



## Citizens Advice Doncaster Borough

We, the undersigned, commit to honour the Armed Forces Covenant and support the Armed Forces Community. We recognise the value Serving Personnel, both Regular and Reservists, Veterans and military families contribute to our business and our country.

Signed on behalf of:

**Citizens Advice Doncaster Borough**

Signed: 

Name: Carol Smith

Position: CHAIR OF TRUSTEES

Date: 13 February 2023



# **The Armed Forces Covenant**

**An Enduring Covenant Between**

**The People of the United Kingdom**

**His Majesty's Government**

**– and –**

**All those who serve or have served in the Armed Forces of the Crown**

**And their Families**

The first duty of Government is the defence of the realm. Our Armed Forces fulfil that responsibility on behalf of the Government, sacrificing some civilian freedoms, facing danger and, sometimes, suffering serious injury or death as a result of their duty. Families also play a vital role in supporting the operational effectiveness of our Armed Forces. In return, the whole nation has a moral obligation to the members of the Naval Service, the Army and the Royal Air Force, together with their families. They deserve our respect and support, and fair treatment.

Those who serve in the Armed Forces, whether Regular or Reserve, those who have served in the past, and their families, should face no disadvantage compared to other citizens in the provision of public and commercial services. Special consideration is appropriate in some cases, especially for those who have given most such as the injured and the bereaved.

This obligation involves the whole of society: it includes voluntary and charitable bodies, private organisations, and the actions of individuals in supporting the Armed Forces. Recognising those who have performed military duty unites the country and demonstrates the value of their contribution. This has no greater expression than in upholding this Covenant.

## Section 1: Principles of the Armed Forces Covenant

1.1 We **Citizens Advice Doncaster Borough** will endeavour in our business dealings to uphold the key principles of the Armed Forces Covenant, which are:

- *no member of the Armed Forces Community should face disadvantage in the provision of public and commercial services compared to any other citizen*
- *in some circumstances special treatment may be appropriate, especially for the injured or bereaved.*

2.1 We recognise the value that serving personnel, reservists, veterans and military families bring to our business and to our country. We will seek to uphold the principles of the Armed Forces Covenant, by:

- Ensure currently serving in the armed forces, veterans and dependents receive advice, support and guidance covering debt, benefits, help with school, child care and travel costs and sources of further help.
- Inform members of the reserve forces explaining how their training could affect their (or their partner's) claim for Jobseekers Allowance or Income Support and their partner's claim for Employment and Support Allowance (ESA).
- Inform client and support them with grant applications, and information on discounts available armed forces, veterans and their families.
- Provide free advice and support to meet the needs of our community. This includes advice on a range of problems, such as with work, debt, benefits, immigration, housing and more.
- Appoint an **Armed Forces Champion** within your organisation to act as a focal point for organising and promoting support for the Armed Forces Community
- **Signpost** members of the Armed Forces Community to available support, for example from [Cobseo](#), the [Veterans' Gateway](#) or statutory services in your area
- Promote **awareness** of housing and homelessness services among the Armed Forces Community.
- Promote and take part in **remembrance and other ceremonial activities**.
- Offer volunteer opportunities, mentoring and training for veterans seeking employment

2.2 We will publicise these commitments through our literature, on staff notices, and on our website, setting out how we will seek to honour them and inviting feedback from the Service community, our staff and our customers on how we are doing.

