



**RAF FF SURVEY REPORT**  
Family Support

Survey carried out in September 2012





48



3.000



This is the last of three RAF Families Federation surveys we have conducted in 2012. We chose the 'Support to Families' theme as we wanted to help inform MoD-wide welfare study expected to run early next year. More importantly, we also wished to provide some indication to HQ Air Command Community Support Staff, to our colleagues at SSAFA FH and the HIVES and to other welfare-related organisations as to how well known they are and how the quality of their service is perceived by customers. And most importantly of all, we of course, wanted to provide meaningful feedback to the RAF family the results from their survey and the picture they paint.

The comments we received have helped enormously to add colour and weight to the bare statistics. We cannot use them all here – there are hundreds, we don't have the space and one or two are, frankly, unprintable! - but we are very grateful to everyone who took the time to express their views and we have tried to select a representative cross-section of them.

The evidence gathered will now be circulated at the most senior levels within the RAF, passed to the MoD and shared with sister organisations to help inform the debates on policy and strategy in the community support arena.

As with previous surveys, we welcome feedback, so please do let us have your comments. Finally, and as ever, we are very grateful to everyone who completed surveys and attended workshops. Thank you for supporting our work.



BILL MAHON  
Director  
**RAF Families Federation**

The 'Support to Families' survey has identified that, whilst there is a wide range of welfare support services and facilities available to RAF families, there remains a lack of general awareness about them, particularly amongst the non-serving community. Those who have accessed these resources were generally content with the support given, but there is still scope for improvement.

It is considered the provision of welfare support needs to be more consistent, so families know what to expect, whether they live and work on a RAF unit or in a combined Service environment. It is also apparent there needs to be more direct communication with the wider, non-serving family, whether they reside in Service Families Accommodation (SFA) or their own homes. Welfare providers cannot assume the service person will always relay the information to their families. Increased use of the internet and social media sites in the future may alleviate some of these issues, provided the information is clear, concise and easy to locate.

**For ease of reference, the main findings arising from this survey were as follows:**

- ▶ **There was a reasonable level of awareness about the welfare support services available. Most voters had heard of, and used, at least one welfare provider.**
- ▶ **Although there was a good awareness of the welfare support provided by the military charities, relatively few voters had actually utilised many of these services.**
- ▶ **A third of voters described the welfare services available to them as good; 23% said that they were poor. Of concern are the 13% who did not know what was available.**
- ▶ **16% of those who participated in the survey told us their sense of belonging to the parent unit has been affected because they had been allocated Service accommodation more than 10 miles away.**
- ▶ **30% of voters said they feel part of the 'RAF family'. However, 36% told us they did not.**
- ▶ **While 18% of voters found it easy to communicate with their Serving family member when they were deployed on operational duties, 20% told us it had been difficult.**
- ▶ **65% of participants were aware of the RAF Point of Contact (POC) system; however, only 41% had actually used it when their Serving family member was deployed.**
- ▶ **33% of those who voted had not been offered the opportunity to attend a family deployment briefing/event but 15% did not know that these events were even available.**
- ▶ **Voters opted for 'written communication/newsletters from the unit', 'regular phone calls from the POC/unit' and 'access to a website with information about the deployment' as favoured alternatives to attending a family-orientated deployment briefing.**

## BACKGROUND

The 'Support to Families' survey was designed to gather evidence regarding the welfare support services and facilities currently available to RAF personnel and their families. Our aim was to ask questions that could be answered by any member of a RAF family, regardless of their link to the Service person or whether they lived in Service-provided accommodation or not.

We sought to clarify whether families were aware of the wealth of services offered by the RAF, MoD and military charities; whether they had made use of these services and what they thought about those they had used. We also wanted to take the opportunity to inform those family members who may not have been aware of the support services that could, or should, be made available to them.

It should be noted that there are different types of statistical data incorporated within this report. Where we have conducted more in-depth analysis of the votes cast on a particular question, we have reported actual numbers, rather than percentages, so readers have a clear understanding of the variations between the numbers of participants in each category.

## PARTICIPANT DATA

A total of 728 family members took part in this survey; 329 attended interactive workshops and 399 voted online. Votes came from 39 locations, both in the UK and overseas. These numbers include the votes cast on the units which kindly allowed the RAF FF to run workshops on-site. Our thanks go to the Station Commanders, personnel and families at St Athan, Odiham, Ayios Nikaloas, Akrotiri, Episokpi, and Cosford for their support.

Analysis of the personal data provided indicates that:

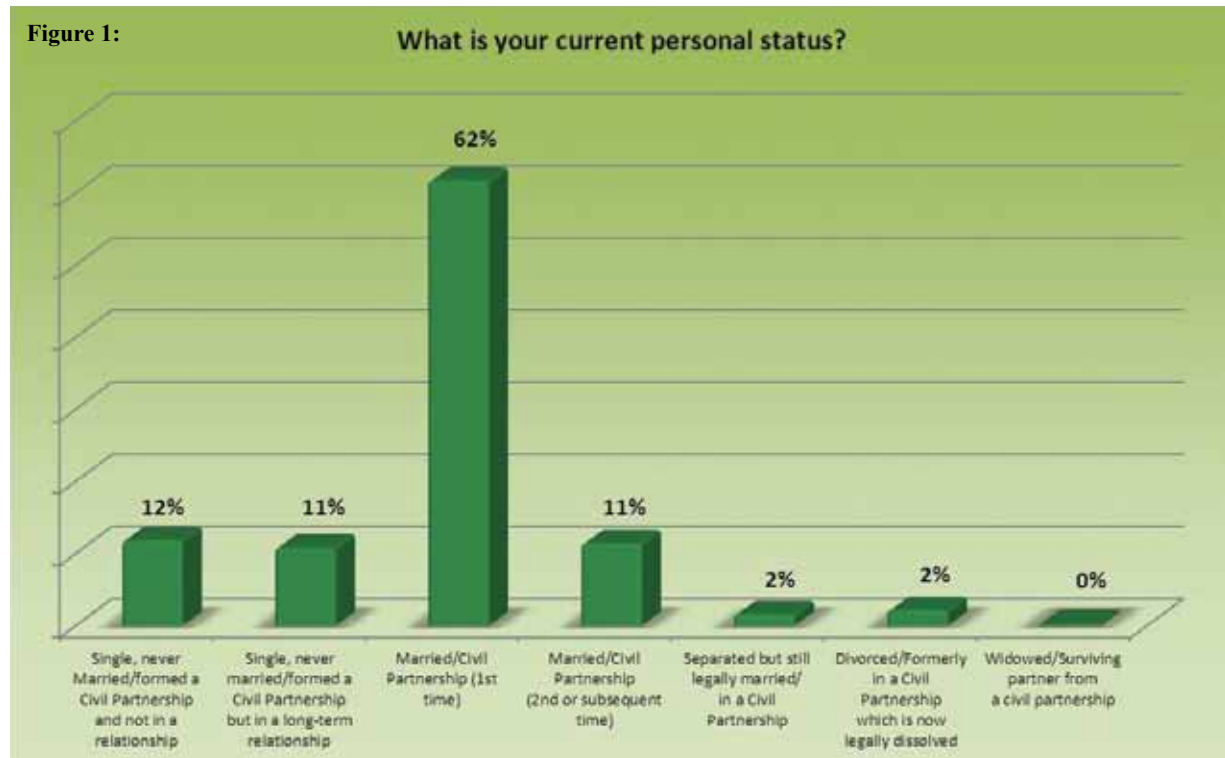
### Relationship to the RAF

- ▶ 63% of participants were serving, 36% were non-serving and 1% Reservists.
- ▶ The majority of votes came from the non-commissioned cadre, namely SACs, Cpls and Sgts.
- ▶ Voters from the commissioned cadre were mainly Flt Lts and Sqn Ldrs.

### Personal Status

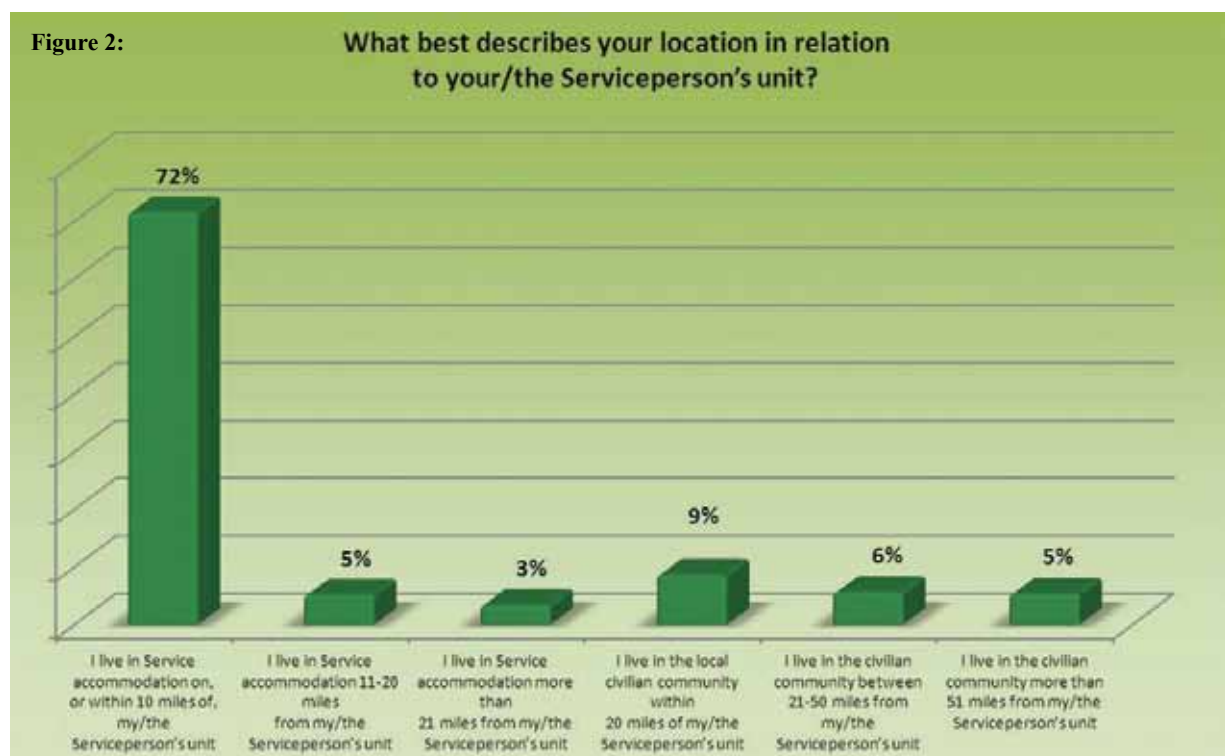
- ▶ The gender division was 53% male, 47% female.
- ▶ Whilst the majority of voters were married, it was of note that 7% were in a co-serving relationship. 5% of those who participated were unmarried, non-serving partners.
- ▶ Voters came from a cross-section of age groups; 33% were aged 31-40, 32% were between 21 and 30 and 25% were aged 41-55. The remaining 10% were either under 21 or over 55.
- ▶ 41% of voters had at least two children under the age of 18 living in the family home.

## Personal Status



## Current Accommodation

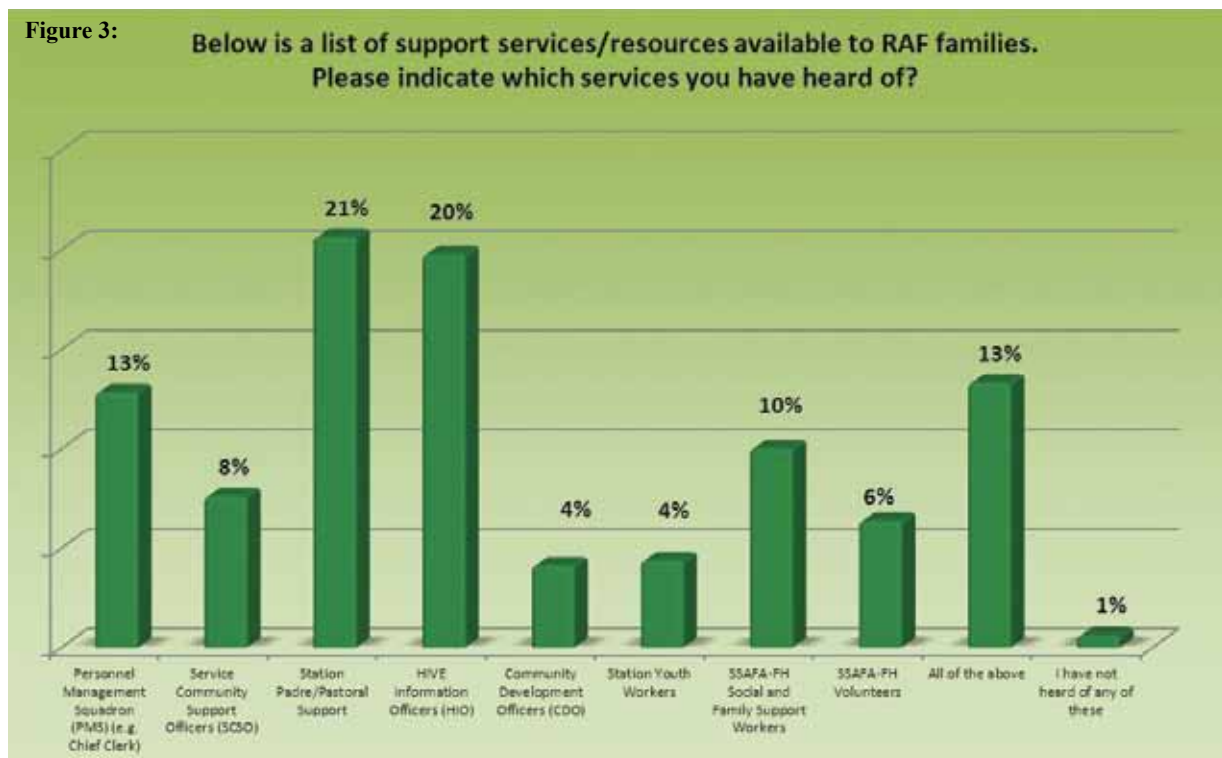
- ▶ 61% of participants currently live in Service Families Accommodation (SFA) or Substitute SFA.
- ▶ A further 16% live in either privately owned or rented accommodation.
- ▶ With the exception of the 1% of voters who live in Housing Association properties, the remainder live in Single Living Accommodation (SLA).
- ▶ 14% of voters currently live more than 20 miles from their parent unit (see Figure 2).



# ROLE OF THE WELFARE SUPPORT SERVICES

It is acknowledged that those who work within RAF Personnel Management and Welfare Support are aware of, and try to actively promote, the array of support services available to RAF families. However, it was apparent from the anecdotal evidence received from both serving and non-serving family members that this information was not always readily available within the wider RAF community, particularly to those who do not live in Service-provided accommodation. We therefore compiled a list of some of the main welfare providers and asked families to indicate which of the uniformed and non-uniformed services they had heard of (Fig 3), and of those, which they had used (Fig 4).

It should be noted that this list is by no means exhaustive. Limitations of the evidence-gathering technology restricted the number of options we were able to offer. Voters were given the option of selecting all of the services they were familiar with.



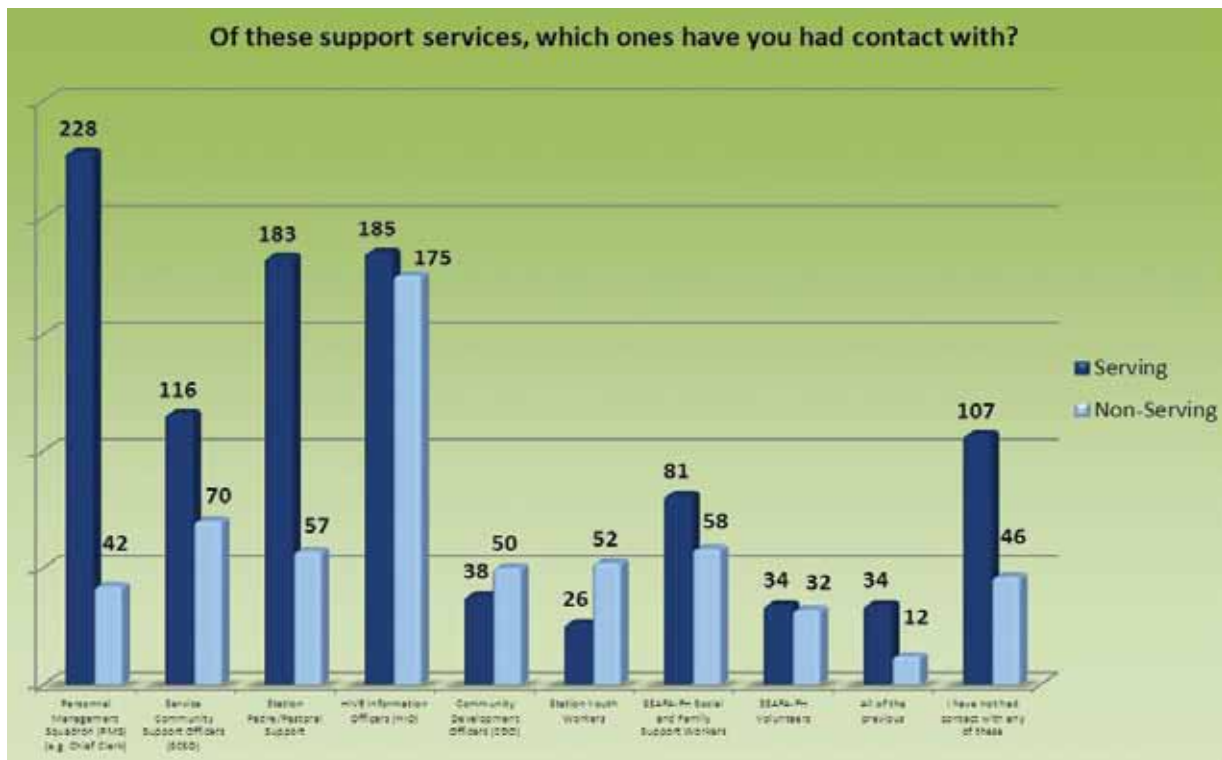
*"I've never heard of any of them other than the HIVE. And I only found out about them because my husband told me to call them whilst he was out of area."*

*"I am concerned that further reductions in Admin staff and the drive to self-help will reduce welfare support and family contact in the near future."*

*"The support offered should be the same on all units; I have had experience of a good approach and a bad one."*

*"The HIVE is a very proactive section and one of the best I have experienced in my time in the RAF."*

*Our SCSO is fantastic. Direct, to the point, no molly coddling but solves problems quickly and effectively."*



Whilst it is widely assumed that everyone is aware of organisations such as SSAFA-FH and the HIVE, we wanted to clarify whether audiences really understood their role. It was reassuring to note that 62% of voters know the role of the HIVE, but of concern are the 28% who told us they were not sure and the 10% who did not know. Similarly, 62% of participants knew SSAFA's role, but 21% were unsure and 17% did not know at all.

We also asked specific questions about the role of the Community Development Officer (CDO) and the Service Community Support Officer (SCSO). Given the range of family members who took part in the survey, and the position that CDOs have within the Service community, it was surprising to note that only a quarter of voters understood what their role was. Indeed, 51% told us they had no understanding of what the CDO did and 24% were unsure. We received similar responses regarding the role of the SCSO; 50% had no idea what the SCSO does and 18% were unsure. Only 32% told us they understood what their job was.

*“The support services that involve a uniformed worker can be particularly unhelpful to those non-serving dependants. Uniformed workers appear to be mainly concerned with the serving personnel rather than the families. The other services are usually more approachable and provide very good services.”*

*“Couldn’t praise SSAFA more, helped at a time when me and my children were badly let down by my husband’s Sqn.”*

*“Our SCSO is absolutely brilliant and has worked so hard for us.”*

*“The SSAFA volunteers helped me greatly when we were left up there after my husband started his new job in England. I have also had help from various CDOs, HIVE offices and SCSOs at various units.”*



# SUPPORT PROVIDED BY MILITARY CHARITIES

As part of the survey we sought to establish whether families were familiar with the variety of projects provided by military charities to augment the support already offered by the Services and the non-uniformed support staffs. Again, this list was not exhaustive as there are so many different resources and services offered. We focussed on the main projects, many of which have been implemented over the past three years.

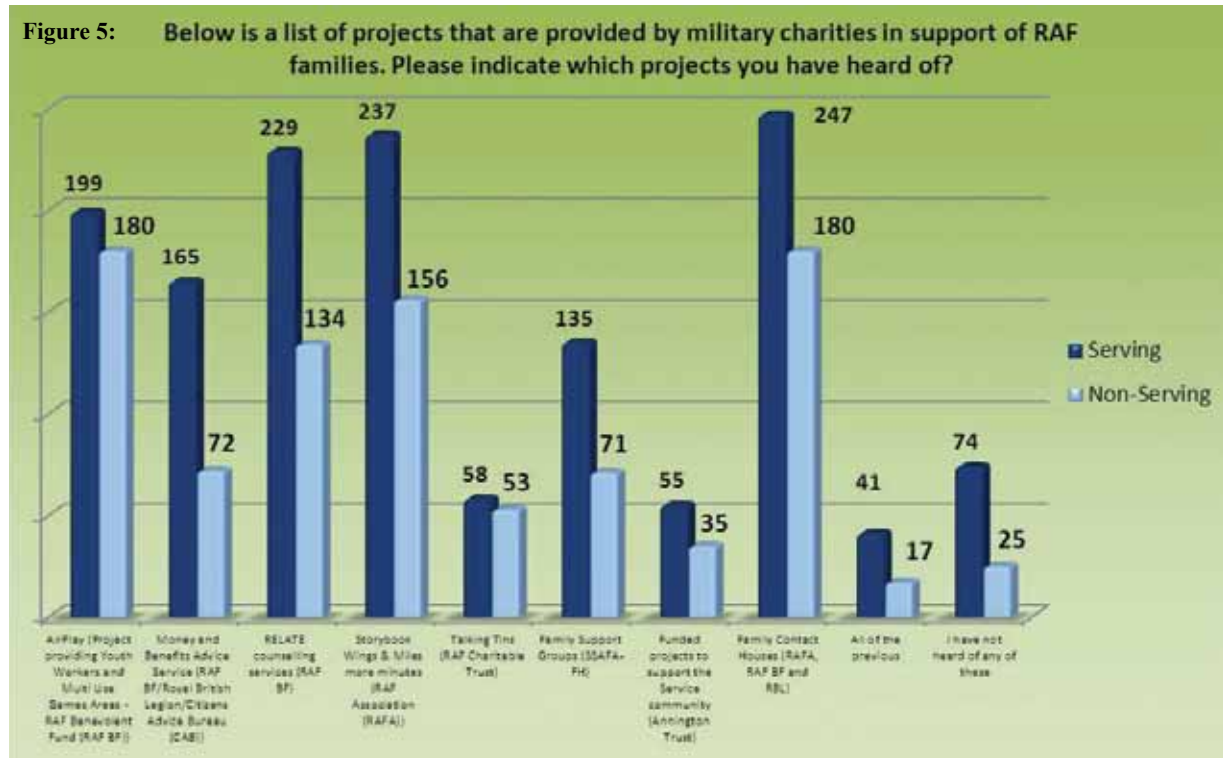


Figure 5 illustrates the different levels of awareness that exist between serving and non-serving voters. Again, participants were asked to select all the projects they were aware of so we, and the charities concerned, could get an overview of how well known their activities actually are, versus any perceptions.

When we asked voters to say which of the projects they had actually used, the responses were disappointingly low. Half of those who took part told us they have not yet used any of these services. Only 15% had made use of the Contact Houses, 9% had used 'Airplay' and 7% told us they had used 'Storybook Wings' and the 'Miles More Minutes' campaign.

That said, those families who have accessed these projects were, on the whole, positive about their experience(s). It is apparent that there needs to be more publicity on the support that is already available so families can make full use of them. We certainly took the opportunity to promote the projects during the workshops.

*"The wait for Relate was longer than I'd hoped for, but the counsellor is fantastic. I'm very grateful to have the service for free."*

*"Airplay is much needed and my boys have taken full advantage of what has been on offer. The Youth workers listen and act accordingly, my boys are very comfortable with them and enjoy every activity they attend."*

*"I have found the services on station to be second-to-none."*

*"Contact Housing has never been available when requested."*

*"Talking Tins and the Contact Houses are invaluable. Great support!"*

*"The Contact Houses that my family have used at both Brize Norton and Benson have been fantastic."*

*"The new play areas on camp are fantastic."*

*"Absolutely loved the Story Book Wings and so did the children."*

*"We have not been made aware of any help available and have been left to struggle without any support at all."*

*"SSAFA was great when I needed them."*

*"They are aimed at families with young children. We often get looked over because our children are 18 plus even though they still live with us."*

*"Access to services is one of the greatest problems our family has experienced. I also think that often knowledge of the various services as listed is limited amongst the very people who should help family to access them, such as PMS/PSF staff. Families cannot know what they do not know and a greater effort should be made to train personnel in supporting roles regarding services."*

*"The use of Relate saved our marriage."*

*"There seems to be a lack of support or information regarding what support is available at my unit. Not good if, like me, you are a first timer!"*

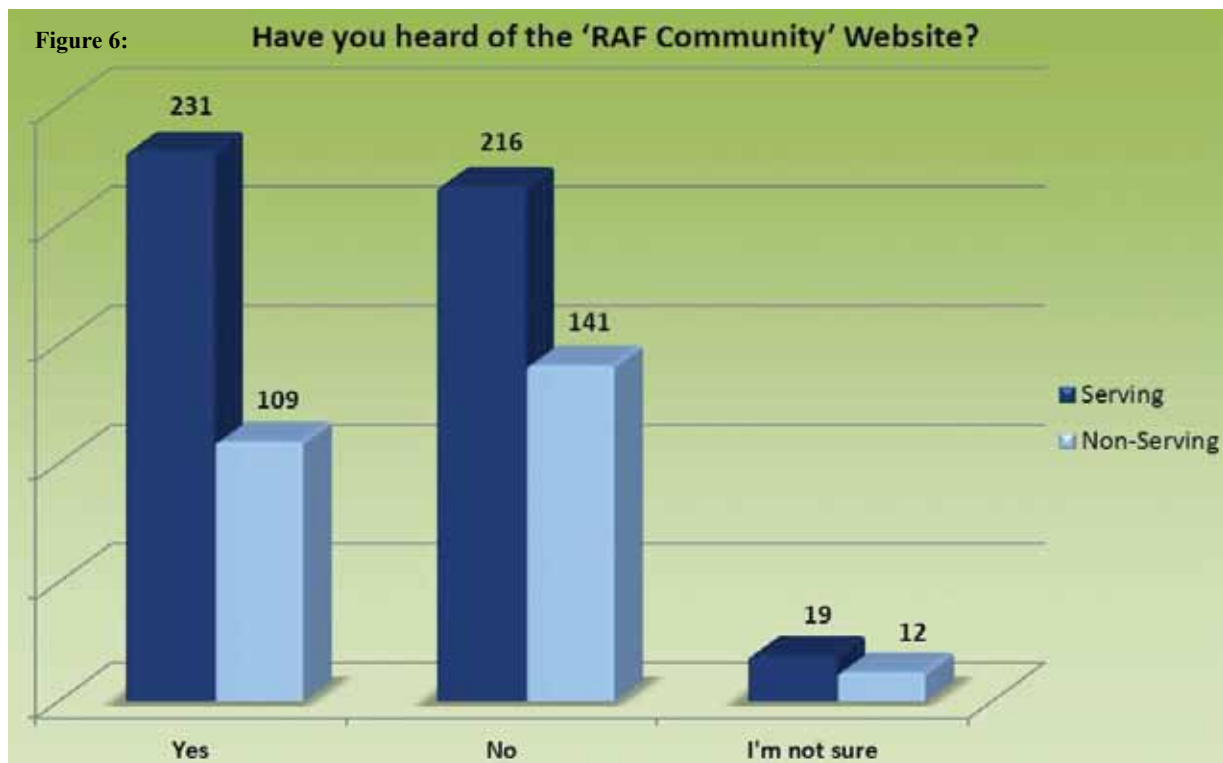
*"Our children use the RAFBF Airplay facility and we can't praise them highly enough."*

*"The HIVE has been incredibly helpful since moving here 2 months ago."*

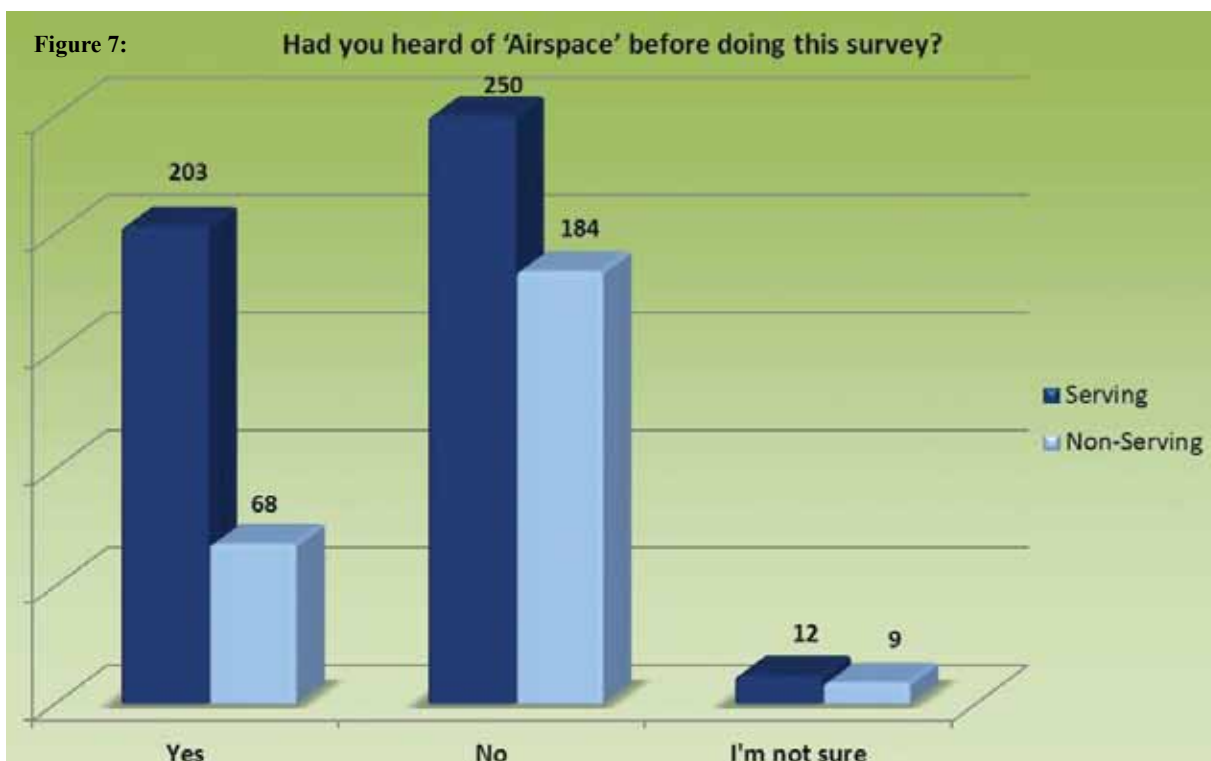
One of the most frequent concerns that families highlight is the lack of direct communication between the RAF and non-serving family members. All too often we receive anecdotal evidence from families, who tell us they were not aware of the support that was available to them because the information had only been passed on to the serving family member, within the workplace.

Communication is clearly an issue in some areas, and in some households, so we decided to ask a series of questions to gauge whether voters were aware of the existing online support and information that is available to them via the internet, versus the internal MoD systems.

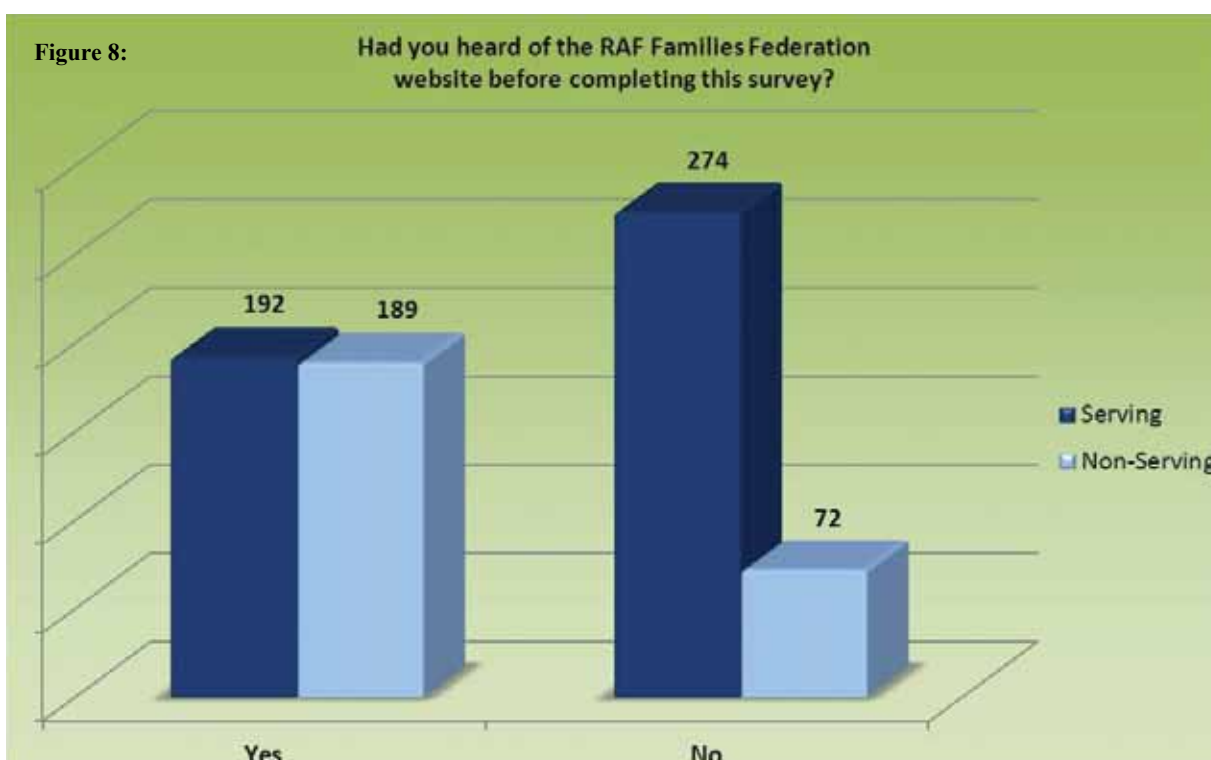
We focused on three internet sites providing information to both serving and non-serving family members. The 'RAF Community' (Fig 6) and 'Airspace' (Fig 7) sites are located within the official RAF website; the third site (Fig 8) was our own. We asked families whether they had heard of each of these websites; if they had used them and what they thought of the content.



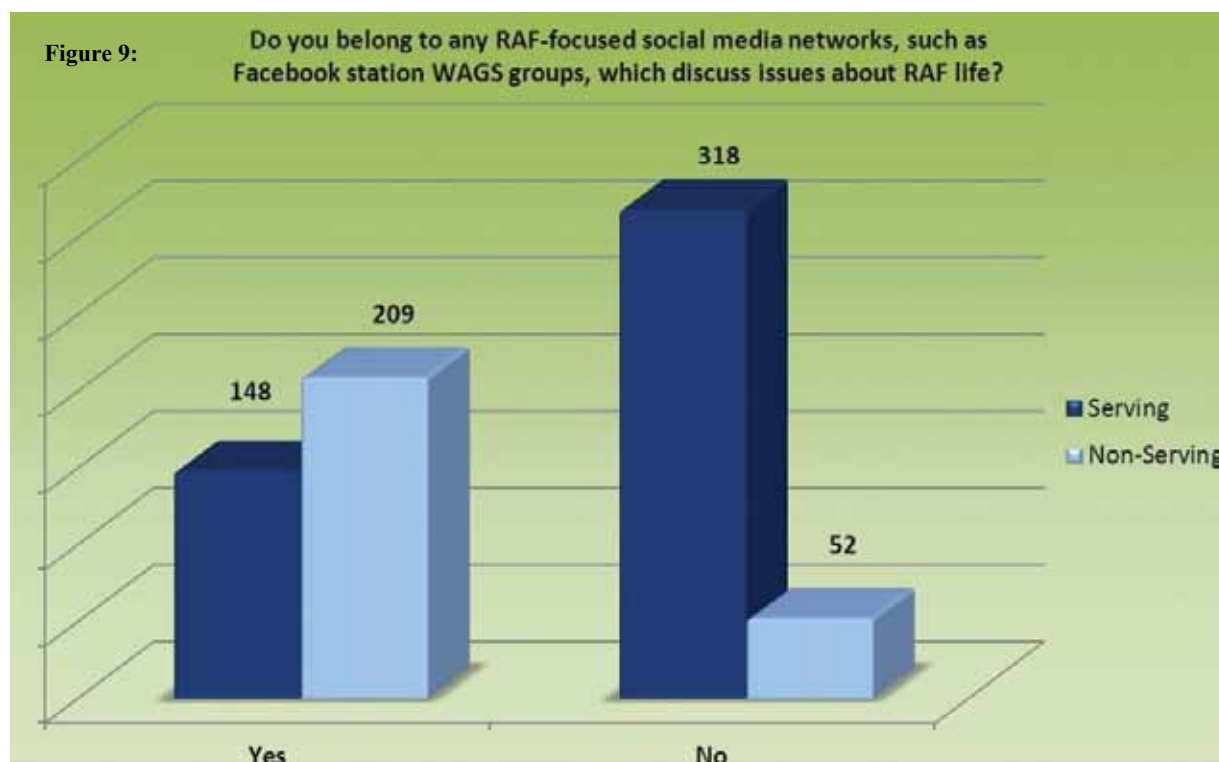
Overall totals indicated that 47% of all participants had heard of the 'RAF Community' website but only a quarter had actually used it. There was evidently better awareness of this site amongst serving voters, than the non-serving family members who took part in the survey. On a positive note, the majority of those who had accessed it found it to be useful.



We received slightly lower responses to our questions about 'Airspace', a secure website which allows access for serving personnel and up to three members of their family. Overall, 37% of voters had heard of the site and 19% had taken the time to access it. Again, we received mainly positive feedback from those who had used the site and there was a great deal of interest shown from non-serving participants, who stated they would be asking their serving family member to arrange access for them in the future.



It is evident that while there were good levels of awareness about the RAF FF website amongst non-serving voters, there is work still to be done with serving audiences. Overall, 53% of voters had heard of our website but only 27% had used it. Again, it was reassuring to note that those who had accessed the site had found it useful.

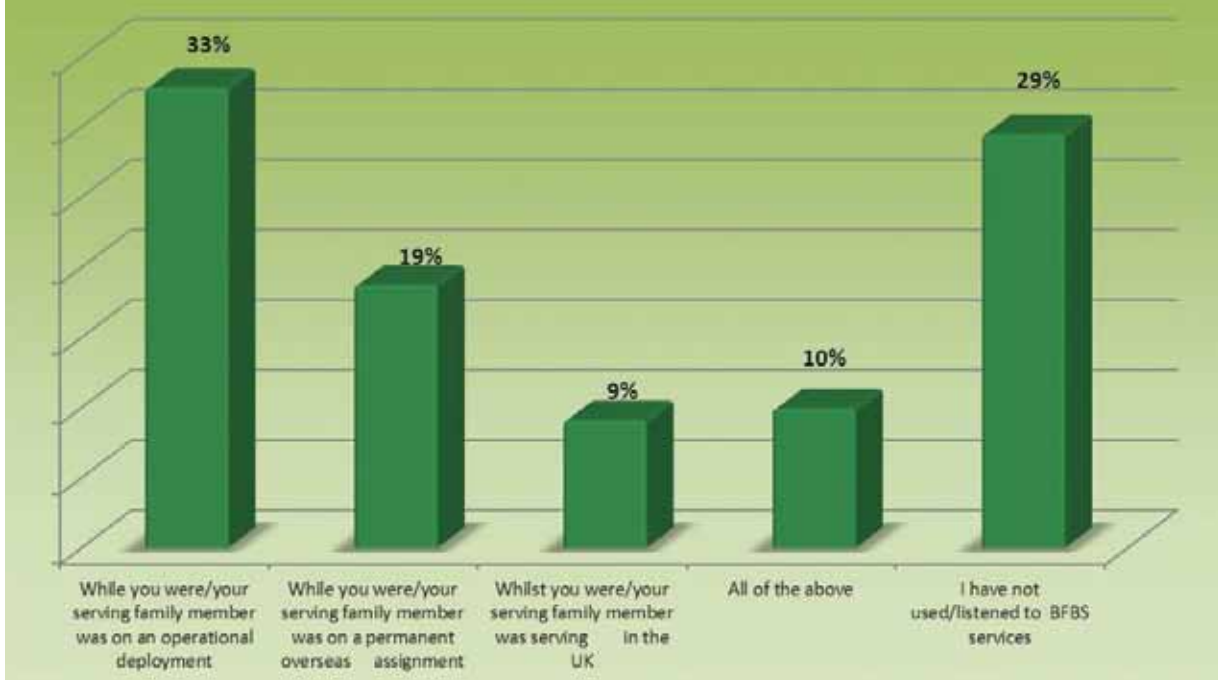


As part of our communications strategy we have been developing our links with the serving and non-serving community through the use of social media networks, such as Facebook, Google+ and Twitter. We have found this to be a very useful way to quickly and effectively communicate information to families and to receive their feedback and evidence. We are members of many local 'Wives and Girlfriends' (WAGS) Facebook groups which have been set up on RAF units and we use these groups to ask that they promote our unit visits, publicise our online surveys and to cascade news and information.

It was interesting to note that, whilst the overall responses to the question about social media networks indicated that 49% of voters belonged to these types of sites, they appeared to be predominantly non-serving family members who had signed up to this method of communication (Fig 9).

This is an area we continue to develop as indeed does the RAF. It is apparent that there needs to be more direct engagement with non-serving family members and this may prove an ideal way of enhancing that communication.

Figure 10: If you have used/listened to BFBS (either radio or TV), was this?



In addition to the existing online services available to military families, we are aware that the British Forces Broadcasting Service (BFBS) is a much appreciated source of information for some. We therefore decided to gauge how well used the service is and when, and from where, families access it.

70% of our voters had heard of BFBS, which was to be expected given its unique place and role within the military community. While relatively few view or listen to the service within the UK, it was apparent that it provides a vital link for families posted overseas and for those on operational deployments.

*"I find more help from groups set up by serving families than any RAF site."*

*"I think we are all guilty of not spending enough time browsing the various useful websites, but we don't have that luxury anymore - we are all too busy."*

*"There is a lot of support out there and I know they advertise it well but I know several people who claim not to know, maybe they just didn't digest the info by thinking it would never be needed."*

*"Social media groups have been particularly useful for highlighting the daily routines and everyday issues people incur. These provide a much more realistic overview of RAF lifestyle."*

*"Communication varies from station to station and some are extremely helpful whilst others are much less so."*

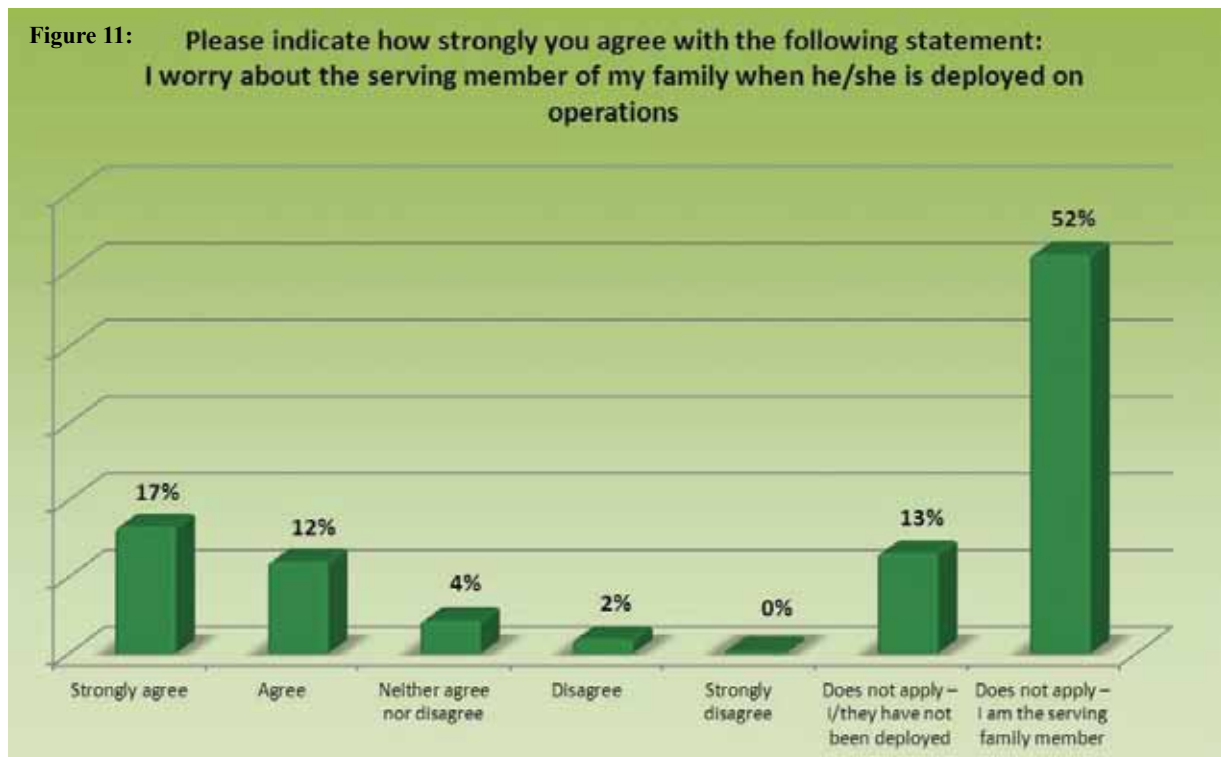
*"There definitely needs to be more advertising of these sites for RAF families as there are a lot of services that as a wife I don't know about!"*

*"BFBS could have an increasing role in our more scattered communities."*

*"I think the most common communication for families is Facebook."*

Key areas of welfare support are those provided to families during periods of operational deployment. Whilst we have seen improvements to many elements of this support over the last few years, we still receive evidence from families who have felt a sense of isolation, either from their unit, squadron or the RAF, when their serving family member was away on operational duties.

We therefore asked a series of questions which enabled us to test levels of awareness, whilst also informing audiences of the various support programmes currently available. Our intent was to gather specific evidence we hope will be of use to those who provide this vital aspect of welfare support to non-serving family members.



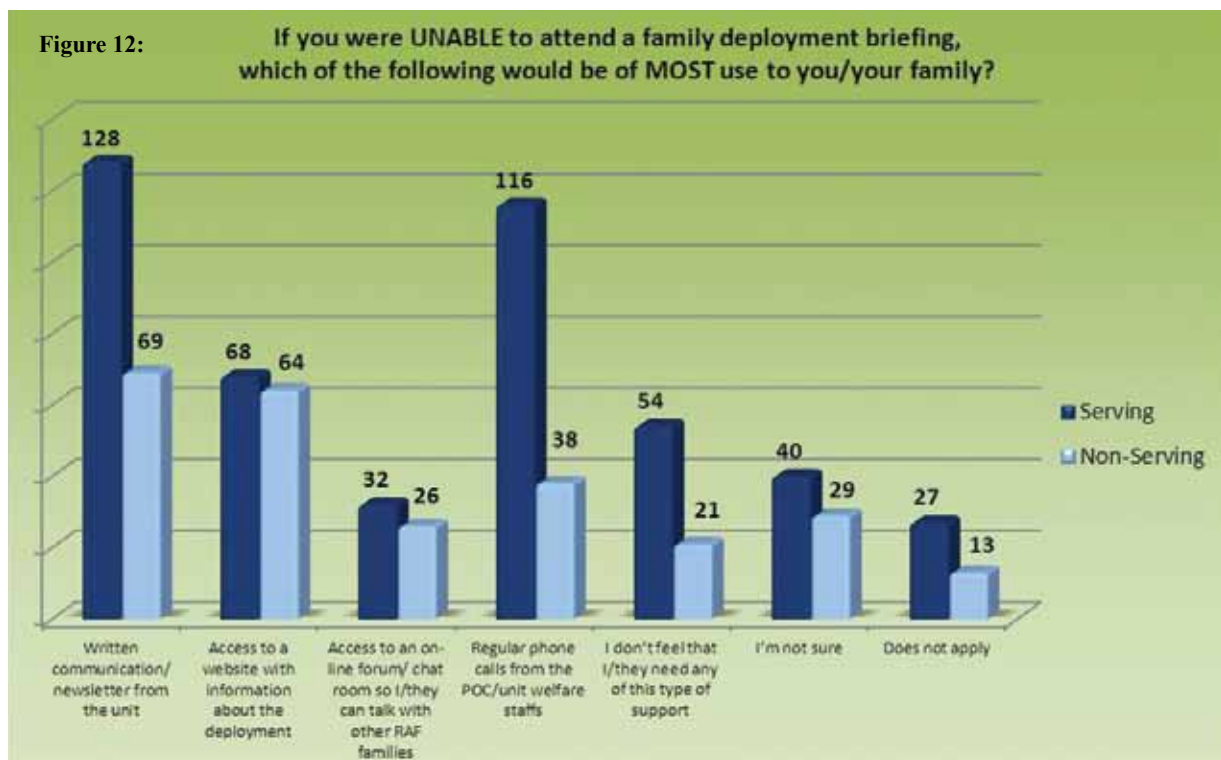
Many of the questions asked in this section were more relevant to the non-serving voters but it was necessary to ask all participants to respond to ensure parity of numbers across the whole survey.

It was apparent that, whilst not every family who took part in the survey has been affected by operational deployments, for those who have this period of separation was a major source of anxiety (Fig 11).

When asked about their experiences and knowledge of contact with the RAF, 19% of voters told us they would not know who to contact in the RAF if there was a family emergency and they needed to get in touch with their serving family member, which is of concern.

There was a more varied response when we asked about direct contact between families and their deployed serving family member; 18% told us it was easy to keep in touch but 20% had encountered difficulties, which can create an additional strain on the family.

We also asked about the official RAF Point of Contact (POC) programme as we have received mixed feedback on this essential source of support to families. Although 65% of participants had heard of the POC programme, only 41% told us their families had used it. Of those, 16% said it worked well for them, but of some concern are the 13% who told us their experiences of the POC programme were poor. Many reported that the POC had not contacted them whilst their serving family member was deployed, which is one of the fundamental aspects of the system.



When asked if the non-serving family member(s) had been offered the chance to attend family-orientated deployment briefings/events, 22% reported that they had, while 33% told us that they had not. Again, there was some concern about the 15% who voted that 'I didn't know that the briefings/ events were available' and we believe that more proactive communication may be necessary to ensure that all families are made aware that this type of face-to-face support is offered.

Figure 12 summarises the forms of communication voters would like to see provided as an alternative, if they were unable to attend a unit/squadron event. It is interesting to note the difference in responses between the serving and non-serving participants – clearly the non-serving family members who took part would prefer more written communications, which they could then refer to as and when needed.

With regards to other written communications between the station and families during deployments, 41% of voters told us they had not received a Deployment Information Pack from their local HIVE, but on a positive note 32% had been sent a pack, which they found useful.



*"My son is attached to an Army unit while deployed and apart from the pack from HIVE I have had nothing from the RAF. We have had a newsletter each month from the Army unit but feel in limbo. Not sure who we really belong to, like we are in a black hole between the RAF and Army and no-one really wants us."*

*"Operational units cater very well for the Sqns that go away as a unit, but for the family of the service personnel that go away on their own, the support system is not quite the same."*

*"Last time my partner was deployed I did not receive any contact - this is an absolute disgrace."*

*"As we live in our own home away from the camp and because he bounces back and to on shorter dets we seem to slip through the net when it comes to any kind of communication or support."*

*"The deployment pack was useful in providing information for every type of deployment apart from the one my husband was on! Also the Point of Contact would have worked better had he not deployed a month after my husband!"*

*"It seems insensitive/archaic not to include long-term partners, next of kin and children of former marriages (with whom regular contact and financial responsibility is still being made) to station briefings etc. of those being deployed. The status of 'family' needs to be re-defined."*

*"There seems to be a lot for families with children but absolutely nothing for young couples who don't have kids."*

*"There is, as there should be, a big focus on those deployed OOA for 4-6 months (and more) but very little understanding for those who deploy regularly on shorter trips, e.g. Aircrew who do 3-4 weeks, with a few weeks at home in between their deployments."*

*"Support available to the 'Other' Serving member is limited. The tendency is to assume that as they are also serving that they will be fine."*

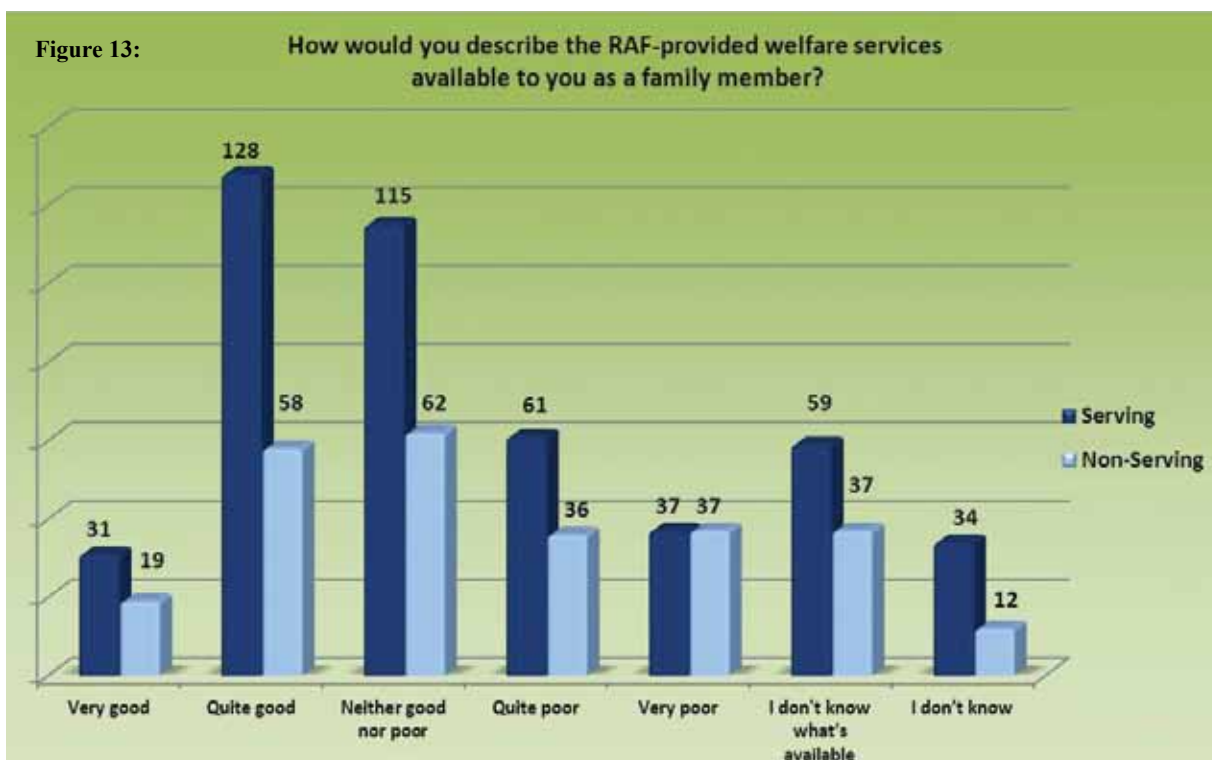
*"HIVE pack was useful. Because of work and childcare/school commitments it proved impractical for my family to attend any organised event at my home Unit."*

*"As a wife of a member of the RAF, I am surprised at the lack of communication given to me. Perhaps because I don't live on base but with a husband who goes on active duty up to 7 months of the year I would expect a little more support or at the least, further information about the support given to families."*

*"The monthly letters and updates from the HIVE and PSF were good and useful."*

*"Despite having a POC I found myself very much alone and out of the loop with little information provided to me, especially as my POC ended up away for 4 weeks of the time my spouse was away."*

*"During the second deployment I had good all-round station, POC and section support."*



When asked to describe the RAF-provided welfare services, 33% of participants believed that the welfare services available to them were good. We therefore separated the votes cast into serving and non-serving respondents to determine whether there was any differences between the groups (Fig 13). While we acknowledge there were significantly fewer votes from non-serving family members, it was of note that they were somewhat less positive in their responses, when compared to the serving voters.

*“Poor. I feel ignored and unimportant.”*

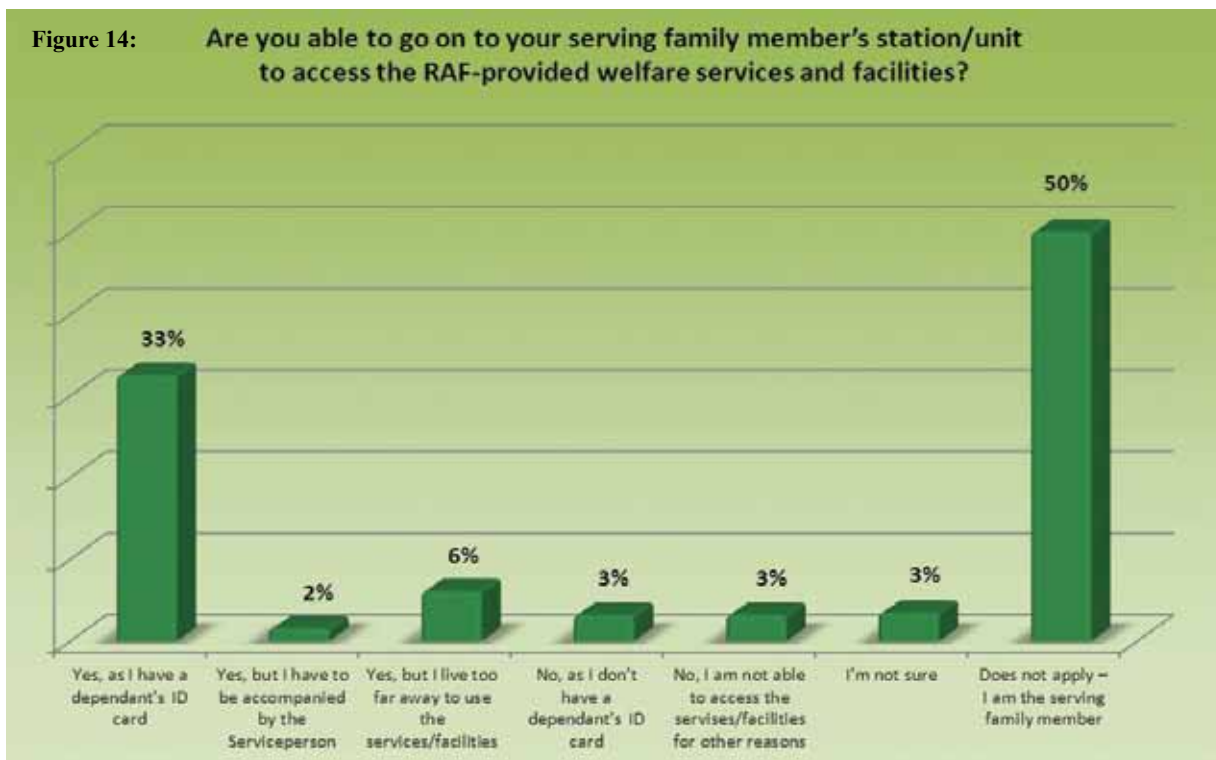
*“Both camps (Actual Station and Living Station) have fantastic services, but sadly they don’t get utilised as much and on our living unit, they get forgotten about if only one or two people attend, which for someone with a loved one away isn’t very helpful! Fortunately the parent unit do continue to support us, but with a 14 mile drive it’s a bit tricky!”*

*“All aimed at people with kids. As a serving wife everything that happens goes on during the working day. You should be more valued as a serving couple but instead you are less valued.”*

*“Being overseas we feel cut off from RAF matters and as there are only a small number of us we feel forgotten.”*

*“I didn’t need much support, but I feel others would. I would like to support others who are going through this for the first time.”*

**Figure 14: Are you able to go on to your serving family member's station/unit to access the RAF-provided welfare services and facilities?**



This particular question (Fig 14) was included in the survey following a comment made by a non-serving family member who had her RAF dependant's ID card taken from her when she tried to access her local unit (not her parent unit). She told us she felt ostracised by the RAF. We are aware that MoD policy regarding dependant ID cards was amended some time ago, but many spouses told us that this particular policy change has left them feeling angry and isolated, especially if they do not live on, or close to, their serving family member's parent unit.

When we asked families who did not live close to their parent unit whether they would wish to have access to their local RAF unit welfare services/facilities, 32% told us that they would. This indicates that many families still want to be involved in the RAF community, even if they have opted to live in their own homes.

*"As I have no dependants pass, it is just another way of feeling that I am not welcome. This system really needs to be addressed."*

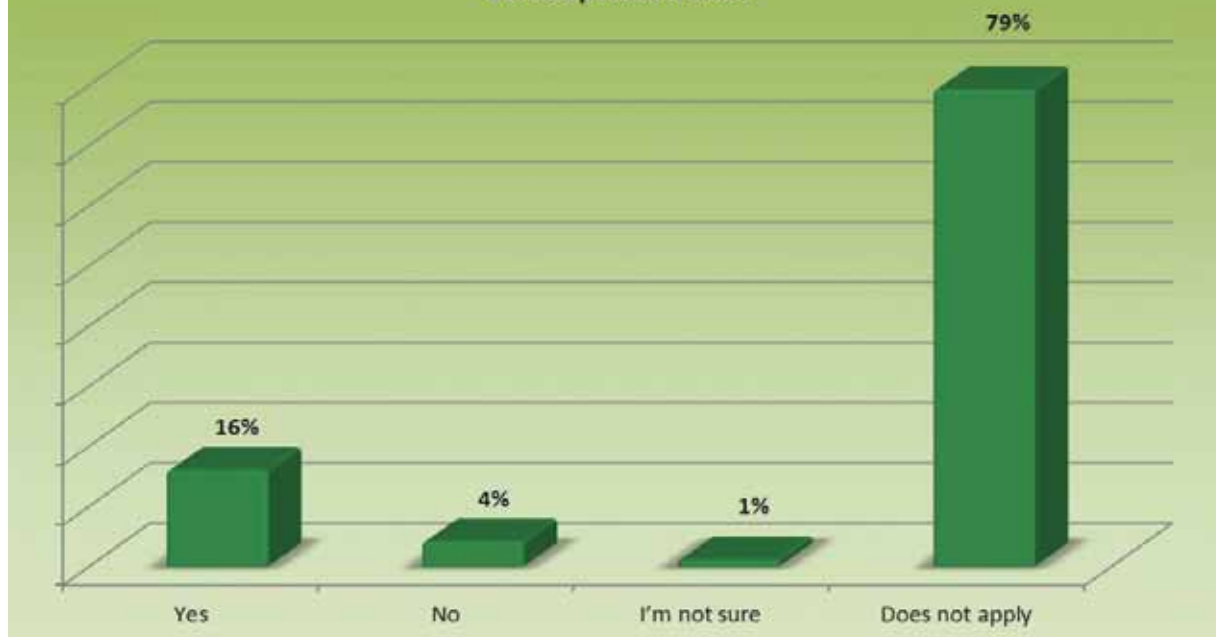
*"Even though I live 3 miles away from our old unit I don't feel welcome to go on camp and I no longer have a dependants pass to get on camp to use the HIVE etc. I feel lucky to be in my own house but very isolated from the RAF."*

*"We are housed at an Army base and I feel I would not be able to use their welfare facilities, and we live too far away from his parent unit or the nearest RAF unit."*

*"I have no contact at all with the parent unit, no access to it, and too far away to take part in activities there. Luckily, the unit where we live is very friendly, and I have made a home here".*

*"Access is generally good; however, not everyone is always aware what is on offer so greater communication is needed."*

**Figure 15: If you have been allocated Service accommodation more than 10 miles away from your parent unit, has this affected your sense of belonging to the Serviceperson's unit?**

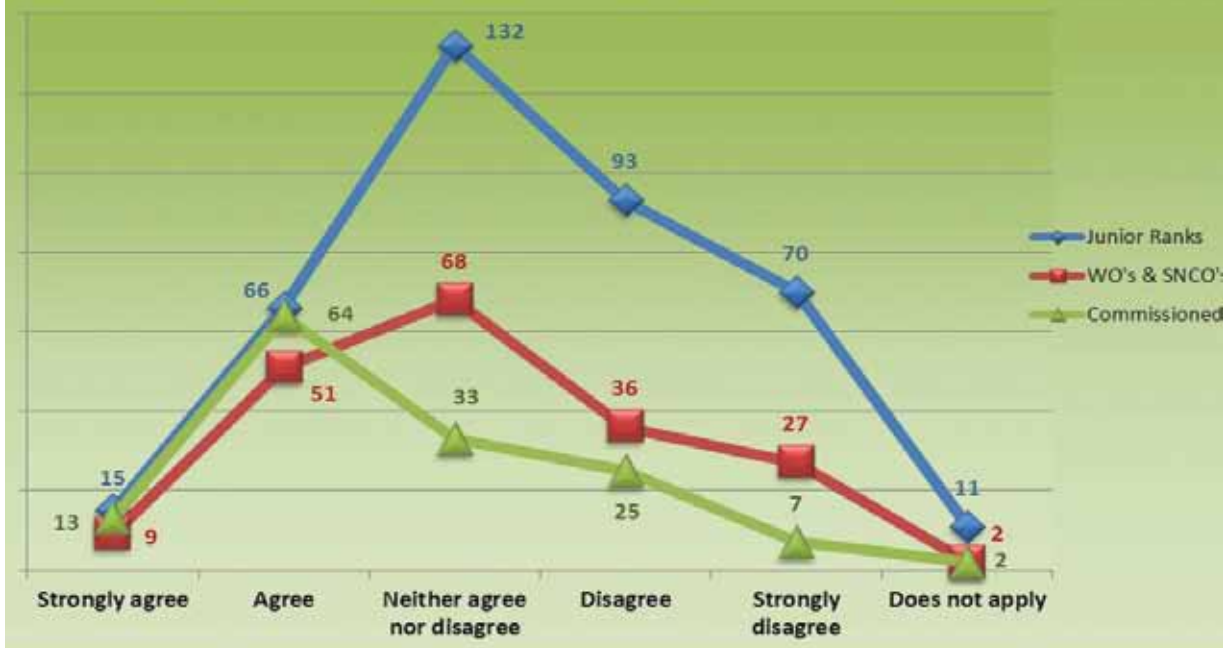


Over the last two years we have noted an increase in the number of families who have raised concerns about the fact that they have been allocated Service Families Accommodation (SFA) or Substitute SFA more than 10 miles away from their parent unit. Although this is permitted within the existing Tri-Service Accommodation Regulations (TSARs), it has become apparent that this separation has become an issue for many families, not only in financial terms, but in their sense of belonging to their unit (Fig 15).

*“Being housed so far away, when the rest of the squadron lived on and around camp made me feel isolated and unable to get to know the families I normally would have. Social nights out become difficult and I felt extremely uncomfortable at the family BBQ the squadron had, as I knew no one and everyone seemed to know each other.”*

*“Our SSFA is within 10 miles of my husband’s unit but has affected my sense of belonging to my husband’s unit a lot. I do not feel part of the RAF community. Moving here with a new born baby, I really wanted, and needed, to live near other people that were sympathetic to service life.”*

**Figure 16:** Please indicate how strongly you agree with the following statement:  
I feel part of the RAF Family



When we asked voters whether they ‘felt part of the RAF Family’ we deliberately designed the question to be generic as we wanted respondents to consider their own personal definition of ‘the RAF Family’. Top level analysis illustrated a range of responses, with 30% voting agreeing with the statement, and 36% disagreeing. We then undertook further analysis by dividing all of the votes into three defined groups to determine whether there was any significant difference of opinion. Figure 16 summarises the number of actual responses we received from each of the three voting groups.

*“Where we live in rented accommodation, we have had no contact from the RAF. We feel so isolated and not part of the ‘RAF Family’. My husband now sees this as just a ‘Job’ with a daily commute.”*

*“My main want is for more stability and fun for my children and their forces friends I’m worried how being a service child is affecting them and the lack of understanding from the RAF of their personal sufferings. A young child will not be able to trust if Daddy says one thing is going to happen and more often than not it doesn’t.”*

*“Being part of a small unit overseas with no local welfare services is not the best life for a service person’s family. It is very isolated with no local support from the RAF or outside agencies.”*

*“Just a phone call each week to check you are ok, or a knock on door to check on you. It can be very lonely when your partner is away and it feels like you are forgotten.”*

*“Please, please don’t limit the number of dependent children in the quarter to under 18s. THIS IS IMPORTANT. Our eldest son would be homeless if we were unable to house him as he’s just left school and is contemplating university, but not yet. He has a part-time job and is very much part of our family, finding his feet.”*

*“I love living in military houses, being surrounded by other RAF families is great. It’s great that neighbours say hello to each without knowing each other. Be a great shame when and if the military gets rid of such accommodation and encourage people to buy property in civvie street.”*

*“I think that the welfare services on camp are very good but as soon as your husband is in a staff job the support and contact from the RAF is non-existent. I think the more senior your husband becomes the less people (RAF and civilian) think you need support, however it is as you get older that parents become ill and if you have a problem with your child’s health this can all become very difficult without support. It is more and more isolating the higher your husband is promoted.”*

*“There seems to be a shortage of quarters throughout the RAF bases. I know some families that have been living apart for 5 months and are still not together. This puts a lot of strain on the strongest of marriages, emotionally and financially. If this is a known problem why is more not being done to solve the housing issue? We now live in a lovely house in a lovely area, but I would much rather be amongst the rest of the wives, which to be fair are the ones we turn to more than our own families.”*

*“Although I believe there are many systems of support in place, when it comes to prep for deployment I feel that the management neglect to focus on this, instead focusing solely on the operational requirements of the deployment. I am due to go away for 4 months on my first deployment in 7 weeks’ time and not once have I been asked about my family or told about any support available for them.”*

*“There seems to be so many different ‘support’ websites that they lose their impact/use. Most people including my wife would probably not like to admit they need ‘support’ whilst I’m away, so wouldn’t go looking for it on a website.”*

*“I am shocked at the amount of support available and the fact I haven’t had any information about it.”*

*“It doesn’t have to all go through computer or phones. It’s nice to meet up.”*

*“Unless your serving partner puts things in place, you are pretty much left to it. In 15 years I have never had a visit when he has been detached, unless I have requested it!”*

*“I think every person deals differently and you can’t suit all. Just perhaps make these things known to the dependants.”*

*“I became much more aware of these services because we have recently returned from a tour at RAF Akrotiri and these services are a big part of the community, more so than in UK.”*



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ISS Defence has been involved with the provision of facility services for over 25 years and understands the need to uphold the traditions and ethos of individual units and the military way of life. The aim of ISS Defence is to be considered an integral part of the RAF community and that means being committed to the whole family, which is why they are proud to be supporting the RAF Families Federation.