



VETERANS' PROGRAMME

WELCOME PACK



BURNLEY FC
IN THE COMMUNITY

Contents.

Welcome to the Burnley FC in the Community Veterans Programme!
We are delighted to have you aboard and a part of the Team.

In this pack, you will find a bunch of useful contact details from different organisations & everything you need to know about Burnley FC in the Community Veterans Programme.

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Useful Information - Veterans Gateway, Royal British Legion, NHS veterans' services, Combat Stress, Walking with the Wounded, Veterans in Communities



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About Us.

Burnley FC in the Community support the local Armed Forces veteran community within Burnley and East Lancashire through sessions and opportunities to improve their overall wellbeing. We are funded by the Armed Forces Covenant Fund Trust and the Veterans' Foundation.

We deliver:

**FITNESS
SESSIONS**

**FOOTBALL
SESSIONS**

**VETERANS
BREAKFAST
CLUB**

**SOCIAL
SESSIONS &
ACTIVITIES**

TRIPS OUT

**SIGNPOSTING
& LOW LEVEL
SUPPORT**

BFCitC has engaged with over 150 local military veterans to improve the wellbeing of those within the Armed Forces community. You can find out more here: www.burnleyfccommunity.org/inclusion/veterans-programme

We work with partners across the area so you can find out more about opportunities and activities happening within East Lancashire. You can also take advantage of other activities and support from our many general community programmes.

We also offer opportunities to gain qualifications and routes into volunteering or employment! Here at BFCitC, we can give you experience and opportunities to gain Football Association (FA) qualifications, as well as First Aid and Safeguarding training.

Are you looking for work? Our specific Employability team can help you gain experience, teach you how to show off your qualifications on a CV and help you find employment.

01

**THE ARMED FORCES
COVENANT FUND TRUST**

VF 
VETERANS' FOUNDATION



Would you like to volunteer? If you would like to keep yourself busy and give something back to the community please get in touch. If you are looking for work this can be a great way of getting back on the career ladder.

Meet The Team.



DANIELLA WORTH

VETERANS PROGRAMME CO-ORDINATOR

Daniella has a degree in Sport Science and has been lucky enough to work with people from both Clinical and Professional Sport backgrounds. From many years of working in the sector Daniella has a strong understanding of the importance of community.

Daniella believes it is vital to create a warm welcoming environment, share experiences and introduce kinship so that bonds and friendships can be made instantly.

In her spare time, Daniella loves to watch and play Rugby League and to encourage other people to participate.

CONTACT

M: 07934 853407

E: daniella.worth@burnleyfc.com

Office: 01282 704716

Meet The Team.



SHARON SWINDELLS

BURNLEY FC IN THE COMMUNITY SAFEGUARDING OFFICER

Burnley FC in the Community recognises that all people have a fundamental right to be protected from harm and that it does not operate in isolation.

Safeguarding concerns need to be shared with the Safeguarding Lead: Sharon Swindells or your group leader.

Please see the Safeguarding Policy for detailed instructions.

CONTACT

M: 07809 902 145

JOHN PLUCKWELL

VETERANS PROJECT OFFICER

John served in the army for 25 years before embarking on a second career in the civil service for 16 years. During his time in the army, he spent the majority of his career in Germany.

With a keen interest in most sports, especially football and rugby, John is an FA Level 2 Football Coach and FA Level 7 Football Referee.

As Veterans Project Officer, John is keen to work closely with veterans, to help shape and develop the opportunities and support available following discharge from the armed forces.

CONTACT

M: 07714 792392

E: j.pluckwell@burnleyfc.com

Office: 01282 704716

The permanent programme staff are supported by a team who bring valuable experience to the project and activities...



Ash has coached multisport across BFCitC but mainly focused on Football groups of all ages. He has 11 years of experience and worked on a massive range of projects like The Danny Ings Disability Project and Female Football. Ash's coaching style reflects a calm and positive atmosphere which will conform with our high standards across our Veteran Programme.



Abby is a fellow Army Veteran with a keen interest in football. She has played competitively and has a Level 1 Coaching qualification. In her spare time, Abby enjoys watching and attending football matches & Boxing for leisure.

Useful Information.

As your Veteran Officers here at BFCitC, we know that leaving the Forces can be accompanied by a few bumps in the road. And everyone needs support at some point in their lives.

We work with a wide range of other organisations and can guide you in the right direction of appropriately qualified people.

There are many routes you can take to get the right help, it's just knowing where to look. The next few pages contain just a few of our local and national helplines, websites and numbers for you to contact any time.

If you find it difficult to approach the useful contacts that we have provided or don't think they match your criteria, then please do not hesitate to contact us for help. We can lead you to the suitable people and organizations, assist you with writing emails, speaking on the phone or just to answer your general queries.

We know that our Buddy System enables you all to connect and stay connected, but please remember to refrain from over sharing personal issues and experience; it may make other group members uncomfortable or could affect their wellbeing.

If you feel like we could help, have a chat with one of the staff and we will make time to sit down with you. Although we respect and value every single one of you, please bear in mind that we are not trained counsellors or therapists, but we are here to guide you to agencies that do specialize in this, if you do require the support.

Above all, we want you to feel happy and fully supported by Burnley FC in the Community and have a positive environment where veterans can enjoy the activities and camaraderie.



Support Organisations.



BURNLEY FC
IN THE COMMUNITY



VETERANS'
GATEWAY

The Veterans' Gateway is a 24/7 first point of contact for veterans seeking support. The Veterans' Gateway put veterans and their families in touch with the organisations best placed to help with the information, advice and support they need - from healthcare and housing to employability, finances, personal relationships and more.

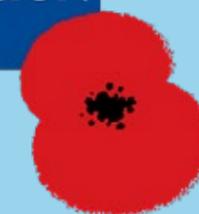
You can contact the Veterans Gateway on the numbers on the right or visit their website for live chat or self help using their map of support services on the Local Support page.

CONTACT

CALL: 0808 802 1212

TEXT: 81212

www.veteransgateway.org.uk



The Royal British Legion has welfare teams across the country. The RBL provide advice and information and general support for any area of need, including financial support, employment support and housing. It also has specialist services including Benefits, Money and Debt Advice, Independent Living support, Admiral Nurses, the Battleback Centre and Care Homes.

The RBL's local support staff will work with a veteran or their family for as long as it takes.

CONTACT

CALL: 0808 802 8080

www.britishlegion.org.uk

Support Organisations.



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IN THE COMMUNITY



If you are experiencing mental health difficulties, you can get expert help from the NHS national services; the Veterans' Mental Health Transition, Intervention and Liaison Service (TILS) or the NHS Veterans' Mental Health Complex Treatment Service (CTS). Your GP or a military charity can refer you in, or you can contact them direct. In the North West veterans can also access the Military Veterans Service (MVS) and can self-refer to this service.

All of these services are provided by specialists in mental health who have an expert understanding of the Armed Forces. They'll also help to manage your care and support across other organisations.

CONTACT

TILs/CTS: 0303 123 1145
MVS: www.penninecare.nhs.uk/military-veterans-service
0300 323 0707

Support Organisations.



BURNLEY FC
IN THE COMMUNITY



Combat Stress is the UK's leading charity for veterans' mental health. For over a century, it has helped former servicemen and women with mental health problems such as post-traumatic stress disorder (PTSD), anxiety and depression. Combat Stress provides specialist treatment and support for veterans from every service and conflict, focusing on those with complex mental health issues.

Combat Stress offers 1:2:1 and peer to peer support as well as treatment sessions. It has three treatment centres but also offers local support to those who need it.

CONTACT

CALL: 0800 138 1619
EMAIL: helpline@combatstress.org.uk
www.combatstress.org.uk



Veterans in Communities (VIC) is a Haslingden-based Armed Forces charity that works across East Lancashire and the north of Greater Manchester. VIC supports those who have served in the Armed Forces or the emergency services. VIC offers a range of group activities including; walking, horticulture, allotments, social trips, helping the local community with small projects, art groups, craft groups, and a Choir. They also offer training opportunities and outreach in local areas. Their Peer Support activities and projects are being delivered by veterans for veterans.

CONTACT

CALL: 01706 833180
EMAIL: info@vic.org.uk
www.veteransincommunities.org



Walking With The Wounded has a number key programmes, each one addressing a barrier to employment for a vulnerable veteran; Head Start to support those with mental health difficulties, and a new service with the NHS for those with the most complex mental health needs. Project Nova which works with veterans in police custody. Housing and employment support for homeless veterans and for those without the necessary training or qualifications for their chosen civilian career. These programmes work in harmony to support vulnerable, wounded, injured and sick veterans in their pathway to sustainable independence and employment. Our Family Support service also supports vulnerable family members.

CONTACT

CALL: 01263 863 903
EMAIL: info@wwtw.org.uk
www.walkingwiththewounded.org.uk



BURNLEY
COMMUNITY KITCHEN

BURNLEY
COMMUNITY KITCHEN

Operated by Burnley FC in the Community, the Burnley Community Kitchen is located at Unit 83 in the Upper Market Square of Charter Walk Shopping Centre (above New Look) in the heart of Burnley town centre.

Burnley FC in the Community has worked with the Burnley Together community hub to deliver the foodbank element of the facility.

If you are struggling to get hold of food for either just yourself and you and your family members, please do not hesitate to request and fill out a form and hand it to one of your Officers/Coach. We will get the parcel delivered to you as soon as possible.

Alternatively, you can contact Daniella via mobile and fill out the form over the phone.

We also offer a breakfast club for you to take advantage of. For more info on this contact Daniella via mobile or email.



Our Programme Values.



BURNLEY FC
IN THE COMMUNITY

Welcome to our veterans' Community. If you would like to engage with us, we would like to ask that you observe the following. So that everyone can enjoy the activities and camaraderie and feel comfortable being involved, anyone not adhering to these may be asked to leave.

People need to feel safe and comfortable. Please don't make comments or take actions that may cause others to feel unsafe or threatened.

We welcome your comments, views and opinions but we will not tolerate anyone who promotes or encourages discrimination or prejudice, uses discriminatory statements, is derogatory or uses inappropriate language.

We are not a political organisation so please keep your political or social views or lobbying for other groups.

We aim to promote the work of Burnley FC in the Community and Burnley FC. We will not tolerate comments or actions which have or may have a negative effect on the reputation of our amazing organisation. This includes anything which contains allegations and defamatory or insulting comments about named individuals or the organisation.

Veterans have a unique set of experiences and some veterans, or those who haven't served, may find these experiences traumatic. Please be mindful of what you talk about while in the group - we want everyone to enjoy their time and the camaraderie.

We may promote our partners and their work but we don't promote or advertise products or private companies, and we ask our participants to do the same.

Please don't share your own personal, sensitive or confidential information or that of others.

On behalf of Burnley FC in the Community,

KEEP SAFE

**STAY
CONNECTED**

HAVE FUN!

“

I HAVE HAD THE PRIVILEGE TO WORK ALONGSIDE AN AMAZING GROUP OF PEOPLE THAT NOT ONLY GIVE ME SO MUCH BUT ALSO GIVE BACK TO OUR LOCAL COMMUNITY. WITH THE CAMARADERIE AND TOGETHERNESS THAT WE HAVE, WE CAN DEFINITELY CALL OURSELVES THE VETERANS OF BURNLEY FC IN THE COMMUNITY.

- PHILLIP MASON



“

WHITEHOUGH IS IN A BEAUTIFUL PART OF THE COUNTRY AND I FOUND IT SPIRITUAL AND RELAXING. THE ENVIRONMENT BRINGS OUT FRESH IDEAS FOR THE TRANSFORMATION OF THE AREA AND THE JOBS THAT NEED DOING. WE HAVE A GOOD WORKING SPIRIT AMONGST THE PEOPLE THAT ATTEND WHO ARE ALL NOW VERY CLOSE FRIENDS.

- ANDY HOLDER



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