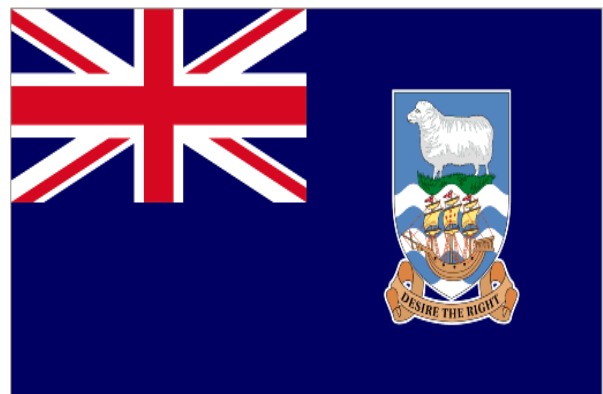


BRITISH FORCES SOUTH ATLANTIC ISLANDS FAMILIES PRE-ARRIVAL PACK



OC General Duties Flight & Families Officer
Falkland Islands Support Unit (FISU)
British Forces South Atlantic Islands
British Forces Postal Office 655
94130 3318 / 00500 73318
gdfloc@mountpleasant.mod.uk

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MPC Contact Numbers:

(Mil) 94130 followed by ext

(Civ From UK) 005007 followed by ext

FAMILIES INFORMATION

MOUNT PLEASANT COMPLEX (MPC) FALKLAND ISLANDS

GENERAL

INTRODUCTION

The Falkland Islands (FI) represent a unique environment and Mount Pleasant Complex (MPC) is an isolated military community which, inevitably, cannot always provide the standard of service support which families may be accustomed to in the UK and elsewhere. A measure of independence and resilience is essential if families are to get the best out of a tour here and this brief is designed to provide you with helpful facts and information to prepare you for family life in the Falklands. The normal working week is 5.5 days (Monday to Friday and Saturday morning) although those in continuity posts are able to take Saturday morning or an afternoon off in lieu of Saturday. It is hoped that this brief will provide answers to the majority of frequently asked questions. Any suggestions concerning additional items for inclusion in this brief should be forwarded to OC GD Flt/Families Officer via the contact details on the cover.

CLIMATE

Much is said about the climate and weather in the FI and you may have heard many horror stories. It is said that all 4 seasons can be experienced in any one day of the year with weather changing very rapidly between being mild and pleasant, to being cold and severe. The seasons are almost directly opposite those in the UK and generally winter begins in earnest in May and lasts until around mid-October. Snow and sub-zero temperatures are experienced to varying degrees but given the Winters experienced in the UK recently, this will be nothing new to many. The wind strength in the Falkland Islands is considerable and has been known to cause damage to buildings and property in extremis. Temperature changes due to wind-chill can occur quickly and catch out those who are ill-prepared or ill-equipped; a gloriously sunny day can rapidly become a sub-zero blizzard. The summer here, from October to April, brings temperatures lower than the average UK summer with a prevailing westerly wind which can cause it to feel cooler than it actually is. Overall, the wind tends to be noticeably less strong in the winter than in the summer. That said, a good amount of sunshine is enjoyed and much outdoor activity is possible. It is highly recommended that a plentiful supply of suncream is brought as there is a very high sunburn risk here, due to the fact that the ozone layer this far south is particularly thin when compared to the UK.

TIME ZONES

The Falklands is 4 hours behind the UK during British summer time and 3 hours behind during the austral summer.

ARRIVING IN THE FALKLANDS

The person you are replacing in the Falklands will ordinarily arrange for transport to pick you up from the Airhead and take you to your accommodation. They should also collect the house keys for you. If you have any concerns in this respect, please contact the Families Officer here on 94130 3318 or 00500 73318 and they will look at alternative arrangements if required.

HOUSING

HOUSING UPDATE

Charges are levied for rental of Service Families Accommodation (SFA), Utilities and CILOCT for families accommodated in SFA in MPC. Details of these charges can be obtained from the Families Officer and will differ depending on the size of quarter allocated. The rent is abated to take into account that there is no charge for single living accommodation. SFA is allocated on family size.

As per JSP464¹ licensees are strongly recommended to arrange insurance for their potential liability to BFSAI up to a maximum of £20,000. As personnel occupy SFA under a Service Licence to Occupy agreement (known as a Licence to Occupy) they are not classed as a tenant and, therefore, standard home insurance policies do not cover the potential liability. The Services Insurance & Investment Advisory Panel (SIIAP) has provided a web page detailing a number of insurance providers who can organise policies that have been designed specifically for SFA occupants. The web page can be found at www.siiap.org/l2o or at the SIIAP home page www.siiap.org/home.

SFA

The SFA are spread over Jones Ave, Hamilton Rise, Sheridan Rise, Sheffield Close, Ardent Close and Langworthy Villas. There is a requirement to undertake a March In and March Out of SFA which must be at the UK standard. Snagging lists must be completed and returned within the 14 day period after March In. You will also need to sign a licence to occupy the quarter. Each property has been fitted with an electric cooker, refrigerator, washing machine and tumble dryer supplied by Interserve. A large chest freezer is also supplied by Interserve and located in the garden shed. The shed may also be used for storage.

Due to a severe shortage of storage in theatre there is currently a “No Wharfing” policy. This means none of the MOD furniture can be returned to Barrack Stores. There is limited storage space in SFA and this should be taken into account when packing belongings before moving into theatre.

All SFA is furnished in line with the JSP 308² standard. On occasion, the furniture is not always in the best of condition and you may ask SNCO Families for a replacement if it is sub-standard. Design and colour of supplied furniture, curtains, etc will vary from house to house and it is not always possible to match them. Barrack Stores hold stocks of most household furnishings; any damaged items will be replaced as soon as possible but if they are not in stock it may take up to 3-6 months to get into theatre. Replacement items may not be identical to those items they replace. Should you wish something extra it is worth checking with SNCO Families if Barrack Stores have it before going to the NAAFI or Stanley to buy things.

FURNITURE AND EQUIPMENT PROVIDED

You will be equipped with:

Kitchen. A cooker, washing machine, iron & ironing board, vacuum cleaner, fridge, kettle, toaster, pots & pans (not non-stick), glasses, crockery, cutlery and basic kitchen utensils.

Lounge/Dining Room. A 3-piece suite, dining room table and 6/8 chairs, bookcase, nest of 3 coffee tables and sideboard.

¹ JSP 464 – Tri Service Accommodation Regulations

² JSP 308 – Joint Service Scales of Accommodation Stores

Conservatory/Porch. 2 chairs and a coffee table.

Bedrooms. Generally a double bed in the master bedroom and then sufficient single beds for the number of children you have (bunk beds may be available where children will be sharing bedrooms). The bedrooms will be furnished with double and/or single wardrobes, chest of drawers, dressing table and bedside tables. Duvets with covers, pillows and sheets for each bed are provided.

Shed. Chest freezer and tumble dryer.

It also goes without saying that adequate contents insurance that covers Service equipment is prudent. **If you have specific needs please let the Families Officer know as early as possible. This will enable items to be ordered from the UK if they are not in stock.**

SHEFFIELD CLOSE AND ARDENT CLOSE (12 Houses)

These SFA were built in 2007 and are located just off the main road close to the children's playground and sports pitches. All heating is oil fired. All gardens are enclosed.



HAMILTON RISE (23 Houses) AND SHERIDAN RISE (12 Houses)

These SFA are located past the children's play park, behind the 120 Facility building.



- A 3 Bedroom house on Hamilton



- One of the 4 Bedroom houses

LANGWORTHY VILLAS (10 Houses)

These villas are situated at the end of the domestic complex near the MPC Primary school. The SFA do not have enclosed gardens or private drives. They are usually allocated to families without children. All the SFA are electrically heated and do not require lampshades. Layouts within the bungalows vary considerably and all are slightly smaller than other SFA at MPC.



- A 3 Bedroom house in Langworthy

The inventory in each house can vary greatly and is subject to availability. It is strongly recommended to contact the Families Officer, who will get an accurate list from Barrack Stores. However, the basic inventory for each 3-bed house supplied by the Barrack Store is as follows:-

ITEM	QUANTITY	ITEM	QUANTITY
Fire Extinguisher Water	1	Sauce Boat	1
Fire Extinguisher CO2	1	Fork, Table, Large	8
Settee 3 Seat	1	Fork, Dessert	8
Settee 2 seat	1	Knife, Table, Large	8
Armchair	2	Knife, Dessert	8
Chair Easy	2	Spoon, Tea	8
Double Bed	1	Spoon, Soup	8
Head Board, Double	1	Spoon, Dessert	8
Mattress Double	1	Knife, 12" White	1
Quilt Double	1	Knife, 8", Green	1
Sheet, Double	2	Knife, 6", Blue	1
Wardrobe, Double	1	Knife 4", Green	1
Nest of Tables	1	Knife, 12", Slicing	1
Table Occasional	2	Measure, 2 Pint	1
Buffet Unit	1	Curtains	22
Bed, Chest	4	Poacher, Egg	1

Dressing Table	1	Board, Chopping	1
Stool, Dressing Table	1	Pan, Frying	1
Wardrobe Single	3	Sauce Pan, Milk	2
Table, Dining	1	Dish, Serving	1
Chair, Dining Table	6	Bin, Waste, Small	1
Bed Base Single, 3'6"	2	Board, Ironing	1
Mattress Single	2	Iron Electric	1
Quilt, Single	2	Vacuum Cleaner	1
Sheet, Single	4	Kettle	1
Pillow	8	Toaster, 4 Slice	1
Pillow Slip	16	Sauce Pan 4 Pint	1
Book Case	1	Poacher, Egg	1
Stool	1	Board, Chopping	1
Stool, Bathroom	1	Pan, Frying	1
Stool, Step	1	Sauce Pan, Milk	2
Bin, Large, Kitchen	1	Dish, Serving	1

JONES AVENUE (10 Houses) (Ex Officio)

There are 12 houses situated on Jones Avenue. These comprise of Mount Pleasant House for the Commander British Forces (CBF), 11 Jones Avenue for Chief of Staff and 10 other almost identical bungalow properties built with wooden walls, tile effect roofs and oil fired heating. They are effectively insulated and double glazed. All gardens are enclosed. Jones Avenue is located adjacent to the sports pitches, close to the childrens playground and surrounded by grass.



(No's 4 & 8 Jones Avenue are a slightly different proportion to the original houses in the street but have a very similar layout).

The inventory in each house can vary greatly. It is best to contact the person you will be replacing to get an accurate list. However, the basic inventory for each 4-bed house supplied by the Barrack Store is as follows:-

ITEM	QUANTITY	ITEM	QUANTITY
Fire Extinguisher Water	1	Sauce Boat	1
Fire Extinguisher CO2	1	Fork, Table, Large	8
Settee 3 Seat	1	Fork, Dessert	8
Settee 2 seat	1	Knife, Table, Large	8
Armchair	2	Knife, Dessert	8
Chair Easy	2	Spoon, Tea	8

Double Bed	1	Spoon, Soup	8
Head Board, Double	1	Spoon, Dessert	8
Mattress Double	1	Knife, 12" White	1
Quilt Double	1	Knife, 8", Green	1
Sheet, Double	2	Knife, 6", Blue	1
Wardrobe, Double	1	Knife 4", Green	1
Nest of Tables	1	Knife, 12", Slicing	1
Table Occasional	2	Measure, 2 Pint	1
Buffet Unit	1	Bin, Large, Kitchen	1
Bed, Chest	5	Bin, Waste, Small	1
Dressing Table	1	Board, Ironing	1
Stool, Dressing Table	1	Iron Electric	1
Wardrobe Single	3	Vacuum Cleaner	1
Table, Dining	1	Kettle	1
Chair, Dining Table	6	Toaster, 4 Slice	1
Bed Base Single, 3'6"	3	Sauce Pan 4 Pint	1
Mattress Single	3	Poacher, Egg	1
Quilt, Single	3	Board, Chopping	1
Sheet, Single	6	Pan, Frying	1
Pillow	10	Sauce Pan, Milk	2
Pillow Slip	20	Dish, Serving	1
Book Case	1	Curtains	22
Stool, Bathroom	1	Stool, Step	1

To contact Barrack Stores direct with any queries, dial extension 6032 or alternatively 94130 6032 / 00500 76032.

MAKING YOUR HOUSE A HOME

While all SFA are comfortable and well laid out, like any house they need personal possessions to make them 'home'. The provided curtains and carpets cannot be guaranteed to match furnishings, but remember everyone is in the same situation and some things simply can't be changed - it is up to you to make it feel homely - and it is not really difficult to do this. Having your own things around is key to feeling comfortable so it pays to plan ahead and bring those items you would miss most - whether that is your own bed or supplementary kitchen items. You will be able to find most items in the shops here but they are more expensive and the choice is limited compared to the UK. As mentioned earlier, please bear in mind however that there is a 'no wharfing policy in place'. You are very unlikely to be allowed to return unwanted items such as mattresses and furniture to stores.

Some people like to bring their own double mattress or bed, or favourite comfy chair - best advice is to check with your predecessor to ensure there is likely to be space to do this bearing in mind that you cannot return the MOD furnishings. Also note that some SFA do have useful additional items left by previous occupants - such as a microwave or dishwasher, so where possible, check with your predecessor or contact the families officer to avoid duplication; it must be noted that electrical items left by previous occupants are received at your own risk and will not be maintained by contractors at MPC.

Experience has shown that the most popular items to bring are cushions, throws or rugs to make your living room more comfortable. Pictures, books and a few favourite ornaments to decorate and additional kitchen items to supplement the basics; bread makers are particularly popular, along with serving dishes and any favourite everyday items. .

Listed at Annex A are household, clothing and miscellaneous items you may wish to bring with you to make your stay more comfortable. Obviously do not feel you must have these, they are just suggestions based on what others have found useful.

NB/ It is highly recommended that accompanied personnel bring a Strimmer with them to help maintain gardens. Although the cutting of lawns is available at present this is subject to change as it is not a formal part of any contract.

MOVING YOUR PERSONAL EFFECTS

For the move of personal effects (PE), you will need to read F/Mov/713 "The Joint Service Unaccompanied Baggage Guide" (refer to Annex A, Normal Service). Personnel posted on accompanied tours to the Falkland Islands are entitled to have their unaccompanied baggage professionally packed under MOD "Removal Service" arrangements for the outbound movement from the UK. The amount of baggage you are allowed to bring depends on your SFA entitlement and will be confirmed when you apply for the move - however it will only be a small portion of your belongings as SFA here comes furnished. The rest of your belongings will go into storage until your return to the UK. You must check with the Government Freight Agents (GFA), for the dates of the monthly sailings from the UK for the Falklands and you are advised to allow plenty of time for the packer to get your belongings to the port, containerised and loaded. (The packers often recommend pick up a month before the sailing date!) The contact numbers for GFA are available from your Unit Admin Office. Unaccompanied baggage is usually transported by ship and after the sailing date still takes approximately 6-8 weeks to reach the Falkland Islands. The arrival date can be before your own arrival, but even so as it all gets checked in Stanley and then delivered to the quarter. You may still have to wait up to 2 weeks after you have moved in before you have your belongings. You will need to ensure you have enough warm & outdoor clothes in your carry on luggage to last the family until that time.

For more details, please refer to the following websites:

<https://grms.agilitylogistics.com/external/agilityLoginLoad.do?section=WELCOME>

TRAVEL

TRAVELLING TO THE FALKLAND ISLANDS

Families will receive a Families Travel Pack of information from DE&S along with a Family Reference Number for your move. Part of the pack will contain forms relating to medical fitness as well as a request for a copy of your passport. The return of passport details along with completed medical forms will automatically trigger the flight booking process by Defence Passenger Reservation Centre (DPRC). Please do not try and make your own arrangements separately as they will not be accepted by DPRC. It is not unusual for tickets for military passengers and families to be issued separately as they come from different desks in the Defence Passenger Reservation Centre (DPRC) so do not be surprised if there is some difference between their dates of issue or receipt.

**DPRC's Families Enquiry number for the South Atlantic Desk is 0306 789 4800.
Enquiries about Visa and Passports should be directed to 020 730 4850.**

All flights to the Falkland Islands are from RAF Brize Norton. The flight is approximately 18hrs, with a refuelling stop at Ascension Island. Because Ascension can be very warm, in contrast to the Falkland Islands, wearing a T shirt under other layers may be a sensible option. You may also want to take sun cream with you as a precaution. See Medical section for guidance on jabs including Yellow Fever which must be current in case of a diversion to Africa or South America.

In addition to toiletries it is also prudent to have a basic change of clothing in your hand-luggage in case of delay or diversion. These events occur more frequently than people often expect.

The baggage allowances for serving personnel is different to that of their accompanying families. Current baggage allowances are shown at Annex B.

For those travelling with children, do check that you start the journey with fully charged battery packs for any games or electronic entertainment they wish to pack – it can be a long flight with dead batteries. You may also wish to request particular seats in advance of your journey. Ask your Unit Admin Office to do this for you.

Sky cots are available and can be booked through RAF Brize Norton. It is recommended that you remind Movement Staff of your requirement for a child seat as you check in.

TRANSIT ACCOMMODATION

You may be entitled to the cost of transit accommodation to help move to your new location (up to 5 nights). Personnel should contact their Unit Admin Office who will confirm eligibility on a case by case basis subject to the provision of local facilities. The Services Cotswold Centre at Corsham (approx 50 miles from RAF Brize Norton) can also supply 3 or 4 bedroom chalets, and can be contacted through your Services Welfare Staff or direct on 01225 810358. Please note that the Cotswold Centre does not take pets.

(Note - this Families Brief cannot be used as authority for claiming expenses, you should always contact your unit personnel staff in the first instance to clarify entitlement before undertaking any expenditure).

LEAVING A CAR IN THE UK

If you intend keeping a private vehicle in the UK while serving in the Falkland Islands, you will need to re-register it at a UK address as DVLA will not permit you to register a UK vehicle to a BFPO address. A relative's address is acceptable. An alternative option for those on accompanied tours may be long term parking at RAF Brize Norton. Please contact the WO Air Movements Flt on 95461 5397 / 01993 896363 or by email at BZN-AMS-PAXPLANSWO@mod.uk.

DUTY TRAVEL/INDULGENCE PASSAGES

Personnel and their families in continuity posts are entitled to one warrant to return to the UK per 12 months of duty and are also entitled to travel at any point via the indulgence system.

In addition, children of Service personnel and FI-based MOD Civil Servants at a UK school whose parents are resident at MPC in a continuity post, are granted one passage per term at public expense to the Falklands to spend the school holidays with their parents. A parent escorting such children to and from the Falkland Islands will be granted Duty Status and prioritised above indulgence passengers. Further details on School Children's Visits (SCVs) can be found on the BFSAI Net in Standing Order J4 Logs 26 *School Children's Visits – Entitlement & Application* and JSP 800 Vol 2 - Joint Service Manual of Movements, and the MOD Civilian Transfer Manuals.

Families on an approved continuity tour here at MPC are also able to indulge certain specific family members of the service person. Please read JSP 800 Vol 2 for further clarification.

An alternative route between UK and FI exists via LAN Chile, the national Chilean airline who fly once a week into MPC. Friends or family members not eligible to use the indulgence system may find this route cheaper than paying full fare on the military flight. See UK travel agents for further information on fares.

TRAVEL WARRANTS AND R&R

Families serving in a continuity post of at least 12 months are entitled to travel warrants for use during their tour. The nature and number of warrants varies with exact tour length (See Standing Orders BFSAI SO J3-Ops-3 and BFPSAI SO J1-Per-06 for further details) but families will wish to note that they could have opportunities to travel to West Falkland (via ferry), to Chile, to Ascension Island or via helicopter to outlying islands (It is mandatory to carry a 4 season sleeping bag for all helicopter flights). Please be aware that you are entitled to 1 Get You Home Overseas Warrant. This means only 1 return to the UK at public expense for every 12 mths in the FI.

FAMILY TRANSPORT & PRIVATE VEHICLES

MPC covers a large area, and with no public transport, the distance from SFA to such places as the Medical Centre, NAAFI Families Shop or school may make travel on foot difficult. MPC is approx 35 miles from Stanley, the Islands' capital, and the journey normally takes about an hour, but considerably longer in bad weather. It is therefore advisable for families to have their own transport for travel both on and off base. While the MPC roads are surfaced to UK standard, off base you will find them un-metalled, rough and invariably badly potholed. Consequently, a (diesel) Land Rover or other robust 4 wheel-drive vehicle is the most suitable form of transport. **Currently diesel is the only fuel available from MPC although Petrol is available in Stanley.**

There are a number of methods of acquiring a vehicle; you may be able to buy from your predecessor or if this is not possible, it is advisable to ask the Families Officer or someone already at MPC to look out for any vehicles coming up for sale. There are regularly vehicles for sale in the local press *The Penguin News*. Prices vary but 2nd hand Japanese 4x4 in good condition with 100k on the clock usually cost around £2000 to £3000.

The alternative is to buy in the UK and ship down. Indulgence of private motor vehicles by sea is detailed in JSP 327³, for further information or advice do not hesitate to contact the Defence Transport & Movements Agency on Andover Mil (94391) Ext 7595/7596 or 01264 381564. Please bring with you proof of no claims and, if bringing your own vehicle, you will need all of your vehicle documents. Due to the ruggedness of the roads here it is unwise to bring any vehicle that is not robust enough to withstand local conditions.

A local driving licence (currently £27.50) is required by all posted to the FI for longer than 12 months; this can be purchased from the Police Station in Stanley (UK cheque acceptable). You will need to show both portions of your current UK licence but there is no requirement to take a test.

Car Insurance is purchased locally (available through the Falkland Islands Company – UK Cheques accepted). Road tax (currently £104 per year), transfer of vehicle ownership (currently £37) and FI number plates (£20) for vehicles imported from the UK are all purchased via the Police Station in Stanley (again UK cheques accepted).

Statistically speaking traffic accidents are sadly, still the most common cause of injury during Falkland Islands tours as the roads are arduous, primitive, poorly maintained, littered with potholes and have extremely deep drainage ditches running along either side. During winter, the roads can be particularly treacherous and unforgiving.

The Master Driver/MTO is more than happy to offer his services to the families living at MPC and introduce them to tried and tested off-road and defensive driving techniques. Familiarisation lessons are available and have been found to be of great benefit by the families who have tried them. The MTO is contactable on 94130 7611 or 00500 77611.

FINANCE

CHEQUE ENCASHMENT

³ JSP 327 – Joint Service Manual of Movements

It is strongly recommended you bring extra cheque books as there are no cash machines on the island. The main retail outlets in Stanley do take credit/debit cards, but MPC is mainly cash based. The NAAFI shops at MPC do offer Cashback subject to a minimum spend and up to a maximum of £50 per transaction. In addition, the families shop operates a 'chip and pin' facility. Service personnel can cash a maximum of 4 cheques per month to a combined value not exceeding their net monthly salary income through the Public Cashier in FISU HQ. Cheques can also be cashed in the Joint Officers' Mess and WO & Sergeant's Mess up to a maximum of £50. Additionally, the British Forces Post Office is able to cash GIRO cheques free of charge.

While there is a branch of the Standard Chartered Bank in Stanley, there is no bank at MPC. It is common for a surcharge of £3 to be levied by the local shops for payment with non-Standard Chartered Bank cheques.

ADVANCE OF PAY

Personnel proceeding on one-year accompanied tours are entitled to an advance of pay up to 1 month net pay, which is repayable over a period of up to 12 months. This can be arranged through your Personnel Administration Office before you leave for the Falklands (Reference: JSP 754 Ch5 Section 2).

SHOPPING

NAAFI

There are two NAAFI shops along the MPC Accommodation Corridor. The smaller of the two, near 12 Facility reception and the Dolphin Bar, sells sandwiches, confectionery, cold drinks, tinned and frozen food, greetings cards, magazines, jewellery and gifts, some electrical goods (hairdryers, shavers etc), towels and toiletries. The larger shop at the bottom NAAFI, sells a more extended range and also single bedding, toilet roll, limited clothing etc. A selection of over-the-counter remedies for colds and headaches are also sold here. Dependants must obtain a pass to shop in the NAAFI shops and this must be produced whenever purchasing items. Service personnel must always produce their ID in order to be served.

WEST STORE MPC

This is a branch of the West Store, one of Stanley's major shops. Situated opposite the airhead, it sells amongst other things, tinned goods, some frozen foods, limited fresh vegetables and eggs, stationery, electrical items, watches, fishing tackle, cosmetics and a wide range of FI souvenirs. If you cannot find what you are looking for then they will bring it in from the main store the following day. Fresh bread is available and can be pre-ordered. The shop also has a selection of DVDs and computer games for sale although these are pricey compared to the UK. The weekly FI newspaper "Penguin News" can be purchased here on a Friday. While ordinarily more expensive than the NAAFI, they do offer up some variety and lines from the likes of Waitrose and John Lewis can be found throughout the store. Please be aware that products have often passed their sell by dates; it is worth checking before you buy. There is also a coffee bar in the West Store MPC, which sells a variety of beverages, as well as Panini's, pizza, cakes and muffins.

THE NAAFI FAMILIES' SHOP

This is only available to accompanied personnel and is similar to a UK corner shop. It is situated across from the Community Centre. Items available are limited to the ranges made available to the NAAFI. This is also where the fresh produce from the UK is sold. This is ordinarily delivered via the 2 Airbridges and is pro-rata against the number of unaccompanied personnel here. Fresh fruit and vegetables are much cheaper in the families shop than anywhere else on the island and so demand is high. You may have to rely on supplies in Stanley if you run low or you need to supplement fresh produce bought at the Families Shop. Food is paid for by cash or chip and pin.

There is an opportunity to have a space within a poly tunnel and that is only for use by the families. This too will provide an opportunity to grow things so please pack with this in mind if you are green fingered.

THE NAAFI BULK ISSUE STORE

If you would like to purchase items in bulk (e.g. box of 6 bottles of wine; slab of beer, dozens of toilet rolls – a full list available on request) then you can buy directly from the NAAFI Bulk Issue Store (opposite the West Store MPC). Place your order in advance at the Bulk Store on ext 6216. Payment can be made via Chip & Pin. You can also buy soil and grow bags from the NAAFI Bulk Store for growing plants in your conservatory but seeds must be bought from within the Falkland Islands.

SHOPPING IN STANLEY

It is recommended that you bring a large cool box and ice packs with you to the FI in order to keep food cool on the return journey from Stanley.

Supermarkets. There are 2 main supermarkets in Stanley; the West Store, situated on the harbour front next to the cathedral, with a car park to the front, and The Chandlery, which is off the by-pass, towards the harbour. Both are usually well stocked (although you can watch the shelves start to empty as the next re-supply ship is expected) and have a full range of goods that you would expect to find in the UK, including some items from Iceland, Sainsburys and Waitrose. The area you will find the least well supplied is fresh fruit and vegetables, which are relatively expensive and often of a lower quality than you might expect in the UK. However, Stanley Growers, a private market garden near to the chandlery, have improved this area considerably although they are expensive. The West Store provides a good range of toiletries and medicines and adjoining the food hall there is a stationery shop and 'Entertainment Centre', selling toys, books, DVD/video and music. Both supermarkets take UK debit cards as payment. Again, you are advised to check sell by dates when purchasing items.

Grocers, Butchers, Bakers, Fish Mongers, Markets. Stanley has a range of shops selling almost everything you could need, but many of them are not as you would expect to find in the UK and some don't even look like shops! Many shops sell an eclectic mix of goods (i.e. rolls of barbed wire, wigs, children's clothes and knitting patterns at Falkland Farmers). Don't be afraid to ask for what you want anywhere – most local people are very helpful and will point you in the right direction. Give yourself plenty of time on your first couple of trips as the shopping experience is different, but you will get used to it and the local produce is worth seeking out – superb meat (often available directly from the Farmer at far cheaper prices than the UK and thus offsetting the cost of fruit and veg) as well as fish and seasonal vegetables, although dairy produce is limited. The one dairy on the island closed some time ago so milk and cream is UHT. Eggs can be very out of date by UK standards and can be up to 4 months old, some families keep chickens as an alternative. Vegetable boxes are normally available in season from Darwin House. Wine is available from a variety of shops but possibly the best is found at the Stanley Service Station.

Clothes. A limited range of clothing is available in the Falklands; shoes in particular are hard to find in theatre. There are no cobblers on the Islands, so any shoe repairs should be done before leaving the UK. You are advised to ensure you have enough suitable footwear to bring with you, especially for children. There is a small branch of Peacocks within the West Store in Stanley which has helped to increase the amount of clothing available.

Eating Out. Personnel should be aware that the strict controls applied in the UK to food produced for human consumption do not prevail in the Falklands. A full guide to eating out is provided in your Welcome Pack on arrival in the Falklands. However, there are some good quality places to eat out.

DUTY FREE SHOPPING – THE RETAIL EXPORT SCHEME

There is a great deal of confusion regarding the entitlement to Duty Free Shopping when you are posted to the Falkland Islands. There are many different rules and regulations, which are issued by both our own HM Revenue & Customs organisation and also the European Parliament.

The “Retail Export Scheme” allows you to buy duty free goods before travelling on posting to the Falkland Islands and also when visiting the UK on leave or duty from here. You are entitled to buy goods under this scheme if you are an EC resident who is going abroad for at least 12-months. You can buy Duty Free goods, before you travel on posting provided that you intend to export the goods by the last day of the third month following that in which the goods were purchased. In English, that means if you bought the goods on the 1st April you would have to export them by the 31st July to obtain a VAT refund.

To obtain a refund you must first find a retailer that participates in the “Retail Export Scheme”. You should be able to tell if the retailer does participate in the scheme if the shop displays a “Tax Free Shopping for Tourists” sign on the shop door or you can always ask if they participate. You will have to pay for the goods in full. The retailers will then complete the form mentioned above and send you the original copy. You must then take the form with you to RAF Brize Norton. When you pass through to the departure lounge (after having shown your passport and had your hand luggage x-rayed) you will see a post box marked “Revenue & Customs”. You should drop the form in an envelope (usually comes with the form) unsealed into the post box. The RAF Brize Norton Customs officer will empty the box regularly and he/she will stamp the form and send to the appropriate office to action the refund.

The refund will take about 2 months to come through and you will have a choice, indicated on the form, to have the refund paid to your bank or by cheque direct to you. You will only be refunded around 15% since some admin charges are deducted at source. It is worth noting that some retailers will refund VAT on purchases made on the spot – enquire with each purchase.

As for online retailers, Amazon, Dixons, Curry’s, PC World, John Lewis and many more offer VAT back shopping. Most will refund the difference if the shipping address shows as being here but only if prompted to do so by yourself.

EDUCATION

SCHOOLING

****If you are thinking of deploying with children requiring education, please contact the relevant school as soon as possible as places are limited. For children with Special Educational Needs (SEN), families must first contact the Children’s Education Advisory Service as support for SEN is limited in the Falkland Islands.**** (Contact numbers can be found below)

BABIES

Those coming with small babies need to be well prepared. While Barrack Stores can provide a cot, high chair and safety gates, it is advisable to notify them of your requirements as far in advance as is possible. You must bring your own mattress and covers for the cot though as barrack stores can no longer provide. Although baby items are available in Stanley, they are expensive and the availability is erratic. Consequently, experience suggests that you bring down as much as you can in terms of nappies, toiletries, dried baby food and clothes. A car seat is also essential. Buggies and prams can be used in both Stanley and Mount Pleasant, the off-road variety being most useful. It is worth noting that paediatric care is limited on the Island.

Very Young Children. Facilities for very young children are limited, although there are sometimes suitably qualified wives who are prepared to do child minding. If you are considering bringing very

young children to the Falkland Islands, please ask the Families Officer to put you in touch with a dependant currently based in the Falklands with very young children so that you can seek their advice.

Soft Play. There is a Soft Play group which runs three times a week on Mondays and Wednesdays in the Families and Community Centre and on a Friday in the Old Gym.

Primary School for Ages 2-11. Service Children's Education provide a small primary school on the base at Mount Pleasant for children of Service personnel and entitled attached civilians. Service Children's Education (SCE) is a Government Agency and has schools worldwide, supporting the children of Service personnel and entitled attached civilians. The holidays are broadly in line with the UK. The school is staffed by a Head Teacher, an Early Years teacher, three teachers, and support staff recruited locally. There is a range of after school activities which are provided voluntarily by school staff.

Children who are 2 years and 1 month old are eligible for the Early Years Unit that runs 5 mornings per week during term time from 08:45 – 11:45. Children in this bracket can attend as many or as few sessions as they like with most children attending 2 sessions a week. This facility is fee paying until the child start the Foundation Stage at 3 Yrs. The Early Years unit also offer the option of Lunch Bunch where for a small fee the 2-3 year olds can be left for a supervised lunch at school until 12:45.

Foundation Stage 1 (Nursery) class provides for 3-5 year olds and operates 5 mornings a week during term time. Children start in this class the term after their third birthday. Children start full time school in the September after their fourth birthday. Children stay at school during lunchtime and eat a packed lunch. Arrangements for admission into the School and Early Years Unit must be made directly with the school. The School has its own sweatshirt, which can be purchased from the School. If you are planning on enrolling your children into the MP School, please contact the school on 00500 73328 or visit the school website at: www.mountpleasantschool.ik.org. You can email the school directly via sce.mountpleasant@scschools.com. There is also the Infant and Junior School in Stanley (www.ijs.falklands.info) however, children would be required to weekly board if attending this school.

Secondary School for Ages 11-16. There is a secondary school in Stanley, The Falkland Islands Community School, which provides education for up to 16 year olds studying GCSEs. The contact email is bbates.fics@sec.gov.fk or telephone number is 0500 27147. A boarding house is provided for all children from outside Stanley and due to the distance from Mount Pleasant, children from the Station have to weekly board. Transport of children between MPC and Stanley is the responsibility of parents – no transport is currently provided to Stanley and no allowances are available to refund transportation costs. Further details are available from the Chief Education Officer, Stanley, Falkland Islands. The email address is: edn.fig@horizon.co.fk

EVENING CLASSES

The Joint Education Centre (JEC) has the facilities to run a variety of educational and vocational courses depending upon instructor availability. Previous classes have included maths, Spanish and English as well as more vocational courses such as welding, photography and photoshop. If you have a hobby that you would like to teach at evening classes, please contact OC JEC ext 6561 and bring your qualifications and all the necessary equipment with you, varying rates are paid depending on the subject taught. Anyone wanting to do computer-based distance learning courses need to be aware that internet in the Falkland Islands is expensive and slow.

GENERAL FACILITIES

LIBRARY

There is a library in the MPC Accommodation Complex, which has a number of books on the Falkland Islands, as well as a Reference section. There are also fiction and non-fiction sections and an extensive video, DVD, video games and music library, which caters for all tastes. Membership to the MPC book library is free. The library will try and buy in recommendations. There is also a library at the Community School in Stanley, which has a good selection of both adult and children's reading material.

PRIVATE BUSINESS FROM SFA

The use of public Service Families Accommodation for a minor commercial business activity (eg. Internet and home working, mail order catalogue, cosmetic representative, kitchenware sale, registered child minding etc) is not generally prohibited. Similarly minor commercial business activity can be undertaken from a public owned building on the MoD estate. In both cases certain conditions have to be met and prior permission sought. Such commercial business activities must not be prejudicial to the good order of the estate and the general interest of other occupants or users of buildings. No commercial activity can commence until a Licence is issued. Commercial Business activities which require the installation of industrial machinery, car repair workshops and those that would involve constant visits by members of the public (eg surgery/advice services) are not normally permitted.

Applicants are to complete Part A of the application form attached. The following documents are to be submitted.

- a. An application form (attached) with Part A completed.
- b. Copy of Falklands Islands Work Permit.
- c. Acknowledgement from Falkland Islands Tax Office that the business is registered.
- d. For all activities which provide a service, full Public Liability insurance.
- e. Simple business plan (see below).

Once the request has been received it will be considered by HQ BFSAI prior to being processed to the Defence Land Agent Overseas (DLA). DLA will assess any charges that may be raised as a result of the activity. To allow this, a simple business plan will be required detailing the type of business being set up, the services offered, forecast turnover and the anticipated number of clients. Once this has been completed, a business licence will be issued. It is the responsibility of the licence holder to inform the appropriate authorities if any of the business details change.

Failure to register any business is considered a serious offence both by the civilian and military authorities and the unauthorised use of a public accommodation for such an activity could lead to compulsory vacation of SFA.

COMMUNITY & FAMILIES CENTRE

The Families Centre is located next to the Command Secretary Building and opposite the Families Rations Shop. You can book the Families Centre for birthday parties or club meetings using the diary that is held there. Keys can be obtained from 12 Facility Reception. The Centre is well equipped with a ball pool and soft play area and hosts "Mums and Tots" sessions every week. There is also a Scout/Cubs group run from here. The SSVC Welfare fund has recently paid for a projector and screen which will be put up in the centre. This can be used for family film nights or personal use. Please make sure you familiarise yourself with the code of conduct on the notice board before you use the facilities.

HAIRDRESSER

There is a Sodexho-run unisex hairdressing salon in the main accommodation complex, as well as a hairdresser in Stanley offering a full range of facilities.

BIMBLE BOX SHOP

The Bimble Box Shop is located in the 12 Facility Reception area and sells sweaters, FI souvenirs, postcards, plaques and some sportswear.

SIF OFFICE

The SIF office, situated in the 38 Facility Reception area, hires out 4x4 vehicles, LCD TVs up to 32", Digital Set-Top Boxes, DVD Players, PS3s/X-Boxes, fishing tackle, video cameras, binoculars, digital cameras, etc. Their extension number is 3332.

THRIFT SHOP

The Thrift Shop is located in 38 Facility and provides opportunity to purchase any last minute essentials, additional clothing or fancy dress. The shop is ran by volunteers and is stocked by donations with the money raised being split by the thrift shop and the original owner.

LAUNDRY & DRY CLEANERS

The Falkland Islands Laundry Facility or FILF, as it is commonly known, provides laundry and dry cleaning facilities free of charge for all personnel including those in SFA. There are set collection times/days for the SFA and it is limited to 15 items per day.

MP TRAVEL OFFICE

This is located in 12 Facility Reception and looks after bookings for the local air service and accommodation at the various lodges and hotels used for recreation purposes.

OASIS

The Oasis coffee shop is located next to St Cuthbert's Church. It is a quiet area that serves snacks including coffee, sandwiches, homemade cakes and confectionery. It has a patio area, books, papers, games, jigsaws and is open throughout the week. There is also plenty of opportunity to volunteer to help out.

CHURCH SERVICES

There are regular services in St Cuthbert's Church, which is situated in the centre of the Mount Pleasant Domestic Complex next to Oasis. The Church is interdenominational and is served by RAF chaplains from either the Church of England, or the Church of Scotland and Free Churches. Catholic Masses and confessions are held every day in Stanley. Return MT is provided for those wishing to attend from MPC to Stanley but only on Sundays. Stanley has 3 churches: Christchurch Cathedral, St Mary's Roman Catholic Church and the Tabernacle Free Church. There is also an interdominational Sunday school held at 10.30am in the Church.

SSAFA SOCIAL WORK SERVICE

The Senior SSAFA Social Worker (SSSW) is available to provide you with an approachable, professional, confidential advisory service and welfare support system.

Services on offer are in relation to personal or marital relationship issues, childcare, housing and service policy issues, fostering, adoption and complete your registration if you wish to apply to become a childminder.

Should you require a Criminal Record Bureau Check to work with children then application will be through the SSW. The SSW also has statutory responsibility for all children of service personnel and UKBC's living within the BFSAI.

The SSW office is currently situated at the rear of The Welfare Hub,, Mount Pleasant Complex, and the military extension is 3331.

GYMNASIUM AND SWIMMING POOL

The Longdon Gymnasium facility has an extensive range of aerobic equipment including exercise bikes, steppers, running treadmills, cross trainers and rowing machines. Many personnel focus their training by completing 'The Falklands Challenge', a virtual 638.25km journey across the islands, over land and water utilizing the cardiovascular equipment. Additionally there is a fully-equipped weight training room providing both free weight and single station apparatus. There are 2 large games halls and 4 squash courts and a boxercise area. There is also a large 33m indoor swimming pool which has a lifeguard in attendance at all times.

It is the policy at MPC to allow dependants to use all the PEd facilities when available and on the understanding that military personnel and training matters take priority. Dependants above the age of 16 but under 18 can only use the gymnasium when supervised by an adult but cannot use any of the weight training equipment. Dependants under the age of 14 must be accompanied by an adult when using the swimming pool.

Service dependants and MOD Civilians are covered by a corporate 3rd party liability insurance and personal accident insurance policy. However all Service dependants and MOD Civilians must use the sports facilities in accordance with BFSAI rules and regulations and to adhere to instructions by PEd staff. All Service dependants and MOD Civilians are to have completed a health and safety induction by PEd staff prior to using the sports facilities.

The Physical Education (PEd) Flight has a comprehensive sports and Adventurous Training store, providing the necessary equipment to participate in a broad range of activities. The PEd staff also facilitate circuit training, boxercise, core stability and spinning classes throughout the week.

There is also the Tumbledown Gymnasium which consists of a large sports hall, a climbing wall and a golf simulator.

PRACTICE GOLF COURSE & GOLF SIMULATOR

The practice golf course is located on the airfield side of 'The Corridor'. All golf equipment is available from the PEd Flt. The Golf Simulator, for use by up to 8 people, is located in the Tumbledown Gymnasium. An induction is required prior to using the Golf Simulator contact the PEd Flt on 94130 3167 / 00500 73167 for further details. Hire of the Golf Simulator is £2 per person.

CINEMA

There is a Cinema located in 38 Facility, which shows a variety of films. The cinema has recently been upgraded to show 3D films. Screenings occur every evening as well as afternoon matinees at weekends. Details of films are widely published across the base. Ticket prices are currently £4 for adults and £3 for children while family tickets are also available. 3D movies attract a £1 premium.

BOWLING ALLEY

Situated next to the Cinema is an excellent 6-lane ten-pin bowling alley which is open in the evenings. It is advisable to book lanes in advance.

TELEPHONES

The telephone link with UK is good but expensive. Telephone cards are available at £16 and £8 and can be bought from 12 Facility Reception, the Cashier's Office, NAAFI Shops or Messes for use in the public phones. Residents of SFA have the option of installing a private telephone in the SFA for UK calls and the Internet, which is arranged through Cable and Wireless and can be arranged in advance (www.cwfi.co.fk) which is recommended. Most SFA residents prefer this option and the flexibility that it gives in making and receiving calls. Local Calls are charged. Only calls to a mil ext are free from the SFA. Using Skype for calls is popular. Cable and Wireless bill international calls monthly. It is worth noting that Cable and Wireless are expensive in comparison to the UK and the Internet packages provide a set monthly upload/download limit. If this limit is exceeded Cable and Wireless will charge a high rate for the excess use. It is advisable to check the packages available before leaving the UK and be aware it could take several weeks to get connected. The minimum contract is 12 months and there are 3 types of package on offer. Details of these are available through customer services through the C&W website. Please bear in mind that internet speeds are slow in the FI due to limited band widths.

RECYCLING

Recycling facilities are very limited in the Falkland Islands. At the moment, only certain items can be recycled at MPC – such as batteries, and Stanley does have recycling facilities but these are limited and often full.

SOCIAL EVENTS

Families & Spouses. There are a wide variety of social events and occasions which can be enjoyed whilst here. Regular and ongoing activities include Bunco nights, a book club, consultation groups and the spouse only 'Wives' Supper Nights. One off events held have included street parties, charity events and festive themed gatherings. Details of these events can be found in advance via the Families Newsletter which is released once a month.

Joint Officers' Mess (JOM). Dress for the more formal occasions in the JOM is either Mess Kit (Dinner Jackets for civilians) or Lounge Suit. Ladies will need to bring long or ¾ length dresses and men will require a dinner jacket for functions such as the Christmas Ball and New Years Eve. For more casual events, sports jackets or sweaters are worn, with the equivalent for the ladies. Mess rules contain full details of dress requirements and it is advisable to check with your predecessor what the rules are.

WO & Sgts' Mess. There are no formal Mess functions in the WO & Sgts' Mess so Mess Kit is not required and ladies are not required to bring long dresses but may have some opportunity to wear them. Suits and jackets are required. However, if you are likely to be invited to the JOM for official functions it might be prudent to bring along with you your mess kit, check with your predecessor.

Parades. There are a number of parades and commemorations held each year on the Islands. Formal Parades are held about 3 times a year in Stanley to which some wives will be invited. Families will need warm coats and perhaps a warm hat, scarves and waterproof footwear.

Please Note: It is the responsibility of the Serving person to ensure that their children and spouse conduct themselves appropriately whilst attending any events.

MEDICAL AND DENTAL SERVICES

Pre-Deployment/Employment Medical Screening

All service personnel, MOD civilians, contractors and dependants must have been deemed fit before their arrival in the Falkland Islands. Their GP must be made aware of the lack of secondary care facilities available.

Medical facilities are much more limited in the Falkland Islands and return to the UK for medical treatment is costly and time consuming. There are certain medical conditions that may be unsuitable to treat in the Falkland Islands due to the remoteness and lack of normal hospital specialities. Consideration for medical support for children with special needs should be made involving the schools and medical facilities prior to arriving; furthermore, there is no paediatric service within the islands. Guidance may be sought by contacting the Regional Medical Centre (RMC) or from the Joint Services Travel Centre/Defence Passenger Reservation Centre.

Whilst service medical documentation (FMed 4) can be brought into theatre by hand, NHS records cannot; accordingly, civilians need to de-register with their GP in the UK so as their NHS notes can be called forward by the RMC; this will ensure that care and treatment is not duplicated.

Families are required to obtain a Yellow Fever vaccination and international Certificate of Vaccination 10 days prior to departure which may be required in the event of the aircraft diverting via Africa or South America. A country may refuse entry to you, impose a quarantine or levy a fine without production of a valid certificate. Receipts should be kept in order to claim back any costs incurred.

Mount Pleasant Regional Medical Centre

The RMC is located on the main road at the top of the Unit opposite the Air Terminal. The RMC has all the amenities of a modern medical centre you would normally find within the Armed Forces providing both primary health care and a small in-patient facility as well as emergency cover for the airfield. Medical services are provided for all service personnel, dependants and civilian contractors employed at MPC and is manned 24 hours. Patients are required to register with the RMC on arrival. Civilian employees and dependents are to undergo a short arrival screening with the Practice Nurse as soon as possible on arrival.

Contact

Tel:

Civ – 005 007 Ext: 6334

Mil – 94130 Ext 6334

Fax – 94130 Ext 6483

Email – Practice Manager

Mil - [BFSAI-FLK FISU Medcen PracMgr](#)

Civ - medcenpracmgr@mountpleasant.mod.uk

RMC Working Hours

Mon, Wed, Thur, Fri	0800 – 1700 hours
Tues, Sat	0800 – 1200 hours
Sun	Closed – emergencies only.

The RMC is closed for lunch from 1200 – 1300 hours to all but emergencies. After normal working hours, emergency medical cover is provided by a Duty Medical Officer, Duty Medics and ambulance driver.

Patient wishing to book a routine appointment, should contact the RMC in normal working hours via the Reception on **Ext: 6334**. If you are unable to attend your appointment, please ensure you cancel it as soon as possible, so as another patient may use the allocated time.

Emergency Treatment

In an emergency, the RMC is to be contacted via Reception **Ext 6334** or in an extreme emergency by dialling **2222** from any military extension.

Clinics

A Medics' Sick Parade is held from 0830 – 1000 hours Mon to Fri for minor illnesses and injuries. The clinic has open access. Other clinics are by appointment only.

Medical Officers' Clinics

Mon – Fri 0830 – 1130 hours

After school Clinic/Urgent Clinic

Mon - Fri 1600 – 1630 hours

Sat 0900 – 1000 hours

Practice Nurse Clinic

Routine daily clinics

Mon – Fri 0080 – 1140 hours

Physiotherapy Clinics

(appointments made via Medical Officer referral)

Tue/Thur 0900 – 1200 hours

1300 – 1530 hours

Rehabilitation Clinic

Mon/Wed/Fri 0800 – 1030 hours

Continuing Professional Development

Staff training is a continuous process and ensures continual quality improvement of the Primary Health Care team. For this purpose, the RMC is closed for routine enquiries each Tuesday afternoon for trade training.

Home Visits

It is always preferable to consult with patients in the RMC where appropriate examination facilities are available; however, if you are unable to come to the RMC and require a home visit, then contact the RMC Reception providing details of the nature of your illness, full address and telephone number.

Dispensary and Prescriptions

If you are taking any form of medication, please ensure you bring sufficient amounts (at least 3 months supply) with you and inform the Dispensary on your arrival of your medication needs; this will ensure that the medication can be ordered in time, if not routinely kept in stock. Re-supply of routine items can take several weeks if arriving by ship. A limited supply of over-the-counter medicines can be bought locally.

Any patients requiring repeat prescriptions are to deliver their repeat prescription request at the dispensary and allow 24 hours before collection. Repeat prescriptions issued by a UK GP are not valid; you will need to book an appointment with an MO in the RMC in order to be issued with a valid prescription for the first issue.

Health Visitor Services

The Health Visitor is based at the King Edward Memorial Hospital (KEMH) but provides a clinic 1 day per month at the RMC. If you require an appointment for your child, appointments may be made via the RMC Reception or via the Reception at the KEMH

Secondary Care

Secondary care is provided by the KEMH, Stanley, 35 miles (1 hour) from MPC via a relatively poor quality road; sometimes the road is restricted/closed due to weather conditions. It is a 28-bedded facility and the staff comprise of a number of GPs with skills to hospital practitioner level in some specialities, a Consultant General Surgeon and Consultant Anaesthetist. There are no permanent surgical or medical specialist consultants, therefore secondary care referrals need to be seen in the UK; this will require an aeromedical evacuation flight. There are 2 high dependency beds but no intensive care. The pathology and radiology facilities are unable to offer the full range of investigations/CT or MRI scans and some laboratory samples may need to be referred to the UK for analysis and may take up to 6 weeks for results to return.

There are limited supplementary services: there is a Community Psychiatric Nurse who also conducts a clinic at the RMC and a Speech Therapist but no special needs teacher or surgical fitter.

MPC has an agreement with the Falkland Island Government (FIG) which allows military staff and MOD civilians including their family members posted/deployed with them into theatre, to receive certain treatment. The MOD pays for this entitlement. Dental treatment and social service care is not covered in this agreement.

Patients referred to the KEMH may take the RMC transport at 0930 hours and 1330 hours Mon – Fri. In emergency, patients are conveyed either by road in the ambulance or via helicopter depending of the urgency/clinical condition.

The contact number for KEMH Reception is **(0)28000**

Opticians

There is no Optician in Stanley. You are advised to see an Optician prior to travel and bring a copy of a recent prescription and at least one pair of spectacles and sufficient contact lenses.

Visitors requiring Treatment

Visitors requiring emergency treatment can be seen at the RMC or seen, at a charge, at KEMH; however, routine matters should be left until return to the UK. All visitors not on official duty must therefore have appropriate medical insurance which should include aeromedical repatriation; otherwise the individual will be responsible for the costs incurred.

Aeromedical Evacuation

Any treatment not available in theatre requires the patients to be aeromedically evacuated. For routine/non-urgent cases, this is to the UK via the fortnightly aeromedical flight. Urgent cases currently go to South America accompanied by an appropriate medical team or alternatively, a private Chilean Air Ambulance is used.

Pregnancy and Ante Natal Services

Ladies who fall pregnant whilst in the Falklands need to be aware that the medical provision is not of the standard expected in the UK and the hospital may not be able to deal with a complicated pregnancy.

The management of every pregnancy will be considered on an individual basis depending on the family circumstances. Female service personnel who are concerned that there is any possibility that they may be pregnant are to seek medical advice prior to deployment. Medical facilities for the purpose of pregnancy in BFSAI are both limited and, at times, inaccessible; a number of factors may need to be discussed prior to enabling any pregnant servicewoman to serve in BFSAI, though these will be examined comprehensively through a formalised risk assessment process. Further detail may be found in DIN2011DIN01-115, para 34.

Anyone who falls pregnant will be fully apprised of the risks and level of available medical care and wherever possible, the decision will lie with the individual about how to proceed to full term. There may be occasions where the Service interest will take precedence and the Commander has the ultimate responsibility of balancing the needs of the family and the needs of the Service.

KEMH can provide antenatal services. They offer baseline routine observation and screening samples as well as ultrasound scanning. KEMH have a reciprocal health agreement with the UK and a woman can be referred to a unit of her choice if it is appropriate for her care on return to the UK. Further details can be found at: http://www.falklands.gov.fk/Health_Services.html

MOUNT PLEASANT DENTAL CENTRE

The Dental centre is located within the RMC; access is via the RMC main entrance.

The dental team comprises of a Dental Officer, Dental Nurse and Practice Manager.

Contact

Tel:

Civ – 005 007 Ext: 6335

Mil – 94130 Ext 6335

Fax – 94130 Ext 6352

Email – Practice Manager

Mil – BFSAI-FLK FISU Dental Mgr

Civ - dentalmgr@mountpleasant.mod.uk

Clinics

Mon – Fri 0800 – 1200 hours and 1300 – 1700 hours

Sat 0800 – 1200 (emergencies only)

Emergencies within Working Hours

‘Dental Sick Parades’ are held twice daily by prior appointment only. If you require emergency treatment for the relief of pain contact the Dental Centre as early as possible to arrange to be seen.

Entitlement to Treatment

Service Personnel are entitled to a periodic dental Inspection followed by any treatment that is clinically indicated. **Dependants & Civilians employed by MOD:** Service dependants are entitled to dental treatment. Civilians employed by the MOD should refer to their contract and prove their entitlement to dental treatment before an appointment is arranged. Any check ups, routine or emergency treatment will be provided and charged as per the current NHS England Dental Charges. Normal NHS exemptions from payment for treatment still apply; proof of exemption will

be required before an appointment is arranged (eg passport for children, certificate of pregnancy). The current pricing can be found at the following webpage:

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_115641

Booking Routine Appointments

Service Personnel can book appointments by contacting the Dental Centre Reception. Dependants & Entitled Civilians must visit the Dental Centre with proof of entitlement (ID card) and proof of exemption to charges (if applicable); once this information has been received an appointment can be booked.

Cancelling an Appointment

Failing to attend an appointment causes loss of valuable clinical time, this results in longer waiting times for appointments. Appointments can only be cancelled by the patients themselves by giving more than 24 hrs notice. In exceptional circumstances (operational or compassionate) a relative, colleague or line manager may cancel an appointment. The Dental Officer may wish to speak to the patients' Flight or Squadron Commander to ensure the reason for cancellation is valid.

Failing to Attend an Appointment or Cancelling at Short Notice

Service Personnel are reminded that a dental appointment is a parade and that disciplinary action could be taken if you fail to attend without notice of cancellation (giving less than 24 hours notice).

Civilian patients are reminded that should they continually fail to attend appointments, entitlement to routine treatment will be withdrawn and they will be charged for the failed appointment.

Emergencies outside of Working Hours

For genuine dental emergencies i.e. uncontrolled bleeding from the mouth, uncontrolled dental pain which does not respond to painkillers, rapidly increasing facial swelling or traumatic facial injury, contact the on call duty Dental staff via the RMC on ext 6334. The Duty Medic will then take down your details and will contact the Duty Dental Officer on your behalf. The Dental Officer will then contact you; if deemed necessary a time will be arranged to see you.

Hygienist

Whilst there is no full time Hygienist, one does visit on occasions; however, hygienist treatment may be provided by the Dental Officer if deemed necessary as part of a treatment plan.

MISCELLANEOUS

RADIO, TELEVISION AND NEWSPAPERS

Radio. The British Forces Broadcasting Service (BFBS) provides two 24hr radio channels in the Falklands. BFBS Radio 1, broadcast locally from studios at MPC, is a pop channel aimed at younger servicemen and women with daily competitions and lots of listener interaction. The team welcome requests and dedications! BFBS Radio 2, broadcast from the UK, is a BBC Radio 2-style service for the more 'mature' listener, featuring music, news from the BBC and live sport from Five Live. In addition, the Falkland Islands Radio Service (FIRS) and the BBC World Service are available, providing programmes of local and international interest. It is recommended that you bring a radio (not DAB) with you as BFBS do make announcements about events, the school, weather etc.

Television. BFBS now provides 10 television channels at MPC (one island-wide). BFBS 1 is a mixture of BBC, ITV, Sky and in-house programmes and features news, sport, soaps, documentaries and children's shows (transmitted both live in Central European Time and on a delayed service for the Falklands). BFBS 2 is a channel featuring lots of sport and, occasionally, more risqué programmes (also broadcast both on CET and a delayed service). With this in mind, BFBS recommend parental guidance for this channel. The remaining BFBS channels cover live Sky News and Sky Sports 1 and 2, BFBS 3 Kids Channel, BFBS 4 Movie Channel and a music channel. All BFBS signals all require digitally prepared equipment in order to be received. You will require an aerial cable and digibox.

Newspapers. The Messes receive a supply of newspapers, which arrive with the aircraft, and may be read in the Mess. They are not to be removed by SFA residents. Local news is covered in the Penguin News (published in Stanley). A Families Newsletter is produced by the Families Officer and distributed to all SFA on a monthly basis by the road reps.

FAMILIES ASSOCIATION

The Mount Pleasant Families Association acts as a forum for concerns and ideas relating to family life in FI. The wife of the Commander British Forces (CBF) chairs the Committee made up of representatives from each of the SFA areas, NAAFI Manager, Barrack Stores, SSAFA Social Worker, Padre and Families Officer. Your particular road rep should contact you soon after your arrival at MPC, if they have not done so already.

MAIL

Mail normally arrives on the airbridge and occasionally on the monthly freight service. It is normally delivered within 4-7 days of posting from UK. Inland first class postage rates apply, but there is no air parcel service for packets over 2 kg in weight, which are consequently shipped. Sea mail can take up to 3 months to arrive. 'Blueys' (MOD Form 674), and Airmail Letter Forms are available from UK Post Offices and are sent free of charge to and from Falklands. It should be noted that Blueys cannot be used for business letter e.g. to banks, etc, and not sent to addresses in Northern Ireland.

The Royal Mail will redirect letters to a BFPO address. It is advisable to contact the person you are replacing and obtain a full postal address before moving.

Please note that mail can only be delivered to the BFPO work address and will not be delivered to SFA.

Mail Order companies are becoming better at shipping to BFPO addresses but if you find a snag with a particular company, the Military member of your family can use the following address:

Full name: Rank, Name
Address line 1: Company, Regiment, Flight, Unit,
Address line 2: BFPO 655
Town/City: Ruislip
County: leave field blank
Postcode: HA4 6DQ
Country: United Kingdom

FAMILIES OFFICER

Should you require any general information; the Families Officer can be contacted on:

Mil – 94130 3318 Civ – 00500 73318 Email – gdfloc@mountpleasant.mod.uk

Once an SFA has been allocated, the Families Officer will be in touch with the email address of your Road Rep.

Annexes:

- A. Suggested Packing List.
- B. Accompanied Baggage Entitlement.

SUGGESTED PACKING LIST

Groceries. A good basic range of foodstuffs is available from the Families Shop and NAAFI. This can be supplemented by items bought in Stanley. Specialist ingredients are sometimes not available so it is best to bring a supply. Special types of baby food and baby milk are limited and not always readily available. On the whole, however, it is possible to get most foodstuffs, they just cost more than in the UK.

Worth bringing are herbs and spices and other such flavouring items you use regularly. Tupperware containers are very useful - and you can easily pack them filled with packet mixes and dried items to help start you off. Likewise if you have tins of food or preserves in your cupboard these can be sent in your luggage - just avoid breakables or items that may not last the journey and check your packers restrictions! Milk in theatre is UHT long life, and only limited dairy products such as yoghurt are available. Some families chose to bring a yoghurt maker with them.

Clothing and Ancillaries. Tough outdoor wear with hoods. Recommend that Goretex, etc, are brought from UK, either before departure or by mail order.

- Warm coat
- Waterproofs
- Warm trousers (e.g. cord)
- Jumpers
- Walking boots
- Tights (supply not good but improving)
- Thermal underwear
- Gloves/hats/scarves
- Normal indoor clothing
- Some summer clothing (can be warm and for Authorised Absence in Ascension)
- Shoes (in good repair there are no shoe repairers in FIs)
- Wellies are handy in the wet
- Make-up, hair products and specialist medicinal needs
- Sports kit and Swimwear
- Smart evening and day wear
- Sunglasses and suntan lotion (high protection factor)
- Sleeping Bags (good quality/warm) – needed for all helicopter trips.
- Wetsuits

Children. Wind is the biggest problem here and so umbrellas and rain capes can prove troublesome. You can always get joggers, sweatshirts and T-shirts at MPC, but keep in mind that clothes are available on **limited** supply in Stanley. The West Store has a foot gauge so can measure and order shoes from UK and both Rockhoppers nursery and the health visitor also have foot gauges should you wish to order via the internet.

- Indoor and outdoor clothes
- Hats with ear flaps that tie under the chin are a must!!
- Some warm 'snow' clothes are advisable.
- Waterproofs
- Shoes - trainers are a good form of footwear but wear out quite quickly.
- Wellingtons are a must, they are available locally but will cost.
- School Uniform
- Toys/games
- Plenty of books, videos etc although the library has a good supply
- Drawing paper/art materials

Bicycles/tricycles/car etc with crash helmets (Not Mandatory)
Baby toys + equipment
Car seat
Backpack/Baby sling
Pushchair/waterproof cover
Toiletries
Nappies (a limited supply is now available in NAAFI)
Cot, high chair etc (can be provided)
Baby milk
Steriliser + tables, bottles, teats etc
Buckets and spades for the beach!
Wetsuits if interested in water sports Inc buoyancy

Entertainment

TV, DVD Player, freeview Box (may be hired from SIF)
Indoor TV aerial
Radio + stereo system
Computer
Skype headset (if required)
CDs/DVDs/Books (good selection available from JEC Library)
Games
Camera (including spare batteries) (may be hired from SIF)
Binoculars (may be hired from SIF)
Hobby items - eg sewing/craft items, musical instruments, golf clubs, fishing equipment
(note that the latter need to be cleaned to avoid bringing in diseases)

Kitchen

Electric mixer or food processor
Microwave
Slow cooker
Bread machine
Yoghurt maker (wide range of Easi-Yo packets available in Stanley)
Coffee percolator/machine
Water filter jug and refills
Bottle opener and corkscrew
Sharp knives
Baking items
Oven trays
Non-stick pans
Casseroles, serving dishes etc
Carving dishes
Glasses are provided – bring own crystal, etc, if you wish
Cutlery & Crockery provided – bring own dinner service if you wish
Mugs
Thermos flask
Dish drainer rack
Table cloths and napkins (plain table mats are provided)
Recipe books
Storage containers (Tupperware, etc.)
Storage baskets
Cool box and ice packs - useful for bringing frozen shopping back from Stanley
Special washing powder/soft rinse – basic range available at local shops
Dishwasher tablets if bringing dishwasher - they are available but in small boxes which are very uneconomical.

Bedroom

Mattress cover
Coat hangers
Hairdryer etc
Duvets/covers (both are provided but you may want to bring your own)
Pillows are also provided both feather and synthetic pillows are available.

Furnishings

Cushions
Throws
Rugs
Ornament/pictures + hooks
Small rubbish bins
Table lamps/lamp shades
Clock
Xmas tree and decorations
Silk/artificial flowers plus vases
Net curtains (if wanted but will require attachments)
Black out curtains
Strong pegs (tumble drier provided, but also a washing line)
Flat pack shelving
Extension cables
Torches

General

Iron & Ironing Board (basic ones are provided)
Vacuum Cleaner (provided, although people with pets or small children may wish to bring a more powerful vacuum cleaner as the Theatre ones are well used)
Shower rack
Bath mat
Towels
First aid kit
Contact lens solutions, spectacles and spares (bring your prescription)
Garden hand tools, seed trays, pots (not seeds or plants!)
Small watering can
Basic set of tools including car tools
Stationery inc greetings cards
Rucksack
Garden chairs/Picnic blanket (though there are not many days you can use them!)
Barbeque
Camping equipment
Trolley Jack (check with predecessor)

Please remember that no items can be returned to stores due to a limited storage facility.

BAGGAGE ENTITLEMENTS, EXTRACTED FROM JSP 800

The following table indicates total personal baggage entitlements for personnel moving to and from the South Atlantic. You are advised to check these are still current with your present Unit movement staffs. It is advised that you take this booklet to Brize Norton with you and keep in your hand luggage to avoid any confusion at Brize Norton.

Serial	Category	Total Baggage Allowance	Remarks
1	Service personnel (all ranks) on posting and standard 4/6 month detachment.	120 lb (54 kg)	
2	Service personnel (all ranks) on temporary duty of less than 4 months.	60 lb (27 kg)	Table 1 entitlements are admissible in addition to this amount
3	Service dependants, dependants of MOD civilians: <div> <div>a. Spouse, registered civil partner.</div> <div>b. Unaccompanied children.</div> <div>c. Accompanied children (over 2yrs).</div> <div>d. Infants (under 2 yrs).</div> </div>	<div> <div>100 lb (45 kg)</div> <div>80 lb (36 kg)</div> <div>60 lb (27 kg)</div> <div>40 lb (20 kg)</div> </div>	
4	Indulgence passengers	44 lb (20 kg)	
5	Civilians travelling on MOD Business: MOD civilians on posting MOD civilians on temporary duty of less than 4 months MOD contractors on visit of over 4 months MOD contractor on visit of under 4 months	<div>120 lb (54 kg)</div> <div>60 lb (27 kg)</div> <div>120 lb (54 kg)</div> <div>60 lb (27 kg)</div>	
6	Concession fare paying passengers who are FI/ASI or St Helena residents or immigrants: a. Adults b. Children (2-12 yrs inclusive) c. Infants	<div>120 lb (54 kg)</div> <div>60 lb (27 kg)</div> <div>40 lb (20 kg)</div>	This figure is inclusive of 9 lb hand baggage. Note: children between 2-12 years (inclusive) are limited to 60 lb only. Infants entitlement is 10 lb (5 kg).
7	Other fare paying passengers (e.g. tourists)	60 lb (27 kg)	This figure is inclusive of hand baggage. Note: infants have no baggage entitlement

Note:

1. Any bookings requiring additional baggage in excess of the above entitlements are to be advised by the relevant MOD Booking Centre to WO1 Airlift Plans, DTMA (SITA address LONRZRR) at the time of booking, as excess baggage on a flight may require a reduction in the seat capacity.
2. Excess baggage above the authorised limit may, at the discretion of the Movements staff, be carried if space/payload permits. It will be liable to a prepayment excess baggage charge at the rates promulgated in the South Atlantic Joint Policy Statement.