Again, this points to the overall trend of veterans' successes in securing employment.
- 3.14 Comments by individuals highlighted conditions such as, a physical injury (n=66), mental health problem (n=52) or both physical and mental health issues (n= 17) that they attributed to service in the Forces. Examples of physical injuries that have affected employment prospects include:

'Leg injury, refused by the police due to it. I actually lied a few times just to try and get an interview however was caught out, when it came to a physical exam!'

'After being blown up in Afghanistan I am now deaf in my left ear. This has affected my choice of career and also my personal life. There were several jobs I'd always fancied that are now out of reach such as doing private security and also the fire brigade'.

'I injured my left shoulder and spine. I could not hold down the job my friend got for me because of the physical nature of it and have since had to go self-employed to allow myself the freedoms that gives'.

'It is only in last 5 years (10+ years after leaving) that the injuries have become debilitating to the extent that manual or physical jobs would be difficult'.

- 3.15 In terms of support needs, there was a mix of views among those affected by illness or injury:
- Most of the work-ready younger veterans with a physical injury described a desire to access mainstream civilian employment; their support needs were largely practical, focusing on issues such as equipment, time for medical appointments and assistance from employers to adjust workplaces. For example: *'I believe, where possible, ex-Forces should be integrated back into mainstream society to avoid making them feel marginalised'.*

¹² Scotland.gov.uk, (2015). *Labour Market*. [online] Available at: <http://www.scotland.gov.uk/Topics/People/Equality/Equalities/DataGrid/Disability/DisabLab> [Accessed 18 Feb. 2015].

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- Many said they needed time to recover from or adjust to their injury; including a period to build up confidence, recover from the shock of their Armed Forces career ending prematurely, and to learn about the landscape of civilian employment; particularly for people with disabilities.
 - The process of medical discharge had resulted in some missing the careers transition support provided by the MOD; although they are still entitled to support, there were mixed experiences among those who participated in the research. Some said they had not been in a position to take up employment support, others felt it would be difficult to access and a handful were under the impression that support was unavailable or limited because they had been medically discharged. For example *'because I was med discharged pretty quickly I feel like it was a bit rushed and a waste of time'*.
 - Some of those with mental health issues described particular challenges pertaining to finding or sustaining employment, managing finances and securing housing. Several of those who reported mental health issues expressed frustration at being assessed as fit for work by ATOS; suggesting that until they had overcome issues such as anxiety, stress, depression, agoraphobia or PTSD, it would not be possible to return to the workplace. For example *'no knowledge or understanding of PTSD'*.
 - Many of the people who said they had been diagnosed with PTSD said that this affected employers' perceptions and made it difficult for them to find work. For example: *'got diagnosed with PTSD and nobody will take me on as a result. I have been unemployed since (2 years)'*.
 - Some of the older veterans felt that veteran-specific supported employment was more appropriate for their needs.

3.16 It is interesting to note that 7% of respondents (n=30) said they had PTSD. The condition was not specifically covered in the survey - it contained a general question about physical or mental health issues - so it is noteworthy that so many individuals, unprompted, mentioned the disorder. The prevalence of the issue among respondents may be a reflection of the survey cohort; it was cascaded by agencies that support veterans who have experienced employment difficulties. RBL's recent research notes that the average rate of PTSD across all veterans is 4%, with some greater risks for reservists and combat troops. It might be useful for future employment surveys to ask about PTSD and clarify whether or not a medical professional has made the PTSD diagnosis to allow for further exploration of this issue. For example, perhaps some veterans have been affected by the 'mad, bad and sad' stereotype and self-diagnose, mistakenly concluding that mental health issues such as depression or anxiety, mean they have PTSD.

Factors affecting employment

3.17 Veterans were asked to give a simple yes or no response as to whether or not they had experienced factors that might affect their ability to gain or keep employment. (Appendix 1, Table 8). Results from the recent survey are shown in the table below; they illustrate that half of the respondents have experienced at least one problem that has affected their employment.

3.18 Although veterans had experienced all the issues listed, it is worth highlighting that in most cases, more veterans said “no” than “yes” to each problem. Ranked in terms of importance the three most prevalent issues are finance (50%), relationships (50%) and skills (47%).

Table 3.4
Unfiltered responses to survey question: Since leaving the Forces have you been affected at any time by any of the following issues, to the extent that it has made it difficult for you to find or keep a job?

Answer Options	Yes		No		Total
Financial problems	164	50%	159	49%	322
Family or relationship problems	164	50%	164	50%	328
Lack of relevant training or skills	151	47%	171	53%	322
Mental health difficulties	119	38%	198	62%	317
Social isolation	119	37%	200	63%	319
Problems with anger management	117	37%	197	63%	314
Problems with alcohol or drug misuse	77	25%	237	75%	314
Homelessness	61	20%	248	80%	309
A criminal record	37	12%	272	88%	309

3.19 While trends across the years are similar, the new data on issues faced by veterans suggests that there have been some increases in the prevalence of particular problems since the baseline study. Differences greater than 5% are highlighted below, with more veterans experiencing:

- financial problems, 50%, n=164 (2014); 40%, n=111 (2009)
- family problems, 50%, n=164 (2014); 42%, n=122 (2009)
- lack of relevant training or skills, 47%, n=151 (2014); 40%, n=111 (2009)
- homelessness, 20%, n=61 (2014); 14%, n=38 (2009)

3.20 In interviews, some veterans attributed these problems to a breakdown in social and family support networks. This breakdown often occurred prior to or during their military service. Their comments pointed to a lack of social resources that many civilians take for granted; for example a working knowledge of benefits and housing systems, friends and family to help with caring responsibilities, a place to stay while looking for a house, or hobbies and friends to socialise with. These findings align with the research published by the Forces In Mind Trust, which identified several factors prior to resettlement that are associated with those most at risk of an unsuccessful transitions: those who view the Armed Forces as a lifestyle, those who felt they had no other employment option other than the Forces, and younger recruits with little life experience.

Employment support needs

3.21 Veterans were asked about their support needs while looking for civilian employment. (Appendix 1, Table 9). Once more, trends across the years are similar; the new data on support needs suggests that there have been some increases in demand for particular types of support.

3.22 Differences between the recent and baseline survey, greater than 5%, are highlighted below, with more veterans requesting:

- Information about employment opportunities, 78%, n=259 (2014); 15%, n=45 (2009)

- Information about welfare benefits, 61%, n=202 (2014); 15%, n=45 (2009)
- Support to adapt to a changed working culture, 84%, n=279(2014); 68%, n=209 (2009)
- Careers guidance, 86%, n=284 (2014); 79%, n=242 (2009)

3.23 The survey responses indicate that work placements or trials are popular (72%, n=259), however stakeholders that currently offer work placements reported that, in reality, these opportunities already exist but take up is limited; there is scope for further research to explore the reasons for discrepancy between demand and take up. For example, it could be the case that the presentation of work placements is unappealing, that veterans are confused about the nature of the work placements, or that there are doubts about the value of the placements; i.e. whether or not they are likely to lead to an employment offer or improve employability prospects.

3.24 The new data set also permits analysis by gender. Across most categories, women appear to experience fewer issues affecting employment, barring social isolation; which is the same for both genders (34%). Employability support needs are also lower than men apart from matters pertaining to information about benefits, work placements and help with childcare. The order of issue prevalence for men is also slightly different, as shown in tables 3.5 and 3.6.

	Female (n=41)		Male (n=293)	
Family or relationship problems - Yes	14	34%	146	50%
Lack of relevant training or skills - Yes	14	34%	134	46%
Social isolation - Yes	14	34%	101	34%
Financial problems - Yes	12	29%	148	51%
Mental health difficulties - Yes	9	22%	107	37%
Problems with anger management - Yes	5	12%	108	37%
Problems with alcohol or drug misuse - Yes	3	7%	71	24%
Homelessness – Yes	2	5%	58	20%
A criminal record - Yes	1	2%	33	11%

	Female (n=41)		Male (n=293)	
Employment/careers guidance	34	83%	248	85%
Support to adapt to changed working culture	33	80%	243	83%
Information about employment opportunities	33	80%	223	76%
Work placements or trials	31	76%	206	70%
Information about welfare benefits	27	66%	174	59%
Gaining new skills	21	51%	197	67%
Training	19	46%	206	70%
Help with childcare	17	41%	62	21%
Confidence building	13	32%	106	36%
Workplace mentoring	13	32%	113	39%
Workplace adaptations (e.g. to improve accessibility for disabled people)	11	27%	102	35%
Assistance with work related equipment/clothing	8	20%	92	31%
Count of Assistance with travelling to work	5	12%	89	30%

Awareness of and engagement with support services

- 3.25 In terms of experiences of accessing support (Appendix 1, Table 10a), it is noteworthy that less than a third of veterans seek support from any agency, despite slight increases across the years in the numbers engaging with services:
- Services linked to the Forces (such as Career Transitions Partnership), 29%, n=96 (2014); 22%, n=67 (2009)
 - Government services (such as Job Centre Plus) 21%, n=71 (2014); 19%, n=57 (2009)
 - Third sector (such as RFEA, Officers Association) 8%, n=25 (2014); 4%, n=12 (2009)
- 3.26 Although the numbers accessing third sector employment support services are small, they represent a 100% increase in engagement with these organisations in the past five years; encouraging feedback for those involved in designing, delivering, signposting and promoting such services.
- 3.27 The reasons for the lack of engagement with support services vary (Appendix 1, Table 10) and provide food for thought. While it is encouraging that almost half (45%, n=120) said they *'did not require support because they found a job easily'*, this figure has declined since the baseline survey (56%, n=131); and might explain why a greater percentage of veterans are now accessing support services.
- 3.28 There is also a slight increase in the percentage of veterans who ticked *'did not know about the employment support available'*; 47%, n=127 (2014); 38%, n=88 (2009). Almost one fifth (18%) said they had tried to engage with a support service but *'did not find the staff helpful'*. A minority described negative perceptions about support services, or identified barriers that prevent access. The findings above indicate there is scope to raise awareness of support services and dispel negative perceptions about what the support entails.
- 3.29 Table 3.7 compares issues faced by veterans who have engaged with employment support services. There is a greater prevalence of issues among those accessing third sector support; this suggests that veterans access third sector support some time after their problems emerge, that third sector agencies are the last port of call for some vulnerable veterans and that third sector agencies are supporting veterans with the most difficult and complex needs. It is worth recognising that it may be more difficult and/or more time consuming for third sector agencies to address veterans' issues and achieve change, given the complex nature of the issues affecting their client group.

	Third sector (n=25)		Government agency (n=71)		Forces support (n=95)	
Family or relationship problems - Yes	18	72%	45	63%	30	31%
Mental health difficulties - Yes	18	72%	35	49%	22	23%
Financial problems - Yes	17	68%	49	69%	31	32%
Problems with anger management - Yes	13	52%	32	45%	21	22%
Lack of relevant training or skills - Yes	15	60%	37	52%	34	35%
Social isolation - Yes	15	60%	31	44%	23	24%
Problems with alcohol or drug misuse - Yes	14	56%	26	37%	10	10%
A criminal record - Yes	7	28%	8	11%	4	4%
Homelessness – Yes	8	32%	24	34%	6	6%

3.30 The next table (Table 3.8) looks at employability support needs across engagement with agencies. While there are overall trends in support needs, priorities differ slightly among the groups accessing support; people are looking for different things at various stages. For example the majority of those supported by the third sector rank require ‘new skills’ whereas those about to make the transition from the Forces seek careers guidance.

	Third sector (n=25)		Government agency (n=71)		Forces support (n=95)	
Gaining new skills	21	84%	47	66%	59	61%
Support to adapt to changed working culture	20	80%	58	82%	75	78%
Employment/careers guidance	20	80%	56	79%	85	89%
Training	17	68%	51	72%	63	66%
Information about employment opportunities	17	68%	52	73%	74	77%
Work placements or trials	15	60%	53	75%	68	71%
Information about welfare benefits	15	60%	43	61%	51	53%
Workplace mentoring	14	56%	27	38%	44	46%
Confidence building	7	28%	23	32%	34	35%
Workplace adaptations (e.g. to improve accessibility for disabled people)	7	28%	22	31%	28	29%
Assistance with travelling to work	7	28%	20	28%	24	25%
Assistance with work related equipment/clothing	5	20%	18	25%	21	22%
Help with childcare	5	20%	18	25%	24	25%

Finding work – veterans’ strengths and challenges they face

3.31 Qualitative interviews revealed some themes in terms of employment expectations and experiences. These have been categorised under the headings ‘strengths’ and ‘challenges’.

Strengths:

3.32 Several said that qualities fostered in the Forces - including self reliance, planning, training and resourcefulness - leave veterans very well equipped to seek and secure employment in the civilian

labour market.

3.33 Many have used their social networks within and beyond the veterans community to find employment, for example:

- Help from other veterans and finding out about jobs through 'word of mouth': *'got in touch with an old mate who told me who to speak to about getting a job'*.
- Other contacts: *'got a job through another mum at school gate - in a start up company - went for a chat and was asked to start on Monday'*; *'Got work as a warehouse manager at B&Q through a friend of the family'*; *'eventually got work through a friend driving trucks for house removals'*.

3.34 Some described careful planning for their employment transition and there were examples of those made redundant benefiting from the flexible arrangements:

- *'Someone I knew told me of a post that might be suitable – I went straight into it the month before redundancy - used some of my final months to do work placement there too'*; *'applied through aerospace industry networks and had 3 job offers before I left Service'*; *'started application process with prison service before I left'*.

3.35 Others saved leave and money to remove the stress of transition: *'Saved all my resettlement to have a couple of months off with leave, to move to where I wanted to work'*.

3.36 A minority said that their transition from the Forces presented opportunities for a change or new direction:

- Where they felt financially secure, (typically having left the Forces at the time they had planned, after a long service history) some veterans described looking for employment of a different nature; something *'less stressful'*.
- Facilitated a reprioritisation of careers within the family: *'we decided it was time to focus on my wife's career'*

3.37 Several were very positive about the assistance they received from veterans' support agencies:

- Many valued the job searching and networking facilities: *'OAS were outstanding - proactive and very supportive, helping me establish some great links. Their jobs board is fantastic'*.
- Some praised the health-specific interventions: *'Combat Stress were absolutely brilliant'*
- Others have taken advantage of financial support, for example: *'Poppyscotland are helping with funding for a training course'*.

Finding work – veterans' challenges:

3.38 Many veterans described difficulties in translating their Force experiences into terminology that potential employers or employment support agencies could understand. For example *'Job Centre Plus didn't understand my field or qualifications and thought project management meant IT jobs'*.

3.39 Several described entering civilian life with no career pathway in mind.

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- 3.40 Some of those who left as a result of redundancy or medical discharge described their initial search for employment as a period of *'panic'* or *'shock'*.
- 3.41 In interviews, several described challenges in adjustment to civilian workplaces, although most said these were overcome after a period of time. Examples include:
- Different levels of motivation among colleagues: *'I was used to doing things that need doing straight away – it's not like that in a civilian workplace - the longer you take to do something, the longer you have the contract for. People are slack and standards are rock bottom'*.
 - Indirect management styles: *'not straightforward, a lot of grey areas and inconsistencies'*.
 - A sense that colleagues judged them in a negative way, due to their Forces experience: *'attitude of people towards military is poor - no recognition of what we've done and been through'*.
 - Inappropriate comments: *'asked how many people I've killed'; 'my friend was told her colleagues assumed she was a lesbian because they'd been in the Army'*.
 - Office politics: *'People have their own agendas - in the military, you have a debate about that, agree the way forward and then all get behind it. In civvy street, you have a polite discussion, think you have agreed something and then people all go off and do something completely different...its not as black and white''*.
 - Feelings of boredom: *'I got itchy feet'; 'after a while I just had enough'*.
 - Lack of camaraderie: *'didn't have much in common with my colleagues'*.
- 3.42 Some struggled to find work in the rural areas they relocated to: *'More work to help people find employment away from large cities or military bases would be of great benefit'*.
- 3.43 There were some mixed views about the value of the support received from the CTP; most of those who commented on the support found it helpful – a minority of participants (typically those who had not made a sustained employment transition) less so. The range of views on the effectiveness of CTP support related to whether or not the veteran had found it relevant, tailored to their experiences and/or directly linked to employment outcomes.

Focusing on the experiences of veterans who have struggled with unemployment

- 3.44 The table below shows differences between the issues faced by veterans with and without work. Issues have been ranked by prevalence. It clearly illustrates that unemployed veterans are more likely to face challenges; particularly pertaining to mental health issues, alcohol and drug misuse, lack of training of skills, social isolation, anger management and family or relationship problems.

Table 3.9					
Employment status breakdown of responses to survey question: Issues affecting employment					
	Do you have a job at the moment?				% difference
	Yes (n=229)		No (n=111)		
Financial problems – Yes	103	45%	58	52%	7%
Family or relationship problems - Yes	101	44%	60	54%	10%
Lack of relevant training or skills - Yes	89	39%	58	52%	13%
Social isolation - Yes	69	30%	48	43%	13%
Problems with anger management - Yes	68	30%	47	42%	13%
Mental health difficulties - Yes	67	29%	50	45%	16%
Problems with alcohol or drug misuse - Yes	42	18%	34	31%	12%
Homelessness - Yes	34	15%	27	24%	9%
A criminal record - Yes	19	8%	18	16%	8%

3.45 Table 3.10 looks at differences in employment support needs, comparing responses by those with and without work. Issues have been ranked by prevalence among the ‘no’ group; i.e. veterans without a job. It shows that unemployed veterans have greater demand for support related to securing employment such as: workplace adaptations and work placements or trials, equipment, travel costs and mentoring. Those with employment seek support related to career development; guidance, training and information about new opportunities.

Table 3.10					
Employment status breakdown of responses to survey question: Employment support needs					
	Do you have a job at the moment?				% difference
	Yes (n=229)		No (n=111)		
Support to adapt to changed working culture	184	80%	90	81%	1%
Employment/careers guidance	190	83%	88	79%	-4%
Work placements or trials	154	67%	81	73%	6%
Information about employment opportunities	173	76%	81	73%	-3%
Gaining new skills	141	62%	73	66%	4%
Training	154	67%	69	62%	-5%
Information about welfare benefits	134	59%	64	58%	-1%
Workplace mentoring	82	36%	44	40%	4%
Workplace adaptations (e.g. to improve accessibility for disabled people)	70	31%	41	37%	6%
Confidence building	79	34%	40	36%	2%
Assistance with work related equipment/clothing	62	27%	37	33%	6%
Assistance with travelling to work	59	26%	34	31%	5%
Help with childcare	51	22%	28	25%	3%

3.46 One of the themes in interviews with stakeholders and veterans is that problems often occur years after leaving the Forces; this observation is supported by the data, as Table 3.11 illustrates. The issue

are ranked by prevalence within the group who have left within the past five years; there are some variations in the priority issues for those who left more than five years ago. For example, mental health difficulties are as prevalent as financial problems among those who exited five to ten years ago. While trends are largely consistent, across every category issues are more prevalent in the group who left 5-10 years before. Further information about years since exit is needed to explore the tail off in issues for those who left more than ten years ago.

Table 3.11
Years since leaving breakdown of survey responses to question: Issues affecting employment

	5 years or less (n=119)		5 to 10 years (n=54)		More than 10 years (n=209)		Average across all survey respondents
Financial problems - Yes	37	31%	21	39%	74	35%	35%
Lack of relevant training or skills - Yes	28	24%	16	30%	58	28%	27%
Social isolation - Yes	26	22%	16	30%	56	27%	26%
Problems with anger management - Yes	25	21%	15	28%	56	27%	25%
Mental health difficulties - Yes	24	20%	21	39%	58	28%	27%
Problems with alcohol or drug misuse - Yes	15	13%	16	30%	40	19%	19%
A criminal record - Yes	7	6%	13	24%	16	8%	9%
Homelessness - Yes	9	8%	12	22%	37	18%	15%

3.47 There were themes across comments from those who have experienced difficulties with unemployment since leaving the Forces:

- Some said cited mental health issues as the factor preventing them from seeking or sustaining work (a cause of unemployment); others said their mental health issues were borne from a result of frustration and depression linked to lack of work (an effect of unemployment)
- Several had not received support from the Careers Transition Partnership or, if they had engaged with support, not found it relevant or were cynical about its purpose: *‘Gave up on CTP when I realised they just put you into jobs that fit the reserve’s needs. i.e being called back up next time the MoD needs a load of mugs to get blown to bits for nothing!’*
- A minority made sweeping generalisations about the lack of help for veterans; when probed, in some cases their actual contact with support services was limited: *‘there’s nothing for us’.*
- Several expressed disappointment as to the nature of the welfare support available: *‘nothing special just standard support - JCP not geared up to deal with ex-Service personnel’.*
- There were some who said they had suffered due to a lack of support prior to leaving the Armed Forces: *‘I was infantry also with a regiment that refused to let me do any preparation prior to leaving’.*
- One mentioned challenges in getting references from the Army because their old unit had been disbanded.
- Some of those who had engaged with support services were critical of the experience: *‘nothing more than a talking shop’.*

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- Some expressed disappointment about discovering there were limited opportunities available in the sectors they hoped to work in, for example security: *'phoned everywhere I wanted to work but nothing was available'*.
 - Most had experienced some form of employment since leaving the Armed Forces; this was often short term and chaotic in nature: *'been in and out of employment since - not a career - series of jobs, nothing long term, often zero hours'*.
 - Some recounted negative perceptions among employers (typically small-to-medium sized private sector companies). An oft-mentioned belief was that veterans don't 'fit in': *'One employer said military people he had taken on were too aggressive and in your face'*.
 - Many described difficulties in navigating the welfare system and some expressed anger that their military pension was used to offset other benefit entitlements. (Appendix 1, Table 12 shows the numbers in receipt of benefits)

4 Conclusions and recommendations

- 4.1 This section presents a summary of the key conclusions drawn from the survey responses and the qualitative findings based upon interviews. The chapter closes with a number of recommendations for veterans' support agencies to consider.

Conclusions

- 4.2 This is the second employment needs research study undertaken on behalf of veterans' support organisations in Scotland. Many of the findings are consistent with those identified in the baseline report.
- 4.3 The results provide a detailed understanding of veterans' employment experiences and have captured the challenges faced by those with and without work in the civilian labour market.
- 4.4 It is important to acknowledge that most veterans are able to secure work in the civilian labour market; 77% of those who participated in the study had found employment within a year and only 6% had not found employment since leaving the Armed Forces. Despite this positive finding, it is clear that some veterans struggle. In particular, there are a group of veterans whose career paths are affected by the initial employment decisions made in the early stages of transition; particularly taking jobs that do not lead to progression or stability.
- 4.5 In many cases Forces-related illness and injuries do not effect employment until several years after transition. The types of issues experienced by veterans differ; 32% had experienced an illness or injury in the Forces that affected their ability to get work and there was a broad split, within this group, of those who described their condition as pertaining to a physical or mental health issue.
- 4.6 There are different employment challenges for distinct groups of veterans - associated with age, gender, type of service and years since leaving the Armed Forces. Some of the veterans with employment support needs face a myriad of complex and interrelated social, employment and health challenges. Some of these personal challenges impact upon their ability to sustain employment in the longer term.
- 4.7 Veterans' organisations have implemented many of the recommendations from the baseline study and used these to improve the design, development and promotion of employment support services. The results of this activity include more effective partnerships and referral processes; this may have contributed to the 100% increase in use of third sector employment support since the baseline study was undertaken (up from 4% to 8% in 2014).
- 4.8 Fundamentally, the landscape for employment support has changed since the baseline report was published. There is now a wide range of employment support available to veterans facing different issues; including those who left the Forces many years ago, those who wish to up skill or develop new qualifications, people who have been unemployed for a sustained period of time, and veterans who are experiencing physical or mental health challenges as a result of their time in the Forces. The support is holistic in nature and includes assistance in developing 'soft' employment skills and provision of activities that help to move those furthest from the labour market towards employment.

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- 4.9 Despite these positive findings, the data points to an ongoing issue in terms of the reach of support services and succession in engaging with veterans who could benefit from support. Just under half of those who participated in the research said they did not need help to find employment; over half feel that they did need help. Among this group, 8% had engaged with the voluntary sector support, 21% made contact with a government employment agency and 29% had accessed transition support while in the Armed Forces; this indicates that not all those who need support access it. Even among those who had accessed support, there were very mixed views as to its effectiveness and relevance; in particular some were critical of the assistance received from the Forces prior to transition.
- 4.10 While the overall picture of employment support provision is positive, there are differences in the size and scale of the services and projects working to provide employment support for veterans; it is clear that availability and take up varies by local authority area.
- 4.11 Employment related activity is often a vehicle through which the agencies engage and build a relationship with veterans; and in some cases this presents opportunities for the identification of other, unmet support needs. Flexibility in service provision enables services to address issues that go beyond narrow definitions of employability support; a small number of beneficiaries, for example, are past retirement age. Some of those who utilise employment support services feel that the social inclusion elements of the activity are as important as the actual (or potential) employment outcomes linked to the service they are engaged in.
- 4.12 Employment is not a panacea; as the survey data shows the simple fact of having a job does not necessarily mean that someone has made, and will sustain, a successful transition from their time in the Forces. Some of those in employment face difficulties that compound over time and/or lead to problems (including unemployment) in later life. The qualitative interviews identified that these issues often link directly back to their period of serving in the Forces and include debt, relationship problems, isolation from social/family support networks, poor long term planning skills, limited information about employment types or career pathways, lack of knowledge about navigating welfare support and having unrealistic expectations.

Recommendations

- 4.13 The research findings summarised above point to strengths in the current provision of support for veterans, as well as areas where further action is worthy of consideration. The recommendations are grouped around the following themes:
- Addressing employment support gaps identified in the research
 - Recognising that employment-support is a route to tackling additional issues, such as social isolation or poor wellbeing
 - Addressing reach – and point at which veterans engage with help
 - Easy access, practical employment support
 - Capitalising on improved data collection and analysis capabilities
 - Revisiting previous recommendations from the baseline report
- 4.14 Several changes to the support available for veterans – both prior to and post leaving the Forces are already underway or imminent. These are being achieved through the activity described in Chapter 1; such the implementation of Lord Ashcroft’s recommendations and the retendering of the contract to deliver Careers Transition support. It is arguably prudent to suggest that consideration of some of the actions listed below is kept on hold by veterans support agencies in Scotland until there is a clearer understanding of support that will be made available from the MOD, through the new contract for the Careers Transition Partnership (2015).

Theme: Addressing employment support gaps identified in the research

Recommendation 1:

Invest additional resources to ensure that awareness of support is raised among the groups listed below.

The gaps in awareness of support relate to:

- Support for family members whose employment prospects have been affected by their partners service in the Forces; for example spouses who have been unable to secure employment or progress in their career while being posted overseas or through the effect of frequent changes of location
- In-employment support, for people who wish to improve their long term employment prospects or develop their skills; or those who are in employment but experiencing other challenges that affect their ability to keep their jobs
- Support for those whose lack of family/social resources affect employment prospects; for example people without the support to address childcare or caring responsibilities (particular issue for female veterans).
- Support for veterans who may not move towards an employment outcome.

This could be achieved by more effective marketing of services that already have the capacity to support the groups listed above and a focus on engagement with the veteran community at points at which they are readily reachable; prior to and in the process of transition. For example, there is potential to better capitalise on the potential of Armed Forces HIVES – information centres for service personnel and their families – to reach family members whose employment prospects have been affected by their partners service in the Forces.

Theme: Recognising that employment-support is a route to tackling additional issues

Recommendation 2:

Veterans' support organisations to create and share practical examples of the ways in which employment services meet the needs of veterans, including non-employment related benefits; so that potential users and referral partners can understand the nature of the activity and value of the services on offer.

Theme: Taking steps to address the issue of lack of awareness or non-engagement by those who could benefit from support

Recommendation 3:

Veterans' support organisations to create and share tools that facilitate word of mouth recommendations among the veteran community. This could include the development of new resources, or actively encouraging service users to 'spread the word' among peers or refer others who they think might benefit from support.

Recommendation 4:

Veterans' support organisations to consider what can be learned from other organisations that also engage hard to reach communities. This could include:

- Championing and sharing best practice and showcasing the work of organisations that are successful in achieving employment outcomes for veterans or securing funds to deliver employability support; for example, LifeWorks, Glasgow's Helping Heroes, the Poppy Factory or Employ-Able.
- A review of successful social marketing techniques and campaigns used by NHS Health Scotland and other bodies charged with bringing about behavioural change or increasing engagement with services.

Theme: Increase the provision of easy access, practical employment support

Recommendation 5

For veterans' support organisations to explore and address the factors underpinning limited uptake of existing workplaces. This could include working with agencies that deliver work placements to improve the marketing of the opportunities available, gathering evidence on impact and/or tailoring work placement content, so that the veterans have confidence that such activities are closely linked to improved employment outcomes.

Recommendation 6:

Veterans' support organisations to promote accessible employment tools that can be accessed without requiring veterans to make direct contact with a support organisation; and monitor the use of existing tools by website analytics to understand more about practical needs and identify gaps in reach.

Recommendation 7:

Veterans' support organisations to consider the development of a 'career-review' service for veterans and identify resources to fund such a service. The long term aim would be to increase the provision of support to help veterans undertake career planning and progression; preventing unemployment in the longer-term and encouraging career pathways that lead to positive outcomes.

Recommendation 8:

Veterans' support organisations to lobby for or undertake a mapping exercise that identifies potential career options and transferable skills/qualifications for veterans who lack technical or managerial experience.

Theme: Capitalising on improved data collection and analysis capabilities

Recommendation 9:

Veterans' support organisations, when commissioning research that facilitates the gathering and analysis of statistics, to request copies of raw data sets used by independent researchers, to enable future analysis and comparison of information.

Recommendation 10:

Veterans' support organisations to revisit the employment needs survey questions in future so that further analysis can be undertaken or new topics explored, where necessary.

Recommendation 11:

Veterans' support organisations to commission or undertake an annual or bi-annual, electronic survey of the veteran community in Scotland. This could cover several topics of interest; for example employment, health and wellbeing needs or experiences of accessing support.

Recommendation 12:

In addition to cascading an annual survey through existing social media channels, veterans' support organisations to give consideration to developing a database of research participants who give permission for their contact details to be stored for future consultation purposes, to enable direct research with this group in future. This would also allow tracking of outcomes for veterans and provide greater insight into effective approaches to delivering employment support

Theme: Revisiting previous recommendations**Recommendation 13:**

Return to the baseline report recommendations that have been identified as still relevant; revisiting key actions, updated as follows:

- 'Lobby the public sector agencies to share and report on data pertaining to service use by individuals who have served in the Forces'.
- 'Ongoing updates to the Veterans Assist Directory'.

Recommendation 14:

Focus particular attention on re-applying the previous recommendation regarding improvements to the support delivered prior to veterans' transitions from the Armed Forces. The original wording is still relevant:

'Press for more careful and intense preparation and support by the MOD prior to personnel being discharged. This could help reduce or prevent some of the difficulties faced by veterans when they are seeking employment'.

Appendix 1: survey results

Table 1: Respondents by country				
Do you live in Scotland?				
	2014 (n=404)		2009 (n=383)	
Answer Options	%	Count	%	Count
Yes	80%	323	54%	207
No	20%	81	46%	176

Table 1a: Respondents by area – Scotland only				
If you live in Scotland, please tell us which local authority area you live in:				
	2014 (n=328)		2009 (n=206)	
Answer Options	%	Count	%	Count
Aberdeen City	2.7%	9	1.5%	3
Aberdeenshire	6.4%	21	1.9%	4
Angus	2.4%	8	2.9%	6
Argyll & Bute	1.2%	4	2.9%	6
City of Edinburgh	18.3%	60	15.5%	32
Clackmannanshire	1.8%	6	0.0%	0
Dumfries & Galloway	1.5%	5	1.5%	3
Dundee	1.5%	5	3.4%	7
East Ayrshire	2.1%	7	3.4%	7
East Dunbartonshire	1.5%	5	0.5%	1
East Lothian	3.0%	10	3.4%	7
East Renfrewshire	0.3%	1	0.0%	0
Falkirk	2.1%	7	2.4%	5
Fife	9.5%	31	9.7%	20
Glasgow	6.4%	21	6.3%	13
Highland	6.7%	22	5.3%	11
Inverclyde	0.6%	2	1.0%	2
Mid Lothian	3.0%	10	3.9%	8
Moray	3.7%	12	2.4%	5
North Ayrshire	2.7%	9	0.5%	1
North Lanarkshire	3.0%	10	3.4%	7
Orkney	0.0%	0	0.0%	0
Perth & Kinross	2.4%	8	6.3%	13
Renfrewshire	0.6%	2	4.4%	9
Scottish Borders	1.2%	4	2.4%	5
Shetland	0.3%	1	1.0%	2
South Ayrshire	1.5%	5	1.5%	3
South Lanarkshire	3.7%	12	3.4%	7
Stirling	0.9%	3	1.9%	4
West Dunbartonshire	1.8%	6	0.5%	1
West Lothian	6.1%	20	6.8%	14
Western Isles	0.6%	2	0.0%	0

Table 1b: Respondent location – outwith Scotland only		
Details about the area you live in:		
	This information gathered in 2014 only (n=58)	
Answer Options	%	Count
Northern Ireland	7%	4
Overseas	7%	4
Wales	2%	1
England	84%	49

Table 2: Which of the Armed Forces did you serve in?				
Answer Options	2014 (n=383)		2009 (n=354)	
	%	Count	%	Count
British Army	69.5%	266	75%	266
Royal Air Force	15.7%	60	12%	43
Royal Navy	14.9%	57	13%	45

Table 3: How long did you serve for?				
Answer Options	2014 (n=382)		2009 (n=359)	
	%	Count	%	Count
Less than 3 years	2.9%	11	4%	14
3-5 years	12.8%	49	14%	49
5-10 years	27.7%	106	24%	85
10-15 years	19.9%	76	20%	74
15-20 years	8.4%	32	8%	28
More than 20 years	28.3%	108	30%	109

Table 4: How long ago did you leave the Forces?				
Answer Options	2014 (n=382)		2009 (n=357)	
	%	Count	%	Count
Less than 6 months ago	3.4%	13	8%	29
6 months to 1 year ago	3.7%	14	5%	16
1 to 3 years ago	14.7%	56	11%	40
3 to 5 years ago	9.4%	36	7%	24
5 to 10 years ago	14.1%	54	12%	42
More than 10 years ago	54.7%	209	57%	206

Table 5: Do you have a job at the moment?				
Answer Options	2014 (n=340)		2009 (n=357)	
	%	Count	%	Count
Yes	67.4%	229	70%	249
No	32.6%	111	30%	108

Table 5a: If 'yes' is your job full time or part time?				
Answer Options	2014 (n=231)		2009 (n=243)	
	%	Count	%	Count
Full time	84.8%	196	90%	218
Part time	15.2%	35	10%	25

Table 5b: Is your job a permanent or temporary job?				
Answer Options	2014 (n=232)		2009 (n=243)	
	%	Count	%	Count
Permanent	85.3%	198	93%	225
Temporary	14.7%	34	7%	18

Table 6: When you left the Forces how long did it take you to find your first job?				
Answer Options	2014 (n=339)		2009 (n=323)	
	%	Count	%	Count
Less than 3 months	53.1%	180	58%	188
Between 3 months and 6 months	12.4%	42	17%	54
Between 6 months and 1 year	11.5%	39	7%	24
Between 1 and 2 years	9.4%	32	7%	21
More than 2 years	6.8%	23	4%	12
Haven't been employed since leaving the Forces	6.8%	23	7%	24

Table 7: When you were in the Forces did you suffer an illness or injury that has since made it more difficult for you to get work, or has limited the type of work that you've been able to get?				
Answer Options	2014 (n=334)		2009 (n=314)	
	%	Count	%	Count
Yes	32.3%	108	41%	129
No	67.7%	226	59%	185

Table 8: Since leaving the Forces have you been affected at any time by any of the following issues, to the extent that it has made it difficult for you to find or keep a job?										
Answer Options	2014 (n=342)					2009 (n=307)				
	Yes		No		Total	Yes		No		Total
%	Count	%	Count	%		Count	%	Count		
Family or relationship problems	50%	164	50%	164	328	42%	122	57%	164	286
Financial problems	51%	164	49%	159	322	40%	111	61%	171	282
Lack of relevant training or skills	47%	151	53%	171	322	40%	111	60%	167	278
Mental health difficulties	38%	119	62%	198	317	34%	96	66%	189	285
Social isolation	37%	119	63%	200	319	35%	99	65%	180	279
Problems with anger management	37%	117	63%	197	314	34%	95	66%	184	279
Problems with alcohol or drug misuse	25%	77	75%	237	314	21%	59	79%	217	275
Homelessness	20%	61	80%	248	309	14%	38	86%	228	266
A criminal record	12%	37	88%	272	309	11%	28	89%	236	264

Table 9: Which of the following things do you think veterans need support with when they leave the Forces to help them find and keep a job? Please tick all that apply.

Answer Options	2014 (n=323)		2009 (n=307)	
	%	Count	%	Count
Employment/careers guidance	85.5%	284	79%	242
Support to adapt to changed working culture	84.0%	279	68%	209
Information about employment opportunities	78.0%	259	15%	45
Work placements or trials	72.3%	240	76%	234
Training	68.4%	227	69%	213
Gaining new skills	66.3%	220	76%	232
Information about welfare benefits	60.8%	202	15%	45
Workplace mentoring	38.6%	128	33%	102
Confidence building	36.1%	120	31%	96
Workplace adaptations (e.g. to improve accessibility for disabled people)	34.3%	114	39%	121
Assistance with work related equipment/clothing	30.7%	102	29%	88
Assistance with travelling to work	28.6%	95	28%	87
Help with childcare	24.1%	80	20%	60

Table 10: If you have not received any assistance from an employment support service to help you find a job then please tell us why - tick all that apply.

Answer Options	2014 (n=266)		2009 (n=233)	
	%	Count	%	Count
I found a job easily and didn't need any help	45.1%	120	56%	131
I didn't know about the employment support services available	47.4%	126	38%	88
I tried to use a support service but I didn't find the staff helpful	16.9%	45	4%	10
I didn't think the services would understand my needs	15.4%	41	17%	39
I was worried that I would be pushed towards a job that I didn't want or feel ready for	13.5%	36	22%	51
I couldn't get to a support service easily from where I live	10.9%	29	17%	39
Employment support services weren't open at times that were convenient for me	2.6%	7	13%	30
The premises of the services were inaccessible for me	2.3%	6	20%	45

Table 10a: When you left the Forces did you receive support from any organisation or group linked to the Forces (e.g. the Career Transition Partnership) to help you find a job?

Answer Options	2014 (n=337)		2009 (n=304)	
	%	Count	%	Count
Yes	28.5%	96	22%	67
No	71.5%	241	78%	237

Table 10b: Have you received support from any government organisation or initiative (e.g. Job Centre Plus) to help you find a job?

	2014 (n=335)		2009 (n=305)	
Answer Options	%	Count	%	Count
Yes	21.2%	71	19%	57
No	78.8%	264	81%	248

Table 10c: Have you received support from any voluntary organisation or programme (e.g. Employ-Able or Remploy) to help you find a job?

	2014 (n=331)		2009 (n=303)	
Answer Options	%	Count	%	Count
Yes	7.6%	25	4%	12
No	92.4%	306	96%	291

Table 11a: Gender

	2014 (n=334)		2009 (n=298)	
Answer Options	%	Count	%	Count
Male	87.7%	293	97%	288
Female	12.3%	41	3%	10

Table 11b: Age

	2014 (n=335)		2009 (n=300)	
Answer Options	%	Count	%	Count
16-24	2.1%	7	3%	8
25-34	13.4%	45	9%	26
35-44	24.2%	81	32%	98
45-54	33.4%	112	31%	94
55-64	20.6%	69	19%	56
65 or over	6.3%	21	6%	18

Table 11c: Ethnicity

	2014 (n=329)		2009 (n=286)	
Answer Options	%	Count	%	Count
White	98.5%	324	98.6%	282
Mixed or Multiple Ethnic Group	0.3%	1	0.7%	2
Asian or Asian Scottish or Asian British	0.3%	1	0.7%	2
African	0.3%	1		
Caribbean or Black	0.0%	0		
Arab	0.6%	2		
Other ethnic group (please specify)		4		

Table 12: Do you currently receive benefits or support from any of the following sources?				
	2014 (n=94)		2009 (n=134)	
Answer Options	%	Count	%	Count
War Disablement Pension	70.2%	66	62%	84
Armed Forces and Reserve Forces Compensation Scheme	11.7%	11	6%	8
Armed Forces Independence Payment	2.1%	2		
Employment Support Allowance (ESA)	31.9%	30	32%	42

Appendix 2: Results by local authority

Local Authority	Employment status			Age					
	No. in work	n=	% in work	16-24	25-34	35-44	45-54	55-64	65 or over
Aberdeen City	5	7	71%	0%	71%	14%	14%	0%	0%
Aberdeenshire	16	20	80%	0%	10%	20%	45%	10%	15%
Angus	5	6	83%	17%	0%	17%	67%	0%	0%
Argyll & Bute	1	3	33%	0%	33%	0%	33%	33%	0%
City of Edinburgh	42	55	76%	0%	9%	18%	38%	31%	4%
Clackmannanshire	3	5	60%	0%	20%	40%	0%	20%	20%
Dumfries & Galloway	2	4	50%	0%	0%	25%	50%	25%	0%
Dundee	3	3	100%	33%	0%	33%	33%	0%	0%
East Ayrshire	2	4	50%	0%	0%	25%	25%	50%	0%
East Dunbarton	2	2	100%	0%	0%	0%	100%	0%	0%
East Lothian	4	9	44%	0%	0%	44%	11%	33%	11%
East Renfrewshire	1	1	100%	0%	0%	0%	100%	0%	0%
Falkirk	4	7	57%	0%	43%	0%	29%	29%	0%
Fife	18	28	64%	0%	7%	32%	32%	21%	7%

Table 13: Employment status and age

Local Authority	Employment status			Age					
	No. in work	n=	% in work	16-24	25-34	35-44	45-54	55-64	65 or over
Glasgow	12	18	67%	0%	17%	22%	28%	33%	0%
Highland	10	19	53%	5%	16%	26%	32%	5%	16%
Inverclyde	1	1	100%	0%	100%	0%	0%	0%	0%
Mid Lothian	5	9	56%	0%	33%	22%	33%	11%	0%
Moray	6	11	55%	0%	0%	55%	27%	18%	0%
North Ayrshire	6	7	86%	14%	14%	14%	29%	29%	0%
North Lanarkshire	6	8	75%	0%	25%	38%	25%	13%	0%
Perth & Kinross	2	6	33%	0%	0%	0%	67%	17%	17%
Renfrewshire	1	2	50%	0%	50%	0%	0%	50%	0%
Scottish Borders	2	3	67%	0%	33%	33%	33%	0%	0%
Shetland	1	1	100%	0%	0%	100%	0%	0%	0%
South Ayrshire	2	4	50%	0%	50%	25%	0%	25%	0%
South Lanarkshire	5	8	63%	0%	0%	25%	50%	25%	0%
Stirling	2	2	100%	0%	0%	50%	0%	50%	0%
West Dunbartonshire	3	3	100%	0%	0%	0%	33%	67%	0%
West Lothian	11	17	65%	0%	0%	29%	24%	29%	18%

Table 13: Employment status and age									
	Employment status			Age					
Local Authority	No. in work	n=	% in work	16-24	25-34	35-44	45-54	55-64	65 or over
Western Isles	1	1	100%	0%	0%	0%	0%	100%	0%

Table 14: issues affecting employment, extracted by local authority area

Local Authority	n=	Family or relationship		Alcohol or drug misuse		A criminal record		Homelessness		Lack of relevant training or skills		Social isolation		Mental health difficulties		Problems with anger		Financial problems	
		n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
Aberdeen City	9	3	33%	1	11%		0%		0%	4	44%	2	22%	2	22%	2	22%	1	11%
Aberdeenshire	21	7	33%	2	10%		0%	3	14%	6	29%	5	24%	6	29%	6	29%	8	38%
Angus	8	3	38%		0%		0%		0%	2	25%	2	25%	2	25%	3	38%	2	25%
Argyll & Bute	4	1	25%		0%		0%	1	25%	1	25%	2	50%	2	50%	2	50%	2	50%
City of Edinburgh	60	28	47%	13	22%	4	7%	14	23%	22	37%	22	37%	15	25%	18	30%	28	47%
Clackmannanshire	6	2	33%	1	17%	1	17%		0%	4	67%	2	33%	2	33%		0%	2	33%
Dumfries & Galloway	5	3	60%	1	20%	1	20%	1	20%	3	60%	2	40%	2	40%	4	80%	2	40%
Dundee	5		0%		0%		0%	1	20%		0%		0%		0%		0%		0%
East Ayrshire	7	2	29%	2	29%	1	14%	1	14%	2	29%	1	14%	1	14%		0%	3	43%
East Dunbarton	5	1	20%		0%		0%		0%		0%		0%		0%		0%		0%
East Lothian	10	5	50%	2	20%	1	10%	1	10%	6	60%	5	50%	6	60%	4	40%	4	40%
East Renfrewshire	1		0%		0%		0%		0%		0%	1	100%		0%		0%		0%
Falkirk	7	5	71%	2	29%	1	14%	2	29%	4	57%	4	57%	3	43%	2	29%	6	86%
Fife	31	12	39%	6	19%	3	10%	4	13%	15	48%	8	26%	7	23%	5	16%	14	45%
Glasgow	21	8	38%	7	33%	2	10%	3	14%	10	48%	6	29%	6	29%	6	29%	9	43%
Highland	22	11	50%	6	27%	4	18%	7	32%	8	36%	7	32%	9	41%	8	36%	11	50%
Inverclyde	2	1	50%		0%		0%		0%		0%		0%	1	50%	1	50%	1	50%
Mid Lothian	10	3	30%	3	30%	1	10%	1	10%	7	70%	3	30%	3	30%	3	30%	4	40%

Moray	12	4	33%	1	8%	1	8%	2	17%	2	17%	2	17%	5	42%	3	25%	2	17%
North Ayrshire	9	3	33%	1	11%	1	11%		0%	3	33%	1	11%	2	22%	1	11%	2	22%
North Lanarkshire	10	6	60%	3	30%	2	20%		0%	4	40%	3	30%	3	30%	3	30%	5	50%
Perth & Kinross	8	2	25%		0%		0%		0%	1	13%		0%	1	13%	1	13%	1	13%
Renfrewshire	2	1	50%	1	50%		0%		0%	1	50%		0%	1	50%	1	50%	1	50%
Scottish Borders	4	2	50%		0%		0%		0%		0%	2	50%	1	25%	1	25%	2	50%
Shetland	1	1	100%		0%	1	100%	1	100%	1	100%	1	100%	1	100%	1	100%	1	100%
South Ayrshire	5	3	60%	2	40%	3	60%	2	40%	2	40%	3	60%	3	60%	3	60%	4	80%
South Lanarkshire	12	2	17%	2	17%		0%	2	17%	5	42%	2	17%	3	25%	5	42%	3	25%
Stirling	3		0%		0%		0%		0%	1	33%		0%		0%		0%		0%
West Dunbartonshire	6	1	17%		0%		0%		0%	1	17%	1	17%	1	17%		0%	1	17%
West Lothian	20	6	30%		0%	1	5%	3	15%	6	30%	4	20%	3	15%	4	20%	5	25%
Western Isles	2	1	50%		0%		0%	1	50%		0%		0%	1	50%		0%	1	50%

Table 15: issues affecting employment, extracted by local authority area

	N=		Support to adapt to changed working culture	Employment/careers guidance		Help with childcare		Confidence building		Work placements		Workplace adaptations		Gaining new skills		Workplace mentoring		Assistance with work related equipment/clothing		Assistance with travelling to work		Information about job opportunities		Information about welfare benefits	
	n	%		n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
Aberdeen City	9	5	56%	6	67%	2	22%	1	11%	5	56%	4	44%		0%	2	22%	2	22%		0%		0%	4	44%
Aberdeenshire	21	16	76%	18	86%	5	24%	4	19%	13	62%	19	90%	9	43%	12	57%	3	14%	4	9%	5	24%	16	76%
Angus	8	5	63%	5	63%	2	25%	3	38%	5	63%	6	75%	3	38%	4	50%	3	38%	2	5%	3	38%	5	63%
Argyll & Bute	4	3	75%	3	75%		0%	3	75%	2	50%	3	75%	1	25%	3	75%	2	50%	2	0%	2	50%	3	75%
City of Edinburgh	60	44	73%	48	80%	14	23%	20	33%	40	67%	36	60%	21	35%	40	67%	18	30%	21	5%	20	33%	41	68%
Clackmannanshire	6	4	67%	4	67%	1	17%	2	33%	4	67%	3	50%		0%	4	67%		0%	1	7%	2	33%	4	67%
Dumfries & Galloway	5	3	60%	4	80%	2	40%	1	20%	3	60%	2	40%	2	40%	4	80%	2	40%	2	0%	1	20%	4	80%
Dundee	5	1	20%	2	40%		0%		0%	1	20%	1	20%		0%	1	20%	1	20%		0%		0%	1	20%
East Ayrshire	7	4	57%	3	43%		0%		0%	3	43%	1	14%	1	14%	2	29%	1	14%	1	4%		0%	2	29%
East Dunbarton	5	1	20%	1	20%	1	20%		0%		0%	1	20%		0%	1	20%		0%		0%		0%		0%
East Lothian	10	7	70%	9	90%	3	30%	5	50%	4	40%	7	70%	3	30%	6	60%	3	30%	4	0%	4	40%	7	70%
East Renfrewshire	1		0%		0%		0%		0%		0%	1	100%		0%		0%	1	100%		0%		0%	1	100%
Falkirk	7	6	86%	5	71%	2	29%	2	29%	6	86%	7	100%	2	29%	5	71%	3	43%		0%	1	14%	4	57%
Fife	31	22	71%	24	77%	3	10%	8	26%	22	71%	21	68%	7	23%	18	58%	10	32%	6	9%	7	23%	24	77%

Table 15: issues affecting employment, extracted by local authority area

	N=	Support to adapt to changed working culture		Employment/careers guidance		Help with childcare		Confidence building		Work placements		Workplace adaptations		Gaining new skills		Workplace mentoring		Assistance with work related equipment/clothing		Assistance with travelling to work		Information about job opportunities		Information about welfare benefits	
Glasgow	21	15	71%	16	76%	2	10%	5	24%	14	67%	12	57%	5	24%	9	43%	8	38%	7	3%	4	19%	14	67%
Highland	22	17	77%	16	73%	9	41%	13	59%	12	55%	15	68%	9	41%	15	68%	10	45%	9	41%	11	50%	15	68%
Inverclyde	2	1	50%	1	50%		0%	1	50%	1	50%	1	50%	1	50%		0%	1	50%	1	0%	1	50%	1	50%
Mid Lothian	10	8	80%	7	70%	3	30%	3	30%	5	50%	8	80%	5	50%	7	70%	4	40%	1	0%	1	10%	7	70%
Moray	12	6	50%	7	58%	1	8%	3	25%	4	33%	6	50%	1	8%	5	42%	1	8%	2	7%	2	17%	7	58%
North Ayrshire	9	5	56%	6	67%		0%	2	22%	6	67%	4	44%	1	11%	6	67%	1	11%	2	2%	2	22%	5	56%
North Lanarkshire	10	7	70%	7	70%		0%	2	20%	6	60%	3	30%	2	20%	6	60%	2	20%	4	0%	1	10%	5	50%
Perth & Kinross	8	4	50%	5	63%		0%	3	38%	3	38%	4	50%		0%	1	13%	2	25%	1	3%		0%	4	50%
Renfrewshire	2	2	100%	1	50%		0%		0%	1	50%	1	50%	1	50%	1	50%	1	50%		0%		0%	1	50%
Scottish Borders	4	2	50%	1	25%	1	25%	1	25%		0%	1	25%		0%	1	25%	1	25%		0%	1	25%	1	25%
Shetland	1	1	100%	1	100%		0%	1	100%	1	100%		0%		0%	1	100%		0%		0%		0%	1	100%
South Ayrshire	5	3	60%	3	60%		0%	1	20%	3	60%	4	80%		0%	3	60%	2	40%	2	0%	3	60%	3	60%
South Lanarkshire	12	8	67%	8	67%	3	25%	3	25%	7	58%	7	58%	4	33%	6	50%	5	42%	2	7%	1	8%	8	67%
Stirling	3	1	33%	2	67%		0%		0%	1	33%	1	33%		0%	1	33%	1	33%		0%		0%	2	67%
West Dunbartonshire	6	3	50%	3	50%	1	17%	2	33%	3	50%	3	50%	3	50%	3	50%	2	33%	2	3%		0%	3	50%

Table 15: issues affecting employment, extracted by local authority area

	N=		Support to adapt to changed working culture	Employment/careers guidance		Help with childcare		Confidence building		Work placements		Workplace adaptations		Gaining new skills		Workplace mentoring		Assistance with work related equipment/clothing		Assistance with travelling to work		Information about job opportunities		Information about welfare benefits	
West Lothian	20	16	80%	16	80%	6	30%	4	20%	11	55%	11	55%	7	35%	11	55%	5	25%	5	5%	3	15%	13	65%
Western Isles	2		0%		0%		0%	1	50%		0%		0%	1	50%	1	50%		0%	1	50%	1	50%	1	50%

Appendix 3: Research Tools

Employment Needs

Introduction

This survey is part of research to find out what help ex-Forces personnel need to find work - and how that help can best be provided. It closes on Friday 15th August.

The report and its recommendations will go to the Government, the Heads of the Forces, and to all other veterans' organisations.

We are keen for as many veterans as possible to tell us about their experiences of looking for and getting a job outside the Forces - and in particular about any hurdles you may have had to overcome.

This survey - which should take about 5 minutes to complete - is also your chance to tell us about how job-finding services should be improved.

As a thank you for taking part your name will be entered into a prize draw for a £100 voucher for a supermarket of your choice.

All information will be anonymised and none of your views will be reported in a way that could be used to identify you.

If you have any questions about the survey or would prefer to complete the survey by telephone, then please contact researcher Lorraine Simpson on 0131 235 2012 or lorraine@thelinesbetween.co.uk

This is independent research being carried out on behalf of organisations that provide employment support for veterans in Scotland. The study has been funded by a grant from the Scottish Veterans Fund.

Where do you live?

1. Do you live in Scotland?

- Yes
- No

Employment Needs

2. If you ticked 'yes' please tell us which local authority area you live in:

- Aberdeen City
- Aberdeenshire
- Angus
- Argyll & Bute
- Clackmannanshire
- Dumfries & Galloway
- Dundee
- East Ayrshire
- East Dunbarton
- East Lothian
- East Renfrewshire
- City of Edinburgh
- Falkirk
- Fife
- Glasgow
- Highland
- Inverclyde
- Mid Lothian
- Moray
- North Ayrshire
- North Lanarkshire
- Orkney
- Perth & Kinross
- Renfrewshire
- Scottish Borders
- Shetland
- South Ayrshire
- South Lanarkshire
- Stirling
- West Dunbartonshire
- West Lothian
- Western Isles

If you ticked 'no' tell us where you live in the box below

Employment Needs

Your service

3. Which of the Armed Forces did you serve in?

- British Army
- Royal Air Force
- Royal Navy

4. How long did you serve for?

- Less than 3 years
- 3-5 years
- 5-10 years
- 10-15 years
- 15-20 years
- More than 20 years

5. How long ago did you leave the Forces?

- Less than 6 months ago
- 6 months to 1 year ago
- 1 to 3 years ago
- 3 to 5 years ago
- 5 to 10 years ago
- More than 10 years ago

Your employment

6. Do you have a job at the moment?

- Yes
- No

7. If 'yes' is your job full time or part time?

- Full time
- Part time

Employment Needs

8. Is your job a permanent or temporary job?

- Permanent
- Temporary

9. When you left the Forces how long did it take you to find your first job?

- Less than 3 months
- Between 3 months and 6 months
- Between 6 months and 1 year
- Between 1 and 2 years
- More than 2 years
- Haven't been employed since leaving the Forces

Comments

10. How did you go about finding a job when you left the Forces? Can you tell us a bit about what happened?

11. When you were in the Forces did you suffer an illness or injury that has since made it more difficult for you to get work, or has limited the type of work that you've been able to get?

- Yes
- No

If 'yes' can you tell us a bit about the injury or illness you suffered, and what difficulties this has caused?

Employment Needs

12. Since leaving the Forces have you been affected at any time by any of the following issues, to the extent that it has made it difficult for you to find or keep a job?

	Yes	No
Family or relationship problems	<input type="checkbox"/>	<input type="checkbox"/>
Problems with alcohol or drug misuse	<input type="checkbox"/>	<input type="checkbox"/>
A criminal record	<input type="checkbox"/>	<input type="checkbox"/>
Homelessness	<input type="checkbox"/>	<input type="checkbox"/>
Lack of relevant training or skills	<input type="checkbox"/>	<input type="checkbox"/>
Social Isolation	<input type="checkbox"/>	<input type="checkbox"/>
Mental health difficulties	<input type="checkbox"/>	<input type="checkbox"/>
Problems with anger management	<input type="checkbox"/>	<input type="checkbox"/>
Financial problems	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="text"/>	

What support do veterans need to help them find employment?

13. Which of the following things do you think veterans need support with when they leave the Forces to help them find and keep a job? (Please tick all that apply)

- Support to adapt to changed working culture
- Employment/careers guidance
- Help with childcare
- Confidence building
- Training
- Work placements or trials
- Workplace adaptations (e.g. to improve accessibility for disabled people)
- Gaining new skills
- Workplace mentoring
- Assistance with work related equipment/clothing
- Assistance with travelling to work
- Information about employment opportunities
- Information about welfare benefits

Other (please specify)

Employment Needs

14. When you left the Forces did you receive support from any organisation or group linked to the Forces (e.g. the Career Transition Partnership) to help you find a job?

Yes

No

If 'yes' please tell us a bit about the support you received. Was it useful? What did you like about the help you received and what was not helpful? Did it help you find a job?

15. Have you received support from any government organisation or initiative (e.g. Job Centre Plus) to help you find a job?

Yes

No

If 'yes' please tell us a bit about the support you received. Was it useful? What did you like about the help you received and what was not helpful? Did it help you find a job?

16. Have you received support from any voluntary organisation or programme (e.g. Employ-Able or Remploy) to help you find a job?

Yes

No

If 'yes' please tell us a bit about the support you received. Was it useful? What did you like about the help you received and what was not helpful? Did it help you find a job?

Employment Needs

17. If you have not received any assistance from an employment support service to help you find a job then please tell us why not? (Tick all that apply)

- I found a job easily and didn't need any help
- I didn't know about the employment support services available
- I didn't think the services would understand my needs
- I couldn't get to a support service easily from where I live
- Employment support services weren't open at times that were convenient for me
- I tried to use a support service but I didn't find the staff helpful
- I was worried that I would be pushed towards a job that I didn't want or feel ready for
- The premises of the services were inaccessible for me

Other (please specify)

Sheltered or mainstream employment

18. Supported employment differs from mainstream employment in that it involves tailored jobs for a target group with specific support needs. For example, poppy factories offer supported employment for disabled veterans in a sheltered environment. There is a debate on the appropriateness of this model for ex-Forces personnel and we are interested in your views. Please tick the extent to which you agree or disagree with the following statements - you are welcome to provide explanatory comments in the box below.

	Strongly agree	Agree	Neither/Nor	Disagree	Strongly disagree
Veterans' organisations should prioritise providing supported employment opportunities for veterans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Veterans' organisations should prioritise helping veterans to access mainstream employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments box

About you

Employment Needs

19. Are you:

- Male
- Female

20. What age are you?

- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or over

21. What is your ethnicity?

- White
- Mixed or Multiple Ethnic Group
- Asian or Asian Scottish or Asian British
- African
- Caribbean or Black
- Arab

Other ethnic group (please specify)

22. Do you currently receive benefits or support from any of the following sources?

- War Disablement Pension
- Armed Forces and Reserve Forces Compensation Scheme
- Armed Forces Independence Payment
- Employment Support Allowance (ESA)

Comments box

23. If you would like to raise any other issues that have not been covered by the questions in this survey or provide additional comments please use the box below:

Prize draw & thanks

Employment Needs

24. If you would like to enter the prize draw - to win £100 voucher for a supermarket of your choice - please provide your name and contact details in the box below.

25. Thank you for completing this survey - your help is much appreciated and will contribute to improved understanding of veterans' support needs.

We are also inviting ex-Forces personnel to take part in a short anonymous telephone interview, to find out more about experiences of looking for work since leaving the Forces. If you would like to take part please let us know by ticking the box below. Telephone interviews will last about 10 minutes and can be arranged to take place at a time that suits you.

- I would like to take part in a short telephone interview
- I do not want to take part in a short telephone interview

If you would like to take part please provide your name and a contact telephone number (write "as above" if you have already provided this information when entering the prize draw):

Employment Research: Stakeholder interview questions

Introduction

This is part of a series of interviews with organisations that play a role in employing veterans, evidencing veterans' support needs or providing employment services to and for veterans.

I am carrying out research for to assess the availability of and need for employment support and supported employment opportunities for veterans in Scotland, identifying changes since a baseline study was undertaken five years ago.

This research will capture developments that have influenced the employability landscape and highlight drivers for future change, such as:

- greater understanding of factors that affect employability
- alternative models of delivering support and engaging service users
- the recession
- new entrants into the market for providing employment support
- welfare changes

Please feel assured that your views are treated in the strictest confidence. The report will highlight general findings based on the interviews across everyone who has taken part in this study. Quotes used to illustrate key points will be anonymised.

You do not have to answer a question if you do not want to and you can end the interview at any time.

Would you mind if I record the interview? This is solely so I can fill in gaps in the notes I'll take as we speak. The recording will not be shared with anyone and will be destroyed after the study.

Definitions:

Employment support is engagement with veterans to improve their employability. The aim is to support veterans to move on from unemployment and enter the mainstream labour market.

Supported employment is paid employment specifically for veterans; typically accessed by those experiencing issues that prevent them entering the mainstream labour market in the short to medium term.

Interview questions

1. What is your job title and what does your role entail? How long have you had this position and more generally how long have you worked in the field of employment?
2. (If relevant) please provide an overview of the employment support/supported employment provided by your organisation
3. What are your views on supported employment specifically for veterans vs employment support for veterans to enter the mainstream labour market?
4. Do you feel there are any gaps in a) employment support services or b) supported employment opportunities for veterans in Scotland?

Changes since 2008

5. Have there been any significant changes in your organisation's provision of employment support to veterans since 2008? If so:

-
- What were the changes? *Probe for developments such as new support services, new locations, and new groups of service users.*
 - What were the drivers of change?
 - Were any challenges encountered and how were they addressed?
6. More generally, across Scotland [or UK, if relevant] has the provision of a) employment support and b) supported employment opportunities for veterans changed since 2008? In what ways?

(If yes to either of the questions above) – in your view, what has been the impact of these changes?

7. Has the **client group** changed since 2008? *Probe for changes such as age, numbers coming for support, referral routes to service.*
8. Have the **needs** of the client group changes since 2008? *Probe for changes such as complexity of cases, length of unemployment, other factors (for example criminal record or substance misuse).*

Future issues

9. What do you perceive to be the key future issues for
- this service
 - other veterans' employment support services?
10. Are there any further changes planned in the provision of this service? If so, what are they? *Probe for drivers of change, and the process of funding, designing and implementing these changes.*
11. Will employment support services be able to meet the future needs of veterans? *Probe for reason including facilitators and challenges and whether issues relate to this service and/or other services. If there are issues, what can be done to address them – probe for specific actions, responsibilities and timescales.*

Other comments

12. Do you have any other comments relating to your organisation's work or employment support more generally that have not been covered in the questions asked so far?

THANK YOU FOR YOUR TIME



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