



# Sources of support

## Charities and Other Veteran Organisations for Further Information and Advice

### Armed Forces Covenant in the Community: Local Authorities

Every Local Authority has now developed an Armed Forces Covenant in the Community. The aim of the Covenant in the Community is to encourage local communities to support the Armed Forces community in their area and promote understanding and awareness among the public of issues affecting them. Each area will be different, but most will provide information to the Armed Forces community on local services and support.

Visit [Community Covenants](#) by region to find information on Community Covenants near you.

The local Covenant in the Community partnership (where this e-learning was developed) covers Coventry, Solihull and Warwickshire. The partnership's website is [www.warwickshire.gov.uk/armedforcescommunitycovenant](http://www.warwickshire.gov.uk/armedforcescommunitycovenant) They can be contacted by emailing [afcc@warwickshire.gov.uk](mailto:afcc@warwickshire.gov.uk)

There is also an MOD Armed Forces Covenant website: [www.armedforcescovenant.gov.uk/](http://www.armedforcescovenant.gov.uk/)

### Armed Forces Charities Portal

The Armed Forces Charities Portal contains details of over 2,200 Armed Forces charities registered in the UK, including those that cater for the needs of serving and ex-serving personnel and their families, Armed Forces museums and heritage organisations and Cadet Units and organisations. The site is relevant for anyone with an interest in Armed Forces charities, and anyone seeking to find out how much and what type of support is available for potential beneficiaries.

### Cobseo: The Confederation of Service Charities

[Cobseo](#) represents and support the needs and opinions of its member organisations, individually and collectively at central and local government levels and with other national and international agencies. Cobseo aims to cooperate and collaborate with others in order to provide the best possible level of support to our beneficiaries.

Cobseo has a directory of charities and regimental associations which you can find at [www.cobseo.org.uk/members/directory/](http://www.cobseo.org.uk/members/directory/)

### Veterans Advisory and Pensions Committee

The [Veterans Advisory and Pensions Committee](#) (VA&PC) advises and liaises with Veterans, their families and relevant organisations on their needs, issues and concerns. VA&PC assists, raises awareness, acts as an advocate and provides

governance to the Veterans' community. It champions the rights of Veterans and their families where there is injustice, inequality or a lack of fairness.

Tel: 0808 1914 218

## Veterans UK

[Veterans UK](#) is part of the Ministry of Defence (MOD) and was created to help ex-service personnel get appropriate support from government, local authorities, independent bodies and the charity sector.

Tel: 0808 1914 218

## Veterans' Contact Point

The [Veterans Contact Point](#) (VCP) is a local support group created and run by Veterans for Veterans and their families. It's based in Nuneaton and supports the Coventry, Solihull and Warwickshire areas. Volunteers at the VCP can provide information, advice and referrals to a wide range of specialist organisations and service charities.

Similar agencies exist in Glasgow, Liverpool and elsewhere. There may also be Veteran run support groups operating through social media.

## Veterans Scotland

[Veterans Scotland](#) aims to enhance the welfare of the Veteran community in Scotland by acting as the prime vehicle for: joint working between its member charities. It disseminates information to its members and coordinates joint approaches to UK and Scottish Government, Local Authorities and other organisations whose business is of benefit to Veterans.

Tel: 0131 550 1569

## The Welsh Veterans Partnership

The [Welsh Veterans Partnership](#) (WVP) is determined to enable the improvement of holistic care for Veterans in Wales, working in partnership with other stakeholders - the NHS, military charities and serving members of the Armed Forces - supported and enabled as necessary by Governments, Local Authorities, corporate organisations and individual philanthropists.

Tel: 02920 499 286

## Veterans Service Northern Ireland

[Veterans Services Northern Ireland's](#) aim is to signpost both serving and retired members of the Armed Forces and emergency services to practical help and advice on a wide range of issues. It is Northern Ireland based, but is open to all Servicemen and women North and South.



## Charities as an Initial Point of Contact for Welfare and Other Needs

### Citizens Advice Bureau

The [Citizens Advice Bureau \(CAB\)](#) provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities, and aims to improve the policies and practices that affect people's lives. CAB has specific advice pages for the Armed Forces community.

Tel: 03444 111 444

### Help for Heroes

[Help for Heroes](#) provides a range of support and services for wounded, injured and sick serving (Regular and Reserves) and ex-serving personnel who have suffered illness or injuries in the service of the Nation. H4H does this through services such as:

- H4H Recovery Centres in Tidworth (Wiltshire), Catterick, Colchester and Plymouth
- H4H Hidden Wounds (psychological wounds)
- H4H Welfare support
- H4H grants to individuals and other charitable agencies
- H4H Fellowships of 'Band of Brothers' and 'Band of Sisters'

Tel: 0845 6731760

### Poppyscotland

[Poppyscotland](#) provides life-changing support to our Armed Forces community. We reach out to those who have served, those still serving, and their families at times of crisis and need by offering vital, practical advice, assistance and funding. Poppyscotland provides a variety of services, including help with welfare, housing, respite breaks and employment.

Tel: 0131 557 2782

### The Royal British Legion

The [Royal British Legion](#) provides practical support to serving men and women, Veterans (ex-service of all ages) and their families. It provides help with finances, living independently, mental well-being, care homes, finding employment or starting a business, respite breaks and more!

Tel: 0808 802 8080 from 8am to 8pm, 7 days a week

## **SSAFA The Armed Forces Charity**

[SSAFA](#) helps Service personnel, Veterans and their families across the UK with welfare advice and support, health and social care support. It offers specialised support for bereaved families and those who are wounded, injured or sick.

Tel: 0845 241 7141

## **Veterans Assist Scotland**

[Veterans Assist Scotland](#) can provide advice and support to access a wide range of organisations working to help Veterans in Scotland.

Tel: 0131 550 1569

## **AA Veterans Support**

[AA Veterans Support](#) is a Northern Ireland based charity set up to provide help and support for Veterans and their families across Northern Ireland. Its aim is to provide the necessary support services for those Veterans or their family members who may need help. It aims to provide practical training, emotional and financial support to anyone who is serving or has ever served and their families.

Tel: 028 9074 7071

## **Support for People with Physical Injuries**

### **BLESMA: The Limbless Veterans**

[BLESMA](#) is dedicated to helping serving and ex-service men and women who have suffered life-changing limb loss or use of a limb, an eye or loss of sight. BLESMA supports these men and women in their communities throughout the UK.

BLESMA works for members when the conflicts that have affected their lives are no longer the focal point in the nation's media. Modern medicine transforms the physical injury, but it is a complicated process to treat the emotional trauma and related lifelong problems.

Tel: 0208 590 1124

### **Blind Veterans UK**

[Blind Veterans UK](#) believe that no one who has served our country should battle blindness alone. Blind Veterans UK provide vision impaired Armed Forces and National Service Veterans with the person-centred services and tailored support they need to discover life beyond sight loss.

Blind Veterans UK's work ranges from helping Veterans relearn vital life skills and providing them with the tools they need to be independent in their own homes, to offering new learning, training and recreation opportunities and providing long-term nursing, residential and respite care.

Tel: 020 7723 5021

## Help for Heroes

[Help for Heroes](#) has recovery centres in Tidworth (Wiltshire), Catterick, Colchester and Plymouth. The recovery centres offer the next stage of care after clinical treatment. They aim to 'inspire, enable and support' injured or sick men and women to piece their lives back together. They do this through life skills courses, education and training for employment, welfare support and physical activity.

Tel: 0845 673 1760

## Support for People with Mental Health Issues

### The Big White Wall

[The Big White Wall](#) is an online mental health support service for Veterans and those currently serving, their families and carers as well as other communities. It's an online support group which aims to reduce the stigma of mental ill health.

This is a free and anonymous service for serving and ex-service personnel. All they need to do is register.

### CALM: The Campaign Against Living Miserably

[The Campaign Against Living Miserably](#), or CALM, is a registered charity, which exists to prevent male suicide in the UK. It offers support to men of any age, who are down or in crisis, through their helpline and website.

Tel: 0800 585858

### Combat Stress

[Combat Stress](#) is the UK's leading Veterans' mental health charity. It currently helps more than 4,400 Veterans to rebuild their lives. It looks after Veterans with a wide range of mental health issues, offering two integrated services:

- short-stay clinical treatment at one of their specialist centres in Ayrshire, Shropshire or Surrey
- community outreach, to bring clinical care and welfare support to Veterans in their local areas.

Treatment and support services are always free of charge, and are proven to work.

Tel: 0800 138 1619 or 01372 587000

### Help for Heroes: Hidden Wounds

The Help for Heroes psychological wellbeing service, [H4H Hidden Wounds](#), can help Veterans and Armed Forces families living with anxiety, depression, stress, anger or alcohol. It is here to help individuals find ways of dealing with frustration and to help them to start enjoying everyday life again. Free and confidential support is delivered by Psychological Wellbeing Practitioners (PWP's) by phone, Skype or face to face.

Tel: 0845 6731760

## NHS Mental Health Services

NHS Mental Health Services are provided throughout England, Scotland, Wales and Northern Ireland. These include IAPT (Improving Access to Psychological Services), which provide a frontline and access to other mental health services and support. Many areas have developed Veteran-specific support mechanisms such as the Ex-Armed Forces project' provided by Coventry and Warwickshire NHS Partnership Trust.

## The Samaritans

The [Samaritans](#)' vision is that fewer people die by suicide. The Samaritans work to alleviate emotional distress and reduce the incidence of suicide feelings and suicidal behaviour. They do this by being available 24 hours a day to provide emotional support for people who are struggling to cope, including those who have had thoughts of suicide.

## Housing and Homelessness

### Haig Housing Association

The object of [Haig Housing](#) is to provide housing assistance for ex-service people and/or their dependents. They do this by letting general needs homes at affordable rents to the ex-service community and providing tailored housing solutions to suit the specific and individual needs of severely wounded and disabled service and ex-service people.

Haig Housing also offer a wide range of housing advice to the service community and is Help for Heroes' strategic housing partner.

Tel: 0208 685 5777

### Local Authority Housing Support

Housing regulations now require [housing authorities](#) to ensure they do **not** discriminate against the following with regards to a 'local connection':

- serving and ex-service personnel, where the application is made within five years of discharge
- bereaved partners and spouses of service personnel leaving Service Families Accommodation
- current or former reservist personnel who need to move because of a serious injury, medical condition or disability sustained as a result of their service.

Former members of the Armed Forces who are homeless or threatened with homelessness may qualify for help from a local council. The council has to help the individual with both emergency and longer-term accommodation if they are accepted as homeless and in priority need. The council must consider if it has to help the individual using both general rules that apply to everyone and special rules that apply to people who were in the forces.



## Military Matters

[Military Matters](#) (MM) is a specialist project within Housing Options Scotland focusing on housing issues affecting people serving in the military in Scotland, Service personnel transitioning into civilian life and Veterans. MM provides housing information, advice and support to family members too. Including Veterans' families and existing Service personnel is a key part of their work.

Tel: 0131 247 1400

## Soldiers off the Streets

[Soldiers off the Streets](#) provide practical support for homeless ex-service personnel, in particular, but not exclusively, by providing clothing, food and rehabilitation, including advice on Post Traumatic Stress Disorder, alcoholism, drug abuse, housing and employment.

Tel: 01745 356622 or 07773 493088

## SPACES: Single Persons Accommodation Centre for Ex-Services

[SPACES](#) helps to secure appropriate accommodation for individuals when leaving the Armed Forces to reduce the risk of homelessness or rough sleeping, no matter where the individual is located across the UK. SPACES has exclusive referral rights to The Beacon and Mike Jackson House. Both schemes offer supported housing for up to 18 months with dedicated support staff, facilities and activities to support transition to Civvy Street.

Tel: 01748 833797 or 01748 872940 or 01748 830191

## Stoll (Housing Association)

[Stoll](#) is a leading Veterans' charity and housing association that has been helping ex-Service personnel since 1916. Stoll provides safe, high quality housing and access to services that enable vulnerable and disabled Veterans in need of support to live fulfilling, independent lives.

Tel: 0207 385 2110

## Money Advice and Financial Issues

### Defence Discount Service

The [Defence Discount Service](#) gives members of the Armed Forces community discounts both online and on the high street. The membership card is a physical card that members of the Armed Forces community can take into shops, restaurants and venues to get a discount.



## Joining Forces Credit Union

The MOD has made it possible for three of the UK's leading credit unions to [join forces](#) and make simple savings accounts and loans available to the Armed Forces and their families.

These are:

- [Planesaver](#) t: 0208 607 5020
- [Serve+Protect](#) t:0845 266 1113
- [London Mutual Credit Union](#) t: 020 7787 0770

## MoneyForce

[MoneyForce](#) is a joint initiative between Standard Life Charitable Trust, The Royal British Legion and the Ministry of Defence. The MoneyForce website aims to assist all Service personnel, their partners, families and dependants, to be better equipped to manage their money and financial affairs.

Whether they're dealing with debt, interested in investments or puzzled about payday loans, MoneyForce will arm them with all the information they need to get MoneyFit.

## Turn2Us

[Turn2Us](#) provides a benefits calculator, a grant search and information about various Armed Forces pension and compensation schemes, as well as a 'Find an Adviser' service.

## Employment

### British Forces Resettlement Services

The [British Forces Resettlement Services \(BFRS\)](#) is a social enterprise created to help the Armed Forces community with their transition into civilian life. BFRS knows that resettlement is more than just the brief time around leaving the Services, and that it isn't just personnel from the Regular Forces who are affected. This is why BFRS services are open to Service leavers, Reserve Forces, Veterans, civilian MOD employees, as well as partners and families, and it doesn't matter how long, or how long ago, you served.

The main aim of BFRS is to bring the Armed Forces community together with employers and training providers who recognise their unique skill sets, as well as support services who can help them further. This is achieved through two main channels:

- Career Events - BFRS holds events throughout the UK which bring the forces community together with employers, training providers and support services.
- The BFRS website – members have access to our online Jobs and Courses Boards, bringing together vacancies and training opportunities from a wide array of companies looking to make use of the skills of the Armed Forces community. All members also have a customisable job seekers profile.



BFRS are not part of the MoD or Career Transitions Partnership, but work alongside both, and have strong connections with the military. Individuals can make use of their services at the same time as others, or if not eligible for assistance from the Career Transitions Partnership.

Tel: 0116 254 5477



## Career Transitions Partnership

The [Career Transition Partnership \(CTP\)](#) is the Ministry of Defence working with Right Management. Leave the Royal Navy, Army, Royal Air Force or the Royal Marines at any rank and you can benefit from resettlement support, career transition advice and training opportunities. CTP is the official provider of Armed Forces resettlement. Ex-Service men and women can be entitled to support from the CTP for up to two years post discharge.

## CivvyStreet

[CivvyStreet](#) is the Royal British Legion's programme for Service personnel transitioning to civilian life. It provides support and mentoring for all those recently leaving, or about to leave the Forces, who are looking for employment and a chance to redeploy the skills learned while serving.

## Jobcentre Plus

All former Service personnel have access to the full range of [Jobcentre Plus services](#). As well as this, a person who has served in the Armed Forces for any day within the last three years can be considered for early access to the Work Programme.

Partners of currently serving and ex-Service personnel have access to the full range of Jobcentre Plus services. They can also be considered for early access to the Work Programme from three months into their claim for Jobseeker's Allowance.

Tel: 0800 055 6688

## LifeWorks

[LifeWorks](#) is a fully funded five day course provided by the Royal British Legion Industries. It equips ex-Armed Forces personnel with the tools to get into and maintain a civilian job that is appropriate for them.

Tel: 0800 319 6844

## Regular Forces Employment Agency

The [Regular Forces Employment Agency \(RFEA\)](#) helps service leavers and ex-Forces personnel find and remain in appropriate, rewarding employment for the rest of their working lives. RFEA and the Officers' Association work, through a sub-contract, with the Career Transition Partnership.

## The Warrior Programme

The [Warrior Programme](#) is a three day motivation and training programme with 12 months structured support and signposting.

The Warrior Programme runs residential programmes in London, SW and NW for Veterans and adult family members of Veterans. The programme is ideally suited to individuals who are: not fulfilling their potential, stuck, frustrated, angry, guilty, unsure, lacking in confidence, struggling with the transition post operations, in civvy street or returning to 'normality'.

The three day coaching programme teaches participants practical, effective tools, techniques and coaching strategies to improve performance and motivation and overcome the above.

Tel: 0560 204 3180

## Support for Families

### Army Families Federation

The [Army Families Federation](#) (AFF) is the independent voice of army families and works hard to improve the quality of life for army families around the world - on any aspect that is affected by the army lifestyle. The AFF is independent of the army and offers confidential advice. The AFF will deal with your enquiry without revealing your identity.

Tel: 01264 382326

### Naval Families Federation

The [Naval Families Federation](#) (NFF) was established in 2003. The NFF offers Royal Naval and Royal Marines' families an independent voice and representation. The NFF also provides support and guidance on the issues affecting daily life that occur due to being part of a naval service family, including: accommodation, pay and allowances, education and childcare, access to healthcare, community and family support, and more.

Tel: 0239 265 4374

### RAF Families Federation

The [RAF Families Federation](#) is funded by the RAF but is an independent organisation. The RAF FF represents all Royal Air Force personnel, Regular, Reserve, single, married or in a partnership, together with their families. The RAF FF provides a voice for the issues and concerns they have about life in the RAF. RAF FF also has direct access to senior RAF and MOD staffs as well as government ministers.

Tel: 01780 781650

## Family Information Services

Most [Local Authorities](#) provide a Family Information Service. The Family Information Service (FIS) offers free help and advice on all aspects of family life to parents, carers, young people and anyone working with families in the Local Authority area. The FIS holds information on a range of subjects but, if they can't help directly, will put you in touch with someone who can.

## Little Troopers: For all Forces Families

[Little Troopers](#) is a registered charity supporting all children with parents serving in the British Armed Forces, Regular or Reserve.

It provides fundamental resources and events to ease and aid repeated separation periods and aims to keep parent and child connected and bonded even when apart.

## Winston's Wish: The charity for bereaved children

[Winston's Wish](#) was set up in 1992 to meet the needs of bereaved children, young people and their families.

The death of a parent or sibling is one of the most fundamental losses a child will ever face. Winston's Wish believes that bereaved children need support to make sense of death and rebuild their lives. It has a specific page and support for bereaved children of Armed Forces personnel.

Tel: 0845 2030405

## Notes