

Military Families Engagement Feedback Report

11th June 2025



Introduction

The Catterick Integrated Care Centre (CICC) is a unique project, bringing a range of health and social care services together under one roof in a purpose-built facility.

This collaboration between the NHS and the Ministry of Defence (MOD) is a first of its kind, and since 2015 the two organisations have been working together with a joint vision and purpose, to help improve the range of health and care services for people living in Catterick Garrison and the wider Richmondshire area.

The new facility aims to give all residents of Richmondshire access to the right care, at the right time, in the right setting, delivered by the right professionals to enhance their wellbeing and independence and improve their overall quality of life.

To find out more about the CICC, please [click here](#).



Aims/Objectives

The aim of this engagement was to support the CICC project team in gaining a deeper understanding of the needs and experiences of military families living in the Catterick area. To achieve this, the team hosted engagement sessions to hear directly from military spouses and partners about what matters most to them, the challenges they face, and the types of support they find most effective. This valuable feedback will be used to inform future service provision and guide further research initiatives.

Two engagement events were held at Baden Powell House in Catterick Garrison and were widely promoted through social media, relevant websites, and posters displayed in key locations across the Garrison and wider local community.

Each session was informal and conversational in nature, designed to create a relaxed environment where participants felt comfortable sharing their views. Five key questions were posed to the room to guide the discussion and encourage open dialogue.

The first session took place from 10:00 am to 12:00 pm and was attended by six participants.

The second session ran from 1:00 pm to 3:00 pm, also with six attendees.

As a token of appreciation, each participant received a £10 Tesco voucher for their time and contribution.

Executive Summary

This report presents key insights from two engagement events held in June 2025 by the Catterick Integrated Care Centre (CICC) to better understand the lived experiences of military families in the Catterick area.

While some families described Catterick as **welcoming** and a place where they feel a sense of **identity** and **community**, others reported feelings of **isolation**, especially due to **poor transport links**, **limited social opportunities**, and lack of accessible **community spaces**.

Childless spouses and **working** parents often face **additional barriers** to integration, with many activities geared toward those with young children or available only during weekday hours.

A major concern raised was **access to healthcare**. Families consistently reported **delays** in transferring medical records, **difficulty** registering with GPs, **inadequate** dental care access, and **insufficient** early years and maternity services. These issues are compounded by poor public transport, creating additional stress and financial burdens.

Key priorities for families' wellbeing include access to **employment**, quality **education**, and essential services. Participants also stressed the need for improved **communication**, better **signposting** of local services, more **inclusive** childcare and youth provision, and stronger **community cohesion**.

Challenges such as limited mental health support, poor access to **healthy food**, and inadequate **exercise facilities** also impact overall wellbeing. Families called for long-term investment in services, creation of welcoming **community hubs**, and tailored support for the unique needs of military life.

These findings will inform future planning and service delivery at the CICC, ensuring that the voices of military families are central to shaping a healthier, more inclusive community in Catterick.

For more information on the CICC, please visit our dedicated webpage:

<https://humberandnorthyorkshire.org.uk/locations/north-yorkshire/our-work/catterick-integrated-care-centre-cicc/>

Summary of Feedback

Question 1: How has living in Catterick been for you? Do you feel welcomed and understood as a military family?

Summary of key themes:

- Many Military families **feel welcomed** and develop a **strong sense of community and belonging**; some call it their favourite posting as they feel they have more of an identity and get to **live a more civilian-style lifestyle**.
- In contrast, others find living in Catterick **lonely and isolating** due to poor transport, **difficulty making friends**, and limited local support.
- **Returning families** report a reduction in community cohesion from previous postings to Catterick.
- There is a **lack of social spaces and activities for all age groups**; events are poorly advertised and often exclude working people.

A full list of the feedback provided can be found in Appendix 1 on page 9.

The local non-military population have been very welcoming

Lack of public transport and amenities

I find it different this time around, it used to have more of a community feel

Not having children can be a barrier to making friends for women new to Catterick, as many socialisation opportunities revolve around children's clubs and activities.

Catterick has given me the freedom to be me, it has given me an identity, a career and not just a military wife

Question 2: Have you faced delays or challenges in accessing health and care services, especially when moving?

Summary of key themes:

- Military families face **significant delays transferring medical records**, especially with shared care agreements between military and NHS services.
- **Access to dental care** is a major issue, with shortages and refusals to continue care started elsewhere, leading to long-distance travel.
- **Travel barriers** such as lack of public transport and distant appointments create stress, financial strain, and time lost from school and work.
- Families reported **disruption to continuity of care**, with difficulties registering with GPs, delayed specialist referrals, and loss of waiting list places.
- There is a **lack of maternity and early years services**, including no local health visitor centre or baby weighing drop-ins, increasing isolation for new parents.
- **Pharmacy provision**, especially out-of-hours, is limited, affecting access to timely medication.
- The **burden of care often falls on parents**, including leaving work to administer medication when school or health services are unable to support.
- Cumulative challenges lead to **stress, frustration, and reluctance to move health care providers again**, particularly for those managing complex or ongoing health needs.

A full list of the feedback provided can be found in Appendix 2 on page 14.

On multiple occasions it has been difficult to get my records shared. As a result for 6 months, I had to drive to Sheffield to pick up medication. When my records were finally shared, the military wouldn't prescribe my medication as it was too expensive!

The Armed Forces Covenant is often not adhered to; I did not retain my place on the waiting list for the audiology clinic when we moved.

No where to get baby weighed or meet new mums

Question 3 – What matters most to you and your family's health and wellbeing? Below are some key areas that can impact your everyday life, please rank them from 1-9 with 1 being the most important to you and 9 being the least.

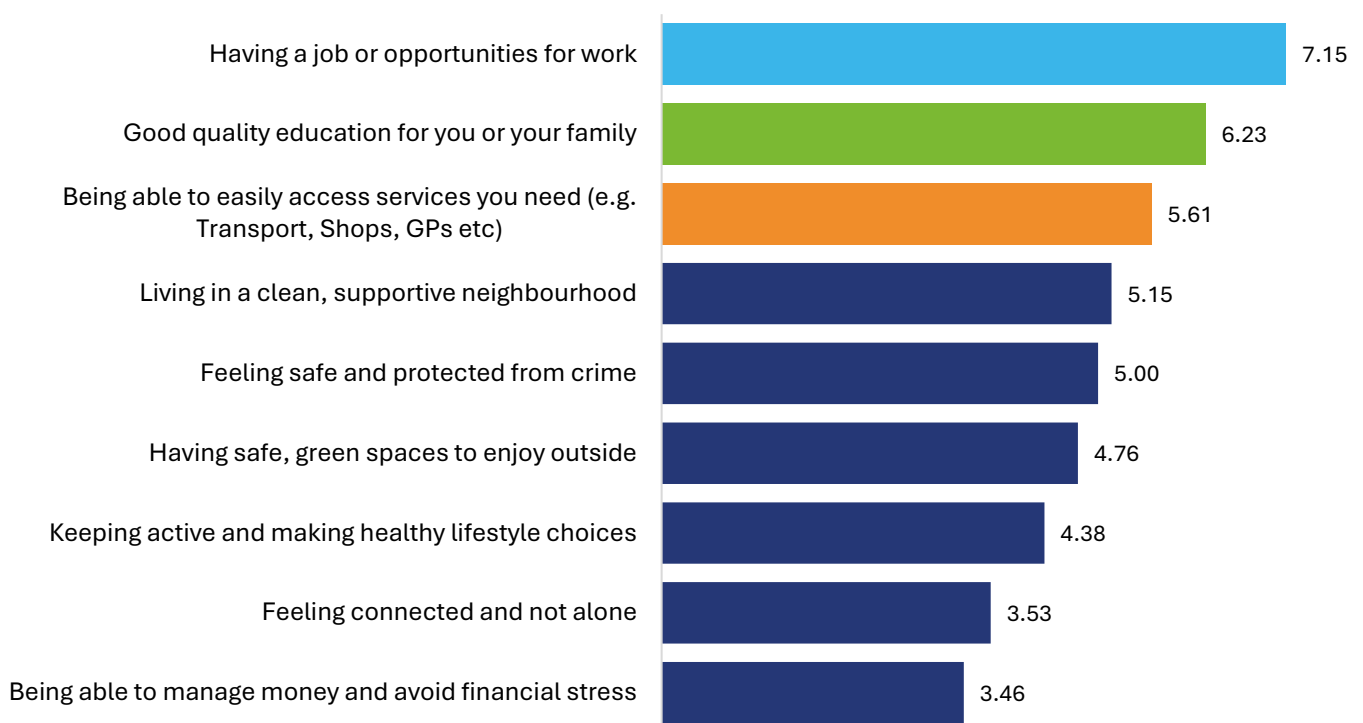
Weighting metrics were applied to each answer choice in descending order, so a first-choice selection (1-most important) received a score of 9 and the last-choice selection (9-least important) received a score of 1.

The following formula was used to calculate the weighted average for each option:

W = weight of answer choice

X = response count for answer choice

$$\frac{X_1W_1 + X_2W_2 + X_3W_3 \dots X_nW_n}{\text{Total}}$$



Overall, the top three most important things to participants and their family's health and wellbeing are:

- 1- Having a job or opportunities to work
- 2- Good quality education for you or your family
- 3- Being able to easily access services you need (e.g. transport, shops, GPs etc.)

A full breakdown of responses can be found in Appendix 3 on page 17.

Question 4 – Are there any other issues or challenges not listed in question 3 that you would like help with?

The three main issues highlighted were:

1. Family Support and Integration

There is a need for better **support structures** for families, particularly military families and those new to the area. Issues include the **lack of holiday childcare** for older children, difficulties **navigating education** and healthcare options, **poor communication** to non-military spouses, and **insufficient signposting** to services. Families feel **unsupported** when trying to settle, especially when both parents work.

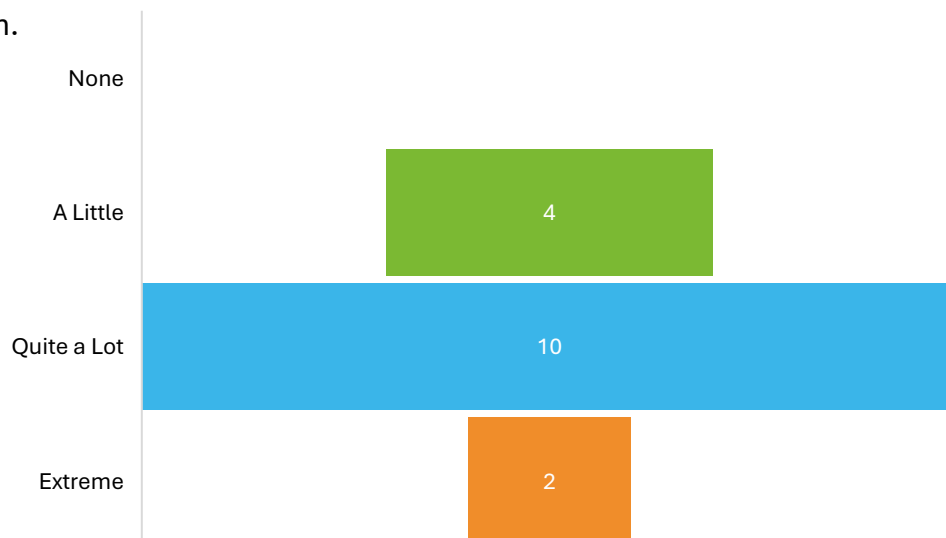
2. Access to Healthcare Services

Several concerns highlight **limited access to NHS services**, including **dental care**, **dyslexia assessments** for children, **palliative care**, and **continuity of treatment**.

3. Community and Activities

There is a perceived **decline in community spirit**. Respondents feel there are not enough **activities for teenagers**, which may contribute to this issue. Calls to "bring back the Naffi" suggest a desire for more **communal, informal spaces** to rebuild community connections.

Respondents were then asked to express how much concern each issue causes them using a sliding scale from 'none' being no concern to 'extreme' indicating a lot of concern.



The main issues causing '*quite a lot of concern*' include:

- **Concerns about community wellbeing:** Increasing antisocial behaviour, lack of activities for teenagers, poor community cohesion, and calls to “bring back the Naffi” highlight a need for stronger local engagement and youth provision.
- **Gaps in essential services and support:** Residents face difficulties accessing NHS dentists, diagnostic care, and medication; there's limited shared care between health and education, inadequate holiday childcare for working parents, and poor communication with military spouses.

The main issues causing '*extreme concern*' include:

- **Lack of coordinated support:** The absence of central hubs makes it difficult for families—especially military ones—to access the help they need.
- **Poor information and guidance:** Inadequate signposting leaves residents unsure where to turn for services, support, and local resources.

A full breakdown of responses can be found in Appendix 4 on page 18.

More is needed for teenage kids
to do in the area

lack of community feel

Lack of communication to
spouses/non-military family
members

Better signposting to services
when new to the area

Question 5 – What everyday challenges are making it harder for you and your family to stay healthy and well?

Summary of key themes:

- **Childcare Shortages:** Limited access to childcare, especially during holidays and for children with additional needs, places significant strain on parents—often leading to burnout and isolation.
- **Poor Access to Healthy Options:** Healthy food is expensive or hard to find; fast food is far more accessible and affordable.
- **Barriers to Staying Active:** Local gyms and facilities are difficult to access, especially for non-serving family members, and lack of childcare limits participation.
- **Social Isolation & Mental Health:** Loss of community spaces, lack of local support, and stigma around seeking help contribute to loneliness and poor mental health.
- **Transport & Information Gaps:** Poor public transport, lack of driving access, and fragmented or inaccessible information make it hard to engage with services and plan ahead.

A full breakdown of responses can be found in Appendix 5 on page 19.

I am a parent carer, I can't just use any babysitter due to my child's complex needs..... My mental and physical health has massively deteriorated as I have nobody to lean on.

Many of us don't have family support or childcare nearby

I do a lot of exercise at home on my own, but I find it so lonely.

Finding information is often a matter of stumbling across it, as key information is not available from one central point of contact

I am afraid to access mental health support due to the stigma attached to it and the repercussions it could have on my serving partner.

Lack of 'good food' options - lots of takeaways and fast food but no healthy home cooked restaurants.

Question 6 – Thinking about the future, what would help you and your family feel healthier, happier and more supported while living in Catterick?

Summary of key themes:

- **Clear Information:** Families want direct, consistent communication and a central place to access local services and support.
- **Childcare & Youth Provision:** More accessible and inclusive childcare and youth activities are needed, especially for holiday periods and children with additional needs.
- **Health & Wellbeing Access:** Improved access to NHS care, healthy food, mental health support, and non-military wellbeing spaces is a priority.
- **Community & Belonging:** There's a strong need for inclusive community hubs and social opportunities to reduce isolation and help new arrivals settle.
- **Transport & Infrastructure:** Poor public transport and limited access to some facilities create barriers to staying healthy and connected.
- **Stability in Services:** Long-term investment is needed to ensure community support services don't disappear due to short funding cycles.
- **Military Family Support:** Greater awareness and tailored support for military family life—especially for spouses—is essential.

A full breakdown of responses can be found in Appendix 6 on page 22.

Information being given direct to wives/spouses and not having to be filtered down through husbands/partners

More holiday clubs for children

More Peer-to-peer support groups offered within the CICC (e.g. *breastfeeding, new mums etc*)

Longevity in services, there have been some amazing groups that just find their feet but then their funding ends and they go...

The lack of public buses is a real challenge – improved public transport would make life easier.

Appendix 1.

Question 1: How has living in Catterick been for you? Do you feel welcomed and understood as a military family?

1. Sense of Community and Belonging

- "Feel more than just military as a larger community in the garrison who welcome them"
 - "The local non-military population have been very welcoming"
 - "The local non-military population is very welcoming and supportive. There is a sense that this is not the case in other places, and that it is 'unique to the North'."
 - "I asked to come back here, we love it. It's a nice place to live, it's run well as a Garrison, and I love having all this nature on your doorstep."
 - "I like it, it's been my favourite posting so far. It's open, there's plenty to do with the kids."
 - "Catterick has provided family identity and work opportunities for spouses"
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2. Isolation and Loneliness

- "Isolating as no public transport or easy way of accessing information"
- "I find Catterick small and isolating, when we were posted to Camberley in Surrey, I had everything at my fingertips, here I've not even had my passes."
- "As an adult up here, it can be quite isolating, especially as I work full time. I struggle to meet people; especially as social events are usually during the day."
- "I have struggled to make friends here"
- "Isolated, lonely, small (compared to cities and larger towns)"
- "Isolated as no connection between army and military veterans."
- "Isolated experience - no time or the right opportunities to link with other adults"
- "Moving to Catterick can cause loneliness – one participant could not talk to her family and friends about it as they didn't understand, and at the same time she didn't know anyone in Catterick so couldn't talk to people with shared experiences either."

- "Not having children can be a barrier to making friends for women new to Catterick, as many socialisation opportunities revolve around children's clubs and activities."
 - "One participant noted that women sometimes make Facebook posts saying that they're new to Catterick and lonely, asking for someone to meet them."
 - "There is a stigma around struggling with loneliness in the months after arriving in Catterick – women highlighted that they feel they are representing their partner, and do not feel able to say they're not ok if someone asks how they are, as they don't want this to reflect on their partner."
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3. Facilities and Infrastructure

- "We have to drive to do anything"
 - "Lack of public transport and amenities"
 - "Some people struggle to afford the bus to Darlington, so their children might not be able to travel for activities. Parents anticipated feeling like a taxi driver when their children get older, because 'you have to drive for everything', owing to a lack of reliable public transport."
 - "People don't always register with a GP in the local area immediately, which can mean they have to travel to access health care."
 - "There is currently a lack of community spaces in Catterick – there is a Costa, but it is expensive, and not the sort of place you can sit for a long time to socialise. The NAAFI had a different feel, and its closure has left people without an alternative space to meet friends."
 - "Nuffield is the only decent community venue here!"
 - "There are challenges for people who work from home in Catterick, as this reduces opportunities for socialising, and there are few places outside of the home where people could go to work remotely."
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4. Activities and Opportunities

- "Limited things for adults outside of work times"
- "Limited things for teenagers to do"
- "My older children are bored; there's nothing for them to do. In contrast my younger children love it here!"

- "There's not a lot for older kids to do, I see my daughter's future up here to be quite isolated"
- "Not much for older children, even less for disabled children"
- "There are a lot of sports groups however nothing for under 4's"
- "Some members of the group were aware of a youth club, while others were not. It was highlighted that this is not very well advertised, and people often only become aware of community clubs and opportunities for socialising through word of mouth or through information shared within particular regiments."
- "Unless you happen to speak to the right people, it can be difficult to find out about things going on in the community. Someone highlighted that it had taken them two years to find a sports club they could join. For people new to Catterick who don't know anyone, the reliance on word of mouth to find out about opportunities can mean that people simply don't find out about what is available to them."
- ""word of mouth" isn't strong enough to share opportunities to connect"
- "Lots of community events/meetups are during the day in Catterick, and so not accessible to people who work during the day."
- "Some parents noted that the only time they get to speak to other adults is when their children are at after school clubs, because it can be impossible to find childcare at the same time. Some clubs run simultaneous activities for both adults and children to address this problem."

5. Identity and Military Life

- "I feel like a military wife first and a civilian second"
- "Catterick has given me the freedom to be me, it has given me an identity, a career and not just a military wife."
- "Military life can feel insular, but Catterick offers a more civilian life. There is more separation between life and work – in other military places, your neighbours will often work with your husband, and 'everyone knows everyone else's business'. But that isn't often the case in Catterick. It offers more privacy as it just feels like a town."
- "Participant finds Catterick quite small and quite isolating compared to civilian life. [Before moving here] she could get everywhere and do everything, but in Catterick, feels like a military wife first, and a civilian second. Others felt

differently about this, saying that in Catterick, they have the freedom to be themselves: 'I'm me first before I'm his wife'. This was contrasted with people's experiences of life in other military areas, where some felt their lives were 'all about my husband'."

6. Transition and Change Over Time

- "I find it different this time around, it used to have more of a community feel, a FB page but all that support seems to have gone due to the people running it now moving on"
 - "One participant who had lived in Catterick before, and had moved back again after some time elsewhere, said that it felt different this time. There are fewer community events – there used to be a Facebook page where residents would plan social events, but this isn't the case anymore."
 - "The transition to living in a military area can be very tough. One participant said they moved from a very comfortable life elsewhere to Catterick and initially hated it. They knew no-one in the area, and had to figure a lot out for themselves, such as how to access services. This person now loves living in Catterick, but it took a long time to get to this point. It was a huge change to leave her community, her friends, her gym, and the local area."
 - "I moved here from a city to Catterick. Initially I hated it as I didn't know anybody, and I felt very isolated. I work full time and don't have children, so I struggled to find an 'in' into the social circles and most of the social events are during the day. I also didn't like that I received no information on where to go or how to access basic things like registering at a GP practice. I have been here 18 months, and I love it now, once you make it into the social groups it really is a great community."
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7. Environment and Lifestyle

- "Open"
- "Friendly"
- "Busy space"
- "More well-balanced lifestyle here, less insular"
- "Lots for young people"
- "One of the nicer places I have lived"

- "Catterick allows you to live a more "civilian life", other places where everything is behind the wire can feel like a goldfish bowl"

Appendix 2

Question 2: Have you faced delays or challenges in accessing health and care services, especially when moving?

1. Delays in Medical Record Transfers and Shared Care Agreements

- Transfer of shared care agreements took a long time
- Transfer of military to NHS records took a long time
- Shared Care Agreement - On multiple occasions it has been difficult to get my records shared. As a result for 6 months, I had to drive to Sheffield to pick up medication. When my records were finally shared, the military wouldn't prescribe my medication as it was too expensive!
- Medical notes being transferred after military personnel leave the service can also be problematic.
- lack of sharing documents between military - civilian GP practices
- We bought a house in Catterick to stop having to keep transferring notes (daughter has complex health needs)

2. Access to Dental Care

- national issue with dentist shortage
- Secondary and Dental Care - Have zero knowledge of transferring care and as a result has caused huge delays in care and treatment. The dentist here refused to see my daughter as they don't take on other people's work. As a result, we had to travel several times to Carlisle for my daughters braces fitting!
- Dental plans with private dentists cannot be transferred between practices, so if people have to go to new postings, this cannot be taken with them. For military families who may have to move, this financial commitment over a long period might not be possible.

3. Travel and Transport Barriers

- no public transport to appointments
- Appointments can take a long time to travel to and from causing loss of time at school and work
- People are having to travel to Northallerton regularly for simple treatment such as dressing changes – being able to do this locally would save a lot of time (both travel time, and time off school for children), as well as saving money for petrol and parking. Care closer to home would make a huge difference to people's lives.

- The lack of public transport to/from Catterick dictates where some patients will want to be referred to – as there are buses to Darlington, but not Northallerton.
- People have experienced long waits for medical appointments due to moving between postings. Having to go to each appointment in a different place also causes stress or can frighten young children. It also takes longer, because people have to allow more time for finding the right place, and for working out parking arrangements when the appointment is in a place they haven't been to before.
- Multiple locations to be seen for appointments

4. Delays and Disruption in Accessing Care

- Denied GP access
- Delays in allergy referrals
- The Armed Forces Covenant is often not adhered to, I did not retain my place on the waiting list for the audiology clinic when we moved, causing massive delays in seeing anyone.
- Secondary and Dental Care - Have zero knowledge of transferring care and as a result has caused huge delays in care and treatment.
- The challenge of accessing healthcare puts people off moving again – one participant highlighted that she had had to do 'a lot of pestering' to get a specialist referral for her child, and that having finally secured the referral, this would be a key consideration going forward.

5. Maternity and Early Years Services

- No where to get baby weighed or meet new mums
- There is no health visitor centre locally – participants highlighted that they used to meet other Mums while waiting for their babies to be weighed, and that being able to go to a health visitor in a setting like this is important for connecting people and tackling isolation.
- Isolation is a particular issue in Catterick because many people lack local family support networks. People end up phoning their GP to ask for advice about their babies because there's no one else to ask.

6. Pharmacy Access

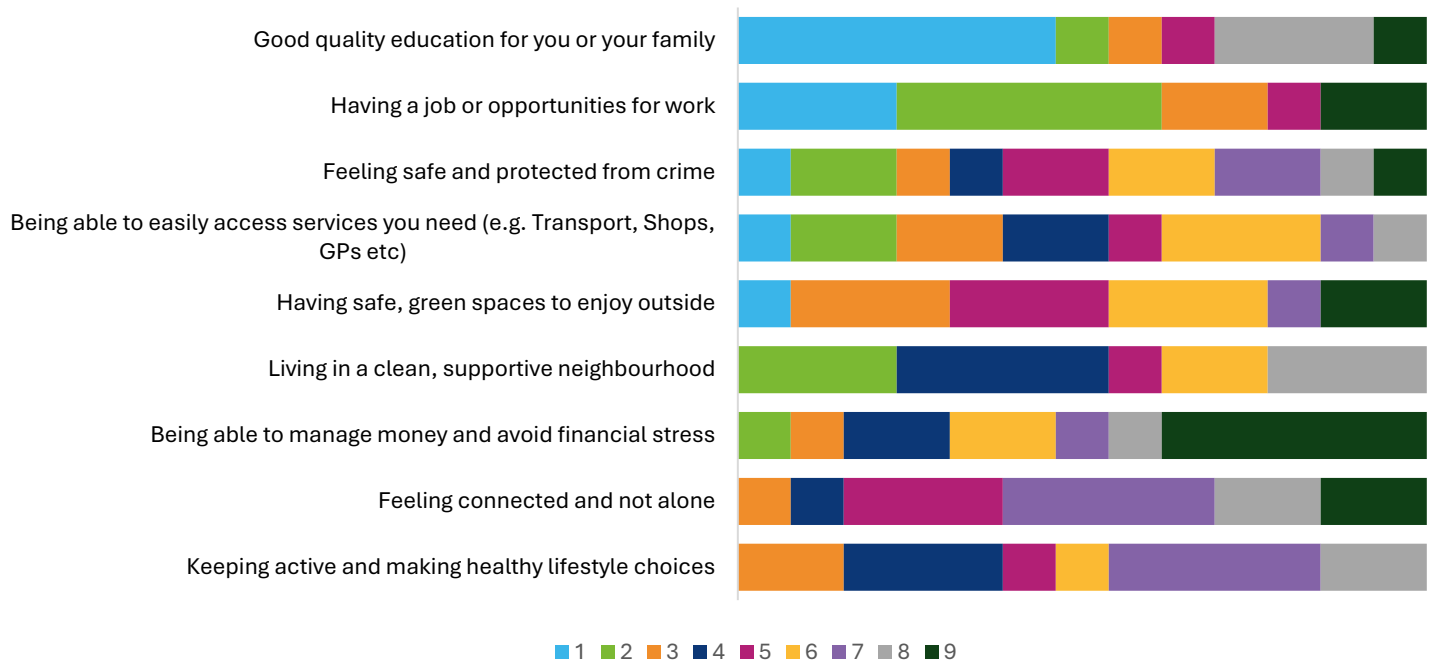
- Pharmacy provision is an issue
- Out of hours pharmacy provision is now a real issue due to Tesco's pharmacy closing and the other pharmacies are working hours.

7. Impact on Family and Daily Life

- The school nurse refused to administer prescribed medication, had to leave work daily to give my child their medication.

Appendix 3.

Question 3 – What matters most to you and your family's health and wellbeing? Below are some key areas that can impact your everyday life, please rank them from 1-9 with 1 being the most important to you and 9 being the least.



	1	2	3	4	5	6	7	8	9	Total	Score
Having a job or opportunities for work	3 (27)	5 (45)	2 (14)	0 (0)	1 (5)	0 (0)	0 (0)	0 (0)	2 (2)	93	7.15
Good quality education for you or your family	6 (54)	1 (8)	1 (7)	0 (0)	1 (5)	0 (0)	0 (0)	3 (6)	1 (1)	81	6.23
Being able to easily access services you need	1 (9)	2 (16)	2 (14)	2 (12)	1 (5)	3 (12)	1 (3)	1 (2)	0 (0)	73	5.61
Living in a clean, supportive neighbourhood	0 (0)	3 (24)	0 (0)	4 (24)	1 (5)	2 (8)	0 (0)	3 (6)	0 (0)	67	5.15
Feeling safe and protected from crime	1 (9)	2 (16)	1 (7)	1 (6)	2 (10)	2 (8)	2 (6)	1 (2)	1 (1)	65	5.00
Having safe, green space to enjoy outside	1 (9)	0 (0)	3 (21)	0 (0)	3 (15)	3 (12)	1 (3)	1 (2)	0 (0)	62	4.76
Keeping active and making healthy lifestyle choices	0 (0)	0 (0)	2 (14)	3 (18)	1 (5)	1 (4)	4 (12)	2 (4)	0 (0)	57	4.38
Feeling connected and not alone	0 (0)	0 (0)	1 (7)	1 (6)	3 (15)	0 (0)	4 (12)	2 (4)	2 (2)	46	3.53
Being able to manage money and avoid financial stress	0 (0)	1 (8)	1 (7)	2 (12)	0 (0)	2 (8)	1 (3)	1 (2)	5 (5)	45	3.46

Appendix 4.

Question 4 – Are there any issues or challenges not listed above that you would like help with?

1. Childcare and Support for Families

- Childcare for working parents - there are no holiday clubs for older children
 - shared care with medical needs and education
 - Lack of communication to spouses/non-military family members
 - Better signposting to services when new to the area
 - There is currently no central hub for military families moving into the Garrison. It is assumed that regimental welfare is adequate. It is not! particularly if the non-military spouse works full time and has no children. What is particularly hard is understanding what healthcare provision is available and for whom. Then where to school children, where to live, how to find work etc. This wasn't an issue when I didn't work, but technology hasn't closed the gap. There must be a better way to do this.
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2. Healthcare Access and Provision

- It is difficult to access NHS children's dyslexia assessments, so ended up going private and paying for services
 - lack of NHS dentists
 - Access to NHS dentistry
 - lack of palliative care
 - Was started on methotrexate overseas but cannot get it prescribed now back in the UK
 - YAS ambulance bay and standby point at the CICC
-

3. Activities and Community Engagement

- More is needed for teenage kids to do in the area
 - More activities for teenagers
 - lack of community feel
 - Bring back the Naffi!!
 - unsociable behaviour increasing
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Appendix 5

Question 5 - What everyday challenges are making it harder for your and your family to stay healthy and well?

1. Childcare and Parental Pressure

- Lack of childcare
- No help for parental burnout
- No help for parents of disabled children
- Lack of childcare, a lot of the time I am a solo parent
- There is so little school holiday childcare on offer for children under 4 or over 12.
- I am a parent carer, I can't just use any babysitter due to my child's complex needs. This massively impacts on my free/social time as most of my time is invested in caring for her. My mental and physical health has massively deteriorated as I have nobody to lean on.
- I can't access the gym because of no childcare, the kids aren't allowed in the gym.
- My husbands job is always prioritised before mine - if the kids are ill it is always down to me to drop everything and sort them out
- Childcare responsibilities can present a barrier to accessing opportunities to gaining new skills.
- If you don't know where you're moving to for the next posting, you can't get on a waiting list for childcare.
- There is also a stigma for military personnel around not giving '100%' in the office – which means that partners may feel they have to take on the majority of childcare and deal with childcare issues.
- While partners are away on deployment, it can be a struggle for military wives to manage everything - it can be difficult to find time to attend a medical appointment.

2. Access to Healthy Food and Nutrition

- Lots of fast food places but no healthy options
- Hard to find ways to stay healthy - lack of facilities, nutritional choices, barriers to getting to use things
- Food quality is a particular issue in Catterick – there are a lot of poor quality takeaways (although there is work going on to improve food for serving military)
- Participants noted that the local Tesco has a poor choice of healthy foods.
- Lack of 'good food' options - lots of takeaways and fast food but no healthy home cooked restaurants.

- Affordable healthy foods (ie fruit and vegetables), it's cheaper to eat badly.
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3. Limited Access to Exercise and Health Facilities

- Lack of local facilities for adults before and after work
 - Lack of facilities for older children
 - Access to gyms can be challenging in Catterick – people said they have had to go searching for ways to maintain their health and fitness. Some military gyms are available for spouses to use after hours, but it is 'so hard' to get access.
 - MOD gyms are hard to access out of hours for spouses as you need public liability insurance.
 - Civilians can't use the running track
 - Access to gyms and nutritional services is lacking in the area.
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4. Social Isolation and Mental Health

- The Naffi helped people socialise and brought the community together to combat isolation - I used to go and work from there with friends, just so I could talk to adults, the community really miss this hub now it's closed down due to high rent
 - Isolation
 - No family support
 - I do a lot of exercise at home on my own, but I find it so lonely.
 - It's hard to make friends as an adult.
 - Participants highlighted that they need to speak to others in a similar position to feel normal about the feelings that are raised by the challenges of parenting. They need to feel part of a community in order to feel normal.
 - I am afraid to access mental health support due to the stigma attached to it and the repercussions it could have on my serving partner.
 - Having 'no one to lean on' is a particular issue, since people's extended families are often located a long way away.
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5. Mobility and Transport Barriers

- Lack of public transport
 - Many wives don't drive
-

6. Information Gaps and Instability

- Finding information is often a matter of stumbling across it, as key information is not available from one central point of contact. One participant mentioned that she starts to research services and community groups 6 months before moving to a new posting.
- so many resources are not accessible

- A lot of clubs are set up by individuals, and when they have to move elsewhere due to military postings, these clubs close, and there is a lack of continuity.
- No free time

Appendix 6 .

Question 6 – Thinking to the future, what would help you and your family feel healthier, happier and more supported while living in Catterick?

1. Access to Information and Communication

- Information being given direct to wives/spouses and not having to be filtered down through the military partner
 - One place to find information
 - A single point of contact for social opportunities and community assets
 - A welcome pack - including bin days, telephone numbers, GPs, clubs etc
 - Improve communication with schools, they could easily help promote community assets and events
 - Better signposting to health services / gyms / social groups / food outlets etc - this could be done when registering with a GP
 - Spouses would appreciate getting information directly to them, rather than via their husbands.
 - One hub of information would be useful – there are too many places to get information from, and it gets lost.
 - Better flow of information when we arrive.
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2. Childcare and Youth Support

- More holiday clubs for children
 - Better child care and support for parents who have no support locally
 - If my disabled child could have a magic wand she would wish for somewhere safe, with accessible toilets for her to socialise and craft, but with somewhere where she could also be alone.
 - AWS have youth clubs and sensory rooms, but they aren't advertised well so nobody knows about them
 - The leisure centre to provide a nursery so parents can exercise
 - More social opportunities for parents alongside kids sports clubs
 - More for younger kids to do
 - Offer a course for babysitting for teenagers
 - Holiday clubs for kids (which isn't just for kids who want to/can do sports), perhaps in community centres, would be a big help.
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3. Health and Wellbeing Services

- More healthy choices for food

- CICC to look holistically and offer a whole person care approach that is responsive and adaptive to an individual's unique needs.
 - Peer-to-peer support group offer within the CICC (e.g. breastfeeding, new mums etc)
 - Educate the educators on the health needs of local children (e.g. a lecture within the CICC on T1 diabetes)
 - Information on drugs and alcohol might be better provided by care providers rather than military bosses.
 - Wellbeing cafes for serving personnel away from a military setting.
 - Education - healthy eating classes
 - More NHS dentists
 - X-Ray facilities for both military and civilian rather than having to attend South Tees facilities
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4. Community Spaces and Social Connections

- A community hub
 - Bring back the NAAFI
 - Being able to socialise and have connections in the community straight away would help ease the transition into living in Catterick – people may arrive not knowing whether anything is and may struggle to make friends.
 - Some community activities take place in secure military buildings, and facilities don't get used because people assume it's not available to use, or feel intimidated going into this environment.
 - Increased peer support opportunities
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5. Recreation and Sport

- More sports teams for wives/partners
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6. Infrastructure and Transport

- Public transport
 - Better road safety
 - Better public transport would give people more options on where they could go for care
 - Pedestrian safety is a concern near the CICC – designated crossing points would be appreciated.
 - The lack of public buses is a real challenge – improved public transport would make life easier.
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7. Continuity and Longevity of Services

- Longevity in services, there have been some amazing groups that just find their feet but then their funding ends and they go
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8. Support for Military Families

- It would be helpful to compile a guide for employers who hire military spouses and family members as there can be a lack of understanding from employers about what the situation is for military families.