

<b>DEFENCE INSTRUCTIONS AND NOTICES</b> (Not to be communicated to anyone outside HM Service without authority)	
<b>Title:</b>	Support Available to Service Personnel Assigned to ESG-Supported Posts in Europe
<b>Audience:</b>	Career Managers/Assigning Authorities and Service personnel considering accompanied assignments in Europe
<b>Applies:</b>	Immediately
<b>Expires:</b>	When rescinded or replaced
<b>Replaces:</b>	-
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<b>Subject:</b>	Personnel-Career development and management - overseas and operational opportunities
<b>Content:</b>	This DIN provides describes support available at NATO locations in Europe and advises those with additional support needs to contact the supporting organisation when considering assignments.
<b>Sponsor:</b>	European Support Group (ESG)
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<b>Related info:</b>	BRd 3, AGAI vol 3, ASPIS Vol 2, JSP 464, JSP 315
<b>Classification:</b>	UNCLASSIFIED

## Introduction

1. European Support Group (ESG) endeavour to match UK standards in healthcare, education, welfare and family support for personnel assigned to NATO and EUMS HQs in Europe and Turkey but, inevitably, there are some forms of support which are impracticable to provide in remote locations. In the interests of the MOD and the individuals concerned, it is essential that Service personnel who have, or whose dependants have, complex additional needs are not posted to places where they cannot be supported.

## Applicability

2 This DIN applies to all personnel identified for assignment to ESG-supported locations. These primarily comprise NATO HQs within continental Europe but also include the EU/EUMS and some exchange officers. Assignments within the ESG AOR to which this DIN applies are at Annex A, which also shows the Joint Support Units (JSUs), through which ESG delivers support and which geographical areas they cover.

3. The stipulations of this DIN are additional to existing vetting processes for overseas service: for RN personnel, BR 3 5911; for Army personnel, AGAI Vol 3 Ch 108; and for the RAF, ASPIs Vol 2 Ch 3.

## **Support to Families**

4. **Healthcare – Provision.** Healthcare for Service personnel and their families is provided through British Forces (Germany) Health Services (BFGHS). In some locations, BFGHS provides UK military clinics for primary care but in other locations primary care is sourced from local providers using host nation public health services or the private sector. Secondary care is locally-provided at all locations.

5. **Healthcare – Standards.** While BFGHS endeavours to meet NHS standards at all locations, exact equivalence with UK standards cannot be guaranteed at all locations.

6. **Healthcare – UK Treatment.** Where complex medical problems develop, considerations of treatment and/or cost may lead BFGHS to require personnel or families to return to the UK for treatment.

7. **Dentistry.** Dentistry is also largely locally provided, with provision arranged through Defence Dental Services (Germany).

8. **Education – Provision.** Education provision varies across the ESG AOR. In some locations, Service Children's Education (SCE) Primary schools are used, and in Germany and the Low Countries secondary provision will be through SCE boarding places until 2013. Where SCE schools are not available, International Schools are used where possible but parents should be aware that some of the international schools offered will not be suitable for all children and that there is no English-speaking provision at all in some locations.

9. **Education – Parental responsibility.** Service personnel who will be accompanied by children who require local schooling (i.e. will not remain in the UK to board) must contact their JSU for information and advice about the location's schooling offer: it is the parents' responsibility to make an informed judgement as to whether these schools are suitable for their children.

10. **Education – Curricula.** While ESG-supported schools offer tuition in English and many are excellent institutions, none offer the full UK curriculum. This is a particularly important consideration for pupils approaching the end of their secondary education, as some ESG schools offer the US High School curriculum instead of GCSEs and many offer the International Baccalaureate instead of A Levels. In addition, there are no ESG schools that offer Modern Apprenticeships, Foundation Qualifications or NVQs.

11. **Education – 'Rising Fives' Provision.** Parents should be aware that where primary-age provision is commissioned from private sector sources, fees can only be paid for statutory provision – i.e. from the term following the fifth birthday of the child, which is later than is allowed by some LEAS in the UK.

12. **Nursery Provision.** Parents should be aware that in some locations English language nurseries are either unavailable or very expensive. ISODET Nursery Allowance is available in those locations where an SCE nursery is not provided, but it does not always cover the full cost of provision.

13. **Pets.** Personnel planning to bring family pets with them to ESG supported locations should be aware that they will need to comply with local law as well as UK regulations in taking their pets abroad and then back to the UK. They should also be aware that not all SFA provided in Europe is suitable for large pets. Advice should be taken from the Joint Support Unit which administers their proposed location.

14. **Welfare Provision.** While ESG endeavours to offer welfare support to its population, provision is necessarily more limited than would be found in the UK or in German Garrisons, particularly in smaller locations.

15. **Older Dependent Children.** There are severe limitations on the granting of 'dependant' status at NATO and other locations to children above traditional school/university age, which serving parents with adult children still resident at home should take advice on before considering an overseas assignment.

16. **Single Parents.** Service single parents should be aware that local restrictions may exist on obtaining work permits for nannies and au pairs, and should take early advice on this issue.

17. **Spousal Employment.** Employment opportunities for dependant spouses are very limited in ESG-supported locations. Language barriers will tend to mean that only a very small number of posts within the UK support organisations are available.

18. **In-tour Operational Deployments.** Most NATO posts in Europe do have a deployment liability and ESG-supported personnel do undertake deployments, including to Afghanistan, under NATO auspices. Personnel need to consider the possibility that their dependants may be alone for long periods in unfamiliar surroundings, without the access to family support networks that they might have in the UK.

19. **Operational Deployments after Assignments in ESG.** Personnel considering an assignment in ESG should be aware that, because of the restrictions imposed by the NATO Status of Forces Agreements around Europe and the lack of spare SFA capacity in most locations, ESG policy is not to support retention of SFA for families once the head of household no longer holds a NATO post. With the possible exception of those posted to Campaign Continuity Tours, Service personnel will generally be expected to resettle their family in the UK before deploying, and they should take account of this in their career and personal planning.

20. **Housing.** Housing is generally leased from private landlords and may consist of apartments or houses. The local Housing Office will, where possible, adhere to JSP 464 Pt 2 (Tri-Service Accommodation Regulations) and JSP 315 (Services Accommodation Code), subject to country-specific building standards and market forces, but personnel should be aware that the standards in JSP 315 are guidelines and not entitlements. Personnel should also be aware that there is no automatic right to refuse SFA allocation.

21. Because SFA may not be located close to work, schools or local facilities, it is strongly recommended that all military personnel and their spouses are able to drive. Public transport does not always cover ESG's SFA/hiring patches and can be very limited in some parts of Europe.

## Support to Service Personnel

22. **Resettlement.** ESG are not funded or mandated to support personnel undertaking resettlement. While this does not preclude personnel taking up ESG supported appointments as their final tour, they should be aware that any resettlement activity will be their responsibility to arrange and that funding will not be available to cover any additional costs that arise from resettlement activity because the individual is based outside the UK.

23. **Security Clearance for NATO Posts.** Working in NATO appointments requires NATO Security Clearance and a valid NATO Certificate (not UK certificate) is required before personnel arrive in post. Personnel assigned to NATO posts are advised to contact their manning desks to ensure that the correct certificate in accordance with JSP 440 Annex A to Part 6 Section 2 Chapter 9 has been applied for and issued.

## Additional Support Needs

24. ESG's support capability is limited and, as a rule, we do not have the resources to sustain families with additional support needs, particularly in our more isolated locations. In particular, serious long-term medical conditions, children with special educational needs and family members with mental health problems are likely to be unsupportable.

25. Any Service person who believes that his or her family has any additional support needs, over and above the ordinary requirements that any family would have, should contact the JSU for his or her potential location **before** accepting a potential assignment. Some additional needs that would require consultation with JSUs are listed below, but the list is not exhaustive and personnel should contact the relevant JSU if they are in any doubt as to the supportability of themselves or their family:

- Serious chronic medical conditions
- Adult Welfare Issues
- Behaviour (including Attention-Deficit / Hyperactivity Disorder (ADHD))
- General Learning Difficulties
- General Health (including Mental Health) Needs
- Serious hearing problems
- Mobility and Self Help issues
- Parent/Carer Welfare Issues
- Social Communication Disorders (including Autistic Spectrum Disorders (ASD))
- Specific Learning Difficulties
- Severe vision problems

Personnel should be aware that ESG will initiate administrative action to have families returned to the UK if they are not supportable abroad. It is neither financially sustainable nor appropriate from a welfare perspective for those with unsupportable additional needs to remain in ESG-supported locations.

## Service Career Management Officers

26. The assistance of Service manning officers at all levels is requested to ensure that personnel who are identified for service in ESG-supported locations are aware of this DIN and are encouraged to consult with the relevant JSU as early as possible in the assigning

process. Ideally, supportability should be addressed before candidates are boarded or confirmed for assignments.

### **New Additional Needs**

27. Where an additional need emerges during an assignment, which the family were not aware of at the time of making their declaration, ESG, in concert with the appropriate agencies, will be required to take a view on the family's continuing supportability. Any such decision will consider the interests of the family but will also need to take into account the burden that providing support might place on ESG's limited resources, and it may be necessary to repatriate families early if they cannot be supported.

### **Website and Further Advice**

28. Further information on the support available at ESG locations can be found on the ESG Website at <http://www.esg.bfgnet.de/index.html>.

29. Personnel considering ESG supported posts should note that the appropriate JSU for their intended location, as listed in the Annex, should be their first point of contact for in-theatre support matters, rather than their single-Service overseas offices.

Annex:

A. List of ESG JSUs and Supported Populations.

**LIST OF ESG JSUs AND SUPPORTED POPULATIONS**

Joint Support Unit	Area of Responsibility	Contact Details
UKJSU SHAPE	<p>NATO/EU/EUMS Posts at SHAPE, Mons and Brussels</p> <p>NATO Posts in Lille (France)</p> <p>NATO Posts in Denmark</p> <p>NATO TLP Albacete (Spain) Staff College Madrid</p>	<p>Email: <a href="mailto:shapeuksuhqgm@land.mod.uk">shapeuksuhqgm@land.mod.uk</a> Tel: 0032 6544 3792 Mil: 9205 423 3792 Fax: 0032 6544 5446 Post: UKJSU, SHAPE, BFPO 26</p> <p>Email: <a href="mailto:lille.liaison@gmail.com">lille.liaison@gmail.com</a> Tel: 0033 475 999 580 Fax: 0033 320 85 16 43 Post: HQ RRC, FR, BFPO 26</p> <p>Email: <a href="mailto:ukse@mail.dk">ukse@mail.dk</a> Tel: 0045 8667 2970 Fax: 0045 8667 2973 Post: UKSE, BFPO 150</p> <p>Email: <a href="mailto:uknse-albaao@emsra.mod.uk">uknse-albaao@emsra.mod.uk</a> Tel: 0034 967 273 178 Post: Admin Officer, UKNSE Albacete, BFPO 6</p>
UKJSU Naples	<p>NATO Posts in Italy NATO Posts in Turkey (Also provides med support in Portugal)</p>	<p>Email: <a href="mailto:afsukjsuAdminMailbox@naplesfus.afpaa.mod.uk">afsukjsuAdminMailbox@naplesfus.afpaa.mod.uk</a> Tel: 0039 081 3342 722 Fax: 0039 081 3342 755 Post: UKJSU, HQ JFC Naples, BFPO 8 Medical Centre Manager: 0039 081 721 2336 or 0039 348 398 4416 Website: <a href="http://britannia-in-italia.co.uk">http://britannia-in-italia.co.uk</a></p>
UKJSU Brunssum	<p>NATO Posts in Holland and NW Germany</p>	<p>Email: <a href="mailto:bruukse-psfchclk@mod.uk">bruukse-psfchclk@mod.uk</a> Tel: 0031 455262197-Civ 9233244 2197-Mil Post: United Kingdom Joint Support Unit Joint Force Command Headquarters Brunssum British Forces Post Office 28 Website : <a href="http://www.brunssumbrits.com">www.brunssumbrits.com</a></p>
UKJSU Ramstein	<p>NATO Posts at Ramstein and in Southern Germany</p>	<p>Email: <a href="mailto:RMSUKSU-PSFChfCk@ramsteinfus.afpaa.mod.uk">RMSUKSU-PSFChfCk@ramsteinfus.afpaa.mod.uk</a> Tel: 0049 6371 401423 Post: UKJSU RAMSTEIN, BFPO 109</p>
UKJSU Stavanger	<p>NATO Posts in Norway</p>	<p>Email: <a href="mailto:afn-adm-chfclk@stavanger.afpaa.mod.uk">afn-adm-chfclk@stavanger.afpaa.mod.uk</a> Tel: 9233 325 2067/00 47 5134 2067 Post: UKNSE, NATO JWC, BFPO 50</p>
UKJSU Lisbon	<p>NATO Posts in Portugal (see Naples for med support)</p>	<p>Email: <a href="mailto:gkoch@jhlb.nato.int">gkoch@jhlb.nato.int</a> Tel: 9233529 8639 / 00351 214408639 Post: Admin, UKJSU Lisbon, BFPO 6</p>