

## Record of officer decision

<b>Decision title:</b>	Re-opening the Herefordshire Veteran Support Centre (VSC)
<b>Date of decision:</b>	23 April 2021
<b>Decision maker:</b>	Natalia Silver, Assistant Director Corporate Support
<b>Authority for delegated decision:</b>	Herefordshire Council's Constitution Scheme of Delegation, Part 3: Section 7 – Officer Functions: 3.7.5 Operational decisions. Chief Executive Scheme of Delegation – Updated 29 September 2020 – SA66
<b>Ward:</b>	Countywide
<b>Consultation:</b>	Charity trustees and the centre management group. This in turn this will be communicated with the Herefordshire Armed Forces Covenant Partnership (HAFCP).
<b>Decision made:</b>	To reopen the Herefordshire Veteran Support Centre in line with current government guidance and other Council front facing services.
<b>Reasons for decision:</b>	<p>The Veteran Support Centre is a one stop shop for advice, guidance and signposting for serving personnel, veterans, their families and carers. This Centre, based at 19 West Street in Hereford, is facilitated by Herefordshire Council who, through grant funding, supported the set up of the Centre and who has successfully secured further funding to directly employ and manage the Veteran Support Centre Manager. The Centre is a legal Charity in its own right and has an active Management Group made up of representatives from organisations who have an interest in the delivery of this work in Herefordshire. This group includes Help for Heroes, Defence Medical Welfare Service, YSS Remember Veterans and AgeUK H&amp;W. The centre is a safe, welcoming and confidential environment for anyone wishing to get advice or guidance and will be open 3 days a week on a Monday, Wednesday and Friday.</p> <p>Previously closed to reduce the risk of spreading Covid-19 the centre is now planning re-opening. The premises have been through a rigorous risk assessment and has deemed covid-secure in line with the existing government guidelines and also in line with other front facing public service delivery.</p> <p>The appointment of a new Veteran Support Centre Manager means that once the enhanced DBS has been confirmed and a full induction taken place, then the centre can be opened for members of the public to visit.</p> <p>Veterans are still able to be supported through other means via welfare phone calls and through the current veteran volunteering programme.</p>
<b>Highlight any associated risks/finance/legal/equality considerations:</b>	<p>The new VSC Manager will, as part of his induction, be made aware of his role and limitations in association with the risk assessment in place for the delivery of the service out of the Centre.</p> <p>All other financial, legal and further equality considerations will be covered through the induction process and ongoing throughout the direct management of this post and in conjunction with the Trustees of the Charity and joint meetings with the Management Team.</p>
<b>Details of any alternative options considered and rejected:</b>	The service is predicated on having the Centre open to members of the public. An outreach programme is in place with the veteran to veteran volunteering scheme and we would hope to build on that as time goes on. There are no other current alternative options.
<b>Details of any declarations of interest made:</b>	No declarations of interest.

Signed..... Date: 23 April 2021