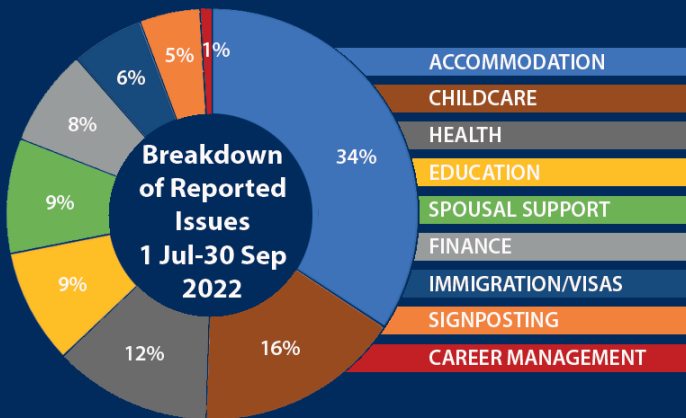



How the RAFFF can help you



The RAF FF exists to act as an independent voice for you as personnel or as a family member.


Here are some of our most recent examples:




NHS Waiting Lists
Engaged with NHS England on behalf of a Service family, after their child lost a place on a waiting list due to relocation.




Dental Services
Highlighted significant issues to NHS England and the Armed Forces Covenant Team, and continuing to work on solutions with partners to support families struggling to register as NHS patients.



Council Tax
Provided information to a service family on 50% council tax reduction, after their sole main residence was left empty due to Service-related reasons.




Finance
Engaged with a number of car finance companies to permit personnel to take their vehicle overseas on assignment whilst on a Personal Contract Purchase (PCP) Agreement.



Long Term Relationships (LTR)
Assisted a Service person achieve LTR status by proposing documents for additional supporting evidence, whilst collaborating with the Unit HR Team.



Immigration
Collaborated with the Army Families Federation's Foreign and Commonwealth Specialist to provide a Service Person with advice on immigration.



School Place Allocations
Helped secure a place for a child at chosen school after engaging with the Local Authority Schools Admissions Team. On a separate case, we contacted the Local Authority to obtain the date of a school appeal for their child when the family simply could not get an answer.

General Signposting

Not all enquiries result in an issue being raised.

We also signpost people to other organisations who may be better placed to help you with your query.

Some examples are:

- Directing partners of personnel to career/employment support on Forces Families Jobs
- RAF Disclosures to assist with locating former RAF Service personnel
- RAF Association for veterans requiring welfare support
- SSAFA to provide support following relationship breakdown
- Requested support from Army Families Federation (AFF) for Serving personnel and families on immigration and visa issues
- Signposted individuals to Services Insurance and Investment Advisory Panel (SIAP) for advice on Capital Gains Tax
- Directed people to Pension Society for assistance with their queries on Service Pensions
- Successfully investigated and located the war grave for someone returning from overseas and wanting to locate their father's final resting place

If you experience any issues or concerns

Contact the RAF FF team confidentially :

raf-ff.org.uk/report-an-issue-form

or call on 01780 781650.