



**Forces  
Employment**  
Charity

# Our impact **2023**



The Forces Employment Charity provides life-long, life-changing support, jobs and training opportunities to Service leavers, veterans, reservists and their spouses, partners and children, regardless of circumstances, rank, length of service, or reason for leaving.

Founded in 1885 and operating across the UK, we have the specialist knowledge and understanding to bridge the gap between military life and civilian employment. We work in partnership with other organisations and employers who, like us, respect and value the unique qualities and abilities of all those who have served.

Our vision is a UK where  
all who have served and  
their families lead fulfilling  
working lives.

## Helping the UK's military community succeed throughout their working lives.

After the combination of RFEA and the employment services of the Officers' Association in 2022, 2023 has been a year of consolidation. Building on the success of these two charities, in the past twelve months, we've grown our offering to address areas of unmet need, introducing a bigger and better event series and increasing our outreach efforts to Scotland, Wales and Northern Ireland.

Greater engagement with the Office for Veterans' Affairs and the Ministry of Defence has brought us to the forefront of the military community's employment services. After the tremendous performance of our CTP programmes this year, we're looking forward to being an integral part of the new Career Transition Partnership contract in 2024, which will ensure we're fully involved with the transition plans of the next generation of Service leavers.

At the Forces Employment Charity, we take immense pride in the success of our clients. Whether it's securing a new job, embarking on a new career path, or simply improving their quality of life, we're dedicated to supporting our clients every step of the way. Everyone deserves the opportunity to succeed, no matter their background or circumstances, and we're committed to providing the resources and assistance needed to make that happen. Seeing those we work with achieve their goals and reach their full potential is the ultimate reward for all the hard work and dedication that goes into our mission, and we couldn't be prouder of their accomplishments.

# Our year in numbers

Last year we...

**Supported**

**22,384**

ex-Forces personnel  
and families

**Created**

**97,715**

job opportunities

**Employed**

**186**

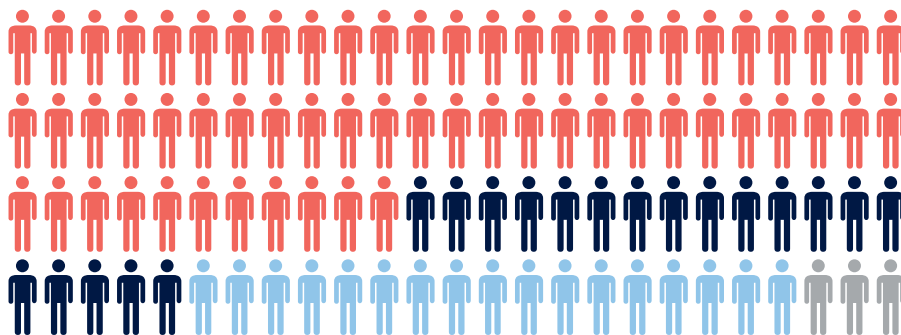
specialist staff

**61%** Army

**19%** Royal Navy and  
Royal Marines

**17%** Royal  
Air Force

**3%** Families



Clients by gender:

88% male

11% female

0.03% transgender

0.03% non-binary / gender non-conforming

0.04% other / prefer not to say



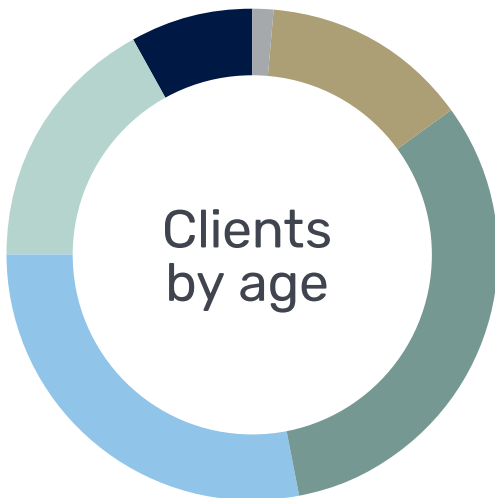
**60%**  
Junior rank

**21%**  
Senior rank / NCO  
or Senior rate

**14.5%**  
Officer

**1.5%**  
Senior officer

**3%**  
Spouse / family



**1.5%**  
Under 18

**13.5%**  
18-24

**32%**  
25-34

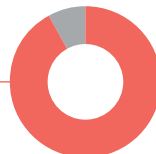
**28%**  
35-44

**17%**  
45-54

**8%**  
55 and over

**92p in each £1**

directly supports veterans,  
Service leavers and their families



## Our support teams handled...

**30,803**  
telephone calls

**18,733**  
emails

**15,768**  
CTP event bookings

**64,964**  
followers on social media

**28,720**  
newsletter recipients

**6,123**  
Executive event attendees

**2,850**  
community members

**90**  
mentors



# Supporting veterans

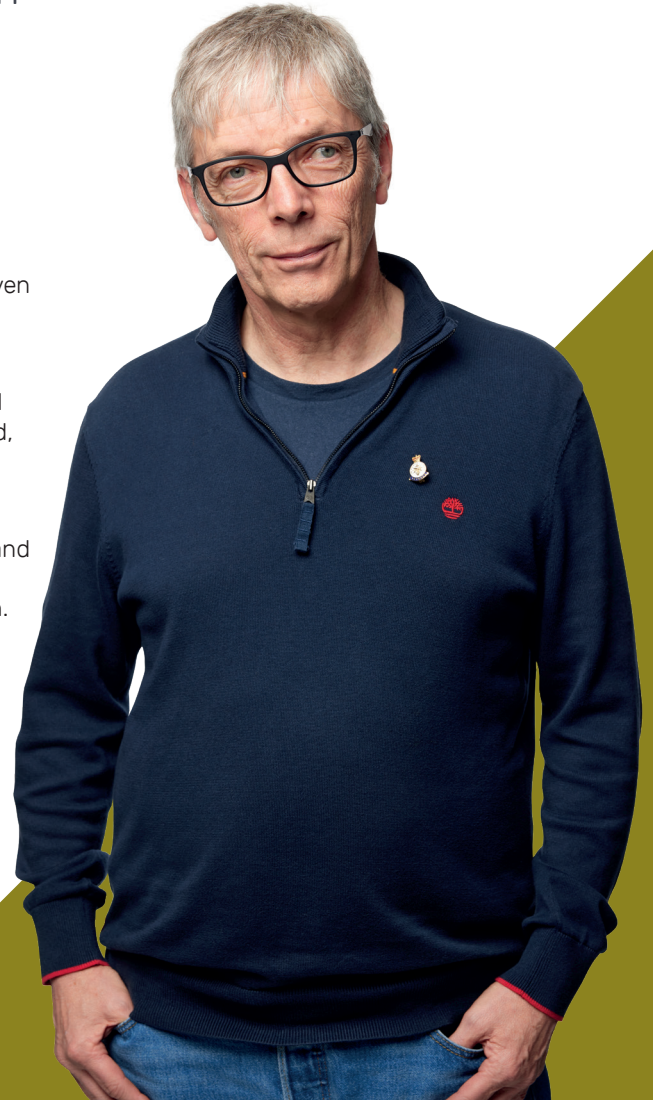
Life-long employment support for veterans and reservists of HM Armed Forces, both in the UK and overseas.

The Forces Employment Charity stands by ex-Forces personnel through an unrivalled range of programmes and practical support. We support anyone who has served at least one day in His Majesty's Armed Forces (regular or reserve) or Merchant Mariners who have seen duty on legally defined military operations.

In 2023, we expanded our employment services to veterans by recruiting seven additional advisors to our Veterans' Support Programme. Complementing our Ex-Forces Employment Programme, we have a dedicated team of 23 experts offering regionally-based advice and guidance to veterans and reservists across the UK. This strengthened our teams in the devolved nations and we now have three veterans' employment advisors in Scotland, two in Wales and one in Northern Ireland.

Our teams work closely with employers and our knowledge of rapidly changing and developing recruitment processes is unrivalled. We understand the difference between a career in the Armed Forces and one in a civilian role and we are there to advise and support when employment feels tough.

This year, we celebrated Armed Forces Day in each of the four nations of the United Kingdom, raising awareness of the Forces Employment Charity through personal contact. The events were a great success, with members of the public engaging with our staff to learn more about our programmes and the help we provide. Our teams were proud to be part of these celebrations, and we hope that by attending these events, we can highlight the importance of supporting our ex-Forces personnel.



<https://youtu.be/Q7ChqEQKRvE>

“The Forces Employment Charity speaks your language, and the support is second to none.”

**Fred Stokes**  
Army veteran

### **Veterans employment programmes**

- Ex-Forces Employment Programme
- Gurkha Employment Support
- Veterans' Support Programme
- Veterans' Support Team

Our veterans' advisors supported  
**3,087 clients**

**80%**

of our veteran clients saw an improvement in their job search skills

**81%**

of our veteran clients saw significant improvement in their aspirations and motivation



# Supporting those who need specialist help

More intensive support for those further from employment.

Part of our bespoke delivery is our team of Specialist Employment Consultants who deliver tailored advice to those experiencing challenges, including debt, housing-related issues or physical or mental health requirements. Our team determines the most crucial outcome for each individual and creates a tailored programme to achieve their goal.

This year, we expanded delivery by integrating our Forces for London team, combining internal resources to help more vulnerable veterans amidst the cost-of-living crisis, rise in mental health issues, and slow economic recovery from the pandemic.

In the past twelve months, there has been an increase in clients with additional barriers beyond employment. We provide a comprehensive needs referral to specialist military charities and statutory services for advice and assistance.

Mentoring is a key part of our specialist programme. In 2023, we facilitated over 30 completed mentoring relationships that positively impacted the client's employment journey and outcomes. With our support, veterans report significant increases in self-confidence and belief in their abilities, professionally and personally.



<https://youtu.be/In-qi3XhCfw>

“My consultant was warm, welcoming and very helpful. Without their support, I wouldn’t have been able to secure my new role.”

**Seru Nainoca**  
Army veteran

### Specialist programmes

- Specialist Employment Programme
- Forces for London
- Veterans’ Support Team

Our specialist consultants supported

**522 clients**

**92%**

of clients reported they had increased confidence, upskilled, and enhanced their employability and work experience

**88%**

of clients reported improved aspiration and motivation towards employment



# Supporting families

Working to increase positive employment outcomes for all families in the Armed Forces community.

Our dedicated Families Programme delivers holistic employability and employment support to spouses and partners of still-serving personnel and veterans, including divorced, separated, and bereaved, in the UK and overseas. We understand that Service life and transition can impact the whole family, so we have developed a significant offer, including mentoring and career guidance, to service children and young people aged 16-24.

In 2023, we received increased registrations from Nepalese and Fijian family members who need additional support in areas like qualification development. We reached out to bereaved spouses and partners via networking and events to ensure they know our services are available to everyone in the UK's military network. More male spouses are registering with us to help them navigate the impact of frequent moves on their careers.

In the past twelve months, we saw a steep rise in those taking up digital training. Via our TechVets programme, we ran courses to support digital skills development and encouraged our clients to participate in the full range of courses they offer.

As part of our EM3 initiative, funded by the European Social Fund, we began supporting children aged 16-24 of serving and ex-serving personnel. We mentor young people who have lived experience of military life, raising their confidence and aspirations and developing the skills, mindset and agency required to navigate life and work successfully. So far, we've supported 558 Service children through employability workshops and provided one-to-one casework to vulnerable and at-risk children.



[https://youtu.be/s7rl\\_qhjvP4](https://youtu.be/s7rl_qhjvP4)

“The Forces Employment Charity understands what I’ve been through. They’ve motivated me to try new things to benefit my future.”

**Ruby Taylor**  
Military child

#### **Families programmes**

- Families Programme
- EM3 Armed Forces Veterans and Families Programme

Our Families programmes advisors supported

**660 clients**

We engaged with more than

**30 schools and colleges**

in the EM3 region, educating them on the specific challenges and additional support children from military families might need

**82%**

of clients improved their confidence in job searching and applications

# Supporting transition

We deliver employment services for the Career Transition Partnership (CTP) MOD resettlement contract.

Supporting Service leavers into civilian careers has been at the heart of our Charity's offering since 1885. Over a century later, we're proud to say that we are still at the forefront of employment services for all Service leavers via our teams embedded within CTP.

Our Employer Engagement team promotes the benefits of employing Service leavers and veterans, helping companies build military recruitment pipelines. The team also delivers face-to-face and online events, bringing employers and candidates together and encouraging companies to list their vacancies on RightJob, the CTP jobs board. In 2023, this resulted in over 11,000 successful placements. By participating in these events and utilising our recruitment services, employers can tap into a highly skilled and motivated talent pool, while Service leavers can find meaningful civilian careers that build on their military experience.

The CTP Assist team is dedicated to supporting Personnel on Recovery Duty who, due to the nature of their injuries, unfortunately often face challenges when looking for meaningful employment due to their medical discharge. This year has seen the highest number of referrals coming from military units since 2017, thanks to increased engagement by the team, something we will continue to ensure all clients are fully supported.

Our CTP Future Horizons team supports Early Service Leavers (ESLs) who leave the Forces within their first four years of service, regardless of the reason. This year, the team has significantly enhanced their support, now covering the needs of all ESL clients, including those previously supported by our Central Support Team.



“The diversity of programmes on offer, including their CTP Employer Engagement team, makes partnering with the Forces Employment Charity an obvious choice for Amazon. Their work directly supports and advances our military recruitment strategy in the UK.”

**Emma Morgan**  
Amazon

The CTP Employer Engagement team generated  
**97,715 job vacancies**  
for Service leavers and veterans and gained **3,603 new employer contacts**, resulting in **11,339 placements**

We hosted  
**186 employer-specific events**  
and **12 large-scale Employment Fairs** across the UK

This year, our CTP teams achieved the **Matrix Standard**, the Department for Education accreditation, **demonstrating the quality of information, advice, and guidance we deliver** to those leaving the Services.

### **CTP Employment Service programmes**

- CTP Future Horizons
- CTP Assist
- CTP Employer Engagement
- CTP Support Team



# Supporting the British Forces community into IT careers

TechVets empowers serving military, Service leavers, veterans, and military spouses to retrain, upskill and successfully break into information technology careers.

Our TechVets members gain access to free training from organisations like Google, CREST, Cognizant, Splunk and Fortinet, upskilling them in preparation for a career in the tech industry. Support is also available from our community of more than 4,200 members, with guidance and CV reviews from tech industry professionals.

This year, the Fortinet Veterans Program invited TechVets to join their Advisory Council, a diverse global board with representatives from the Five Eyes nations to enhance the outreach and efficiency of its Veterans Program. We also launched a new partnership with US-born data analytics specialists Alteryx, offering its SparkED Analytics Education Program to the British Forces community.

As a specialist programme, TechVets was a finalist for both the Ex-Forces in Business Awards and Soldiering on Awards, recognising the leading services we provide to the Armed Forces community.



<https://youtu.be/SwM9zfxar0g>

"I absolutely loved my training! With the support of the Forces Employment Charity, I know I can secure a role in risk management and compliance."

**Reva**  
Military spouse

**TechVets supported 2,470  
serving military, Service leavers,  
veterans and spouses**

**1,872 clients**

undertook digital / tech upskilling, giving all these individuals access to in-demand skills that can help them forge great careers in information technology

The estimated median average salary for TechVets clients finding new IT careers was  
**£55,535**

# Our journey

1885

## 4 February 1885

The National Association for Employment of Reserve and Discharged Soldiers is set up to promote communication between employers and men transferred to the reserve or discharged from the Army.

## 1886

Employment offices open in London, Berkshire, Cambridgeshire, Cheshire, Derbyshire, Gloucestershire, Montgomeryshire, Midlothian and Queen's County, Ireland. **Queen Victoria consents to become Royal Patron.**

## 1892

30 branches across the country.

## 1899

Registrations reach 10,800 a year with 6,160 placed in employment, including 100 marines and 31 sailors.

## 1904

Registrations averaging over 15,000 a year with placements around 8,000.

## 1909

110 branches including two overseas in Cape Town and Cairo.

1900

## 1912

Renamed the National Association for Employment of Ex-Soldiers.

## 1919

The Association launches a Demobilisation Appeal to all units of the British Army, raising over £2,000.

## 1920

The Officers' Association launched in recognition of the need to provide benevolence and employment support to former officers and their families.

## 1922

Sailors and Airmen officially included within the operations of the Association, now called the National Association for Employment of Regular Sailors, Soldiers and Airmen.

## 1934

42 Jobfinders employed and over 32,000 job placements.

## 1938

Registrations reach over 40,000.

1920

1922

## 1939

45 branches manned by 99 staff.

## 1945

The Association returns to pre-war staffing levels with 51 branches.

## 1945-1949

306,934 registrations.  
236,120 job placements.

## 1946

The OA's charter is amended to allow women officers and their dependants to be supported.

## 1950

Women become eligible for registration with the Association (Women's Services made part of the Regular Armed Forces of the Crown in 1949).

## 1951

Non-regulars with at least five years' service between 1939 and 1945 become eligible for registration.

## 1967

Formally named the Regular Forces Employment Association.

## 1970

13,000 registrations.

## 1979

8,500 registrations.

## 1985

RFEA celebrates its centenary.  
10,452 registrations.  
4,290 job placements.

## 1987

40 branches manned by 55 staff.  
11,499 registrations.  
4,970 job placements.

## 1990

10,584 registrations.  
5,030 job placements.

## 1995

12,241 registrations.  
4,903 job placements.

## 1998

MoD resettlement contract and Career Transition Partnership (CTP) established with RFEA providing employment services to service leavers.

## 2003

Those who served less than three years now eligible for support.

## 2004

Reservists who served in the Balkans, Afghanistan and Iraq now eligible for support.



1967

1998

2000

2019 2022

2023

**2005**

The Central Support Team opens.

**2006**

25,000 job opportunities created and 9,800 job placements.

**2008**

Service of Care launches, helping early service leavers.

**2011**

Service of Care replaced by the Future Horizons programme.

**2013**

Recovery Career Services launches, with RFEA delivering an individual careers service to wounded, injured and sick soldiers.

**2014**

Project Nova launches in partnership with Walking With The Wounded, providing assistance to veterans who have been arrested, or who are at risk of arrest.

**2015**

New CTP contract let. RFEA delivers the employment service including CTP Assist, CTP Future Horizons, CTP Employer Engagement and the Central Support Team.

Ex-Forces programme launches for veterans who have been out of the Armed Forces for more than two years.

**2017**

80,000 job opportunities created and 12,000 job placements.

RFEA operates 11 programmes for military charities and public sector organisations, providing expertise to help their beneficiaries.

**2018**

92,292 job opportunities created and 11,097 job placements.

Launch of the Forces for London programme in partnership with the Mayor of London, helping unemployed veterans living in the London boroughs.

**2019**

RFEA launches a Families Programme helping spouses and partners of veterans and still serving personnel, and Project Nova partners with the NHS and Care After Combat to help veterans in the criminal justice system.

84,976 job opportunities created and 12,275 job placements.

**2020**

RFEA launches the Military Women Programme and expands the Families Programme. Our staff continued to deliver full support through the COVID-19 lockdowns.

65,800 job opportunities created and 11,596 job placements.

**2021**

**TechVets joins RFEA, bringing free tech and cyber training to veterans and Service leavers.**

97,826 job opportunities created and 12,370 job placements.

**2022**

RFEA launches the EM3 Armed Forces Veterans and Families Programme, improving employment opportunities for Forces families in Surrey and Hampshire and begins supporting Afghan nationals who worked alongside British Forces.

**The OA's employment services and RFEA combine to form the Forces Employment Charity.**

115,012 job opportunities created and 11,994 job placements.

**2023**

**The Forces Employment Charity is awarded the Armed Forces Covenant Gold Employer Recognition Scheme Award, demonstrating our commitment to helping members of the military and their families.**

**Op NOVA launches, commissioned by NHS England, providing support for veterans in contact with the justice system.**

**Our Families Programme grows to include young people, with more outreach to bereaved partners.**

**MyForcesEmployment launches – an online community space for all our clients to access information, mentors and support 24/7.**

**97,715**  
job opportunities created

**13,246**  
job placements



# Supporting female veterans

Our unique Military Women Programme raises female engagement and improves employment opportunities and outcomes.

Research carried out by Cranfield University and the Institute for Employment Studies and published by the Forces In Mind Trust showed that female veterans face more barriers to employment than their male counterparts. Military women often step off their career pathways to accommodate changes in their circumstances. They also encounter challenges common among working women, including greater childcare and caring responsibilities.

This year, our Military Women Programme has engaged and empowered more female veterans to realise their worth and achieve meaningful and fulfilling careers. Since the programme began, we've grown the team to three advisors and enrolled 615 clients. In 2023, we placed over 70 women into sustainable employment.

We've also helped shape the Cabinet Office and OVA's Female Veterans Strategy, both on a personal level with contributions from female veterans and at a strategic level, ensuring that women veterans have access to support that addresses their unique needs and experiences.



<https://youtu.be/vxW47vybcYY>

“Having somebody holding my hand and giving me wise words of wisdom was really beneficial.”

**Ingrid Rolland**  
Reservist

Our Military Women team supported

**287 clients**

**86%**

of clients increased their confidence to job search and network

**81%**

of clients improved their employment skills and experience



# Supporting veterans in the justice system

We deliver Op NOVA commissioned by the NHS England Armed Forces Health Team.

In 2023, the NHS commissioned us to deliver Op NOVA, a new comprehensive service to support veterans in contact with the Justice System across England. Op NOVA works alongside four NHS England-commissioned services: Op COURAGE for mental health, Op RESTORE for physical recovery and Op COMMUNITY for families.

The need for this commissioned service was demonstrated by our successful delivery of Project Nova, which we set up in 2014 to work with the police and support veterans who were arrested or at risk of arrest.

Op NOVA is a unique service that reaches veterans at their lowest ebb. The underlying causes of offending behaviour are rooted in mental health issues, substance misuse, relationship breakdown and unstable employment and accommodation. We engage veterans through our understanding of their military service, and the one-to-one relationship with our caseworkers enables many to change their lives.

We could not deliver Op NOVA and provide this vital support to veterans without the work of police forces and the Prison and Probation Services across the UK. Our heartfelt thanks go to everyone who gives their time to identify veterans and refer them to the Op NOVA Service.



<https://youtu.be/XgPguTUhrFA>

“I haven’t had any civilian agency work with me so well. Op NOVA has been there for me all the time.”

**Joseph Osei Amankwah**  
Army veteran

### Justice programmes

- Op NOVA
- One Is Too Many
- Nova Support Team
- HMPPS Co-Financing Organisation

Our Op NOVA caseworkers supported

**1,085 clients**

**91%**

of clients say that Op NOVA helped them in their time of need

**1,386**

new users accessed our One Is Too Many online resources



# Supporting Service leavers and veterans into executive roles

Delivering executive-level services to support those who have served in the Armed Forces into senior appointments.

This year, we continued the integration of our Executive Programme into the Forces Employment Charity offering following the move across from the Officers' Association. This programme is now available to all those with the ability and aspiration for executive roles rather than being rank based.

The team has enhanced our event offerings in the past twelve months, launching a popular Careers in... events series with topics including financial and professional services. Over 100 delegates attended our hugely successful Women into Employment event in May, facilitated by outstanding support from employers including J.P. Morgan, Centrica and Deloitte, who hosted the associated networking evening.

We also expanded our employer partnerships and collaborations network, especially with executive search firms, and provided a new offer for those seeking roles as non-executive directors.



<https://youtu.be/o0j6vGigQA8>

“The events held by the Forces Employment Charity are fantastic for networking. I met my new boss at Careers in Financial Services!”

**Craig Blackburn**  
Royal Navy veteran

Our executive career consultants supported

**1,008 clients**

**over 75%**

of our events attendees rated their experience at 9 out of 10 or above

We listed over

**1,200 vacancies**

on our executive jobs board

# Supporting Afghan refugees

We support Afghan nationals who worked with British Forces during the conflict in Afghanistan.

Our Afghan Advisors supported  
**448**  
clients

**106**  
Afghan clients found work

The Afghan Relocations and Assistance Policy (ARAP) presents the Forces Employment Charity and the whole Armed Forces community with an incredible opportunity to help those who risked so much to support the British military during operations in Afghanistan. The exceptional situation confronted when trying to resettle in an entirely new country with a very different culture means those we support face substantial employment challenges.

This year, our Afghan clients found work in roles ranging from driving, warehouse operators, security officers, and linguists to energy assessors, school assistants, and even reporting for an Afghanistan international news channel. This support into gainful employment is a critical factor in these Afghans' successful resettling in the UK.

Funded training and upskilling, totalling more than £20,000, has been distributed to eligible Afghan clients to support them in attaining skills and certifications that have helped them gain employment.

Abdul started his journey to the UK on 26 July 2021. Since resettling here in the UK, Abdul was first moved to a bridging hotel in Manchester, then relocated to Grantham before eventually receiving an offer of a house in Newcastle for him and his family.

Having previously worked as an interpreter supporting the British military in Afghanistan, Abdul was keen to adapt to the UK way of life. Through expert support from his Forces Employment Charity Employment Advisor, Abdul secured a role with the Newcastle Building Society as a Customer Service Administration Officer.

Over the next year, we look forward to supporting even more eligible Afghans into gainful employment – often one of the most critical components to a successful and happy life.

"I want to express my appreciation for the continued work of the Forces Employment Charity in supporting ARAP Afghans to begin their new lives in the UK. The Ministry of Defence is committed to continuing to work effectively with the Forces Employment Charity to deliver Operation NEWHOPE support."

**The RT Hon Ben Wallace MP**



# Financial summary

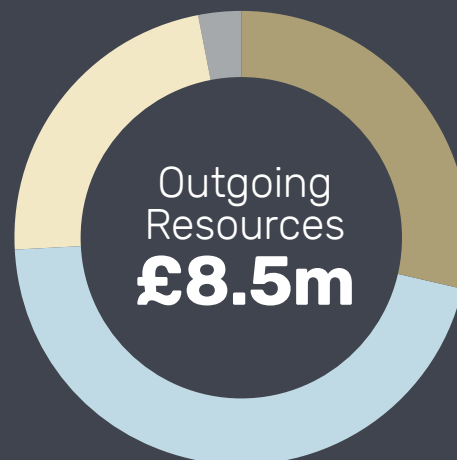


**42%** Contract income (CTP and Op NOVA)

**45%** Grants to support employment services

**11%** Grants to support special projects including justice services

**2%** Grants to support TechVets



**29%** Service leavers' transition

**46%** Employment services

**23%** Justice services

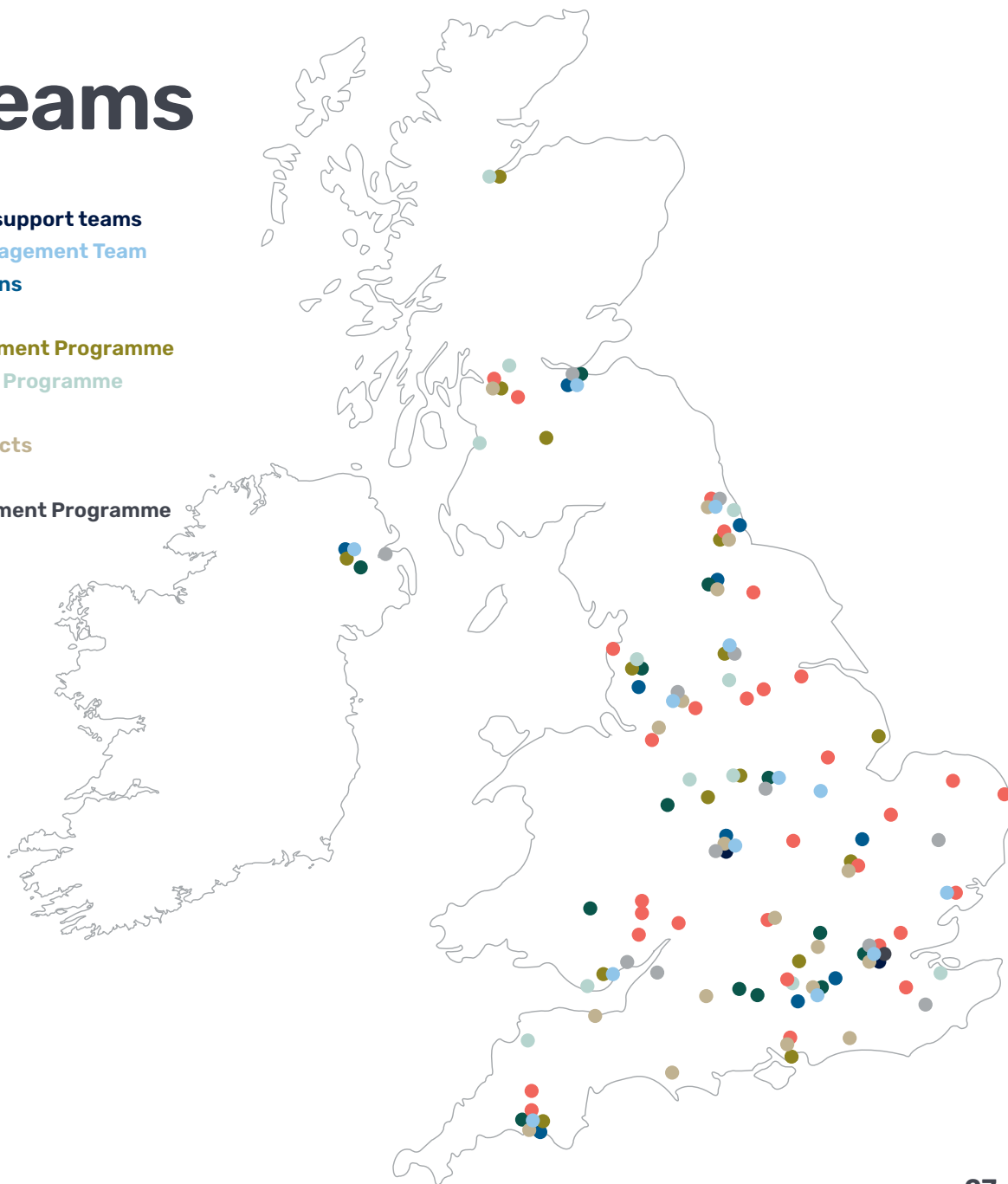
**3%** TechVets



For our full accounts, please see our latest annual report at [www.forcesemployment.org.uk/publications](http://www.forcesemployment.org.uk/publications)

# Our teams

- Management and support teams
- CTP Employer Engagement Team
- CTP Future Horizons
- CTP Assist
- Ex-Forces Employment Programme
- Veterans' Support Programme
- Op NOVA
- Employment Projects
- TechVets
- Executive Employment Programme



# Thank you

## 2023 has been an outstanding year for the Forces Employment Charity.

In the second year since the combination of RFEA with the employment services of the Officers' Association, we have increased service delivery across our programmes and have supported 22,384 Service leavers, veterans, reservists and spouses. In a busy 12 months, I am incredibly proud of how our people have stepped up to the challenges and increased the number of people we are supporting via one-to-one support, events and our new online community, MyForcesEmployment.

Our significant contribution to the flagship Career Transition Partnership has helped to deliver record results this year, including increased numbers in CTP Assist for Personnel on Recovery Duty, as we prepare for the next CTP contract in 2024. Our Ex-Forces Programme for veterans has continued to grow, we have successfully delivered our new Veterans' Support and Afghan Support programmes, and our Families and Military Women Programmes have extended considerably with impressive employment outcomes. We have successfully concluded our EM3 Programme, providing more support for Service children, while TechVets has been a triumph with over 4,200 members in the thriving community. Op NOVA launched in April 2023 with its life-changing and life-saving work that now supports a vulnerable cohort of veterans in the justice system throughout England. We have enhanced and expanded our Executive Programme supported with high-quality events and successfully commenced our mentoring scheme.

We have welcomed and encouraged increased collaboration across the employment and justice sectors and have relished playing a significant part in supporting the vital work of Cobseo and the OVA, representing employment and justice.

Of course, none of this would have been possible without the fantastic support of our many partners who share our desire to help those in need into employment and reach their full potential. As the Forces Employment Charity, we are honoured to deliver this employment assistance essential for a successful transition and to lead fulfilling working lives. We are immensely grateful and indebted to you all.

**Alistair Halliday**  
Chief Executive



## The Forces Employment Charity is supported by 37 organisations including:



These organisations  
fund us **£45k+**



Contact us

0121 262 3058

info@forcesemployment.org.uk

forcesemployment.org.uk

Connect with us      

Forces Employment Charity is a member of



Forces Employment Charity is a registered charity in England & Wales No. 1061212 and Scotland No. SC039262