



Marie Crombie – Chief Executive Officer



Vision

To provide a barrier free service to the Armed Forces Community with access to transport and integrated support services when needed



Mission

Working Collaboratively to provide transport solutions that proactively address Mental Health issues reduce isolation, and deliver an inclusive, companionate, and responsive support service for the wider armed forces community

Journey Of Change



REACTIVE TRANSPORT

Fast, practical journeys
when people needed
urgent help



LISTENING & LEARNING

Hearing first-hand the real
challenges faced by
veterans, families, and
communities.



ADAPTING & GROWTH

Evaluating our service,
shaping new approaches,
and building stronger
partnerships



BESPOKE RECOVERY SUPPORT

Providing tailored physical
and mental health support
when transport is the
barrier

Vector24 Wellbeing Pathway

Access

Removing transport barriers so people can reach vital healthcare and support

Support

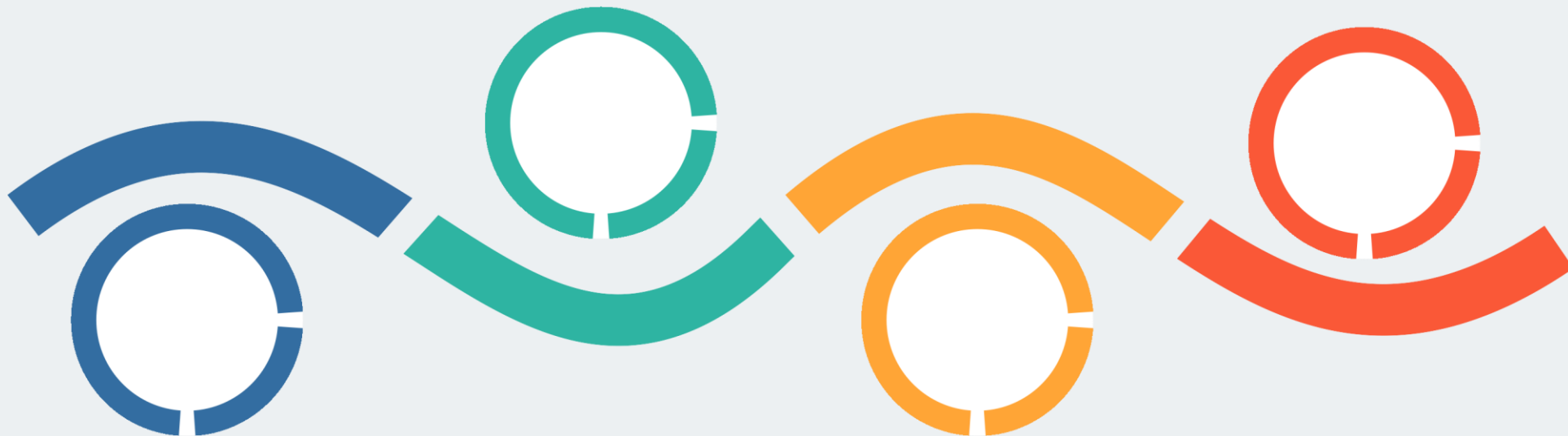
Providing guidance, signposting, and tailored transport assistance.

Connection

Reducing isolation through social links, peer support, and community networks.

Wellbeing

Empowering people to regain independence, wellbeing, and hope.



Expanding Pathways



Rural Outreach



Engage All
Organisations



Appreciate
Volunteers



Sustainable
Services



Harness Lived
Experience



Providing Accessible Transport

Vector24 ensures that veterans, serving personnel, Blue Light & Seafarers can access essential medical, mental health services, and welfare support without transportation barriers.



Bridging the Gap Between Services

By working closely with partners, we create a seamless support pathway ensuring that individuals not only reach their healthcare or support services but also feel supported before, during, and after their journey.



Identifying and Referring Those in Need

Through our work on the ground, we identify individuals who may need additional welfare, crisis support, or mental health interventions and refer them to relevant services.



Reducing Social Isolation

We provide more than just transport—by offering safe and trusted journeys, we help individuals rebuild social connections, attend community events, and engage in wellbeing activities.



Seamless Transport & Support Pathway – Vector24 ensures individuals reach essential services, while DMWS provides advocacy and direct support.



Holistic Wellbeing Approach – Combining transport solutions with emotional and welfare support to improve health outcomes.



Crisis Intervention & Long-Term Care – Rapid response to urgent cases, followed by sustained support and guidance.



Collaboration with NHS & Military Services – Strengthening partnerships to ensure the best care for veterans and their families

Community Engagement & Awareness – Joint initiatives to raise awareness and improve service accessibility.



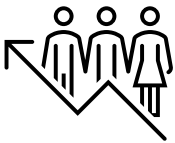
Project Shield



A joint initiative between Vector24 and Fife Alcohol Support Service (FASS)



Designed to strengthen support for individuals at risk from substance use and mental health challenges



Builds on the combined expertise of both organisations:
Vector24 – access, transport, outreach, reducing isolation
FASS – counselling, mental Health, substance use support





Partnerships

Qualified & Professional Staff

At the heart of our service is a dedicated team of professionals, committed to delivering safe, compassionate, and effective support.

- **Professionally Qualified:**
Our staff hold relevant qualifications in health, social care, mental health, and substance use support.
- **Specialist Training:**
Team members are trained in trauma-informed practice, safeguarding, and person-centred approaches.
- **Ongoing Development:**
We invest in continuous learning to ensure our staff stay up to date with best practices and emerging needs.
- **Trusted & Experienced:**
Our team brings years of experience, cultural sensitivity, and a deep understanding of the communities we serve.





Coverage of Area – Staff & Volunteers

Geographic Reach and Accessibility

Volunteers extend into rural and underserved areas



Strategic Deployment Based on Need

Staff and volunteers are deployed according to demand



Flexible Coverage and Responsiveness

Volunteers provide support off-hours and for urgent needs






Local Knowledge and Community Connection

Volunteers bring valuable local insight



Volunteering With Purpose

Our volunteer model is more than just support—it's a pathway to personal growth and employment.

-  **Learn New Skills**
Volunteers receive training in areas such as communication, trauma-informed care, and service delivery—building valuable, transferable skills.
-  **Grow in Confidence**
With ongoing support and real-world experience, volunteers develop self-belief, resilience, and a renewed sense of purpose.
-  **Give Back & Progress**
Volunteering empowers individuals to give back to their community while taking meaningful steps toward re-entering the workforce.



Any Questions



Contact Details

Name: Marie Crombie – Chief Executive Officer

Email: ceo@vector24.co.uk

Phone No. 07821 664 771