

RAF BRIZE NORTON INFORMATION HANDBOOK





The Duke of York's Royal Military School

A co-educational boarding school for students aged 11-18

WELCOMING STUDENTS FROM FORCES FAMILIES SINCE 1803

Outstanding facilities, an all-round education, and endless opportunities - there are many reasons to consider The Duke of York's Royal Military School, says Principal Alex Foreman.

The Duke of York's Royal Military School is open to students aged 11- 18 and is home to around 440 full boarders, 50% of which are from Forces families. Set on top of the White Cliffs of Dover and set within 150-acres of parkland, the school offers unrivalled facilities.

Students enjoy a unique blend of academic achievement and an active lifestyle with sport, music and drama. Facilities include an Olympic-standard floodlit athletics track, a floodlit all-weather hockey pitch, state-of-the-art gym suite, dance studio with harlequin floor, a six-lane indoor heated swimming pool and performing arts centre.

INCLUSIVE BOARDING FEES

Welcoming students from Forces Families since 1803, The Duke of York's Royal Military School is committed to supporting the British Armed Forces and is sponsored by the Ministry of Defence. In recognition of this, parental contribution for those eligible for the MOD Continuity of Education Allowance is only £592 per term (there are three terms per year).

CONTINUITY OF EDUCATION

The Duke of York's Royal Military School is popular with Forces Families for its ability to offer a home-from-home environment and continuity of education; providing a constant when families may be moving frequently. This means students develop lifelong friendships and benefit from consistent, high-quality education, resulting in outstanding results and destinations.

EXCEPTIONAL EDUCATION & OUTSTANDING OPPORTUNITIES

Ranked in the top 5% of school nationally, students make outstanding progress at GCSE - two thirds of a grade above the national average. 88% of students progressed to university - 52% of which were Oxbridge and Russell Group. The school prides itself on offering outstanding pastoral care and a vast range of opportunities for students, including over 60 clubs and activities a week, overseas trips, and enrichment courses such as The Duke of Edinburgh's Award, for which the school is an accredited centre.

Contact us today to book an open morning or private tour:



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+44 (0)1304 245073



Email:
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meets outstanding opportunities



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RAF BRIZE NORTON INFORMATION HANDBOOK

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THE PLOUGH INN

Alvescot

Located just 2 miles from the Main Gate, Owners Dave and Caroline Ford welcome you to **The Plough Inn, Alvescot**, our charming village pub for delicious home cooked lunches, dinners and Sunday Roasts along with an excellent range of wines, beers and well kept real ales. Our top garden and garden bar hosts live music in the summer months with plenty of outdoor seating on the lower patio, all year round.

Whether you're walking to us on the footpaths around the base perimeter or prefer to be collected in our free for customer minibus, The Plough Inn is an excellent venue to relax, chat and enjoy the atmosphere with friends and family.

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ENROLLING NOW

RAF BRIZE NORTON INFORMATION HANDBOOK

STATION COMMANDER'S INTRODUCTION

Welcome to RAF Brize Norton; home to the RAF's Strategic and Tactical Air Transport (AT) and Air-to-Air Refuelling (AAR) capabilities as well as host to many lodger and reserve units.

This booklet aims to be the one stop shop for you, your family, and friends containing everything you need to know about RAF Brize Norton and the local area: from doctors, dentists and schools to restaurants, recreation activities and much more.

In terms of the operational output of the unit, there are three different types of aircraft operating out of RAF Brize Norton - Boeing C17 Globemaster III, Airbus A400M Atlas and Airbus Voyager, with our Whole Force Team working together to deliver the Airport of Embarkation, Air to Air Refuelling, Inter and Intra Theatre Transport, Airborne Delivery, Aeromedical Evacuation, Repatriation, Air Mobility trials and so much more. It is the largest RAF Station in the UK, home to over 5800 Service Personnel, 200 civilian staff and 1300 contractors. Working 365 days a year, supporting operations around the globe and ensuring our skies stay safe - RAF Brize Norton really is the station that never sleeps.

RAF Brize Norton prides itself in being a vibrant place to work and live. You will find state of the art leisure and sporting facilities. Our welfare facilities for the Whole Force have seen a makeover with Junior Ranks bar and social area totally revamped, making it a place to relax with friends and enjoy much needed downtime. Please do come and visit. To ensure access to all the latest news, our Station Magazine 51 Degrees North, (in reference to the latitude of Brize Norton) enables our people, community, friends and family to stay up to date. The magazine can be found online through our external web site – [51 Degrees North](#). For those arriving at RAF Brize Norton for the

very first time, you may also find the introduction video useful - [RAF Brize Norton Arrivals Video 2022 | RAF Media & Communications \(imagencloud.com\)](#)



The Station has seen the introduction of many new initiatives, including the introduction of electric cars. We all take exceptional pride as we move towards the RAF's Net Zero 40 goal!

There are many ways to be involved to improve how we work at RAF Brize Norton and help deliver a Next Generation RAF; I would encourage you all to become involved however small it may seem. We are always looking for new initiatives and we want to hear from you.

Situated in one of the most picturesque areas, there are certainly endless opportunities to explore this beautiful countryside. Please get out and about and explore what is on our doorstep. I do hope you enjoy your time at RAF Brize Norton.

Group Captain Louise Henton
Station Commander



Success doesn't look the same for every child... and at Clayesmore, that's the point.

Set in the heart of Dorset, Clayesmore has spent over 130 years helping young people uncover what success means to them. Academic excellence is just one part of a wider educational journey that supports personal growth, confidence and self-belief.

Clayesmore School is proud to be home to a large number of military families, offering a warm and welcoming environment where children feel supported and valued. As proud supporters of the Armed Forces, Clayesmore offers CEA plus 10%, making it an excellent choice for families seeking continuity and stability in their child's education. The school's nurturing and caring ethos ensures that every pupil is known as an individual, thriving within a close-knit community that feels like an extended family. With a strong focus on wellbeing, academic excellence, and personal growth, Clayesmore provides a secure and encouraging setting where students can flourish both inside and outside the classroom. This is a school designed to inspire exploration, giving every individual the space, support and encouragement to discover who they are and all they can become.



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(Reception to Year 13)

Clayesmore School, Iwerne Minster, Dorset, DT11 8LL
admissions@clayesmore.com | 01747 813111 | clayesmore.com

WELCOME TO RAF BRIZE NORTON

STATION ADDRESS

Royal Air Force Brize Norton
Oxfordshire
OX18 3LX

POSTAL ADDRESS:

The correct post address for business mail is:

Number, Rank, Name and Initials
Flight or Section (not Barrack Blocks)
Royal Air Force Brize Norton
Oxfordshire
OX18 3LX

FOR FURTHER INFORMATION, PLEASE VISIT:

<https://www.raf.mod.uk/our-organisation/stations/raf-brize-norton/>



RAF Brize Norton



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@AirMobilityRAF



RAF Brize Norton



RoyalAirForceBZN

GO GREEN,
KEEP IT ON
THE SCREEN

Think before you print! Do you really need a paper copy?
Consider collaborative working via SharePoint (MODNet). Talk to your iHUB to set up the permissions you require. Can you send a digital copy? Internal communications - Use links, this saves network traffic.

Ecost saving idea... Print ppt slides in hand-out mode, in black and white. If you select this option then the printer will place black toner where required, and leave the white of the paper blank.



51 DEGREES NORTH IS NOW DIGITAL! TO KEEP UP WITH BRIZE NEWS THE MAGAZINE IS AVAILABLE ON OUR SOCIAL MEDIA PLATFORMS AND WEBSITE!

<https://www.raf.mod.uk/our-organisation/stations/raf-brize-norton/documents/51-north-latest-issue/>

BACKGROUND TO BRIZE NORTON

KEY DATES

- 1937** - Opened as a flying training station.
- 1944** - Nos. 296 and 297 Squadrons dropped paratroops and launched Horsa gliders during D-Day.
- 1945** - RAF Brize Norton transferred from Flying Training Command to Transport Command.
- 1951** - The US Air Force accepted control of the Station.
- 1965** - The RAF took back control of the Station and it became a Transport Command airfield.
- 2001** - First Boeing C-17A Globemaster III aircraft arrived.
- 2011** - The Airbus A330 Voyager arrived.
- 2012** - Lockheed Martin C-130J arrived due to the closure of RAF Lyneham.
- 2014** - Airbus A400M Atlas arrived.
- 2023** - Lockheed Martin C130J Hercules retired and Number 47 Squadron disbanded.

HISTORY

RAF Brize Norton officially opened on 13 August 1937. Number 2 Flying Training School was the first unit to be stationed here, arriving on 7 September 1937.

In July 1942, the Heavy Glider Conversion Unit, later renamed No. 21 HGCU, arrived and remained here until 31 December 1945.

Between March and October 1944, the Station was used as a base for parachute and glider operations by Nos 296 and 297 Squadrons, both equipped with Armstrong Whitworth Albemarle aircraft; both Squadrons were involved in D-Day operations, and the airborne landings at Arnhem.

Flying Training Command returned to the Station with No 204 AFTS in August 1949, then left in June 1950.

The USAF formally accepted control of the Station on 16 April 1951, initially basing B-36 Convair Peacemaker bombers then B-47 Stratojets at a later date. The RAF took back control of the Station on 1 April 1965.

Various iconic aircraft have been based here, including Airspeed Oxford, Harvard, Whitley, Albermarle, Horsa Glider, Britannia, VC-10, Belfast, Argosy, Andover, Tri-Star, Globemaster III, Hercules, Voyager and Atlas.

The Station has been involved in many operations including, CORPORATE (1982), GRANBY (1990), TELIC (2003-11), HERRICK (2001-14), SHADER (2014) RUMAN (2017) and PITTING (2021).

NEWS

RAF Brize Norton



WHAT WE FLY



**C-17 Globemaster III
Transport.**



**Atlas (A400M)
Transport.**



**Voyager
Air refuelling, Transport.**

WHO'S BASED HERE



No 1 Group



Air Mobility Force



No 2 Group



RAF Brize Norton



No. 1 Air Mobility
Wing



10 Squadron



XXIV Squadron



30 Squadron



LXX Squadron



99 Squadron



101 Squadron



206 Squadron



501 Squadron
RAuxAF



622 Squadron
RAuxAF



4624 Squadron
RAuxAF



4626 Squadron
RAuxAF



2624 Squadron
RAuxAF Regiment



II Squadron RAF
Regiment



Airborne Delivery
Wing



Tactical Medical
Wing



Joint Air Delivery Test
and Evaluation Unit



7 RAF Police
Squadron



7 Force Protection
Wing



Chaplains



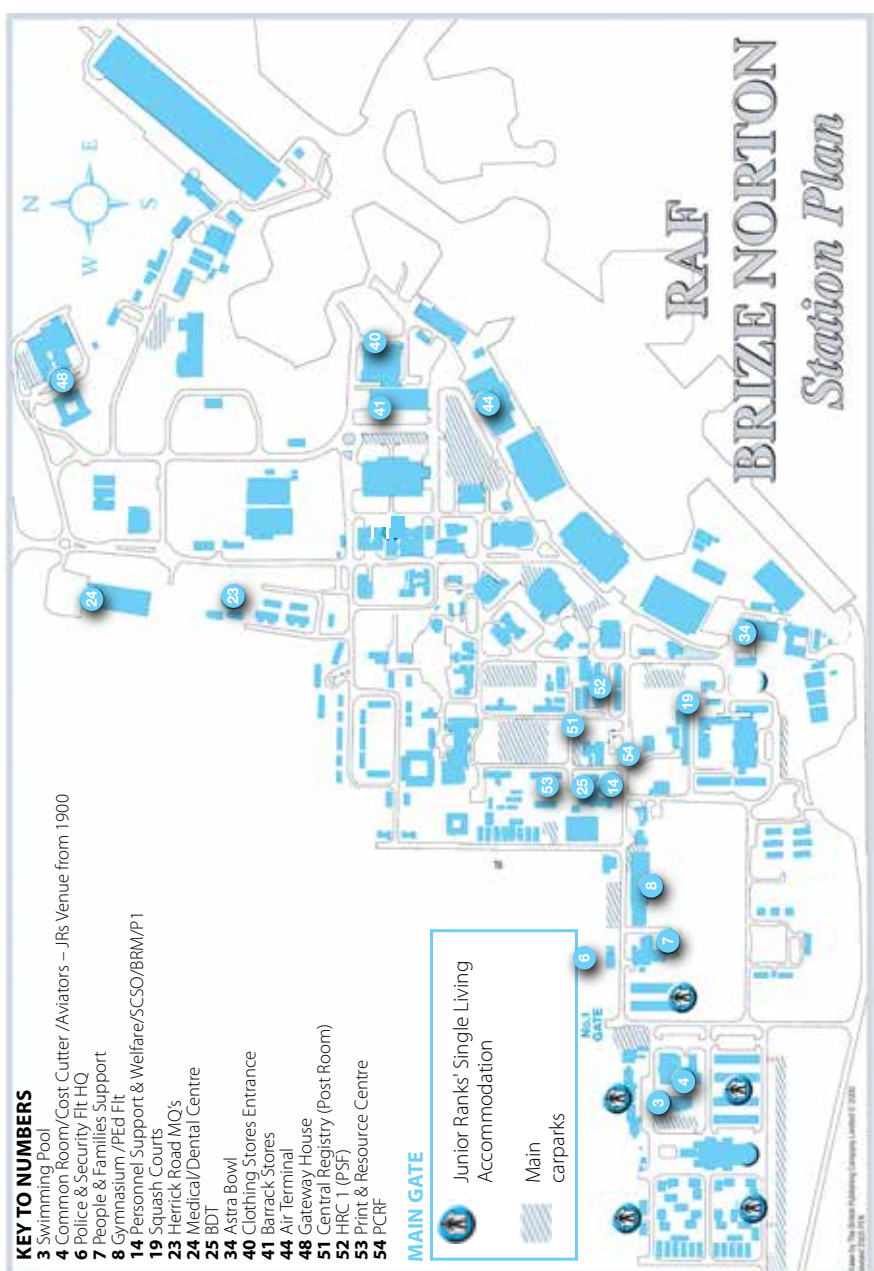
Legal Branch



RAF Regiment





RAF Falcons Parachute
Display Team



KEY TO NUMBERS

- 3 Swimming Pool
- 4 Common Room/Coast Cutter/Aviators – JRs Venue from 1900
- 6 Police & Security Flt HQ
- 7 People & Families Support
- 8 Gymnasium/Pled Flt
- 14 Personnel Support & Welfare/SCSO/BRM/P1
- 19 Squash Courts
- 23 Herrick Road MQs
- 24 Medical/Dental Centre
- 25 BDT
- 34 Astra Bowl
- 40 Clothing Stores Entrance
- 41 Barrack Stores
- 44 Air Terminal
- 48 Gateway House
- 51 Central Registry (Post Room)
- 52 HRC 1 (PSF)
- 53 Print & Resource Centre
- 54 PCRF

MAIN GATE

 Junior Ranks' Single Living Accommodation
 Main carparks

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A blue poster with the central text "Need to talk?". Surrounding this text are several white speech bubbles, each containing the name of a support service and its contact number. The services include SSAFA, Chaplaincy, NHS, Station Welfare, Station Mental Health Network, RAFA, Samaritans, Friends, RAFBF, and Line Manager. The Royal Air Force crest is visible in the top left and right corners, and the Royal Air Force Mental Health Network logo is in the bottom right corner.

Need to talk?

- SSAFA**
0800 260 6780
- Chaplaincy**
01993 890543
- NHS**
111
- Station Welfare**
- Station Mental Health Network**
- RAFA**
0800 018 2361
- Samaritans**
116 123
- Friends**
- RAFBF**
020 7580 8343
- Line Manager**

ROYAL AIR FORCE Mental Health Network

ACCOMMODATION AT RAF BRIZE NORTON

BRIZE NORTON SINGLE LIVING:

JUNIOR RANKS

Accommodation Cell: 01993 897764

Ext 7764 or 01993 897151 Ext 7151

Dining: 01993 897671 Ext 7671

Messes are managed by Sodexo and operate under the pay as you dine scheme.

For any changes to the Meal Timings listed below information will be provided by the relevant Mess, on the Catering HQ SharePoint page and the RAF Brize Norton Teams Channels.

WO'S AND SGT'S MESS

Mess Reception: 01993 896030 Ext 6030



WOSM Meal Timings	
Monday to Friday	
Breakfast:	0700 – 0830
Lunch:	1130 – 1245
Dinner:	1645 – 1815
Weekend Meal Timings	
Breakfast:	0730 – 0930
Lunch:	1200 – 1300
Dinner:	1700 – 1800



JRM Meal Timings	
Monday to Friday	
Breakfast:	0600 – 0800
Lunch:	1115 – 1245
Dinner:	1600 – 1900
Weekend Meal Timings	
Breakfast:	0600 – 0900
Lunch:	1130 – 1230
Dinner:	1630 – 1730

OFFICERS' MESS

Mess Reception: 01993 897147 Ext 7147



OM Meal Timings	
Monday to Friday	
Breakfast:	0700 – 0830
Lunch:	1200 – 1330
Dinner:	1800 – 2000
Weekend Meal Timings	
Breakfast:	0800 – 1000
Lunch:	1200 – 1300
Dinner:	1800 – 1900

WELFARE HOUSES



Welfare Houses provide accommodation primarily for compassionate or contact reasons. They are available to personnel and their families who need temporary accommodation for short periods of time either for themselves or family members. RAF Brize Norton has 9 welfare houses in total, 4 x 2 bedrooms and 5 x 3 bedrooms, one of which has been adapted for visitors who have mobility issues.

If you wish to make a booking please call the Welfare House Manager, between the hours 0900 – 1430, on 01993 895956 ext. 5956 outside these hours email the People and Families Support Team: bnz-community@mod.gov.uk bookings must be made using an official MOD email.

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500 1.75" = **£1,975.00** (£3.95 + VAT ea)

50 2.00" = **£437.50** (£8.75 + VAT ea)
100 2.00" = **£650.00** (£6.50 + VAT ea)
200 2.00" = **£1,150.00** (£5.75 + VAT ea)
300 2.00" = **£1,500.00** (£5.00 + VAT ea)
500 2.00" = **£2,125.00** (£4.25 + VAT ea)

EMBROIDERED PATCHES

with velcro backing

30 3.50" = **£240.00** (£8.00 + VAT ea)
50 3.50" = **£275.00** (£5.50 + VAT ea)
100 3.50" = **£350.00** (£3.50 + VAT ea)

PVC PATCHES

with velcro backing

30 3.50" = **£315.00** (£10.50 + VAT ea)
50 3.50" = **£325.00** (£6.50 + VAT ea)
100 3.50" = **£450.00** (£4.50 + VAT ea)

EMBROIDERED KEYRINGS

Remove Before Flight style - 130 x 30mm

50 = **£150.00** + VAT (£3.00+ VAT ea)
100 = **£250.00** + VAT (£2.50+ VAT ea)
200 = **£400.00** + VAT (£2.00+ VAT ea)

PVC KEYRINGS

Remove Before Flight style - 130 x 30mm

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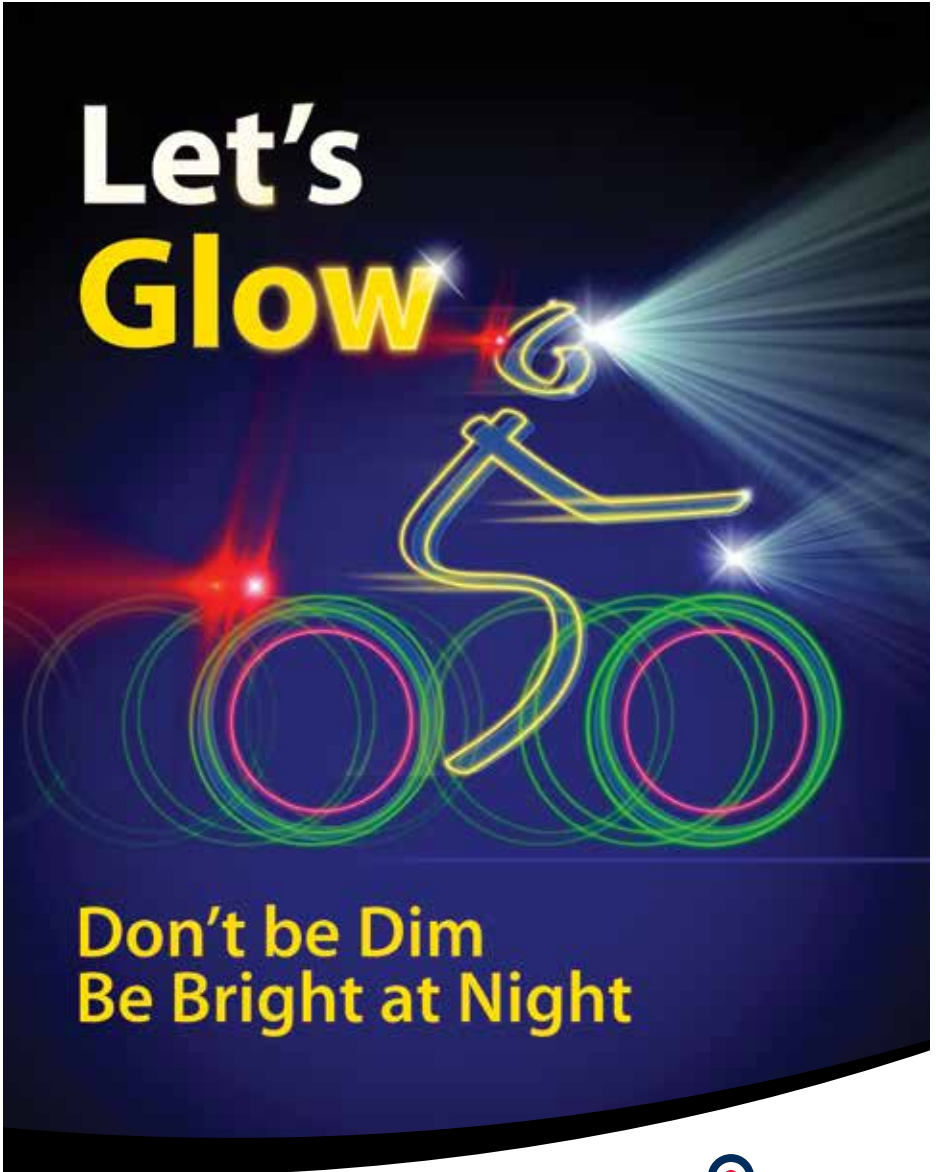
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Phone: 0333 335 0155 Email: sales@runway25.com

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STATION FACILITIES

Facility	Overview	Details
Bowling Alley (Astra Bowl)	Station ID passes (R.A.F or MoD) are required to use the Astra Bowl. For further information find us on  or call 01993 897289 Ext 7289	Opening Hours: http://www.astrabowl.co.uk/opening-hours.html Further details on page 72
The Common Room with Costa Coffee	Menu Breakfast served 0730 – 1100 Panini and Pizza 1100 – 2100 Main meals 1130 – 1330	Mon - Wed 0730 - 2300 Thu 0730 - 0000 Fri 0730 - 1600 Bank Holidays Closed
The Common Room – Aviators JR’s	From 1900 Mon – Fri The Common Room is a bar and social area for the Junior Ranks For booking enquiries email BZN-GDFlt@mod.gov.uk	
Costcutter	Convenient Store incl hot and cold food	Mon - Thu 0700 - 1900 Fri 0700 - 1600 Sat 1000 -1400 Sun 1000 - 1600
Free Wi-Fi	The Common Room Air Terminal Community Support Building	See times for The Common Room 24hr Community Support Building working hrs
Gym	Fitness Suite open 24hr Gym is open to the whole RAF Brize Norton Community. See Sporting Facilities page for membership details	BZN-PdFit-Admin@mod.gov.uk
Learning Centre	Education for Personal Development and Resettlement. See Teams channel for further details.	Mon - Thu 0815 - 1645 Fri Closed All Day
Station Barber	Behind the Common Room adjacent to Rugby Club	Mon - Thu 0830 - 1600 Fri - 0830 - 1400 01993 897295 Ext 7295
Strikers Café (Located in Astrabowl)	Opening Hours: Mon – Thurs: 08.30 – 14.00 Fri: 18.00-20.30 Sat: 10.00 – 13.30 Sun: Closed	Check website for any changes to opening times www.astrabowl.co.uk Last Orders 10 minutes before closing.
Swimming Pool	The Pool hosts a range of sessions, available for private party bookings and is an accredited training centre	01993 845128 or Ext 7201 Please check RAF Brize Norton Swimming Pool for time table, Facebook & SharePoint – Community/Clubs and Sports



**Don't be Dim
Be Bright at Night**

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 **ROYAL
AIR FORCE**
Safety Centre

RAF BRIZE NORTON USEFUL CONTACT INFORMATION

www.raf.mod.uk/our-organisation/stations/raf-brize-norton/

Accommodation - JR's	01993 897764 Ext 7764 or 01993 897151 Ext 7151
Accommodation – Officers’ Mess Reception	01993 897147 Ext 7147
Accommodation - SNCO'S Mess Reception	01993 896030 Ext 6030
Brize Development Team (BDT) Physically located at RAF Brize Norton in Building 25, you can find us on the Brize SharePoint site under 'Supported Units'. Welcome to the Brize Development Team	Multiuser email: Air-2Gp-BrizeDevTeam@mod.gov.uk
Carterton Town Council www.carterton-tc.gov.uk	01993 842156
Chaplaincy Team	01993 896543 Ext 6543 BZN-Chaplains@mod.gov.uk
Clothing Stores, Counter SERCO Clothing Stores RAF Brize Norton (sharepoint.com)	BZN-Clothing-General-Enquiries@mod.gov.uk
Community Development Officer (CDO)	craig.hutton110@mod.gov.uk
Community: People and Families Support - Provides community support to service personnel and their families at RAF Brize Norton and are located within the Community Support Building.	0300 154 9207 01993 895349 Ext 5349 bnz-community@mod.gov.uk
Gateway House Hotel Reception	01993 897320 Ext 7320
HIVE – Provides an information and welfare referral service to service personnel and their families RAF Brize Norton HIVE office is located within the Community Support Building.	BZN-HIVEInfo@mod.gov.uk 01993 897072 Ext 7072
Human Resources Centre 1 (HR Centre1)	Email - Air-HRSouthOpsSqnGMB@mod.gov.uk

RAF BRIZE NORTON USEFUL CONTACT INFORMATION	
JR's Mess General Enquiries	01993 897671 Ext 7671
MPGS/Guard Room	24hrs/7days 01993 896257 Ext 6257
Oxfordshire County Council www.oxfordshire.gov.uk	01865 792422
Passes and Permits (Main Gate)	01993 895882 Ext 5882 BZN-SERCO-MAINGATE@mod.gov.uk
Passenger Information Passenger Information Line	https://www.raf.mod.uk/our-organisation/stations/raf-brize-norton/passenger-information/ 01993 895337 Ext 5337
RAF Police general enquiries 24hrs/7days	01993 896668 Ext 6668 PS Section Multiuser: RAFF- BZNPS@mod.gov.uk
Post Room (Central Registry) Private parcel collection times Mon - Thu 0730 – 0900 1100-1530 Fri 0730-0900 1100-1430 The Postroom can no longer process letters and parcels going to overseas addresses other than BFPO items. The nearest Post Office Counter is Asda.	01993 897604 Ext 7604
Service Community Support Officer (SCSO) Located within PS & Welfare, bldg 25 For housing advice contact the SCSO	Skype 0300 154 8058 07825 923327 (duty mobile)
Service Discipline & Personal Support (SD&PS)	Email - Air-HRSouthSDPSABZNSDGM@mod.gov.uk
Service Families Accommodation (SFA) – please see page 46 for full details	0800 031 8628 www.pinnacleservicefamilies.co.uk
Thames Valley Police www.thamesvalley.police.uk	01865 846000
Welfare Accommodation	01993 895956 Ext 5956
West Oxfordshire District Council www.westoxon.gov.uk	01993 861000



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Join us for one of our regular
Meet the Head Events



For upcoming dates 
and to book your place, 
please contact 

admissions@cokethorpe.org

Social Media is Changing the Face of Defence

Social media has helped the world gain a greater understanding of the role of the UK Armed Forces. Many people across the military use social media, and it can have a positive effect in raising awareness across the globe.

The use of social media is allowed and, when used appropriately, is encouraged. You do not "have" to use social media.

The issue we face is not why or how we use social media, but how well we use it.

This guide tells you what is and isn't acceptable behaviour for military personnel on social media.

For information on how to use these channels and, in particular, how to fix your personal security settings, visit www.blogs.mod.uk/onlinesecurity



Do you know when you have crossed the line?

- What if this ends up on the front page of the papers?
- Would I say this to my CO in front of 100 people?
- Would I leave this information lying on a park bench?
- What if a terrorist or criminal gets this information?

What you say online stays online. Forever.

Your Account Security

Think about who can see your account. Security settings can be adjusted on all major social media networks. Do not post personal details such as your address, telephone number, bank details etc. These may make you, your friends and family a target.

Without the right security settings in place you are opening up anything you post to everyone - from journalists to criminals or terrorists.

It may not just be friends and family reading your status updates.

Acceptable Behaviour

All Defence personnel follow the **core values** of their Service or organisation. We should be honest, objective and act with integrity at all times.

Offline or online, on duty or off duty, we should always behave in a lawful, appropriate and professional manner, wherever we are in the world.

Using Social Media...

There are several ways we can use social media. Whatever context, you are an **ambassador** for Defence.

...in a Personal Context

If you share photos of yourself (and mates) in uniform, refer to your Service or organisation (by insignia, flash or logo), it will be obvious you are a member of the Armed Forces or a Defence civil servant. People will relate what you say to your Service, even if you state your opinions are your own.

Make sure your family and friends are also aware of the risks. It is not only you who can share sensitive information.

How personal do you want your profile to be?

...in a Professional Context

In social media this refers to speaking through an official corporate presence, for example your unit, your Service or Defence. You could be the person who posts something on behalf of your unit or Service.

All material must be cleared in advance before it becomes a public record and must therefore be in line with what your Service or unit is trying to achieve.

...in a Sponsored Context

Speaking in a sponsored context means being a representative speaking through an official channel. You can post as yourself but must have support of your Service or Defence. Speak to your unit commander and unit press officer/local security staff who will advise you on what to do, e.g. create a blog.

GREEN

There are many things that you can share on social media. However, you should:

- ✓ Be aware of who can see your account. Are your settings set to 'private'? Is your content proper?
- ✓ Be **polite, constructive** and **honest**. Be a credit to your Service.
- ✓ Be sure you know the difference between **fact** and **opinion**.
- ✓ Be quick to refer to official channels or spokespeople about official matters.
- ✓ Be sure to **protect** the privacy of your **family** and **friends** as carefully as your own.
- ✓ Be aware that **quality** is **more important** than quantity. It's better to have fewer, good-quality articles and posts than lots of bad ones.
- ✓ Be aware of the **policies** set out by your own Service.

It may not just be friends and family reading your status updates.

The use of social media is allowed and, when used appropriately, is encouraged.

The issue is not why or how we use social media but **how well** we use it.

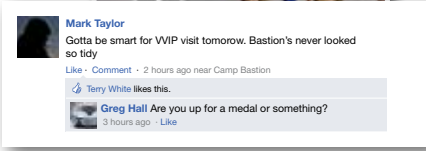
This guide tells you what is and isn't acceptable social media behaviour for military personnel.



AMBER

Always seek permission if your post may:

- △ Relate to **operations** or **deployments**.
- △ Seem to offer **opinion** on Defence and Armed Forces activity. Stay in your lane.
- △ Be **mis-interpreted** as speaking, on behalf of your Service or the MOD.
- △ Relate to **controversial, sensitive** or **political** matters.



Ministry of Defence

Share?

A guide to social media behaviour for personnel

Any Questions?

Here's where to go for more information.

Who

Directorate Media and Communication

DMC-SecOnlineEngagement@mod.uk

Where

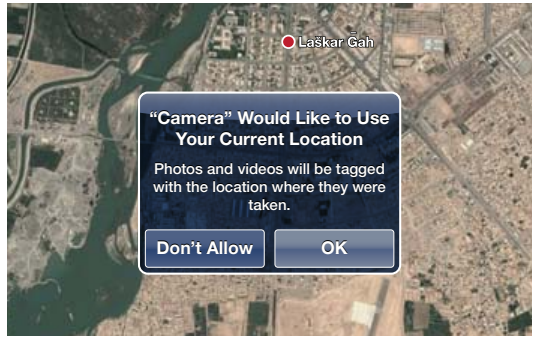
www.blogs.mod.uk/onlinesecurity

Search 'Security Awareness Resources' on Defence Intranet

RED

- ⊘ Do not breach **OPSEG** or **PERSEC** by giving away sensitive information obtained through work, such as troop movements, capabilities or shortfalls, exercises, etc.
- ⊘ Do not **embarrass** or bring your Service or Defence into **disrepute**. This includes sharing any offensive or sensitive materials.
- ⊘ Do not share any official Defence information that you are **not authorised to share**.
- ⊘ Do not **complain** about Defence **policy** or make **political** statements in any public forum, if it looks like you are speaking officially. Raise problems through your chain of command.
- ⊘ Do not reveal your exact **location** on operations. Ensure location services and **geo-tagging** features are **off**.
- ⊘ Do not write anything out of **anger, spite, over-reacting** or when **drunk**.
- ⊘ Do not be a **bully** or **discriminate**.
- ⊘ Do not **steal** someone else's content and post as your own, especially copyright material.

Failure to follow these guidelines will result in DISCIPLINARY ACTION.



RAF BRIZE NORTON HOME TO THE ROYAL AIR FORCE FALCONS PARACHUTE DISPLAY TEAM

RAF BRIZE NORTON
Parachute Display Team





51 DEGREES NORTH STATION MAGAZINE

To submit your article and images please email bzn-51degreesnorth@mod.gov.uk.

To advertise in the Station magazine or the Station Handbook please contact the publishers directly through their website www.rafmags.co.uk
<https://www.raf.mod.uk/our-organisation/stations/raf-brize-norton/documents/51-north-latest-issue/>

Your article should aim to be between 300-500 words in length, with a high resolution picture over 1MB for every 100 words you write. You should ensure that personnel/activities in photos are named and that you provide the author's details, in case we require any more information. Send your completed articles to BZN-51DegreesNorth@mod.gov.uk. We look forward to receiving your articles and make every effort to publish as many of them as possible.

HEALTHCARE

DAVID STONE MEDICAL CENTRE (STATION MEDICAL CENTRE)

Emergencies - Call 999 in an emergency. Chest pains and/or shortness of breath constitute an emergency.

USEFUL MEDICAL CENTRE CONTACT 01993 89 GPTN 95461

[RAF Brize Norton Medical Centre](#)

General Medical Enquires	5415/6473 and Email UKStratcom-dms-dphc-bznmedadmgp@mod.gov.uk
Medical Employment Standards	Teams Number 003033832330 and Email UKStratCom-DMS-DPHC-BZN-MBdsGrp@mod.gov.uk
Hospital Referrals	Email UKStratcom-dms-dphc-bzn-hospref@mod.gov.uk
Med Legal Contact	UKStratCom-DMS-DPHC-BZN-MedLegal@mod.gov.uk
Nurses Contact	UKStratCom-DMS-DPHC-BZN-Nurs@mod.gov.uk

eConsult

The DSMC utilise the eConsult system for urgent and routine enquires. This system can be accessed on <https://brizenorton.webgpm.com/> and is available during routine working hours.

Same day appointments

The DSMC operate a TRIAGE system for all same day appointments. To book a same day appointment an eConsult should be submitted, which will be triaged by the MO and appropriate advice/appointment.

Our Opening Times Are:

	General Queries	Dispensary
Monday	0800-1200 / 1300-1700	0830-1200 & 1330-1645
Tuesday	0800-1200 / 1300-1700	0830-1200 & 1330-1645
Wednesday	0800-1200	0830-1200
Thursday	0800-1200 / 1300-1700	0830-1200 & 1330-1645
Friday	0800-1200 / 1300-1700	0830-1200 & 1330-1600
Weekends	Closed	Closed
Bank Holidays	Closed	Closed

The DSMC does not deal with routine enquiries out of hours, inclusive of lunch times.

For life-threatening emergencies, call **999** and request an ambulance.

For less urgent queries, call **111**.

The nearest hospitals are:

- John Radcliffe Hospital, Headley Way, Headington, Oxford, Oxfordshire, OX3 9DU
- Witney Community Hospital, Welch Way, Witney, Oxfordshire, OX28 6JJ

OTHER USEFUL CONTACTS

Mental Health Helpline (Adults)	01865 904 997
Mental Health Helpline (Young People)	01865 904 998
Oxford Safe Haven	01865 903 037
Witney Minor Injuries	01865 903 841
Samaritans	116 123
Bank Holidays	Closed

PRIMARY CARE SERVICE

If you need to speak to a doctor or nurse when we are closed you may telephone 111. The 'out-of-hours' medical service is operated by the Oxfordshire Clinical Commissioning Group and any queries regarding this service should be addressed to them on 01865 336800.

REGISTRATION

As per DPHC Policy you are required to complete a patient registration form located on Defence Gateway – MyHealthcare hub [OFFICIAL – SENSITIVE – PERSONAL Medical e-Reg Form](#). If you have any problems accessing this document, please let the Medical Centre Staff know and an alternative format can be sent.

PRIMARY CARE REHABILITATION FACILITY (PCRF) - ACCESS TO THE DEPARTMENT IS VIA AN MO.

Email: UKStratCom-DMS-DPHC-BZN-PCRFGp@mod.gov.uk

Opening Hours: Monday to Thursday 0800-1200 & 1330-1630 Friday 0800-1200.

Visit the PCRF SharePoint page for further information and resources: [Welcome to the PCRF Brize Norton Patient Support SharePoint Page](#)

DENTAL CENTRE

Contact Number Civ - 01993 897245 **Contact Number Mil** - 95461 7245

Email - UKStratCom-DMS-DPHC-BZN-DenGrp@mod.gov.uk

Dental Centre Communication Page - https://modgovuk.sharepoint.com/teams/6189/SitePages/DC_Brize.aspx

OPENING TIMES:

Mon – Thu	0800 – 1200 / 1300 – 1700
Fri	0800 - 1400
Closed every Wednesday afternoon from 1300hr for staff training	
FOR OUT OF HOURS EMERGENCY CARE – PLEASE CALL 07966 495475	

Partner/Spouses/Children – Dental Care is provided by local NHS / Private practices; Details of all dental practices in the area can be found at Find a dentist - NHS . To register with a local Dental practice, contact the dental practice direct. For more information about Dental Treatment please access [‘My HealthCare Hub’ on the Defence Gateway](#)



DEPENDANTS MEDICAL CARE

Dependants' medical care is provided by NHS GP practices and the Station Medical Centre; however, there are limited spaces available for families and dependants. Details of all GP practices, dentists and hospitals in the area can be found at www.nhs.uk/service-search by entering a postcode or by clicking on the local services tab. To register with your local GP contact the GP practice direct.

CARTERTON GP SERVICES:

If you are unable to register at the Station Medical Centre there are two doctors surgeries located in Carterton where dependants can register:

Broadshires Health Centre
Broadshires Way
Carterton
OX18 1JA
01993 845600
<https://www.broadshireshealthcentre.com>

The Carterton Health Centre
8 Alvescot Road
Carterton
OX18 3LJ
01993 841718
<https://www.bamptonmedicalpractice.co.uk>



ACTIONS OF THE PAST STILL IMPACT VETERANS TODAY

Leaving a legacy will help the veterans of tomorrow.

We have over 100 years experience caring for veterans from every service and our role today is to help those with some of the most complex mental health challenges. Please support our work.



SCAN
HERE

As a charity, gifts in Wills fund one in five of the veterans we treat.

To find out more, including our free Will offer, contact Sarah on 01372 587 144 or email sarah.seddon@combatstress.org.uk
Visit combatstress.org.uk/leavealegacy

Here to help 24/7, free Helpline: 0800 138 1619

Company Registered in England & Wales No 00256353. Charity Registration No 206002 (SC038828 in Scotland).

COMBAT STRESS

25060

SPORT
RAF Brize Norton



SPORTING FACILITIES



STATION GYMNASIUM

The Gymnasium is available 24 hours for use by Service Personnel, MOD Civilians, Military Dependants over 18 years of age, authorised contractors, and members of authorised civilian sports clubs. Non-entitled persons (i.e., friends or family of gym members who do not fall into the above categories) are not insured and therefore strictly not permitted to use the facilities. Dependants who are 16-17 years old are permitted to use the facilities following their induction to the facilities. In all circumstances they must be accompanied and supervised by an appropriate adult who is also an inducted member of the gym.

MEMBERSHIP PRICE LIST

Membership Type	Price
BZN Service Personnel – Regular, FTRS, PTRS and RAuxAF	No fee
Civil Servants/Dependants	Annual Fee (to be paid in full) £60.00
Authorised Contractor	Annual fee (to be paid in full) £150

INDUCTION REQUIREMENTS AND SIGNING OF ORDERS:

Personnel may only use the Gymnasium when authorised by PEd staff and after having received a full induction and paid the requisite fee. An induction incorporates a tour of the facility, a full Health and Safety brief, an explanation of the rules regarding use of the PEd facilities, reading and subsequently signing Gymnasium Standing Orders (either electronically using SharePoint (annually) or signing the register. Members should also complete the online PARQ before undertaking any fitness activities within the gymnasium.

There is a Fitness Suite located within the Gymnasium which hosts a variety of fitness classes, including Spinning, Supple Warrior and HIIT classes. Timetables are available from the Fitness Suite. Tennis Courts, Squash Courts and an Astro Turf pitch can be booked via the gymnasium.

For up-to-date information on events and classes please join the Facebook page searching for RAF Brize Norton PEd Flt.

PED FLT CONTACTS

Ped Flt enquiries:

BZN-PEDFlt-Admin@mod.gov.uk or visit the share point page: [RAF Brize Norton Physical Education Flight NEW](#)



PEOPLE AND FAMILIES SUPPORT TEAM

If you are new to RAF Brize Norton we hope you find the Information in this book of value as you find your way around the Station and further out into the surrounding countryside. The Community Building, which includes the HIVE, is adjacent to the Gymnasium and is the place to visit if you have any queries or require any information.

Any one of the team will only be too pleased to help: our aim is to provide the latest information about the Station and the activities that are being held for both our Service personnel and their dependants. The experienced team have a wealth of information, please call in to ask any questions you may have about the Station, the local area or for anything that might be causing you concern.

Our People and Families Support Facebook pages: RAF Brize Norton Community Support and RAF Brize Norton HIVE are regularly updated and contain a wealth of information on a wide variety of subjects.

If you would like to be added to our email distribution list to receive regular updates please email bnz-community@mod.gov.uk.

The People & Families Support Team can be found in the Community Building:
0800 – 1700 Monday - Thursday
0800 – 1500 Friday
People & Families Support: 0300154 9207
01993 895349 Ext 5349
Welfare House Manager: 01993 895956 Ext 5956



The HIVE:
Email: BZN-HIVEInfo@mod.gov.uk
Tel: 01993 897072



@RAFHIVEBrizeNorton
@RAFBrizeNortonCommunitySupport



@BZNRAF

The Jurassic Gateway is an 8-berth static caravan located in West Bay, Dorset available for personnel at RAF Brize Norton to hire. For further information contact the People and Families Support Team by emailing bnz-community@mod.gov.uk

RAF BRIZE NORTON 8 BERTH
STATIC CARAVAN

JURASSIC GATEWAY
WEST BAY, DORSET



FOR MORE INFORMATION CONTACT
COMMUNITY SUPPORT AT
BZN-COMMUNITY@MOD.GOV.UK
OR CALL 01993 897464



SSAFA PERSONAL SUPPORT & SOCIAL WORK SERVICE (PS&SWS)

RAF PS&SWS provides welfare support to all serving personnel (regular and reserves) and eligible family members. We aim to support you to enhance personal welfare, maintain family stability and access the support networks you are entitled to. Our service is confidential and independent from the Chain of Command. Whatever your rank. Whatever you're facing. We've got your back. Our team are available during the working week, by appointment, in the Community Support Building or at Ely Close Families Centre, Stanmore Crescent, Carterton OX18 3UX. You can also visit the Community Support Building and the HIVE who can refer you to SSAFA. You can now quickly and easily contact us via our Digital welfare hub. You will receive exactly the same level of support, but at a time and place that suits you. Or if you'd prefer, you can call our helpline. Talk to us now - Live Chat: via our website: <https://www.ssafa.org.uk/get-help/raf-personal-support-and-social-work-service> · WhatsApp: +442037690808 Facebook: facebook.com/ssafarapssws · Call: 0800 058 4690 (UK callers) | +44 20 4570 3939 (Overseas callers)



SSAFA IN-SERVICE COMMITTEE AND COMMUNITY CONNECTION VOLUNTEERS

SSAFA's in-service committee is made up of serving personnel, entitled family members and civilian staff offering local support to station personnel and families. Their work includes practical support, financial assistance grants to individual or groups, donations to support station facilities, sponsoring station sport teams, fundraising and more. Committee funds are held locally, and all money raised on unit is spent on benefiting those based at RAF Brize Norton. We are always looking for volunteers to join our in-service committee and community connection team. If you wish to volunteer for SSAFA In-service please complete a volunteer form at <https://www.ssafa.org.uk/volunteer-for-ssafa/service-committee-volunteer-roles>

CITIZENS ADVICE

Station has a dedicated Citizens Advice worker who provides a free confidential service to assist with a wide range of queries or problems. For information or to access this contact RAFBrizeNorton@cawo.org.uk 07786 110939.



RELATE

The RAF Benevolent Fund work with Relate to provide extra support to help RAF families through difficult times. The fund will pay for up to six counselling sessions. This is available to service personnel and/or their partners. You don't have to be in a relationship to access support; whether married, living together, in a same-sex relationship, separated, divorced or single, they can help. They also offer a subsidised mediation service for those going through a break-up. All details are strictly confidential.



For more information contact HIVE, People and Families Support or Relate directly on 0845 078 5556 or contracts@relate.org.uk

RAF BENEVOLENT FUND

RAFBF provide a range of support to serving and former members of the RAF as well as their partners and dependent children, this includes their Airplay Youth programme, free Headspace memberships, discounted holidays, financial and emotional support.

To find out about getting support from the RAF Benevolent Fund go to their website or contact the Chief Clerk.

www.rafbf.org.uk



**Royal Air Force
Benevolent Fund**

ROYAL AIR FORCES ASSOCIATION (RAFA)

The RAF Association is here to help the whole Royal Air Force family, providing friendship, help and support to current and former members of the Royal Air Force and their dependants. www.rafa.org.uk

**ROYAL
AIR FORCES
Association**

The charity that supports the RAF family

CHAPLAINCY TEAM

Chaplaincy Centre (adjacent to Community Support Building)

Friend and advisor to all Service personnel and their families, respective of belief or religious denomination.

Chaplains Clerk

01993 896543 Ext 6543

BZN-Chaplains@mod.gov.uk

SOLICITOR APPOINTMENTS

Appointments are available to book through the People and Families Support Team, bn-community@mod.gov.uk or 0300 154 9207 or 01993 895349 Ext 5349



FORCES MUTUAL

Representatives from Forces Mutual visit the Community Support Building at RAF Brize Norton frequently and offer a free mortgage advice service.



**ROYAL
AIR FORCE
People & Families
Support**

EDUCATION

USEFUL CONTACTS - LOCAL AUTHORITY

FINDING A SCHOOL

In addition to the local authority website information, there is a 'schools finder' facility on the Direct Gov website which allows you to search for schools and playgroups within a specific distance of your location. This provides details of all schools, their websites, Ofsted reports, term dates, transport and provision of special needs. To access this search engine go to [Get Information about Schools - GOV.UK](https://www.oxfordshire.gov.uk/residents/children-education-and-families/information-parents/family-information-service) ([get-information-schools.service.gov.uk](https://www.oxfordshire.gov.uk/residents/children-education-and-families/information-parents/family-information-service))

For more information about free nursery education you can log onto the relevant local authority website or contact the Family Information Service (FIS).
<https://www.oxfordshire.gov.uk/residents/children-education-and-families/information-parents/family-information-service>

SPECIAL EDUCATIONAL NEEDS AND/OR DISABILITIES (SEND)

All local authorities have a duty to provide information, advice and support to parents of children with SEND. Further details can be found at [Oxfordshire SEND local offer | Oxfordshire County Council](#) You can also contact the Education Advisory Team (EAT) who provide advice, support and guidance on the educational wellbeing of children and young people from families in all three services. The EAT team is comprised of qualified teachers and experienced case advisors who can answer queries either via email or telephone. For further information about EAT visit [Defence Children Services \(DCS\) - GOV.UK](#) (www.gov.uk). Email: RC-DCS-HQ-EAT@MOD.Gov.UK

SSAFA Forces Additional Needs and Disability Forum (FANDF) is a tri-service group ensuring that all forces families with additional needs (child or adult family member) receive the support they need: [Forces Additional Needs and Disability Forum FANDF | Disability support | SSAFA](#)

COMPASS - Children of Military Parents Accessing SEN Support:



COMPASS is a peer-support group for military families at RAF Brize Norton who have a child with SEND. They provide weekly parent peer-support groups, information and signposting, and inclusive family activities. Please contact BZN-COMPASS@mod.gov.uk for more info, or search Children of Military Parents Accessing SEN Support on Facebook to request to join the closed group.

USEFUL CONTACTS

Oxfordshire School Admissions Team

0345 2412487

[Apply for a school place | Oxfordshire County Council](#)

School Transport Team

[Travelling to school | Oxfordshire County Council](#)

OCC Early Years Special Educational Needs Service

01865 323556

Education Advisory Team (EAT)

01980 618244

[Defence Children Services \(DCS\) - GOV.UK](#) (www.gov.uk)

Childcare Choices (info on free and/or tax free childcare scheme)

[Childcare Choices | 30 Hours Free Childcare, Tax-Free Childcare and More | Help with Costs | GOV.UK](#)

Family Information Service (local directory)

fis.enquiries@oxfordshire.gov.uk
[Oxfordshire Family Information Service \(OxonFIS\) | Oxfordshire County Council](#)

Defence Wrap Around Childcare Scheme

[Wrap around childcare scheme](#)



SPECIAL EDUCATIONAL NEEDS & DISABILITIES

FOR PARENTS:
A COFFEE & CATCH UP
EVERY WEDNESDAY 11AM-1PM
(TERM TIME ONLY)



@ FLAT 12, ELY CLOSE OX18 3UJ

FOR FAMILIES:
A MONTHLY GET TOGETHER
DETAILS RELEASED ON MONTHLY BASIS

*Knowledge
Empowers
You*

GROUP OR GENERAL ENQUIRIES CONTACT:

BZN-COMPASS@MOD.GOV.UK

OR

JOIN OUR FACEBOOK GROUP:

CHILDREN OF MILITARY PARENTS ACCESSING SEN
SUPPORT(COMPASS)



WHAT WE OFFER:
AN OPPORTUNITY TO SHARE EXPERIENCES AND CHAT IN A RELAXED
FRIENDLY ATMOSPHERE WITH LIKE MINDED PEOPLE
SCHOOL HOLIDAY & SEASONAL ACTIVITIES
ONLINE SUPPORT VIA A SECURE FACEBOOK GROUP

EDUCATION

EARLY YEARS

RAFA Kidz Nursery and Pre-School

Carterton

OX18 3LX

Tel: 01993 221131

Email: RAFA Kidz

Brize Norton - RAFAKidz



rafakidz.org.uk

www.rafakidz.org.uk/nursery/brize-norton



There are a number of early years providers in Carterton, please look on the Family Information Service website for more providers.

PRIMARY SCHOOLS IN CARTERTON

Carterton Primary and Nursery

Burford Road, OX18 3AD

Tel: 01993 842502

Email: Home | Carterton Primary School

carterton-pri-oxon.sch.uk

Carterton School

Edith Moorhouse Primary and Nursery

Lawton Avenue, OX18 3HP

Tel: 01993 842372

Email: office@edithmoorhouse.org

www.edith-moorhouse.oxon.sch.uk

Gateway Primary

Netheravon Close, OX18 15F

Tel: 01993 842189

Email: office.2254@gateway.oxon.sch.uk

www.gateway.oxon.sch.uk/contact-information/

St Joseph's Catholic Primary

Lawton Avenue, OX18 3JY

Tel: 01993 843124

Email: admin@sjc.oxon.sch.uk

St Joseph's Catholic Primary School - Home

stjosephsprimarycarterton.co.uk

St John the Evangelist CE and Nursery

Shilton Park, Bluebell Way, OX18 1JF

Tel: 01993 843124

Email: office.2613@st-john.oxon.sch.uk

www.st-john.oxon.sch.uk/

SECONDARY SCHOOL AND SIXTH FORM IN CARTERTON

Carterton Community College

Upavon Way

Carterton

Oxfordshire

OX18 1BU

Tel: 01993 841611

Email: office@cartertoncc.oxon.sch.uk

http://www.cartertoncc.oxon.sch.uk

HIGHER EDUCATION

Carterton Community College

Upavon Way

Carterton

OX18 1BU

Tel: 01993 841611

Email: sixthform@cartertoncc.oxon.sch.uk

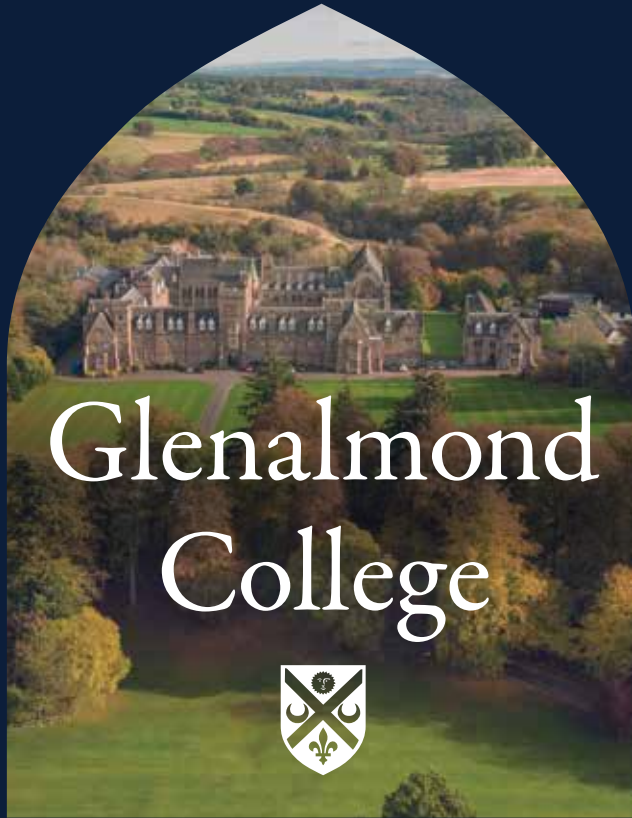
www.cartertoncc.oxon.sch.uk

Abingdon & Witney College

Holloway Road, Witney, OX28 6NE

Tel: 01993 703464

Email: <https://abingdon-witney.ac.uk/>



Glenalmond College



A PLACE LIKE NO OTHER
COEDUCATIONAL BOARDING AND DAY SCHOOL
WELCOMING MILITARY FAMILIES SINCE 1847

PERTHSHIRE, SCOTLAND



COMMUNITY
RAF Brize Norton



Glenalmond College is a co-educational boarding and day school for pupils aged 12-18. It is set in 300 acres of stunning Scottish countryside, an hour north of Edinburgh, just outside the historic city of Perth. With strong links to the Armed Forces, Glenalmond offers a caring, structured environment where Service families know their children will be well supported in a safe boarding environment.



Academic standards are high, with small class sizes, expert teaching and a broad academic offering of GCSEs, A Levels, BTECs and Scottish Highers. A vibrant co-curricular programme includes CCF, Duke of Edinburgh's Award, sport, music and drama, ensuring every pupil finds their niche and develops confidence, resilience and leadership.

Pastoral care lies at the heart of Glenalmond's ethos. Our House system, dedicated tutors and strong sense of community help pupils thrive, whatever their background or future pathway. Bursaries and Forces discounts are available.

Contact us: registrar@glenalmondcollege.co.uk
<https://www.glenalmondcollege.co.uk/>

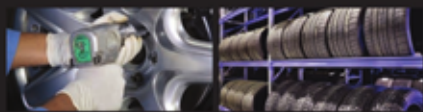


C & C TYRES

**Tyres, Exhausts and Batteries in
Witney and surrounding area**

Our fully trained staff have extensive experience of dealing with all aspects of tyre fitting from standard fitments on the family car to specialist tyres e.g. run flat tyres, pressure sensor systems and ultra low profile tyres on high performance vehicles. We also have facilities to replace exhausts, catalytic converters and batteries, as well as a four wheel digital alignment service.

Mobile fitting service available for tyres and batteries.



www.cctyres.com • 01993 702066

Unit 7/8 Minster Industrial Park, Downs Road Witney,
Oxfordshire OX29 0QS

THE MORTGAGE COMPANY

*Your local, independently owned
mortgage company*

01993 834700

www.tmcompany.co.uk

THE MOVE CLINIC

The Move Clinic, 145 Raleigh Park Rd, Oxford OX2 9AR



The Move Clinic provides expert, patient-centred physiotherapy focused on restoring movement and function for those affected by injury, illness, or disability. Led by experienced practitioners Joe Meara and Sam Bourgein, the clinic combines over 25 years of musculoskeletal expertise with advanced diagnostic ultrasound imaging to deliver precise assessments and personalised treatment plans.

The Move Clinic can aid in the treatment of:

- Neck / lower back pain
- Sciatica
- Shoulder bursitis
- Frozen shoulder
- Achilles / patella tendinitis
- Golfers / tennis elbow
- Carpal / cubital tunnel syndrome
- Chronic pain
- Knee and hip pain
- Osteoarthritis
- Morton's neuroma
- Plantar fasciitis

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Joe is an Advanced Musculoskeletal Physiotherapist and Musculoskeletal Sonographer with extensive experience across elite sport, the NHS, and private practice.

Sam Bourgein - Experienced Consultant Interventional Sonographer, Extended Scope Physiotherapist, Independent Prescriber.

Sam has worked extensively both locally and overseas, within the NHS and within elite sporting environments – most notably with Manchester United.



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SERVICE FAMILIES ACCOMMODATION (SFA)



Pinnacle were awarded the FDIS contract 1 Apr 22 and are responsible for the administration of SFA and reporting of SFA maintenance issues. Contact Pinnacle <https://www.pinnacleservicefamilies.co.uk/>. The maintenance provider for RAF Brize Norton SFA is VIVO. The Service Community Support Officer (SCSO) can be contacted for housing advice and referrals. Skype 03001548058 or 07825 923327 (duty mobile).

SERVICE FAMILIES ACCOMMODATION (SFA) LOCATIONS	NUMBER OF PROPERTIES
Brize Norton (Brize Meadow SFA)	71
Bampton (Bampton Meadows)	52
Carterton	978
Eynsham	6
Faringdon	58
Minster Lovell (Dovecote Park)	9
North Leigh	8
Shrivenham/Watchfield : SFA on loan from Shrivenham	100
Witney (Windrush Park)	17

Customer Contact

In addition of emailing hello@pinnacle-service-families.co.uk customers can now go directly to the department they need to contact. Please refer to the relevant email address or to the Pinnacle website.



To discuss applications, allocations and requests, contact; HomeServices@pinnacle-service-families.co.uk

To send in any medical/OT reports for the case managers to review, contact; HomeServicesConfidential@pinnacle-service-families.co.uk

To discuss retention enquiries or to send in supporting evidence for retentions, contact; Retentions@pinnacle-service-families.co.uk

For queries relating to existing repairs or to raise a new repair, use our Repairs form or contact; Repairs@pinnacle-service-families.co.uk

To discuss or book statutory gas or electrical inspections, contact; ComplianceSupport@pinnacle-service-families.co.uk

To raise or discuss complaints, compliments or compensation, contact; CustomerSolutions@pinnacle-service-families.co.uk

To send us any confidential Additional Needs/Disability Adaptation (ANDA) related reports/information please email HomeServicesConfidential@pinnacle-service-families.co.uk our confidential email address.

Compensation

The website has been updated with the types of compensation a customer can claim and some information on the vouchers they will receive. If a family has a query regarding compensation, please utilise the Pinnacle website Compensation - Pinnacle Service Families or email Compensation@pinnacle-service-families.co.uk

Service Community Support Officer

To request permission to run a business from SFA please email HomeServices@pinnacle-service-families.co.uk or further information can be obtained from the Service Community Support Officer (SCSO) by dialling 0300 154 8058 or 07825 923327 or <https://www.pinnacle-service-families.co.uk/>

Pinnacle Local Housing Officer

Pinnacle have designated Local Housing Officers to assist SFA occupants with any queries, concerns or provide advice.

If you are unaware of your Local Housing Officer then please access www.pinnacle-service-families.co.uk/your-housing-officer/ or alternatively call 0800 031 8628 and choose option 4 to get the information over the phone.

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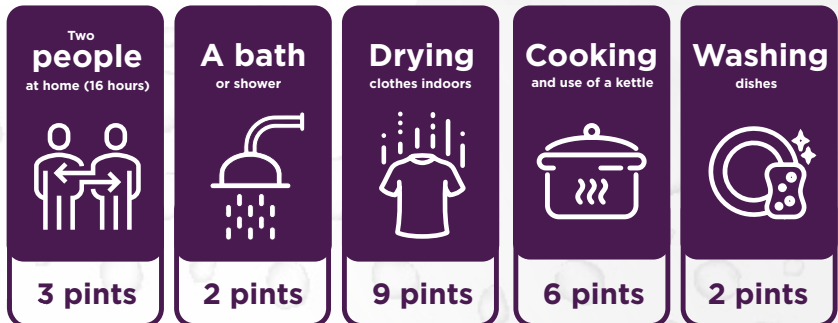


A guide to preventing condensation, damp & mould

A guide to preventing condensation, damp & mould

Common Household Moisture Producing Activities

The list below gives you some idea of how much extra water you could be adding to the air in your home in a day. Examples of Common Household Moisture Producing Activities:



Introduction to Damp & Mould Growth

Condensation is caused by water vapour or moisture from inside the home coming into contact with a colder surface, such as a window or wall. The resultant water drops (condensation) may then soak into the wallpaper or paintwork or even plasterwork. In time, the affected damp areas then attract black mould that grows on its surface.

Condensation mainly occurs during the colder months, whether it is rainy or dry outside. It is usually found in the corners of rooms, north facing walls and on or near windows.

It is also found in areas of poor air circulation such as behind wardrobes and beds, especially when they are pushed up against external walls. Note: Black mould is frequently seen on this type of dampness.

Most homes will be affected by condensation at some point. However, certain activities can increase the problem.

The 'amount' of condensation in a home depends upon three factors:

- 1. how much water vapour is produced by the actions of its residents.
- 2. how cold or warm the property is.
- 3. how much air circulation (ventilation) there is.

Simply turning up the heating will not sort out the problem. All three factors may need to be looked at to reduce the problem.

The first sign of a problem is water vapour condensing on windows and other cold surfaces, which then takes a long time to disappear, allowing surfaces to become damp.

The second indication is black mould patches growing on these damp areas.

Condensation and mould growth may be reduced or remedied without expensive works or treatments and dealing with the causes of condensation will often eliminate the mould problem.

Difference between damp and condensation

Structural issues are related to the fabric of the building which means water or moisture is getting into the home. Examples of the types of problems that occur include:

- Water leaks from windows, roof, downpipes, guttering, internal plumbing and flooding
- Penetrating damp through walls
- Rising damp - usually caused by non-existent or defective damp proof courses
- Wet or damp basements or crawl spaces

Condensation is caused by something happening inside the home, such as:

- High relative humidity in the air
- Too much water vapour or steam being generated through cooking, washing, showering and clothes drying
- Inadequate ventilation or not using the extractor fans, vents and windows that are available
- Inadequate heating or too much heat
- Inadequate cleaning and drying after major water leaks and bursts or floods

Warmth Versus Ventilation

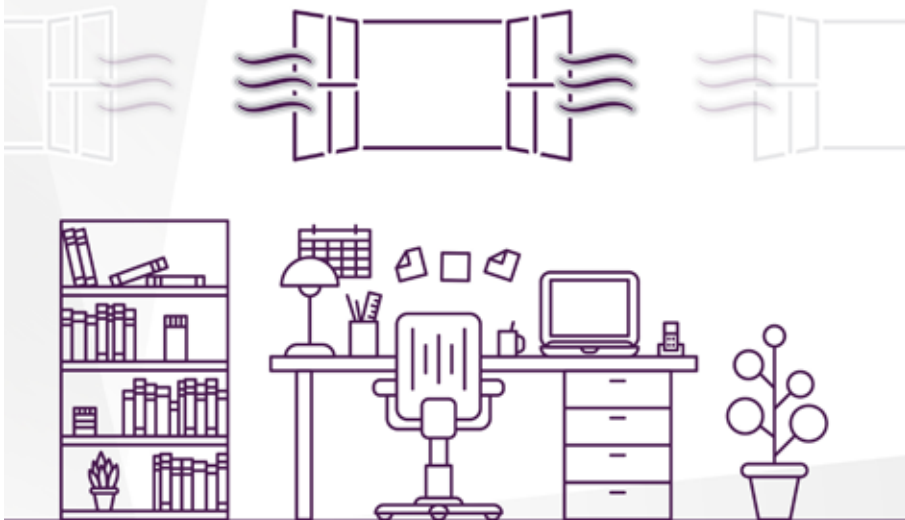
Striking the right balance between warmth and ventilation is important and can be very effective.

By opening windows or ventilating your home it may appear that you are losing some heat, but what you are actually doing is allowing warm moisture-laden air to escape and permitting cool dry air to enter your home.

Dry cool air is cheaper to heat than warm moist air!

Using the trickle vents in double glazed window or opening windows slightly, will enable the necessary ventilation.

If opening windows the advice is to ventilate for an appropriate period of time, usually between 30 mins to 1 hour, not to leave the windows open all day.



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Four Steps to Reducing Condensation & Mould Growth

1. Produce Less Moisture



Ordinary daily activities produce a lot of moisture.

To reduce this:

Dry clothes outdoors if possible. Avoid drying clothes indoors or if you have to, dry them on a clothes airer in the bathroom with the door closed and either an extractor fan on or a window slightly open.

Vent tumble driers to the outside (never into the home) or buy a condensing type.

Cover pans when cooking and do not leave kettles boiling.

2. Remove Excess Moisture



Always wipe the windows and window sills of your home every morning to remove condensation.

This is especially important in the bedroom, bathroom and kitchen - just opening the window is not enough.

3. Heating



In cold weather, the best way to keep rooms warm and avoid condensation is to keep low background heat on all day rather than short bursts of high heat when you are in the house.

4. Ventilation

It is important to remove condensation and excess moisture by ventilating rooms. You can ventilate a room without making draughts or causing it to become cold. To do this, you may only need to open the window slightly or use the trickle vent. This allows warm moisture laden air to escape to the outside and let cool dry air into the property.

Tips to help with Ventilation:

- Always ventilate or open a window when using the kitchen or the bathroom and close the doors to prevent moisture in the air from spreading to other parts of the house. Continue to ventilate these rooms for a short time after a shower, bath or cooking and keep the door closed!
- Open bedroom windows for up to one hour as soon as you get up.
- Clear window sills of clutter that will restrict opening the window and prevent surfaces from being wiped.
- Leave space between the back of furniture and cold walls for air to circulate. Ventilate cupboards and wardrobes, and avoid overfilling them as this prevents air circulating.

Remember: Only carrying out one or two of the steps may not solve your problem, you need to do as much as possible every day.



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Winter in your Service Family Accommodation



Tips and advice

This guide has been developed to advise you on how to prepare your home for winter and how to respond should an issue arise.



Preparing your home for winter

It's worth spending some time getting your home winter-ready before the cold weather really kicks in.

Checking everything is in working order ahead of the colder seasons allows time for any repairs to be made.

Check your boiler is working



Check pressure – this should be between 1 and 1.5 bar. If it's below 1, your radiators won't heat up properly. Top up the pressure until it reaches 1 bar.

Turn your heating on – check the boiler fires up correctly and radiators are warming up.

Locate your stopcock



Find your stopcock and check it works so you can turn the water off in an emergency until help arrives.

It's the little tap or lever on pipes, often found under your sink.

Locate isolation valves



Most sinks, baths, boilers and toilets have isolation valves that can be turned off in the event of a leak.

Find where these are so you know how to turn the water off.

Bleed your radiators



If your radiators are cold at the top when the heating is on, you may need to bleed them.

- Turn your heating off and let them cool down
- Have a cloth ready as a small amount of water may come from the bleed hole
- Insert the radiator key into the bleed valve, turn anti-clockwise and wait for a hissing sound
- Close the valve again when water starts to leak out
- Re-check your boiler pressure. If pressure has dropped, re-pressurise it again.

Going away

If you're going away over the colder months, you can put in place a few measures to reduce the risk of something going wrong:

- Ask a trusted friend or neighbour to look after your house keys when you are away so they can make checks on your home
- Leave your heating on low or to the frost setting. This will prevent your pipes from freezing and the subsequent defrosted water causing a burst pipe.

Test your oven



If you're hosting Christmas dinner, you'll want to check that you're able to cook it!

Turn your oven AND hobs on at the same to check everything is in working order.

When things go wrong

After doing checks, if you find something isn't working or needs fixing, please contact Pinnacle on 0800 031 8628. They will then book an appointment with DIO's maintenance contractors to resolve the issue.

Further information

For more winter advice, such as how to prevent condensation and how to respond to common boiler error codes / change pressure, please visit:

www.pinnacleservicefamilies.co.uk/in-my-home/winter-tips/

Fee-Free Mortgage Advice

Whether you're looking for your first home or want to remortgage, you can get the advice you need by calling the **Fee-Free Mortgage Advice Service** - provided by Grange Mortgage and Protection Services Ltd.

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LOCAL COMMUNITY INFORMATION

LOCAL AMENITIES - WASTE COLLECTION

All SFA/SSFA in Carterton have different weekly/fortnightly collection days, visit www.westoxon.gov.uk/ for specific collection days and to get your weekly reminders.

RECYCLING FACILITIES

Clothing recycling bins are located at Stanmore Crescent within the car park.

To find a local recycling centre, please visit.

<https://www.oxfordshire.gov.uk/residents/environment-and-planning/waste-and-recycling>

Nearest household waste recycling Centre:

Dix Pit household Waste recycling Centre, Linch Hill, Stanton Harcourt, OX29 5BB

(Sat Nav use OX29 5UX) Prior booking is required via:

[Dix Pit household waste recycling centre | Oxfordshire County Council](#)

THE FAMILIES CLUB

Located on Stanmore Crescent, Carterton, Oxfordshire, OX18 3UX.

The RAF Brize Norton Families' Club is an all-ranks social facility for use by Serving Personnel, their families, and RAF Brize Norton MOD Civil Servants and contractors. It has a competitively priced bar, enclosed playground (shared with Millennium Activities Centre) and a large projector screen. It provides a variety of regular social events and a private hire facility with a bar. For opening times or bookings contact bzn-familiesclubbookings@mod.gov.uk or visit their Facebook page.



RAF Brize Norton's Families Club.

Open Thursday – Sunday; check the Families Club Facebook for correct opening hours



CLUBS, SPORTS AND COMMITTEES

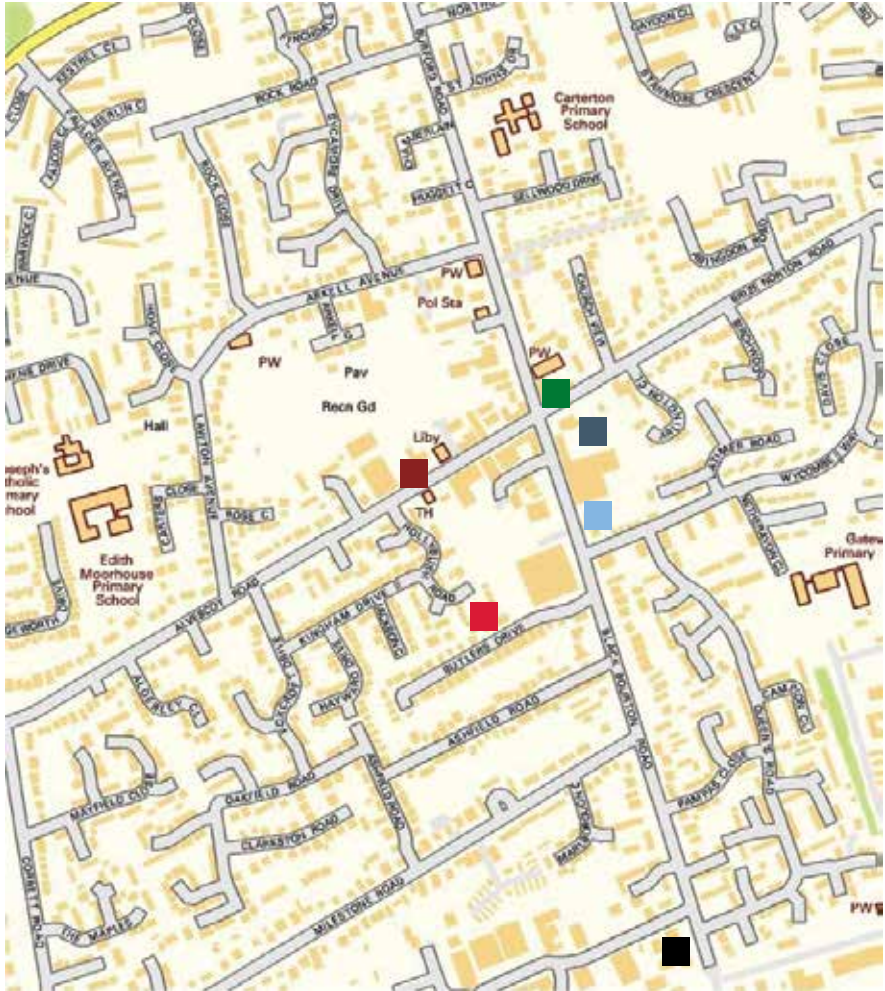
There are many clubs, sports and committees to get involved with ranging from Charities Committee, Cricket, Wargaming to Theatre Club. For information contact HIVE, People and Families Support Team or the Clubs and Sports page on RAF Brize Norton Sharepoint.

Facility	Contact Details
<p>Post Office</p> <p>Post Office, Asda</p>	<p>3 Black Bourton Road Carterton OX18 3HQ Mon - Fri 8.30am - 6pm Sat 8.30am - 3pm Sun Closed</p>
<p>Petrol Station</p> <p>Asda</p> <p>BP</p>	<p>3 Black Bourton Road Carterton OX18 3HQ 24hrs</p> <p>Carterton Road OX18 3YL 01993 840022 24hrs</p>
<p>Vets</p> <p>Medivet Carterton - Jacksons Vets</p> <p>Tremain Veterinary Group</p> <p>Carterton Veterinary Surgery</p>	<p>41 Alvescot Road OX18 3JN 01993 842717</p> <p>17 Alvescot Road OX18 3JL 01993 845808</p> <p>Broadshires Way OX18 1UN 01993 764262</p>
<p>Pharmacy</p> <p>Broadshires Health Centre</p> <p>Carterton Chemist</p>	<p>Broadshires Way OX18 1JA 01993 672096</p> <p>7 Burford Road OX18 3AG 01993 842572</p>

Facility	Contact Details
<p>Cashpoints Asda (outside shop) - Free BP petrol station/Convenience Store The Co-operative, Shilton Park</p>	<p>Brize Norton Road, OX18 3HQ Carterton Road, Carterton, OX18 3YL 1-3 Marigold Square, Shilton Park, OX18 1AQ</p>
<p>Supermarkets Morrisons Aldi Asda The Co-operative, Shilton Park</p>	<p>Black Bourton Road, OX18 3HQ, Alvescot Road, OX18 3JH Brize Norton Road, OX18 3HQ 1-3 Marigold Square, Shilton Park, OX18 1AQ</p>
<p>Library Provides adult and children's books, audiobooks, computers and printing, free wi-fi, photocopier and ad/hoc children's activities. Library offers regular after school clubs and adult clubs keep updated on their Facebook Page: Carterton Library</p>	<p>Carterton Library, 6 Alvescot Road, OX18 3JH carterton.library@oxfordshire.gov.uk</p>
<p>Carterton Family Centre Refurbished in 2020, CFC offer activities and services to parents of babies and toddlers in addition to hosting a range of community activities. Available for room hire and parties.</p>	<p>Allendale Centre, 8 Burford Road, OX18 3AA info@cartertonfamilycentre.com</p>
<p>Hairdressers/Barbers</p>	<p>Hair Force Barbers, RAF Brize Norton (behind Common Room), 01993897295. Various hairdressers in Carterton. Closest hairdresser specialising in Afro-Caribbean hair is Prestige Salon in Abingdon.</p>
<p>Churches</p>	<p>St. Johns Church runs monthly messy church sessions and ad hoc children's holiday activities keep updated on their Facebook Page: Friends of St Johns Church Carterton</p>
<p>Places to visit / of interest For families, 'Networking the Kid's of Carterton' is a Facebook page which shares local activities and events.</p>	<ul style="list-style-type: none"> • Cotswold Wildlife Park – 7.4mi • Wychwood Wild Garden – 9.4 mi • Crocodile of the World – 1.9mi • Blenheim Palace – 15mi • Witney Lake and Country Park – 4.7mi • Didcot Railway Centre – 18mi • Birdland Park and Gardens – 11mi • Bicester Village shopping – 24mi • Lydiard Park – 19mi • Farringdon Folly Tower – 9.4mi • Pitt Rivers Museum – 18mi • Story Museum – 18mi • Oxfordshire University Museum of natural history

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For families in receipt of CEA, the fee payable is CEA plus 10% of our boarding fee. We also offer a 10% fee discount off day or boarding fees for qualifying UK military personnel.

Contact the Admissions Team for more information or to arrange a visit or video call: admissions@stmaryscalne.org



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Please go to our website – www.cartertoneducationaltrust.weebly.com for contact details and application forms.



Carterton Educational Trust

LOCAL YOUTH ACTIVITIES

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<https://www.oxfordshiregirlguiding.org.uk>

Scouts, Beavers and Cubs

<https://www.westoxfordshirescouts.org.uk>

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2267 Brize Norton Air Cadets

www.brizenortonaircadets.org.uk

Tuesday and Thursday 1900 – 2130

Airplay and Ben Club



Weekly activity groups for ages 5-18 funded by the RAF Benevolent Fund. Spaces prioritised for RAF Brize Norton families, but also open to the local community. Brize Norton Airplay is led by Station Youth Worker Ayleila Parry. Please contact Ayleila directly for further info Ayleila.Parry@oneymca.org, or via the People and Families Support Team BZN-Community@mod.gov.uk.



RAF Brize Norton HIVE holds more information on Leisure facilities, Clubs and Children's Activities etc, please contact the HIVE Information Officer: on 01993 897072 Ext 7072 for further details or email. BZN-HIVEinfo@mod.gov.uk

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There may be a fee for mortgage advice. The precise amount of the fee will depend on your circumstances and will be discussed and agreed with you at the earliest opportunity. Typically, in most cases, our fee will be £495. We charge £595 for bridging and adverse credit cases.

Secure your next base; home ownership starts here

For many forces personnel, owning a home is a key milestone, yet the process can feel harder when your career takes you across borders and civilian lenders don't understand your pay structure.

Schemes like Forces Help to Buy are valuable, allowing eligible personnel to borrow up to £25,000 interest-free toward their deposit or fees. But knowing how to navigate lenders, credit checks, and the paperwork that follows can make a real difference.

At Mortgage Style, we've helped many military families find the right mortgage, including those posted overseas or with complex circumstances. With multi-award-winning advice and armed forces knowledge we'll help you choose your next home or property investment with confidence.

Special offer - £100 off your broker fee for all forces personnel. Terms and conditions apply.*

Get in touch for a no cost or obligation chat about your property plans:
01275 370360 / 07702 674644
contact@mortgage-style.co.uk

*Find out more at www.mortgage-style.co.uk/RAF_Brize_Norton

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Sonia Prescott

Therapeutic Counsellor

Counsellor AD DIP MBCAP CPCAB & Counselling Supervisor

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Referral within 5 days

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Health and wellbeing for you and your family. Sounds like a cliché, but it is my business, my passion and I have a genuine desire to support individuals with their own challenges. I am invested in your mental wellness, offering support and empathy to help navigate through your difficulties and challenges. Poor mental health is the invisible illness that so many people experience, but no one else can see.

As an experienced counsellor with an in-depth knowledge of working with the military, I have developed a deep understanding of the unique challenges faced by service members, veterans, and their families. My work involves providing compassionate, confidential support to individuals coping with the psychological impact of deployment, trauma, transition to civilian life, and the demands of military culture. Through years of practice, I take pride in creating a safe and supportive environment where clients feel heard, respected, and empowered to navigate their personal and professional challenges with strength and confidence.

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JUNIOR RANKS WELFARE FUND (JRWF)

The JRWF is a corporate body that organises, through a committee, all activities at Unit level of a welfare and amenity nature for personnel of the rank of Cpl and below.

The JRWF are always looking for representatives of each section to spread the word of the Committee's Business. We hold a meeting on the last Wednesday of each month. Please visit the Junior Ranks Welfare Fund SharePoint page found on the RAF Brize Norton Home Page under the Community tab at the top.

RAF Brize Norton Welfare VW Camper Van

As the VW Campervan are funded by the JRWF, bookings for SNCOs and Officers can only be confirmed no more than 6 months in advance. Junior Ranks take priority over all bookings.

RAF BRIZE NORTON SPORTS BAR

A welfare facility that trades under the JRWF.

We are open every Thursday from 1900-2300hrs, next to the hairdressers, behind the Common Room.

You can book the Sports Bar, free of charge, for any type of function, event, presentation night, party or occasion.



To book the Sports Bar, please contact the OIC directly via email or leave a comment at the bottom of the SharePoint page.

RAF BRIZE NORTON'S ASTRA BOWL

RAF Brize Norton's Astra Bowl is the largest bowling alley in the RAF and is established as a major welfare amenity, for all service personnel, especially those who are either posted to or attached to RAF Brize Norton. The 'Bowl' is headed by a dedicated team supported by civilian managers who run the bowl on a day to day basis.



If you require a fun bowling event we can offer special deals for Sections, Sqn's or Wings who wish to bowl either in the day, evenings or at weekends, subject to lane availability. For the children we can also host bowling birthday parties.



www.astrabowl.co.uk/opening-hours.html
01993 897289

KENDALL & DAVIES
SOLICITORS



From our five offices across the Cotswolds we offer friendly, client-focused services relating to property, business and family matters. No one knows the Cotswolds better than us. So, why not contact us and benefit from our local expertise.

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Bourton Office	01451 820 277	bourton@kendallanddavies.co.uk
Burford Office	01993 822 025	burford@kendallanddavies.co.uk
Moreton Office	01608 650 312	moreton@kendallanddavies.co.uk
Stow-on-the-Wold Office	01451 830 295	stow@kendallanddavies.co.uk
Winchcombe Office	01242 602 378	winchcombe@kendallanddavies.co.uk

www.kendallanddavies.co.uk

SERVING THE COTSWOLDS SINCE 1742

The records of our firm date back to 1742. For two hundred years it was run by successive generations of the Kendall family at Bourton-on-the-Water, the last of whom can still be remembered by many local people.

We keep the Kendall name in our title as a mark of our respected heritage. The family nature of the firm continued when W.G. ("Tony") Davies joined in 1948. Sadly Tony Davies passed away in 2012 but two of his sons, Huw and Richard, joined him in the Practice and his grandson Charlie is one of the current Directors, along with Richard, Robert Wellington and Juliette Vienot.

The firm serves clients not only in the Cotswolds but also throughout the United Kingdom and overseas.

The longevity of our firm along with its family heritage gives us a great sense of community. Therefore, we actively forge links with those who reside in the Cotswolds to support their special causes. We very are proud of our contributions to the local community and everyone at Kendall and Davies is delighted that so many have benefited from our work.

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Heritage built on trust, blending tradition with modern expertise. We are committed to excellence, creating lasting connections to deliver tailored versatile legal solutions.

Law from
every angle

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At Parker Bullen LLP, we are proud to be your dedicated and experienced law firm, serving the community in Witney and in Oxfordshire, and beyond. With a rich history of offering high-quality legal services, we have built a strong presence in the region since opening our Witney office in 2022.

Our exceptional legal professionals available from our Witney office all have a deep understanding of life in the Armed Forces. Sarah Dureau, Partner, has served in the Armed Forces and worked within the Ministry of Defence. Sarah's expertise ranges from family law through to service matters, such as Service Complaints, disciplinary issues and Administrative Actions as well as civil disputes and employment law.

Terri Anson-Dean, Senior Associate, has over 20 years' experience supporting her clients with divorce or separation matters, advising on arrangements regarding finances or children, as well as alternative dispute resolution.

Louise Taylor, Senior Associate, is well respected in the legal field for her knowledge and tenacity when working on residential property matters, including buying or selling, remortgaging and investment properties.

Katharine Mcnamee, Senior Associate, specialises in Wills, Lasting Powers of Attorney, probate,

administration of estates, Trusts, long term care, and tax advice, applying her many years of expertise to help clients through complex and often emotional matters.

We recognise the importance of supporting the Brize Norton community and have taken a proactive step to ensure the best legal advice is accessible to those serving and their families. We run free legal clinics every other Wednesday at the Community Centre (Hive). These clinics are exclusively designed to assist Brize Norton personnel with a wide range of legal matters, ensuring you receive the expert guidance you deserve.

Our legal clinics cover a spectrum of legal areas, including Family Law, Wills, Probate and Estate Planning, Conveyancing and moving home, Employment Law and Service Matters including Complaints, Administrative Action and Discipline or any matter arising from your service, and much more.

If you are a part of the Brize Norton community and require legal advice, you can book your appointment by contacting Community Support Ext 5349. To attend our legal clinic in Shrivenham, which is held every other Friday at the Jubilee Centre, or for any other enquiries contact us on 01993 670944 or email info@parkerbullen.com.

PARKER
BULLEN

Drone Flying

Have you got permission?



To fly a drone in RAF Brize Norton's Flight Restricted Zone **you will need permission.**

Flying without permission is illegal and unsafe and may lead to prosecution. Permission can be sought by contacting the RAF Brize Norton Duty Operations Controller on **01993 896500**



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www.bosworthschool.co.uk



Bosworth Independent School, Northampton



Bosworth
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School

Bosworth Independent School is a vibrant, multicultural day and boarding school for students aged 11 to 18. We are a community where individuality is celebrated, diversity is embraced, and academic excellence is actively encouraged.

Our broad curriculum offers exceptional value, with small class sizes ensuring personalised support and strong teacher–student relationships. Learning is enhanced by an extensive co-curricular programme that provides opportunities in sport, the arts, leadership, and academic enrichment.

Pastoral care is central to life at Bosworth. Every student is known, supported, and encouraged to thrive, while those with specific learning differences receive tailored teaching, expert guidance, and confidence-building one-to-one support.

We are proud to support service families and are pleased to offer a **20% tuition fee reduction for children of HM Armed Forces personnel**, recognising their dedication and sacrifice.

We warmly invite you to visit and discover why students flourish at Bosworth Independent School.

TRAVEL

ROAD

RAF Brize Norton is between Brize Norton village and Carterton town, south of the M40, about 22 miles West of Oxford.



Stagecoach

01865 772250

www.stagecoachbus.com

RAIL

The nearest railway stations are Oxford, Oxford Parkway and Swindon.



National Rail Enquiries

08457 484950

Visit <https://www.nationalrail.co.uk/> or telephone 08457 484950 for journey times.

TAXIS THAT COME ONTO CAMP

For taxi companies authorised to enter RAF Brize Norton please visit <https://www.raf.mod.uk/our-organisation/stations/raf-brize-norton/passenger-info/>

HIRE CARS

The hire car collection and drop off point is located just outside the main gate of RAF Brize Norton at the hire car carpark. A shuttle service is provided from the hire car carpark to and from the Air Terminal. Please note, hire cars are not allowed access to the Station.



The Bell Inn

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Email: thebellinn297@gmail.com

Visit our Website - thebellinnducklington.com
or our Facebook page – The Bell Inn Ducklington



The Bell Inn

Ducklington

The Bell Inn is a beautiful thatched British Cotswold village pub and B&B in the heart of the countryside.

Our Country Kitchen is our homely restaurant that offers a traditional menu with a creative twist, including dishes such as seasonal homemade quiches, our signature twice-cooked chips and our famous Ducklington's filled ciabattas. The restaurant is located inside the old cottage where

our patrons can sit by the original fireplace and enjoy our home-cooked dishes.

We offer a variety of rooms from family rooms to single and twin rooms. All the rooms have en-suites.

Serving brilliant food and an excellent bed and breakfast makes it a great place to enjoy a lovely meal or spend a pleasant weekend in the area.

Tel: 01993 700 341 | Email: thebellinn297@gmail.com

Visit our Website - thebellinnducklington.com
or our Facebook page – The Bell Inn Ducklington

Emergency Instructions Guidance

In a major emergency involving RAF Brize Norton, if you are not involved in the incident, but are close by or believe you may be in danger, follow Government advice and:



GO IN to a safe building.

STAY IN until you are advised to do otherwise.

TUNE IN to local TV or radio for more information.

- Go immediately into a house or building.
- Close all external doors, turn off ventilation systems.
- Close all windows and curtains.
- Close all internal doors and go to a room facing away from RAF Brize Norton.

STAY Remain indoors until you receive instructions from the police.

TUNE your radio to the local radio stations (BBC Radio Oxford 95.2 FM & JACK 106.4 FM) or tune into BFBS Brize Norton on local DAB.

Resist the urge to use your mobile or landline telephones, **unless it is an emergency**, as doing so may cause congestion of the telephone networks.

PLEASE CO-OPERATE FULLY WITH INSTRUCTIONS GIVEN BY THE EMERGENCY SERVICES.

This leaflet is produced in accordance with the MOD Major Accident Control Regulations to advise you what to do in the unlikely event of a major accident occurring within RAF Brize Norton that could affect you.

Please read this carefully and follow the instructions given if the warning is implemented.

Householders are advised to ensure that all occupants understand the instructions. Responsible persons in business or community premises should also be familiar with the actions required to enable them to instruct occupants in the event of a major accident.

This leaflet should be kept in an accessible place and passed on to subsequent occupiers. It should be prominently displayed in business or community premises. Additional copies may be obtained from the **RAF BZN Safety, Health and Environmental Protection Office – 01993 897160**.



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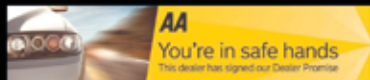


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For ultimate relaxation, guests also have access to The Garden Spa, with three tranquil treatment suites, an indoor heated plunge pool, a rock sauna, an aroma steam room, tropical showers and more; perfect for unwinding after a busy day or adding a touch of indulgence to your stay.

Whether visiting for casual meals or special events, our restaurant and traditional pub serve seasonal dishes, classic favourites and tailored group dining options. And with the estate just over a 10-minute drive from RAF Brize Norton, you can enjoy countryside calm with the convenience of being so close, ideal for spontaneous escapes, extended stays and well-planned get-togethers alike.

*To enquire scan the QR, call 01993 774 441
or visit www.oldswanminstermill.co.uk*

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Linear Fisheries



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We also have a large, well-stocked fishing tackle and convenience store known as 'Linear Bait & Tackle' please follow this link www.linear-fisheries.co.uk for more information on our site.

Main Clinic based in Witney, Mini Clinics Upper Rissington Runner bean Gym and the Vault in Carterton.



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cotswoldphysioroom.co.uk



A fun sport for all the family!

Charlbury Bowls Club welcomes new members aged 7 and upwards - taster sessions available by arrangement.

Great facilities: all bowls equipment provided to play on a well-maintained green in the summer and our two short mats in the clubroom all year.

Registered Bowls England coaches.

We have a well-stocked bar too!

Contact: secretary@charlburybowls.co.uk
Ian Lever - 07585 328171
Jackie Hague - 07714 642302
74 Ticknell Piece Road OX7 3TW
What3words address: spillage.curly.farms
www.charlburybowls.co.uk

TEAM

RAF Brize Norton





DEAN CLOSE
KINGHAM HILL
SCHOOL
OXFORDSHIRE

A small school with a big heart

Day & boarding | ages 11-18 | 100 acres of Cotswold countryside



Discounts available for HM Forces and UK Diplomatic Service families. To find out what a Dean Close Kingham Hill education has to offer, join our **Open Morning on Friday 6th March**, or visit kinghamhill.org.uk.

Dean Close Kingham Hill is a vibrant, co-educational day and boarding school for pupils aged 11–18. Set in 100 acres of stunning Cotswold countryside, it offers the perfect environment in which to study, relax, and be active.

The school benefits from excellent transport connections, with London Heathrow just 90 minutes away and direct rail links to London (80 minutes) and Oxford (29 minutes). Despite its rural tranquillity, Kingham Hill is easily accessible, including via a dedicated school bus route from Carterton, offering families a convenient daily travel option.

Small by design, the school prioritises a personalised and high-quality educational experience, ensuring every pupil is known, valued, and supported throughout their journey.

Did you Know?

- In 2025, 53% of results in the Sixth Form were at grades A*/A, with 79% of results at grades A*-B.
- Kingham Hill is one of very few UK independent schools that offers a fully accredited US high school diploma alongside a British curriculum.
- There is an on-site school farm with ponies, pigs, chickens and ducks!

To find out what a Dean Close Kingham Hill education has to offer, visit our **Open Morning on Friday 6th March**, or book an individual tour at kinghamhill.org.uk.

Stay Safe from Fire

By following the simple advice contained in this leaflet you can help to reduce the risk of having a fire in your home. Spare a thought for elderly relatives, friends and neighbours too. Are they as safe from fire as they could be?

Candle Safety

- ✓ Never leave a candle unattended and remember to extinguish it before you go to sleep.
- ✓ Make sure the candle is standing up straight and is fixed firmly in a proper holder so that it can't fall over. Scented candles turn to liquid in order to release their fragrance, so always burn them in a suitable glass or metal container that can withstand the heat of the liquid and that the liquid cannot lead from.
- ✓ Always place candles on a heat-resistant surface. Night lights and tea lights can melt plastic surfaces, such as the top of a TV and the side of a bath tub.
- ✓ Keep out of draughts, blowing curtains and sources of heat or direct sunlight.
- ✓ Always leave at least 10cm (4 inches) between two candles and never place them under shelves or other surfaces.
- ✓ Extinguish the candle before it burns into the holder.
- ✓ Burn all candles well out of the reach of children and pets.
- ✓ Always put candles out before you move them. Using a 'snuffer' or a spoon is safer than blowing them out, which can send sparks and hot wax flying.
- ✓ Consider an extra smoke alarm in the rooms that candles are burnt in.
- ✗ Outdoor candles should never be used indoors.
- ✗ Don't lean across a candle – you could set your hair or clothes on fire.
- ✗ Don't play with candles for example, by putting matchsticks or anything else into the hot wax.



Heaters

Always position heaters so the back is against a wall and they're facing the room. If possible, secure them to the wall to prevent them from falling over.

Switch heaters off if you're not in the room and also when you go to bed.

Portable gas heaters should have the cylinders stored and changed outside or in a well ventilated atmosphere.

Both gas and paraffin heaters should only be used in a well ventilated area. They consume oxygen from the atmosphere and can cause death by asphyxiation (suffocation), if not adequately ventilated.

Don't place heaters near curtains or furnishings and never use them for drying clothes.



Cooking Safety

In the event of a power cut or failure of your fuel supply, make sure any alternative cooking equipment to be used is working properly and safely before use.

- ✓ Clothing and tea towels should be kept away from the cooker.
- ✓ Keep electrical leads away from the cooker and from water.
- ✓ If deep fat frying, never fill the pan more than one third full. You are heating oil to extremely high temperatures – ideal conditions for a fire.
- ✓ If a pan catches fire, don't take risks – get everyone out of your home and call the Fire and Rescue Service.
- ✓ Turn off the heat under the pan if it's safe to do so and allow it to cool completely.
- ✗ Don't leave pans on the hob when you're not around. Take them off the heat if you have to leave the kitchen.
- ✗ Don't move the pan and never throw water over it.



Chimneys

- ✓ Sweep the chimney before use if you haven't used it for sometime.
- ✓ Sweep at least once a year if you burn coal or at least twice a year if you burn logs.
- ✓ Always keep a fire guard in front of a burning fire.
- ✓ Extinguish the fire before going to bed or leaving the house.
- ✗ Never use petrol or paraffin to light your fire.



Electric Blankets

If a blanket has scorch marks or exposed elements, it should not be used. Over blankets are designed to be left switched on, whilst under blankets must be switched off before getting into bed.

- ✓ If your blanket is more than 10 years old or if it shows signs of wear and tear, the best advice is to get a new one.
- ✓ When buying a new electric blanket, ensure it has 'overheat protection', which will cut off the electricity if it becomes too hot.
- ✓ Electric blankets should carry the British Standard Kitemark and the British Electrotechnical Approvals Board (BEAB) symbol on them.
- ✓ Have your blanket checked by an expert once every three years or as recommended by the manufacturer.
- ✗ Don't fold electric blankets. Protect the wiring inside them by storing them flat or rolled up.
- ✗ Don't leave an electric blanket switched on all night, unless it is thermostatically controlled so it can be used all night.
- ✗ Never use hot water bottles in the same bed as an electric blanket, even if the blanket is switched off.





Kingsley
SCHOOL DEVON

Strong Minds. Strong Futures

Coastal adventures, elite expeditions, exceptional pastoral care and specialist SEN support help every student build confidence and character.

CReSTeD-accredited, flexible boarding, and full CEA eligibility, Kingsley is a natural fit for Forces families.

www.kingsleydevon.com

Kingsley School in North Devon provides a nurturing, values-led education shaped around the ethos “Better Me, Better World.” Proudly non-selective, Kingsley supports every student to thrive – and our pupils consistently exceed national expectations at both GCSE and A-Level.

Wellbeing is central to life at Kingsley, supported through a dedicated Wellbeing Centre, emotional check-ins, and a whole-school focus on developing confidence and character. We are CReSTeD-accredited, offering specialist SEN provision for students with dyslexia, ADHD, ASD, and a wide range of learning profiles.

Our exceptional coastal location enables a rich outdoor education programme, including the UK’s only timetabled Surf Academy, plus climbing, paddle sports, **skateboarding**, and navigation. Students also participate in Duke of Edinburgh Awards and the Ten Tors challenge.

With flexible boarding options and full CEA eligibility, Kingsley offers stability, opportunity, and an environment where every child can flourish.

For further information, contact admissions@kingsleydevon.com or call +44 (0)1237 426200



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EMPLOYMENT

JOBCENTRE PLUS

Jobcentre Plus is part of the Department for Work and Pensions and offers a number of programmes and services providing help with employment, bene-fits, loans and grants. Many Jobcentre Plus regions have an Armed Forces Champion with the role of providing a strategic link between Jobcentre Plus and the Armed Forces Community. They are the main point of contact for the Armed Forces to tackle issues or problems relating to employment and work related benefits, such as Jobseeker's Allowance. Jobseekers Direct is an online job search facility provided by Jobcentre Plus.

Jobcentre Plus/Jobseekers Direct can be found at: 0845 606 0234 or www.gov.uk/browse/working/finding-job

HOME WORKING/RUNNING A BUSINESS FROM SFA

The use of Service Families Accommodation (SFA) for a business or commercial activity e.g. Internet and home working, mail order catalogue, cosmetic representative, registered child minding ; please email Pinnacle to request permission to run business from SFA; HomeServices@pinnacleservicefamilies.co.uk

Please be aware that some businesses will also require the permission of the Local Authority and you may need to meet certain criteria, such as hygiene requirements for food based businesses.

Further information can be obtained from the Service Community Support Officer (SCSO) by dialling 0300 154 8058 or 07825 923327

EMPLOYMENT ON STATION

Civil Servants – Various civilian positions.

www.civilservicejobs.service.gov.uk

Airbus

www.airbus.com

Sodexo

<http://uk.sodexo.com>

Serco

<https://www.serco.com>

Air Tanker

<https://www.airtanker.co.uk>

Email: recruit@uk.airtanker.co.uk

Forces Families Jobs

For jobs. For training. For success.



Forces Families Jobs

Forces Families Jobs, an employment and training platform for spouses, partners and family members of serving and Reserve UK military personnel.

Search and apply for jobs with employers who have signed the Armed Forces Covenant and pledged to support the military community. Find out about training as well as career events and insight days. Set up job alerts to ensure you get your ideal job sent directly to your inbox.



[forcesfamiliesjobs.co.uk](https://www.forcesfamiliesjobs.co.uk)

Naval Families
FEDERATION

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Forces Families Jobs is delivered by a tri-Service partnership between the Naval Families Federation (NFF), Army Families Federation (AFF) and Royal Air Force Families Federation (RAF-FF).

Forces Families Jobs is a product of the Army Families Federation (AFF). AFF is a charitable incorporated organisation registered in England and Wales with registered charity number 1176393 and a charity registered in Scotland with registered charity number SC048282 having its principal office at 1DL 414, Floor 1, Zone 6, Ramillies Building, Marlborough Lines, Monxton Road, Andover SP11 8HJ

<https://www.forcesfamiliesjobs.co.uk>



CHARITY

RAF Brize Norton





New Hall School is a Catholic boarding and day school for girls and boys aged 1–19, committed to providing The Best Start in Life. Set on a beautiful campus, just 35 minutes from London by train, the School offers a balanced education combining academic excellence with an exceptional co-curricular programme.

Following the successful 'Diamond Model', students are educated in co-educational classes up to age 11 and again at Sixth Form, with single-sex lessons from 11–16. New Hall's ethos is rooted in care, trust and respect, creating a nurturing environment where every student is known and supported.

Students excel in a wide range of sports, including riding at the on-site Learn-to-Ride Centre, while musicians enjoy frequent performance opportunities and dancers are part of one of the UK's most successful dance schools.

Boarders flourish in a warm, community-focused environment, living in well-appointed houses and enjoying a varied programme of evening and weekend activities. A strong commitment to service underpins School life, and there is dedicated support for military families through the New Hall Armed Forces Award.

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The new patient appointment includes a thorough assessment, and treatment. We also offer a Free Initial Consultation if you're not sure what kind of treatment you should have.

Bookings can be made over the phone, or online via our website, just mention you're from Brize, to receive the discount. The contact details are below.

01993 708583

www.andersonclinic.co.uk

info@andersonclinic.co.uk

Address: Anderson Clinic, 41a Corn Street, Witney, Oxon. OX28 6BT



The Anderson Clinic was established in 1996, with the aim of providing safe and effective Chiropractic Care. The clinic has since become a multidisciplinary MSK (Musculoskeletal) clinic. Our team of practitioners are a friendly, approachable group of like-minded therapists, from a host of different disciplines, with one thing in common: Our determination to offer our patients the best possible care and treatment.

Over the years, we have learnt that a combination of treatments can often be the most effective way of getting results. So, this is how we practice. Our handpicked team work closely together, ensuring that you (the patient) get the benefit of our entire teams' experience, and skills (Chiropractic or Sports Therapy). We have also built good relationships with local Physiotherapists, GP's, and Imaging Centres. So rest assured, if we are not the right people to treat you, we will guide you to where you need to be.

andersonclinic
PHYSICAL THERAPY SPECIALISTS

Military families in receipt of CEA pay 10% of the fees

Full boarding from Year 3 to Year 13



Based in the Cotswolds, the safe and lively town of Cheltenham

**Families and their children who could have chosen any school,
choose to come to Cheltenham College. Why is that?
Why did Cheltenham College become their first choice?**

Like many independent schools, Cheltenham consistently produce top academic performance thanks to an outstanding cadre of staff who will, with dedication, kindness and drive, get each pupil to their own best possible place. Pupils consistently have the chance to come out of their comfort zone by trying a new sport or activity – there are over 100 to choose from and they are often pupil-led.

Pupils develop emotional intelligence, empathy and a sense of ‘giving back’ through regular leadership, charity and community events - helping them to continue their education beyond school.

Cheltenham College has over 1000 pupils from 3 to 18 years old with a strong full boarding community and active and busy weekends both on campus and in the safe and lively town of Cheltenham.



STRATHALLAN
SCHOOL
Opportunities for all to excel



This is game-changing education . . .

Imagine a school like this. Imagine learning to swim by age six and flying a plane you've built yourself at sixteen. A place where every child feels secure, supported and inspired no matter where in the world their parents are posted.

At Strathallan, we understand the challenges of change, the anxieties of separation and the pressures of military life. Our sector-leading pastoral care includes a dedicated team supporting children from military families, helping them thrive academically, socially and emotionally.

Set on a safe 153-acre rural campus, an hour from Edinburgh and Glasgow, Strathallan has delivered game-changing education for over a century. With A-Levels, Highers and Advanced Highers, more than 80 co-curricular activities and £22 million invested in facilities, this is a home-from-home where ambition grows and confidence soars.

Introducing CEA+10

We guarantee families in receipt of Continuity of Education Allowance pay only 10% of the full boarding fee total.

Find out more by arranging a visit today:

www.strathallan.co.uk/visit-us

Strathallan School, Forgandenny, Perthshire, PH2 9EG | +44 (0)1738 812 546 | admissions@strathallan.co.uk

A Home-from-Home for RAF Families



For more than a century, Strathallan School has welcomed children from Armed Forces families, offering stability, opportunity and a true sense of belonging. Set on a beautiful, safe 153-acre rural campus just an hour from Edinburgh and Glasgow, Strathallan combines traditional values with forward-thinking education, helping every pupil find their strengths and build confidence for life.

Our new **CEA + 10 %** model means families receiving the full Continuity of Education Allowance now pay only 10 % of the full boarding fee, and is one of the most generous offerings available in UK independent education.

With outstanding pastoral care, a dedicated team for military children and over 80 co-curricular activities from sport to STEM, Strathallan is a place where ambition thrives and friendships last a lifetime.

Find out more at www.strathallan.co.uk/forces-families or contact admissions@strathallan.co.uk.

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Armed Forces pension schemes are complex, and you may be surprised to learn how much you can influence what you'll receive when you leave. You'll be faced with numerous choices as your career progresses and you'll need to be aware of changes in taxation, pros and cons of added pension, commutation, and even choosing the best time to leave. All of these choices will impact on your pension income.

AFPS15 is among the best pension schemes in the public sector. Because it's government backed, there's no need for any concern about share price fluctuations. Your pension grows every year you're in service. At today's values, a pension of £20k requires a pension pot of more than £400k – considerably more than the average UK pension pot size for over 50's.

Engage with us as early in your career as possible and build your pension value right up to the point you leave.

When you join us, your membership fee will give you access to our expert Pensions Consultants who will guide you through your career and into resettlement, with expertise tailored to your personal circumstances.

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www.forcespensionsociety.org



THE FORCES PENSION SOCIETY is an independent, not-for-profit membership organisation that acts as a pension watchdog for the entire military community.

The Society was formed in 1946 in the aftermath of the Second World War to campaign for better pension provision for Armed Forces veterans and their families.

It was pivotal in ensuring the Armed Forces were treated fairly alongside other public services pension schemes, with the unique nature of military service being understood, recognised and compensated for.

While we maintain a campaigning ethos and are permanently on the lookout for any unfairness or maladministration in the provision of Armed Forces pensions, the majority of our time is spent guiding Members on the technical aspects of their Armed Forces pension.

Annual membership for you and your spouse/ partner is just £47. This gives you exclusive access to our Forces Pensions Consultants, our informative Members' Webinars and you'll receive our bi-annual newsletters and our magazine, Pennant.

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RUGBY SCHOOL

Military Families

*Find out about Rugby School's
Continuity of Education Allowance
and military fee remission*



Contact admissions@rugbyschool.net

Rugby School takes a progressive, fully immersive approach to education on a 400-acre campus in Warwickshire. Each student belongs to a house of 50–55 students, creating a close-knit community with tailored pastoral care and in-house dining. Tutors and house staff ensure every student is supported and known.



RUGBY SCHOOL

Academically, Rugby leads with innovation - pioneering science teaching, championing the Extended Project Qualification, and offering both A levels and the International Baccalaureate. Sport is inclusive and ambitious, catering to all abilities while nurturing elite performance. Music and performing arts thrive, with national broadcasts and high-calibre productions showcasing talent.

Wellbeing is central to Rugby's ethos: The Whole Person is the Whole Point. The School proudly supports families serving in His Majesty's Armed Forces.

For details on the Continuity of Education Allowance and Military fee remission, contact admissions@rugbyschool.net.

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Easy Resettlement Magazine now has an annual Resettlement Directory

This is full of exciting opportunities covering charities, employment, franchises, training, resettlement success stories and much more.

www.easyresettlement.com/armed-forces-resettlement-directory

QUEEN'S

Life moves, community stays.

Pay only 10% of fees in addition to CEA.

- A Busy Vibrant Forces Community
- World Class High Performance Learning
- Award-Winning Wellbeing Programme
- Extensive Outdoor Education Starting in Year 3
- Meals, Laundry and Exclusive Uniform Allowance
- "World's Leading Boarding School"

queenscollege.org.uk



Queen's College in Taunton offers a warm, supportive community where military families feel understood and well cared for. We understand the emotional cycle of deployment and provide the stability and consistency pupils need to feel settled and confident. Boarding fees include meals, tuition, laundry, most co-curricular activities and weekend trips. Our Houseparents maintain excellent communication with families, ensuring parents feel connected and informed.

Supportive boarding from ages 7 to 18

Pupils are part of a close-knit and active community where they feel known, supported and encouraged every day.

Outdoor education at its best

Our outdoor education starts at Year 3 and continues into Sixth Form, pupils have the opportunity to mountain bike, climb and kayak multiple times a week.

Flexible for service life

We understand family time is important, we accommodate POTL/R&R leave.

Outstanding opportunities

We offer a wide range of GCSE and A Level subjects, plus 100+ weekly co-curricular activities.

Recognised for excellence

We are proud to be named a World Leading Boarding School and to hold the Wellbeing Award for Schools.



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The Open
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The Downs Malvern: An Award-Winning Prep School for Forces Families



THE DOWNS
MALVERN

At The Downs Malvern, we understand the unique requirements of Forces families and the importance of stability, continuity and exceptional pastoral care. Set in the beautiful Malvern Hills, our award-winning Prep School offers outstanding day and boarding opportunities within a close-knit community.

Pupils benefit from a broad and adventurous education that builds confidence, curiosity and character, with a strong focus on personal development and academic excellence.

As part of Malvern College, one of the finest schools in the UK, pupils experience a seamless transition to the Senior School at 13, providing continuity in their educational journey.

With generous rank-ranged discounts available to serving personnel and CEA funding accepted, The Downs Malvern is proud to support Forces families. Winners of Small Independent School of the Year 2024 and recognised nationally for innovation in STEM education and boarding excellence, we build the foundations for life beyond the classroom, shaping today's explorers into tomorrow's role models.



Discover more: www.thedownsmalvern.org.uk



Today's explorers, tomorrow's role models.

The Downs Malvern: Winner of Small Independent School of the Year 2024

Both The Downs Malvern and Malvern College have a proud history of welcoming the children of Forces families to their home in the Malvern Hills.

Safe, supportive and inspiring: where curiosity meets opportunity and children learn to navigate their world with confidence, whichever path they choose.



THE DOWNS
MALVERN

MALVERN
COLLEGE

Co-educational day and
boarding school, aged
6 months to 18 years



Discover Malvern:

www.thedownsmalvern.org.uk

www.malverncollege.org.uk