



## **Headquarters**

Allied Rapid Reaction Corps

# **Welfare Support**

## Participating Nations Guide

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## Introduction

**Aim.** The purpose of this guide is to provide a reference document for welfare support, both in the home base and when deployed. This will be of relevance to all Participating Nations (PN) personnel. It sets out guidance on the provision of welfare support to single and married Service personnel<sup>1</sup> and their entitled dependants while serving with Headquarters Allied Rapid Reaction Corps (HQ ARRC).

**Memorandum of Understanding.** In accordance with the Memorandum of Understanding, PN personnel and their dependants, including National Support Element (NSE) personnel and their dependants, have access to the Framework Nation's officially provided welfare facilities and services. This includes any deployed welfare provisions, subject to availability and to the Framework Nation's own national requirements and standards. In short, PNs receive the same welfare support as their UK counterparts while serving with HQ ARRC.

**Welfare Principles.** The nature of military activities and Service life sets Armed Forces communities apart from mainstream civilian society. Welfare is about the well-being and motivation of Service personnel, both individually and collectively, and in every sense, physical, material, moral and social. The Welfare Team is on hand to provide welfare support, assistance and advice to all Service personnel and their families during their time in Innsworth Station.

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<sup>1</sup> The term Service Personnel is a generic term used to cover officers and other ranks, male or female, of any cap badge (Regiment or Corps) or Service (Navy, Army or Royal Air Force) from any of the Participating Nations that make up HQ ARRC.

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## Part 1

# Welfare Support in the Home Base

The first part of this guide focuses on welfare support in the home base.

**Welfare Support in Innsworth Station.** The Innsworth Station Welfare Officer and Welfare Team are responsible for welfare support to all Service Personnel based in Innsworth Station. This includes the ARRC Support Battalion, Headquarters 1 Signal Brigade, 252 Signal Squadron, the Joint Service Support Unit (JSSU), the Joint Cyber Unit (JCU) and the Service Personnel and Veterans Agency (SPVA).

**Station Welfare Office Location and Contact Details.** The Station Welfare Office is situated opposite Imjin Barracks, behind the Mace shop on Innsworth Lane. The team can be contacted on:

Telephone Number: **01452 362550**

Email: **welfarearrc@hotmail.co.uk**

Address: Innsworth Station Welfare Office  
Innsworth Lane, INNSWORTH,  
Gloucester, GL3 1HW

*Additionally, family members are encouraged to join the Welfare Team group Facebook pages:*

**[www.facebook.com/groups/arrccommunity](http://www.facebook.com/groups/arrccommunity)**

**[www.facebook.com/groups/arrcspbncommunity](http://www.facebook.com/groups/arrcspbncommunity)**

The Welfare Office is open Monday to Thursday from 8:30am to 4:30pm and Friday from 8:30am to 2:00pm. At weekends, and out of hours, contact can be made through the Imjin Barracks Guardroom on 01452 712612 ext 6402.

**What can the Welfare Team do for you?** Throughout a posting with HQ ARRC, the Welfare Team offers a comprehensive and confidential welfare service to all Service personnel posted to Innsworth Station. The aim being to be responsive to the needs of individuals, families and the Chain of Command in order to maximise the operational effectiveness of all units in Innsworth Station. The Welfare Team provides practical help, advice and support or a friendly ear to listen. Service personnel and family members can call, email or drop into the Welfare Office, and a member of the team will always be on hand to help, provide counsel or advise on a broad range of issues and local community activities.

**What you are expected to do.** The following is expected of all Service personnel:

- **Looking After Yourself.** If you are worried about a particular issue, need information or help completing a form please do not hesitate to get in touch with the Welfare Office and a member of the team will be pleased to assist. Alternatively, if you are not comfortable talking to a friend, colleague or member of the Welfare Team, individuals can be referred to a confidential support network to help address a problem or issue. Additionally, the Welfare Team can draw on specialists in dealing with complex and sensitive welfare issues.
- **Looking After Others.** Individuals are best placed to identify if a friend or work colleague has a problem. This may become apparent in many ways; for example a change in their character, performance at work or if they become aggressive or withdrawn. When a situation like this arises, it is important that they seek help sooner rather than later.

- **Confidentiality.** Often just by talking, an individual may be part way to solving their particular problem or issue. It must be stressed that confidentiality is very important because a friend or work colleague must feel confident that his or her personal business will not become common knowledge. Everything told to the Welfare team will be treated in absolute confidence and no-one outside the team will be informed without an individual's consent. However, there are boundaries to confidentiality; when issues of discipline, personal safety, matters of a criminal/legal nature, or an individual is no longer able to carry out their duties, then confidentiality cannot be guaranteed.

**Responsibilities of the Chain of Command.** The promotion of, and concern for, welfare is a function of the Chain of Command at all levels. Consultation and communication are important elements of the welfare support process; the Chain of Command within the Headquarters and branches will always remain the primary means of communication. While nothing can act as a substitute for the personal interest of the commander in the welfare of his or her men and women, it is quite impossible for commanders to cope with the task all on their own. Therefore, the Welfare Team aims to be the primary source of welfare support in Innsworth, with external specialists and agencies being called upon for expert advice and assistance.

**International Liaison Officer (ILO).** In addition to the support offered by the Welfare Team, the HQ ARRC ILO provides PN personnel with advice and assistance in the following areas:

- a. **Education.** Education and schools including the application processes, appeals for state schools and advice on private schooling.

- b. **Tax.** Tax issues including paperwork compliance, advice on tax rules and regulations, durable goods inclusions and exceptions, liaison with HMRC and managing quarterly tax and end of tour submissions.
  
- c. **Accommodation.** Housing including assisting in applications for Service Families Accommodation (SFA), billing for Single Living Accommodation (SLA) and advising on housing entitlements.
  
- d. **Vehicles.** Advice and guidance on vehicle registrations and paperwork compliance, including tax-free purchases/sales and liaison with DVLA.
  
- e. **Online Guidance.** The provision of PN Guidance Notes online - easily accessible advice notes providing PNs with information on 'things they need to know' about life in the UK and Gloucester.
  
- f. **Agency Liaison.** Visa applications and liaison with the Border Agency, including addressing issues that fall out with expired visas.

## Part 2

# Welfare Support on Deployments

The second part of this guide focuses on the times when Service personnel are deployed with HQ ARRC.

**Morale, Welfare and Recreation.** When HQ ARRC Service personnel deploy on an eligible overseas exercise and/or operation they will be provided with a few 'home comforts' in the shape of a Deployed Welfare Package (DWP). This package will be tailored to meet the specific circumstances of any deployment, depending on its duration and location, whilst remaining within UK policy entitlements. In broad terms, the package can include all, or some, of the following elements:

- a. **Connectivity** enables Service personnel to retain contact with family, friends and remain connected to their personal lives by providing:
  - Access to welfare telephones with an allowance of 30mins per week.
  - Access to the internet.
  - Access to mail; including Blueys, letters and parcels.
  
- b. **Entertainment** provides for the leisure and relaxation needs of those deployed by providing:
  - Access to the British Forces Broadcasting Service (BFBS) television service offering British and world television; including news, entertainment, documentaries and sport.

- Access to BFBS Radio offering music and regular news updates, as well as features on forces life.
- Access to the latest movies on DVD.
- Access to video games consoles and the latest video games.
- Access to UK newspapers or e-newspapers.

c. **Sustainment** maintains the wider physiological and psychological needs of those deployed by providing:

- Access to local retail outlets or military self-help retail solutions to purchase basic goods and drinks/confectionary.
- Access to Gym facilities.
- Pastoral support from a deployed Chaplain.
- Rest and Recuperation (R&R) and Post Operational Tour Leave when deployments qualify.

d. **Chaplaincy.** HQ ARRC's Chaplain will be available to provide spiritual, moral and pastoral support to all staff, regardless of their faith. If a Service Person wishes to see a chaplain of his/her own denomination or faith group, then the ARRC Chaplain will endeavour to facilitate this, wherever possible.

e. **Family Support.** Information, advice and support will be provided to the UK-based families and loved ones of Service Persons deployed away from barracks on deployment with HQ ARRC. This support will be focused in three main areas:

- (1) **Deployment Guide.** A Families Deployment Guide will be made available to help family members prepare for the

deployment. The guide focuses on spouses and civil partners. However, parents and partners of single Service people will also find it useful. The guide will be produced by HQ ARRC G1, in conjunctions with 1 (UK) Sig Bde G1 Staff, for distribution to families through the Station Welfare Team.

(2) **Pre-deployment Families' Briefings.** The Welfare Team will brief families prior to a deployment in a friendly and informal setting. This offers family members the opportunity to be fully briefed on the specific details of a deployment and the chance to ask questions to the chain of command and Welfare Team. In addition, HQ ARRC G1 staff will produce an information leaflet aimed at Service personnel and their family noting the particulars of the Deployed Welfare Package and what they can expect in theatre from a welfare perspective.

(3) **Keeping in Touch.** During any deployment, communication is more important than ever. For all operational deployments and major exercises of a significant duration, the Welfare Team will arrange regular functions for family members to get together to be briefed on what is happening on the deployment. Additionally, families are able to keep connected with what HQ ARRC is doing on social media - using one or all of the means shown on the next page.

## Connect with HQ ARRC on Social Media

Find more in depth information about the ARRC on our website



[www.rrc.nato.int](http://www.rrc.nato.int)



Find HQ ARRC on Facebook for the latest news updates

[www.facebook.com](http://www.facebook.com)

For staff and families of the ARRC, ask to join our Private Facebook group

[www.facebook.com/groups/arrccommunity](http://www.facebook.com/groups/arrccommunity)



Browse HQ ARRC's online photo albums using our photostream on Flickr

[www.flickr.com](http://www.flickr.com)

(search for HQ ARRC's photostream)



Follow HQ ARRC on Twitter and stay informed of current events

[www.twitter.com/#!/HQARRC](http://www.twitter.com/#!/HQARRC)

Check out HQ ARRC on You Tube  
[www.youtube.com/user/HQARRC/](http://www.youtube.com/user/HQARRC/)



(4) **Homecoming Family Briefings.** For all operational deployments, families will be briefed prior to their Service Person returning. This will be arranged by the Welfare Team and held in a friendly and informal setting. A presentation would be delivered by a member of the Rear Operations Group, as well as an appropriate member of the unit who has just returned from theatre. The aim would be to give the audience a flavour of what the tour has been like covering the highlights, the difficult times and successes. It will also explain the decompression process that will be followed by the unit as it returns from theatre so that families are aware of the structured journey their loved ones go through on their return from tour through to beginning post operational leave. The overarching aim is to let family members know what help is available if it is needed as they re-adjust following a significant period of separation and possible change.

## Part 3

# Emergencies when Service Personnel are Deployed

The final part of this guide covers types of emergencies that might occur during a deployment and the procedures the UK has in place to deal with them. These are broken into the following three categories:

- a. **Casualties.** Firstly, what happens if a Service Person is injured during a deployment and how family members are kept informed and supported.
- b. **Compassionate Cases.** Secondly, what family members need to do if they require their Service Person brought home from deployment because of a serious family emergency or illness.
- c. **Personal Emergencies.** Finally, how a family member might get in contact with a Service Person for personal or welfare reasons when they are deployed.

**Casualty Procedures.** The UK's Joint Casualty and Compassionate Centre (JCCC) has primary responsibility for monitoring and actioning certain procedures for Service Personnel if they become a casualty, both in the UK and overseas. Once a Notification of Casualty is received from theatre by the JCCC, they will ensure the nominated emergency contact of the Service person is informed. When a PN casualty is taken, either the respective Senior National Representative (SNR) will arrange for the family to be notified in accordance with their nation's procedures or for the family in the UK to be notified using the JCCC procedures. Thereafter, JCCC will be kept informed of any changes to a casualty's state and will pass this information on to the SNR or a member of

the Unit Welfare Team to ensure the family are kept fully informed of the latest situation at all times.

As soon as a casualty's condition has stabilised and they are fit to be moved, they will be evacuated medically from theatre back to the UK. At this point, they will either be transferred to an appropriate hospital for further medical care or discharged from the airhead under unit arrangements. Alternatively, the SNR might make arrangements for the PN Service Person to travel from theatre directly to their homeland for medical care. For those being transferred to a hospital in the UK, a Visiting Officer will be assigned from HQ ARRC to act as liaison with family members, the CoC and hospital staff, and to coordinate procedural matters as they arise. The Unit Welfare Team will assist and support as necessary.

**Compassionate Requests.** Should circumstances arise which make it necessary for a close family member or relative to apply for a PN Service Person to return to the UK or their native homeland for compassionate reasons, they should contact the JCCC on **+44 (0)1452 519951**; this telephone number is manned 24hrs a day every day of the year. Service personnel should not be contacted directly as this can lead to delays.

When contacting the JCCC, the following information about the Service Person is required:

- a. Service Number, rank and name.
- b. Unit (*HQ ARRC*) and postal address (*Imjin Barracks, Innsworth, Gloucester GL3 1HW*).

- c. Name and telephone number of the Doctor or Hospital (if applicable) treating the subject of the compassionate request.
- d. The details of the person who is very seriously ill (normally life threatening) or deceased.

**Compassionate Cases.** The JCCC will discuss the case with the SNR, and in turn will advise the Commander of HQ ARRC or Branch Head once they have concluded their investigations as to whether or not a case necessitates compassionate leave and travel. Where compassionate travel is authorised, the following options are available for PN (Participating Nation) personnel:

- a. **Option 1.** The PN Service Person is flown back to the UK from overseas and returned to Innsworth to be with or collect their immediate family at UK's public expense; this can only be authorised by the JCCC after authorisation by the SNR. Thereafter, the PN contingent will be responsible for all travel and leave arrangements and costs.
- b. **Option 2.** The SNR makes arrangements for the PN Service Person to travel from theatre to where they need to be, accepting all travel costs. National procedures have primacy for compassionate travel requests for immediate and wider family members residing in and outside the UK.
- c. **Option 3.** In cases where there is no entitlement to travel at public expense, the SNR after consultation with the Commander or Branch Head, may at his/her discretion authorise a period of annual or compassionate leave to enable the individual to travel at their own expense from theatre to where they need to be.

**Personal Emergencies.** On those occasions when family members need to get in contact with their Service Person for personal or welfare reasons, outside the compassionate criteria, they should call the Station Welfare Team or the Guardroom. A message will then be passed out to theatre to the location where the Service Person is located. The Service Person will then either be given access to a duty telephone, dependent on the nature of the emergency back home, or be expected to use their welfare telephone minutes to call family members at home. Any welfare issues arising from the call need to be addressed immediately by the Service Person with their Chain of Command or Branch Head in theatre.

## Participating Nations Information

At time of going to print, the following Participating Nations have personnel on the established strength of HQ ARRC:

**Albania**

**Belgium**

**Canada**

**Croatia**

**Czech Republic**

**Denmark**

**Germany**

**Estonia**

**France**

**Greece**

**Italy**

**Latvia**

**Lithuania**

**Netherlands**

**Norway**

**Poland**

**Portugal**

**Sweden**

**Turkey**

**United Kingdom**

**United States of America**

Useful information regarding each Nation, including Points of Contact and National Embassy details, can be accessed via the National pages through the HQ ARRC website at [www.rrc.nato.int](http://www.rrc.nato.int).



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