# VTRN RESET

## CIC

### VETERAN PROGRAMME

Every day, retired members of the armed forces are faced with a range of challenges and difficulties as a direct result of their active service in the armed forces, which can greatly impact upon their entire lives. From Post-Traumatic Stress Disorder (PTSD) and other associated mental health issues, including serious injury and the loss of limbs; veterans often struggle to acclimatise to the new reality of day-to-day life outside of military duty. The strain placed on them as individuals, and their families, to cope and adapt in the face of such adversity can cause serious long-term problems while they transition back into civilian life. Veteran Reset (VTRN Reset) are a Social Value enterprise and Community Interest Company (CIC), who aim to support and alleviate the pressure of this, by providing personalised, onsite retreats for veterans, where they can spend time with mental health experts and access specialist services to help them manage and, hopefully, overcome the problems they are encountering. Empowering them to reset and reclaim their lives.

As a partner organisation, Fujitsu, are supporting the VTRN Reset team to drive forward their critical mission to support our veterans. Our UK Public Sector Automation team, along with colleagues from our Social Value team, recently led a number of process digitisation and optimisation workshops to identify how their current business model works, and how our expertise and skills could help them realise their vision and mission to transform the lives of veterans throughout the UK.

**Challenge:**

VTRN Reset is comprised of a small team of ex-Veterans and mental health specialists who work directly with veterans' post-service to manage and support their mental health needs. They have a plethora of experience derived from military duty, supporting military personnel in active war zones, such as the recent conflict in Ukraine, and through clinical engagement with veterans following their retirement, to help them to adjust to the realities of civilian life. As a charity and social value enterprise, their resources are limited. The core team also have other full-time jobs, which they are committed to, therefore developing the capability and tools required to secure the funding they need to launch,

'In 2016, I lost my point man from Afghanistan to PTSD. In 2018, I lost my best friend to suicide, a tragic outcome of his own battle with PTSD. I feel an immense weight of responsibility to get this programme up and running. It's a responsibility borne out of a deep sense of duty to those who have served alongside me and a determination to prevent further loss of life and suffering among our veterans.' – Adam Stirling
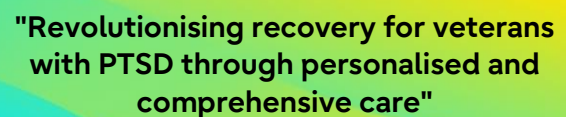
develop, and sustain the business model to deliver their specialised retreat programme has been somewhat circumscribed by the resource capacity to facilitate this.

**Processing Mapping to deliver optimal solutions**

As one of their key partner organisations, Fujitsu, offered a number of onsite engagement sessions to help the team to understand their current business processes. Utilising processing mapping methodology, our teams deconstructed and reconstructed their business processes visually, to allow the team to understand, shape, and map out the delivery of their bespoke retreats and what the outcome and impact of this would be in terms of supporting and transforming mental health care for veterans. Over a number of sessions, our teams helped VTRN Reset focus and optimise their outputs by identifying the target group for the retreats and how they could appeal for funding from that basis. This process digitisation strategy resulted in the creation of supplementary visual documentation to illustrate and understand the key stages in candidate identification. This involved reviewing minutiae detail about how candidates could be identified, apply, and processed through the programme, up until the point of their arrival at the retreat location, through to the post-retreat clinical care that would be afforded to them. These sessions were highly valuable, creating a clear and concise structure of how the retreats would be implemented, including financial management, compliance and success measures, logistics and data capture, and finally, an analysis tools to accurately assess the true impact of the retreats that could be shared within the VTRN Reset Joint Partnership Model to support their comprehensive healing model. This structure will be used by the UK Public Sector Automation team to create and develop a back-end application which is underpinned by their now clearly defined businesses processes to allow candidates to apply, attend and enter this specialised healing programme.

**Impactful and sustainable delivery**

The onsite workshops provided by our UK Public Sector Automation team enabled the VTRN Reset team to understand clearly how they can implement and achieve their business objectives of delivering a 10-day retreat to Veterans affected by a range of mental health conditions. This has saved 100+ hrs of planning time and resource capability within this small team, allowing time them to consolidate and present their mission and vision to potential funders in an emotive, authentic, and impactful way that demonstrates real social value. Through the process optimisation sessions delivered by the UK Public Sector Automation team, the VRTN Reset team can ensure that entire experience they are offering has a solid foundation which can be built upon and evolve as the organisation does. The process mapping and digitisation process has also empowered the team to compose and deliver their executive summary, allowing them to present, in detail, to key funders on why they should support this valuable and critical programme. By supporting VTRN Reset in this way, Fujitsu, have been able to drive their vision forward and identify the key resources needed to create the capability to deliver their personalised retreats. Creating a business model which is successful, flexible, but ultimately, sustainable.

"Revolutionising recovery for veterans with PTSD through personalised and comprehensive care"