**Title: UK-wide Veterans’ Survey**

Hearing from our veteran community is vital and that is why the government has launched a UK-wide Veterans’ Survey.

This is the first-ever exercise to collect feedback from the veterans’ community across the UK coordinated by the Office for Veterans’ Affairs and the Office for National Statistics (ONS).

The online survey was launched on 10 November and will be live for 12 weeks. The survey gives ex-UK Armed Forces personnel and their families the opportunity to provide direct feedback to the government on their experiences, access to and use of services for veterans.

Responses to the survey will help us better understand the experiences, needs and well-being of our veteran community, and guide future action.

It is important we hear a wide range of views and we would like to encourage as many ex-UK Armed Forces veterans and their families to share feedback as possible. Your views matter, so please take part today. Complete the survey on the [ONS website](http://www.ons.gov.uk/VeteransSurvey).

## **What is this survey about?**

The Office for Veterans’ Affairs (OVA) and the Office for National Statistics (ONS) are carrying out this important survey of veterans and veterans’ families.

The veterans survey covers a range of topics related to the circumstances and lifestyles of people who have left the UK Armed Forces, these people are commonly known as Veterans. When we mention Veterans during the survey, we mean people who have served in the UK Armed Forces and have since left service. You do not need to have seen active combat or been in the Armed Forces in a particular role or rank. If you have served for one day, are aged 18 years or over and live in the UK, you can take part.

The questions in the survey ask about access to services and circumstances since leaving the Armed Forces. The survey also asks about your lifestyle, health, and wellbeing.

The veterans’ families survey covers similar topics but if for family members to give their views.

## **Why should I take part?**

The UK Government want to make the UK the best place for Veterans to live by 2028. Change has already started. For the first time, the Census counted UK Armed Forces Veterans, which is important. We need to build on the Census count. By learning more from a wide range of Veterans and their families', we can learn how to better support everyone who leaves the UK Armed Forces. It is vital you take part.

By taking part in this survey, you will help us to produce statistics about the lives of the Armed Forces community, Veterans, and their families. Government departments, public bodies and charities will use the anonymous findings from this survey to make plans.

This is your unique opportunity to tell us about your experiences. Your responses will provide information not available from any other sources. Do not miss your chance to have your say.

## **What will I be asked?**

The survey will cover a range of topics, including:

* Awareness of ex-Armed Forces support
* Access to services
* Have you seen active service?
* Have you been bullied or harassed?
* Have you been discriminated against?
* Access to employment
* Access to housing
* Work
* Health and well-being
* Interactions with the criminal justice system
* Finances
* Lifestyle

Not everyone will be asked all these questions. If you are a family member of a Veteran, you will be asked about your experiences living with a Veteran or being related to a Veteran.

There are some voluntary questions that cover sensitive issues such as workplace bullying. If you are uncomfortable with any of the questions, you can always leave them out. We have made sure you do not need any specialist knowledge to take part.

You only need to answer questions you want to. There are no right or wrong answers - your honest responses are vital for us to produce reliable statistics about Veterans and their families.

You will never be asked for bank details or credit card information. You will never be asked for your passport or other documents.

1. **When do I need to complete the survey by?**

It helps us if you complete the survey as soon as possible as the survey will be open for up to another 8 weeks.

The information you provide will be treated as confidential in accordance with the [Code of Practice for Statistics](https://www.statisticsauthority.gov.uk/code-of-practice/).

You can complete this survey on a desktop, laptop, tablet or smartphone. If you need to, you can stop and come back to the survey later.

If you need a paper copy or need help, you can call our Survey Enquiry Line on 0800 085 7376. See our section on [Further help](https://www.ons.gov.uk/surveys/informationforhouseholdsandindividuals/householdandindividualsurveys/findingyourstudy/shapetomorrow#further-help) for opening hours.

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### **I do not have access to the internet, but I want to take part.**

If you have access to the internet via a smartphone or other means (such as via a local library or internet cafe), you will be able to take part in the survey.

We have some paper copies of the questionnaire. If you cannot complete online or need help, you can telephone our Survey Enquiry Line on 0800 085 7376. See our section on [Further help](https://www.ons.gov.uk/surveys/informationforhouseholdsandindividuals/householdandindividualsurveys/findingyourstudy/shapetomorrow#further-help) for opening hours.

Unfortunately, there are no paper questionnaires for Veterans families for this survey.

### **Can I complete the survey in Welsh?**

Yes, the online survey is available in Welsh. You will be able to choose to complete it in Welsh at any point in the survey. Once you click ‘Start Now’ at the top of this page, choose the language option for Welsh.

## **Useful link for further support**

If you or a family member needs further veteran support, there is a 24-hour service available.

The [Veterans’ Gateway](https://www.veteransgateway.org.uk/) is for any ex-service personnel and their families looking for advice or support – whatever they are dealing with. They provide the first point of contact to a network of military and non-military partner organisations to help you find exactly what you need, when you need it - whether you’re in the UK or overseas. For 24-hour support go to [Veterans’ Gateway](https://www.veteransgateway.org.uk/) or call 0808 802 1212.

**Suggested social media copy**

**Option 1:**

The UK-wide Veterans’ Survey launches today – you can share your experiences of using services in the veteran community. UK veterans can complete the survey online here: [ONS]

For a Tweet thread, the following can be added on accessibility, if wished:

If you need support completing the survey, you can access the [ONS survey page](https://www.ons.gov.uk/surveys/informationforhouseholdsandindividuals/householdandindividualsurveys/veteranssurvey).

**Option 2:**

The government wants the UK to be the best place for veterans to live in the world. Today they’ve launched the Veterans' Survey to gather views from the UK veteran community on how to shape future services. UK veterans can complete the survey online here: [ONS]