



Our impact

2019



I am so grateful to RFEA for giving me positivity again. I now have a job I love, helping other veterans find a job that's right for them.



**JAMES,**  
ROYAL MARINES,  
EX-FORCES PROGRAMME

**RFEA – The Forces Employment Charity – exists to provide life-long, life-changing support, job opportunities, and training to Service leavers, reservists, veterans and their families, irrespective of circumstances, rank, length of service, or reason for leaving.**

Founded in 1885 and operating across the UK, we have the specialist knowledge and understanding to bridge the gap between military life and civilian employment. We work in partnership with other organisations and employers who, like us, respect and value the unique qualities and abilities of all those who have served.

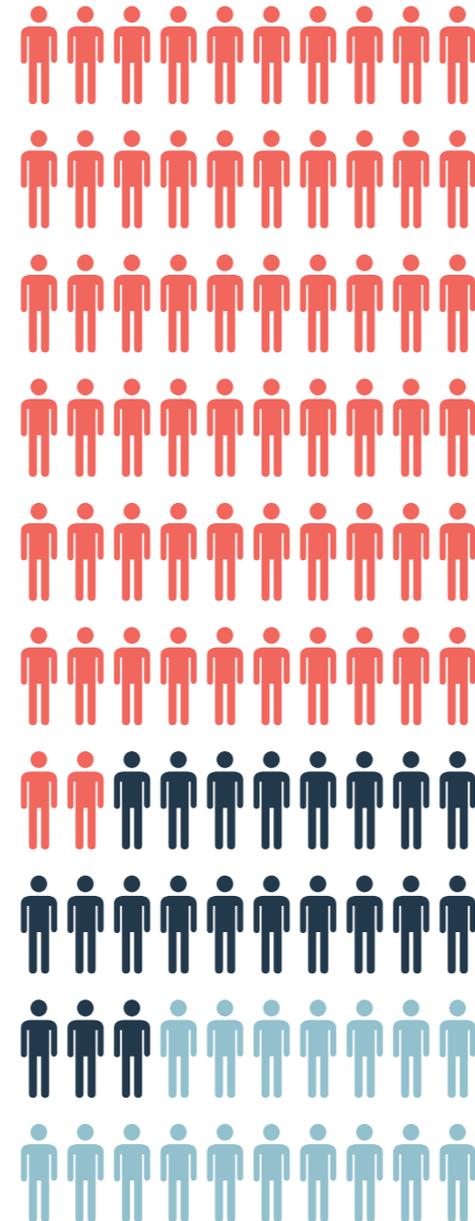
# Our year in numbers

Last year we...

Supported  
**19,758**  
ex-Forces personnel and families

Created  
**84,976**  
job opportunities

Employed  
**122**  
specialist staff



**1%** Spouse/family

**1%** Senior Officer

**10%** Officer

**18%** NCO/Senior Rate

**Junior Rank 70%**

**23%** 35-44

**35%** 25-34

45-54 **15%**

55-67 **7%**

Under 18 **2%**

18-24 **18%**



Clients by gender  
**92% male**  
**8% female**



**95p in each £1** directly supports veterans and service leavers

Our Central Support Team handled

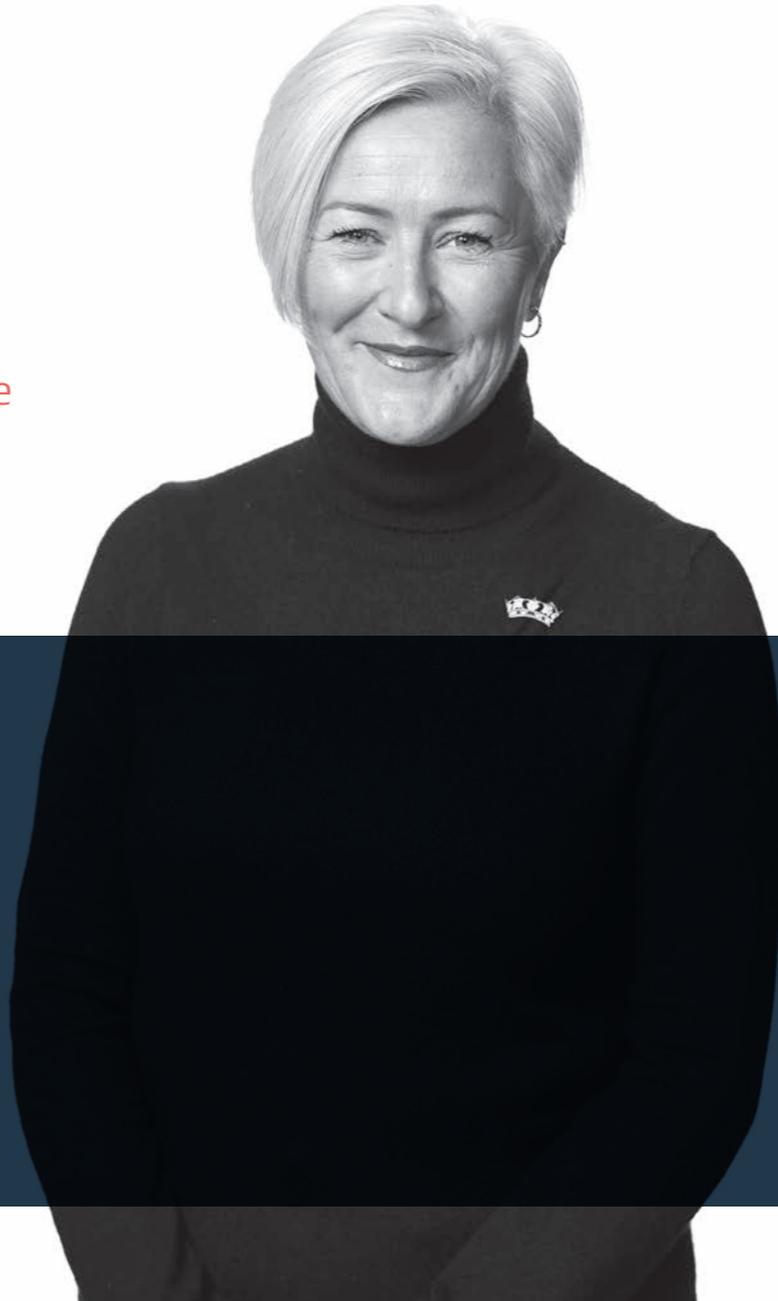
**31,056** telephone calls and  
**11,810** emails

**24,541** followers on social media  
**62,981** visits to our website

**41%** of veterans were unemployed at time of registration

# Supporting transition

RFEA continues to provide effective employment services to Right Management within the Career Transition Partnership MoD resettlement contract.



Without the RFEA's CTP Employer Engagement Team we would not have the ability to interact with service leavers on the countrywide basis and scale required to meet our expanding hiring needs.

**GILLIAN**, ROYAL NAVY, NOW SENIOR PROGRAM MANAGER - EMEA FOR AMAZON'S GLOBAL MILITARY PROGRAM



Promoting the value of engaging with CTP to early Service leavers (ESLs) was a key success of our Future Horizons team. Our Employment Advisors worked with hard to reach clients, who have typically served less than four years. The team delivered support to a record 2,663 ESLs and assisted them through their transition from the Services.

Our CTP Assist team focused on meeting the needs of wounded, injured and sick Service leavers. Embedded in Personnel Recovery Units, our Specialist Employment Consultants ensure a joined-up approach with the Chain of Command. Each client receives bespoke support to meet their individual needs.

This year, our CTP Employer Engagement Team created 84,976 job opportunities across all sectors, from apprentice to executive level. They also developed 3,092 new contacts from new and existing companies, and provided access for them to RightJob, the exclusive ex-military jobs board. The team introduced clients and companies through presentations and ten outstanding CTP employment fairs.

Our Central Support Team is fundamental to the successful running of our CTP delivery. They develop innovative ways to increase our effectiveness in connecting with Service leavers during their resettlement journey. The team's tracking and evidencing of the Service leavers desired outcomes allows us to deliver greater support to those who need it most.

CTP Employer Engagement team generated **84,976** job vacancies for ex-Forces personnel

Hosted 78 online live chat events allowing **2,366** clients to engage with companies

And works with **9,207** companies

The Central Support Team matched **24,369** clients to suitable job vacancies

- CTP Employment Service Programmes
- CTP Future Horizons
  - CTP Assist
  - CTP Employer Engagement Team
  - Central Support Team

# Supporting veterans



**Our Ex-Forces Programme is there for all veterans and reservists who need help to find work once they have left the Armed Forces.**

This means that later in life, if veterans face redundancy, underemployment, or difficulties fitting into a new work culture, we can help them. Serving in the Armed Forces means shorter relevant industry experience and less understanding and practice at the recruitment process than the civilians veterans are competing with for jobs. Our programme provides an essential safety net beyond transition from the Armed Forces.

Our advice and guidance for veterans is underpinned by access to the jobs board, jobs fairs, events and tools provided to Service leavers as part of the Career Transition Partnership. We are grateful to the MoD for ensuring that this vital resource for veterans is embedded in the provision for transition.

Coming back to the UK without a job and with a family to provide for was very daunting. Thanks to RFEA's support I am now in a steady job which I very much enjoy.

LOK, GURKHA



**Veterans' Employment Programmes**  
• RFEA Ex-Forces Programme • Ex-Gurkha Support Programme • Central Support Team

# Supporting those who need specialist help



// My RFEA advisor is a brilliant sounding board – someone who really understands the challenges ex-Servicemen and women face.

// **MARK**, ROYAL AIR FORCE

We have a dedicated team delivering specialist support to veterans who face the most difficulties getting employment.

Veterans and reservists who ask for our support include those who are long-term unemployed or have physical or mental health issues that affect their ability to do work. Others are homeless and lack a stable place to live, many moving from one temporary arrangement to the next.

To find employment, these veterans need more of our time and more face-to-face contact to build the trust

and confidence they need. We stand with them as they embark on the often-lengthy journey into employment.

As part of this journey, we are able to put in place practical support for each area of their life where they need stability in order to progress into employment. We work with the network of military charities who arrange mental health interventions, rent deposit grants and debt advice, to name but a few.

**88%**

of Help for Heroes' Career Recovery clients improved their job skills and experience

**87%**

of RAF Benevolent Fund WEP clients improved their job search skills

**63%**

of ABF Bridging the Gap clients improved their aspiration and motivation

**Specialist Programmes**

- Walking with the Wounded's Home Straight
- ABF Bridging the Gap
- Help for Heroes' Career Recovery
- RAF Benevolent Fund Wellbeing and Employment

# Our journey

1885

1900

1922

1950

1967

1985

1998

2005

2014/15 2018

2019

## 4 February 1885

The National Association for Employment of Reserve and Discharged Soldiers is set up to promote communication between employers and men transferred to the reserve or discharged from the Army.



## 1886

Employment offices open in London, Berkshire, Cambridgeshire, Cheshire, Derbyshire, Gloucestershire, Montgomeryshire, Midlothian and Queen's County, Ireland. **Queen Victoria consents to become Royal Patron.**

## 1892

30 branches across the country.

## 1899

Registrations reach 10,800 a year with 6,160 placed in employment, including 100 marines and 31 sailors.

## 1904

Registrations averaging over 15,000 a year, placements around 8,000.

## 1909

110 branches including two overseas in Cape Town and Cairo.

## 1912

Renamed the National Association for Employment of Ex-Soldiers.

## 1919

The Association launches a Demobilisation Appeal to all units of the British Army, raising over £2,000.

## 1922

**Sailors and Airmen officially included within the operations of the Association, now called the National Association for Employment of Regular Sailors, Soldiers and Airmen.**



## 1934

42 Jobfinders employed, and over 32,000 job placements.

## 1938

Registrations reach over 40,000.

## 1939

45 branches manned by 99 staff.

## 1945

The Association returns to pre-war staffing levels with 51 branches.

## 1945-1949

306,934 registrations. 236,120 job placements.



## 1950

**Women become eligible for registration with the Association (Women's Services made part of the Regular Armed Forces of the Crown in 1949).**

## 1951

Non-regulars with at least five years' service between 1939 and 1945 become eligible for registration.

## 1967

**Formally named the Regular Forces Employment Association.**

## 1970

13,000 registrations.

## 1979

8,500 registrations.

## 1985

**RFEA celebrates its centenary.** 10,452 registrations. 4,290 job placements.

## 1987

40 branches manned by 55 staff. 11,499 registrations. 4,970 job placements.

## 1990

10,584 registrations. 5,030 job placements.

## 1995

12,241 registrations. 4,903 job placements.

## 1998

**MoD resettlement contract and Career Transition Partnership (CTP) established with RFEA providing employment services to service leavers.**

## 2003

Those who served less than three years now eligible for support.

## 2004

Reservists who served in the Balkans, Afghanistan and Iraq now eligible for support.



## 2005

**The Central Support Team opens in Birmingham.**

## 2006

25,000 job opportunities created, 9,800 job placements.

## 2008

Service of Care launches, helping early service leavers.

## 2011

Service of Care replaced by the Future Horizons programme.



## 2013

Recovery Career Services launches, with RFEA delivering an individual careers service to wounded, injured and sick soldiers.

## 2014

**Project Nova launches in partnership with Walking with the Wounded, providing assistance to veterans who have been arrested, or who are at risk of arrest.**

## 2015

**New CTP contract let. RFEA delivers the employment service including CTP Assist, CTP Future Horizons, CTP Employer Engagement and the Central Support Team.**

Ex-Forces programme launches for veterans who have been out of the Armed Forces for more than two years.

## 2017

80,000 job opportunities created and 12,000 job placements.

RFEA operates 11 programmes for military charities and public sector organisations, bringing our expertise to help their beneficiaries.

## 2018

92,292 job opportunities created and 11,097 job placements.

**Launch of the Forces for London programme in partnership with the Mayor of London, helping unemployed veterans living in the London boroughs.**



## 2019

RFEA launches a Families programme helping spouses and partners of veterans and still serving personnel, and Project Nova partners with the NHS and Care After Combat to help veterans in the criminal justice system.

**84,976** job opportunities created and **12,275** job placements

# Supporting families



As a military spouse I am forever grateful for all the support that I have received. The work RFEA does changes lives.

**MIRIAMA**  
ROYAL MARINE SPOUSE

In 60% of families in the UK, all working age adults are employed<sup>1</sup>. There is a very significant gap between this figure and the statistics for the Armed Forces Community.

Forty nine per cent of Royal Navy spouses and partners are in work, as are 37% of Army spouses and partners<sup>2</sup>. We experience the difficulties this causes through our work with service leavers and veterans.

Families are vulnerable when the only working member is affected by redundancy or ill-health. It can result in difficulties paying bills, leading to common issues with debt and the risk of homelessness. RFEA set up our Families Programme to change this.

We know that it is not just about supporting the spouses and partners of unemployed veterans into work, but about reaching into the serving community so that spouses and partners are in work during their partner's service and continue to be employable. In turn, we are aiming for attitudes towards spouses and partners working to change so that in future Armed Forces Families will no longer face this disadvantage.

**14%**  
of beneficiaries are men

**40%**  
of engaged clients achieved employment

Ages range from  
**19**  
to  
**65**

**57%**  
of beneficiaries had been unemployed for six months or longer

<sup>1</sup> <https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/employmentandemployeetypes/bulletins/workingandworklesshouseholds/julytoseptember2019>

<sup>2</sup> <https://www.centreforsocialjustice.org.uk/core/wp-content/uploads/2016/06/MILITARY-FAMILIES.pdf>

# Supporting unemployed veterans in London



// RFEA's Forces for London advisors really have gone above and beyond. I've received help in all sorts of ways, from applying for funding to work experience with the famous Chelsea Pensioners.

//  
**GARVIN**, ARMY

Our programme to deliver employment support to veterans living in London, working in partnership with The Mayor of London and the European Social Fund, is now in its second year.

Fifty six per cent of veterans who have asked us for support in London, over the two years we have delivered the project, are from Black, Asian and Minority Ethnic (BAME) Backgrounds. BAME personnel accounted for 7.6% of the UK Regular Forces (10,950 personnel), at 1 October 2018<sup>3</sup>. This would indicate that BAME veterans are struggling to find work in our capital.

We will continue to deliver our vital support to veterans in London now and in the future and develop the support we provide so that we can support veterans into the many employment opportunities available.

**56%**  
of Forces for London clients are from a BAME background

**21%**  
of Forces for London clients are disabled

**29%**  
of Forces for London clients are long-term unemployed

<sup>3</sup> [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/763676/1\\_October\\_2018\\_Biannual\\_Diversity\\_Statistics.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/763676/1_October_2018_Biannual_Diversity_Statistics.pdf)

# Supporting veterans in the Criminal Justice System



After leaving the Army I found it difficult to adjust to civilian life. Project Nova has been superb, liaising with the court and the NHS. I can't thank them enough.

**TERENCE**, ARMY



This year has seen the life-changing and life-saving Project Nova, our partnership with Walking With The Wounded, continue to thrive and expand.

The Veterans supported by Project Nova are amongst the most vulnerable in our society. Our mission is very clear that we aim to support all in the Armed Forces Community, irrespective of circumstances. We know that getting a job reduces re-offending as working gives a purpose in life and an occupation. We are determined that our support reaches those who have committed criminal offences so that they are able to move forwards and change their lives.

Those we support who have been arrested, or who are at risk of arrest, are often extremely lonely. Their offending behaviour means that they have lost relationships and alone they cannot find the strength to change. Many find that our support is the first time someone has taken an interest in them for years and having us by their side means they are able move into a more stable lifestyle and successfully get jobs.

**81%**  
of Project Nova clients improved their mental health and wellbeing

**73%**  
of Project Nova clients improved their relationships with friends and community

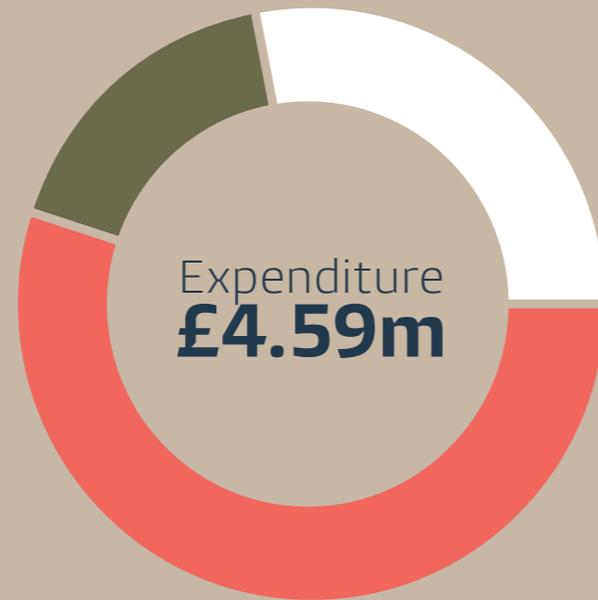
**79%**  
of Project Nova clients improved their anger management

**Criminal Justice Programmes**  
● Project Nova ● HMPPS Co-Financing Organisation ● Project Nova Support Team

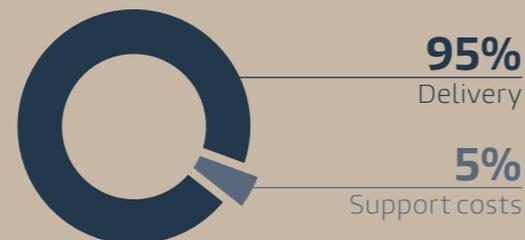
# Financial summary



- CTP Contract **55%**
- Grants to support Employment Services **17%**
- Grants to support Special projects including CJS **28%**



- Service leavers' Transition **55%**
- Veterans' Employment Services **17%**
- Specialist Employment Services and projects including CJS **28%**



For our full accounts please see our latest annual report at [www.rfea.org.uk/publications](http://www.rfea.org.uk/publications)

# Our teams

**Management and support teams**

**CTP Employer Engagement Team**

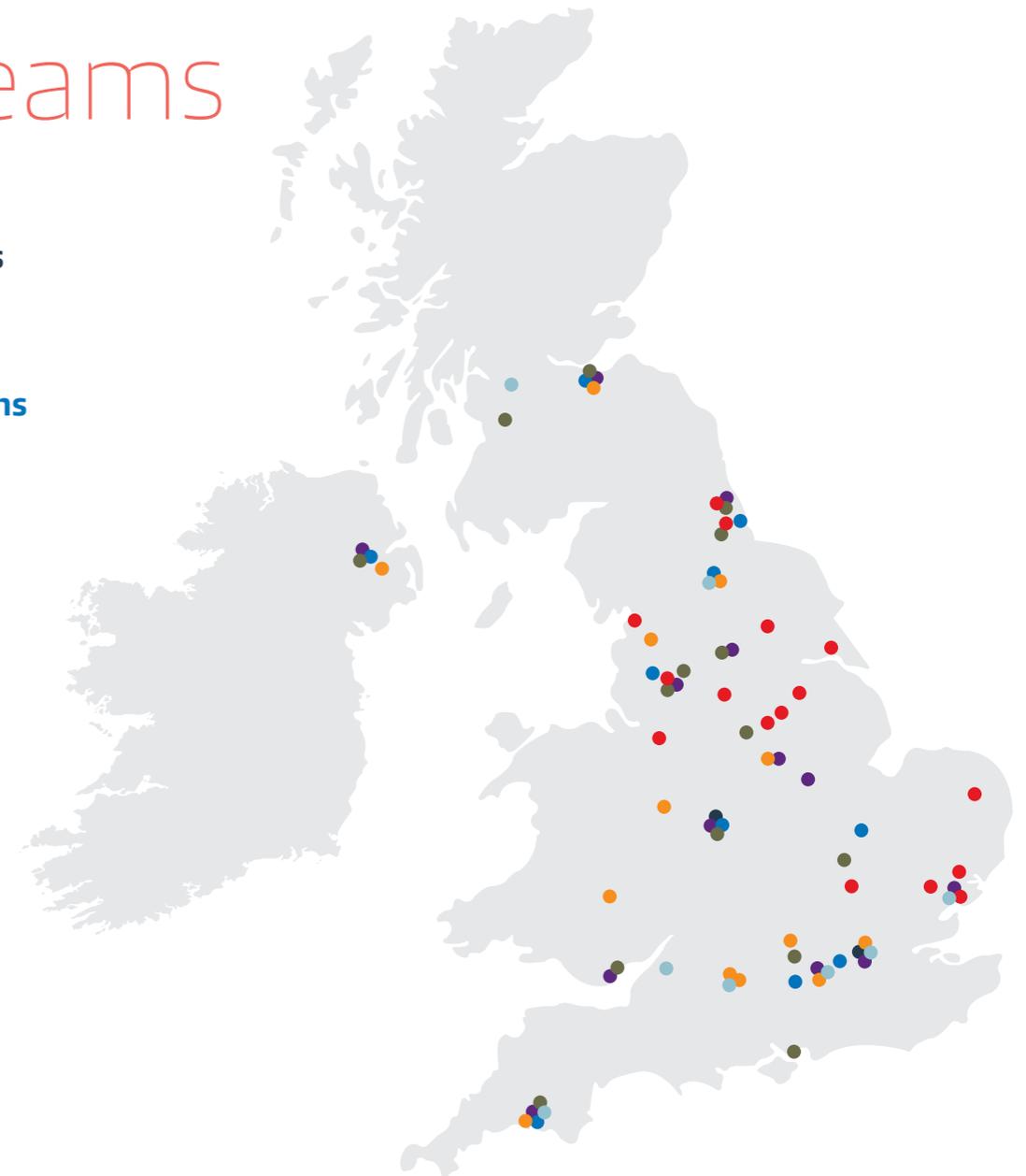
**CTP Future Horizons**

**CTP Assist**

**Ex-Forces Employment Programme**

**Project Nova**

**Employment Projects**



# Thank you

## 2019 has been a hugely successful year for RFEA.

We have supported around 20,000 Service leavers, veterans and families, a tremendous achievement given our size. CTP Employment remains our flagship pathway while our Ex-Forces for veterans and Specialist Employment programmes for the more vulnerable have continued to thrive. Project Nova, in partnership with Walking With The Wounded, has continued to grow and deliver life-changing and sometimes life-saving support. Our new Families programme has also done very well. This year I have been struck by three things: **Commitment**, **Collaboration** and **Communications**.

The commitment, passion and expertise of our staff, for whom the needs of our beneficiaries always come first, is pivotal to what we do.

RFEA is highly collaborative. From Recovery Centres and Pop in Centres right across the UK, to the referrals from our Client Support team and engagement through Cobseo, our links with other charities and partners are very strong.

Clear communication is essential to ensure that veterans are aware of the very best support available to them. We have increased awareness in this, as well as showing why veterans make such great employees in the workplace.

None of this would be possible without the fantastic support of our many partners and sponsors who share our desire to do all we can to help those who have served. As the Forces Employment Charity, we are honoured to deliver this employment support which is so vital both for successful transition, as well as through life, and are so grateful and indebted for all your support.

**ALISTAIR HALLIDAY**, CHIEF EXECUTIVE



# RFEA is supported by





**E** [info@rfea.org.uk](mailto:info@rfea.org.uk)

**T** 0121 262 3058

**f**  **in**

RFEA is a member of



RFEA is a registered charity in England & Wales No. 1061212 and Scotland No. SC039262