



**ARMED
SERVICES
TRAUMA
REHABILITATION
OUTCOME
STUDY**

Signposting Booklet

The ADVANCE STUDY

DMRC Stanford Hall
Stanford on Soar
Nr Loughborough
Nottinghamshire LE12
5QW

dmrc-advancestudyteam@mod.gov.uk
01509 251 500 ext 3408
www.advancestudydmrc.org.uk

October 2022

How to use this booklet

This is a list of charities and services which you, your family and friends may find useful. It is divided into sections for your ease of reference.

The Contents Page will help you to find the sections relevant to your query/search and provides the relevant page number(s).

The first section in the booklet lists key charities/organisations that can direct you to the relevant charity/service if you are unsure which charity/service may be the best for your needs/query. The subsequent sections are listed in alphabetical order.

The index at the end of this booklet lists charities and services in alphabetical order together with their page number(s).

Charities may be represented in several sections of this booklet, depending on if they supply multiple types of services offered.

Disclaimer

We cannot recommend any of these charities or services personally and whilst we have tried our best to check all the information we have listed is correct and up to date we acknowledge this information may change. If you are thinking of using any service or contacting any charity listed in this booklet it is your responsibility to check their credentials.

CONTENTS

Section No	Section Heading	Page No	Colour Code
Section 1	Key Signposting Charities & Organisations	1	
Section 2	Alcohol & Substance Misuse	6	
Section 3	Bereavement	9	
Section 4	Carers & Respite Care	11	
Section 5	Children, Teens & Young Adults	12	
Section 6	Education, Training & Transition (to civilian life)	15	
Section 7	Employment & Work	16	
Section 8	Families, Friends & Relationships	18	
Section 9	Finance & Benefits	21	
Section 10	Housing	25	
Section 11	Mental Health & Emotional Wellbeing	28	
Section 12	Mobility	36	
Section 13	Recreational Activities	37	
Section 14	Sensory Impairment (Sight and Hearing)	39	
Section 15	Services for the Wounded	41	
Section 16	Sexual Health & Wellbeing	45	
Section 17	Veterans	46	
Section 18	Veterans in Custody	47	
Section 19	Welfare & General Wellbeing	50	
	Alphabetical	54	

Section 1: KEY SIGNPOSTING CHARITIES & ORGANISATIONS

● **ANDY ALLEN VETERANS SUPPORT NORTHERN IRELAND**

www.aavsnri.com

Tel: 028 9074 7071

Email: info@aavsnri.com

Help, advice and guidance to those who serve or have served in the British Armed Forces and their families throughout Northern Ireland. Offers a drop-in centre, outreach projects and welfare support to beneficiaries throughout Northern Ireland. The services provided include counselling, respite, complementary therapies, employability support, support groups, benefits and housing advice and guidance and welfare assistance.

● **ARMED SERVICES ADVICE PROJECT SCOTLAND (ASAP)**

www.adviceasap.org.uk

Tel: 0800 028 1456

ASAP is provided by the Scottish Citizens Advice Bureau Service, ASAP delivers a free, independent, confidential and impartial advice and information service to support people in Scotland who are serving in the Armed Forces, regular or reserve, and their dependants, plus ex-service, regular or reserve, and their dependants.

● **ARMY WELFARE SERVICE (AWS)**

<https://www.army.mod.uk/people/health-wellbeing-welfare-support/welfare-support/the-army-welfare-service-aws/>

Personnel support: 01904 882053

Army Mediation Service (resolution of workplace-based relationship difficulties for soldiers and civil servants): 0306 770 7691 or contact: Army-Mediation-0Mailbox@mod.gov.uk

Speak Out Helpline (confidential helpline for personnel and chain of command experiencing unacceptable behaviours): 0306 770 4656 (08:30-17:00 Mon-Fri).

Personal Support Staff provide a wide range of accessible, independent, confidential and professional specialist welfare services to serving soldiers and their families. AWS HIVE information service provides information on behalf of the chain of command to the service community, including dependents, partners, extended families, veterans and MoD civilians. Links to specific telephone numbers via web link above.

● **TOGETHERALL**

<https://togetherall.com/en-gb/>

Togetherall is an online community for the wider Armed Forces community (serving, veterans and their families) who are stressed, anxious or are feeling low. The service has an active forum with round-the-clock support from trained professionals. You can talk anonymously to other members and take part in group or one-to-one therapy with therapists.

Section 1: KEY SIGNPOSTING CHARITIES & ORGANISATIONS

● CITIZENS ADVICE – ARMED FORCES

www.citizensadvice.org.uk/benefits/armed-forces-and-veterans

Advice line: 03444 111 444

Online chat available via web link above.

Information on benefits and concessions for the Armed Forces community (regulars and reserves), veterans and their families.

● THE CONFEDERATION OF SERVICE CHARITIES (COBSEO)

www.cobseo.org.uk

This is a conglomeration of charities representing the Armed Service and Veterans community including dependents. Provides a list of all charities and organisations covering a wide range of needs, welfare and general interest.

● COMBAT STRESS

www.combatstress.org.uk

Veterans & Families Helpline: 0800 138 1619 (24 hrs 365 days a year)

Serving Personnel & Families Helpline: 0800 323 4444 (24 hrs 365 days a year)

Text: 07537 173683 (standard charges may apply for texts)

Email: helpline@combatstress.org.uk

Provides confidential help, advice and support on mental health to the military community, veterans and their families.

● FORCESLINE

<https://www.ssafa.org.uk/get-help/forcesline>

UK Freephone: 0800 260 6767 (09:00 - 17:00 Mon-Fri)

(Details of Freephone in Cyprus, Germany, Falkland Islands and Other on website)

Calling from Operational Theatres: Use Paradigm's phone system and dial the appropriate access number then enter *201 at the PIN prompt.

Email: Online contact form through website

Part of SSAFA (formerly Soldiers, Sailors, Airmen and Families Association), this support line offers confidential, non-judgmental guidance on all personal/welfare issues including:

- discrimination
- alcohol and drugs
- bullying
- depression
- debt
- relationship counselling

Section 1: KEY SIGNPOSTING CHARITIES & ORGANISATIONS

● **HELP FOR HEROES**

www.helpforheroes.org.uk

Tel: 0300 303 9888 (09:00 - 17:00 Mon-Fri)

Email: getsupport@helpforheroes.org.uk or complete an online form on their website.

Help for Heroes provides direct practical support for wounded, injured and sick serving personnel, veterans and their families.

● **NHS FOR SERVING & VETERAN PERSONNEL**

<https://www.nhs.uk/nhs-services/armed-forces-community/>

How the NHS can help if you're in military service or a veteran. Includes information on NHS England Veterans' Mental Health Transition, Intervention and Liaison Service (TILS) and NHS England Veterans' Mental Health Complex Treatment Service (CTS). Includes links to information on:

- Serving personnel: NHS hospital care
- Serving personnel: mental health services
- Serving personnel: rehabilitation services
- Service families: welfare and support
- Veterans: priority NHS treatment
- Veterans: NHS mental health services
- Veterans: health FAQs
- Veterans: NHS services for those with physical injuries
-

● **ROYAL BRITISH LEGION (RBL)**

www.britishlegion.org.uk

Tel: 0808 802 8080 (08:00 - 20:00 7 days a week)

Webchat: Online chat service available via their website (08:00 - 20:00 7 days a week)

Email: info@britishlegion.org.uk

Online form also available through website

The RBL provides financial, social and emotional support to members, veterans and families of the British Armed Forces.

● **ROYAL NAVY & ROYAL MARINES CHARITY**

www.rnrmc.org.uk

Tel: 023 9387 1520

Email: theteam@rnrmc.org.uk

Expert advice, financial support in times of need, crisis and distress for serving Naval Service personnel, families and veterans.

Section 1: KEY SIGNPOSTING CHARITIES & ORGANISATIONS

● **SSAFA**

www.ssafa.org.uk

Tel: 0800 260 6767 (09:00 - 17:30 Mon-Fri)

Email: Online form available through website

Formerly Soldiers, Sailors, Airmen and Families Association, SSAFA provides lifelong welfare support to serving personnel, veterans and their families. Also has a carer, respite and bereavement programme.

● **SAMARITANS**

www.samaritans.org

Tel: 116 123 (24 hours a day 365 days a year)

Email: jo@samaritans.org (UK) jo@samaritans.ie (ROI)

The Samaritans offer a safe place to talk any time and provide confidential, non-judgemental and emotional support 24 hours a day, all year round.

● **VETERANS FIRST POINT (V1P)**

www.veteransfirstpoint.org.uk

Tel: 0131 221 7090

Email: V1P.Scotland@nhslothian.scot.nhs.uk

Scotland-wide free advice and support for anyone who has served in HM Armed Forces in any capacity for any length of time. Six centres throughout Scotland to serve veterans in their local areas.

● **VETERANS' GATEWAY**

www.veteransgateway.org.uk

Tel: 0808 802 1212

Web chat, email and text call-back options via web-link.

Puts veterans and their families in touch with the organisations best placed to help with the information, advice and support they need – from healthcare and housing to employability, finances, personal relationships and more.

● **VETERANS' NHS WALES**

www.veteranswales.co.uk

24/7 freephone helpline: 0800 132 737

Veterans' NHS Wales is a specialised, priority service for individuals who have served in the Armed Forces at any time in their lives and who are experiencing mental health difficulties related specifically to their military service.

Section 1: KEY SIGNPOSTING CHARITIES & ORGANISATIONS

- **THE VETERANS AND RESERVES MENTAL HEALTH PROGRAMME**

<http://www.gov.uk/guidance/support-for-war-veterans#the-veterans-and-reserves-mental-health-programme>

Freephone: 0800 0326258

The Veterans and Reserves Mental Health programme (VRMHP) provides assessment and treatment advice for veterans who have deployed since 1982 and reserves who have been deployed overseas since 1 January 2003 and believe that their deployment may have affected their mental health.

- **VETERAN SERVICES, NORTHERN IRELAND**

www.veteranservicesni.com

Comprehensive listings of all support services for veterans in Northern Ireland, no matter what era, no matter what conflict.

Section 2: ALCOHOL & SUBSTANCE MISUSE

● **WITH YOU**

www.wearewithyou.org.uk/

Web chat: Provided on the website (10:00 - 16:00 & 18:00 - 21:00 Mon-Fri, 11:00 - 16:00 Sat-Sun)

The charity provides specialist, individually designed drug and alcohol treatment programmes around the UK.

● **ADFAM**

www.adfam.org.uk

Tel: 07442 137421

Email: admin@adfam.org.uk

Information and advice service for families of alcohol and drug users. The website has a list of local family support services.

● **DrugFAM**

www.drugfam.co.uk

Tel: 0300 888 3853 (09:00 - 21:00 7 days a week)

Email: Online form available on the website

Information and advice service for families, friends and partners affected by someone's drug or alcohol use as well as providing support to those who have been bereaved by addiction or related causes.

● **FORCESLINE**

<https://www.ssafa.org.uk/get-help/forcesline>

UK Freephone: 0800 260 6767 (09:00 - 17:00 Mon-Fri)

(Details of Freephone in Cyprus, Germany, Falkland Islands & Other on website)

Calling from Operational Theatres: Use Paradigm's phone system and dial the appropriate access number then enter *201 at the PIN prompt.

Email: Online contact form through website

Part of SSAFA (formerly Soldiers, Sailors, Airmen and Families Association), this support line offers confidential, non-judgmental guidance on all personal/welfare issues including:

- discrimination
- alcohol and drugs
- bullying
- depression
- debt
- relationship counselling

Section 2: ALCOHOL & SUBSTANCE MISUSE

● **TOM HARRISON HOUSE**

www.tomharrisonhouse.org.uk

Tel: 0151 909 8481

Email: info@tomharrisonhouse.org.uk

Tom Harrison House is a specialist facility providing a trauma-informed addiction recovery programme exclusively for military veterans, reservists, serving personnel and their families.

ALCOHOL

● **AL-ANON**

www.al-anonuk.org.uk

Helpline: 0800 008 6811 (please do not leave a message as to ensure confidentiality they do not return calls) (10:00 - 22:00 365 days a year)

Republic of Ireland: 018732699 (10:00 - 22:00, 7 days a week)

NI: 02890 682 368 (10:00 - 13:00 Mon-Fri, 18:00 - 23:00 Mon-Sun)

Email: Online form available through the website

Provides local support to anyone whose life is, or has been, affected by someone else's drinking, regardless of whether that person is still drinking or not.

● **ALCOHOLICS ANONYMOUS (AA)**

www.alcoholics-anonymous.org.uk

Tel: 0800 9177 650

Email: help@aamail.org

AA is a fellowship of men and women who share their experiences with each other and offer support and help to others recovering from alcoholism.

● **ALCOHOL CHANGE UK**

www.alcoholchange.org.uk

Tel: 020 3907 8480

Email: contact@alcoholchange.org.uk

Recommended Helpline is Drinkline (see below)

Provides general information about alcohol and can put you in touch with your nearest alcohol advice centre.

● **DRINKLINE**

www.drinkaware.co.uk

Drinkline: 0300 123 1110 (09:00 - 20:00 Weekdays / 11:00 - 16:00 Weekends)

Drinkchat: Chat with an advisor online, accessed through the drinkaware.co.uk website (09:00 - 14:00 Mon-Fri)

Drinkline runs a free confidential helpline for people who are concerned about their own drinking or someone else's.

Section 2: ALCOHOL & SUBSTANCE MISUSE

● NATIONAL ASSOCIATION FOR CHILDREN OF ALCOHOLICS

www.nacoa.org.uk

Tel: 0800 358 3456

Email: helpline@Nacoa.org.uk

This charity offers information and advice to everyone affected by a parent's drinking.

SUBSTANCE MISUSE

● CAIS

www.cais.co.uk

Tel: 0345 061 2112 (09:00 - 17:00 Mon-Fri)

Email: Online form available through website

Covers Wales and is an advice service for military veterans and others having problems with addictions, mental health, personal development and employment, as well as assisting their families and friends. They also run the Troop Café, which provides training, work experience and volunteering opportunities (See Change Step).

● SUBSTANCE MISUSE SUPPORT – DAN 24/7

<http://dan247.org.uk/>

Tel: 0808 808 2234

Text 'DAN' to: 81066

Helpline in Wales for families, carer and support workers to access appropriate local and regional services and information.

● NHS SMOKING CESSATION

www.nhs.uk/better-health/quit-smoking/

Provides advice on quitting smoking, information on services and downloadable apps.

● TALK TO FRANK – THE NATIONAL DRUG HELPLINE

www.talktofrank.com

Tel: 0300 123 6600 (24hrs a day 365 days a year)

Text: 82111

Webchat: Available through website (14:00 - 18:00)

Email: Ask a question about drugs through the confidential online form on the website

FRANK is a confidential service where you can speak to a professionally trained advisor about drugs.

● TURNING POINT

www.turning-point.co.uk

Email: Online form available through website

National health and social care provider to help people find a new direction in life and help tackle substance misuse, mental health issues or employment difficulties.

Section 3: BEREAVEMENT

● **ARMY DEPENDENTS' TRUST**

Tel: 01980 345 880

For a small annual donation, the Trust provides discretionary financial grants to dependents of servicemen and servicewomen who die in service, from whatever cause.

● **ARMY WIDOWS' ASSOCIATION**

www.armywidows.org.uk

Tel: 0300 666 0136

Offers comfort, support and friendship to the widows and widowers of service men and women.

● **CRUSE BEREAVEMENT CARE**

www.cruse.org.uk

Helpline: 0808 808 1677 (09:30 - 17:00 Mon & Fri, 09:30 - 20:00 Tues, Weds & Thurs)

Cruse Scotland Helpline: 0845 600 2227

A national charity providing support to people who are bereaved via:

- telephone
- email
- face-to-face
- group
- support for children and young

● **SSAFA**

www.ssafa.org.uk

Tel: 0800 260 6767 (09:00 - 17:00 Mon-Fri)

Email: Online form available through website

Formerly Soldiers, Sailors, Airmen and Families Association, SSAFA provides lifelong welfare support to serving personnel, veterans and their families. Also has a carer, respite and bereavement programme.

BEREAVEMENT OF A PARENT

● **FAMILIES' ACTIVITY BREAKS (FAB)**

www.fabcamps.org.uk

Email: Online enquiry form available through the website

FAB provides fun and challenging activity camps around the UK for families with children who have suffered the loss of a loved one who was serving in the Armed Forces.

● **FORCES CHILDREN TRUST**

www.forceschildrenstrust.org.uk

Helps children whose parent has died or has sustained life-changing injuries whilst serving as a member of the British Armed Forces or Emergency Services.

Section 3: BEREAVEMENT

● SCOTTY'S LITTLE SOLDIERS

www.scottyslittlesoldiers.co.uk

Tel: 0800 092 8571

Email: hello@scottyslittlesoldiers.co.uk and an online form available through the website

Provides support to children who have suffered the loss of a parent whilst serving with the Armed Forces by offering:

- holidays
- activities
- grants
- gifts
- experiences
- bereavement support
-

● WINSTON'S WISH

www.winstonswish.org

Helpline: 0808 802 0021

Email: ask@winstonswish.org

Winston's Wish is a childhood bereavement charity in the UK which offers support and guidance to bereaved children and families.

Section 4: CARERS AND RESPITE CARE

For more information on respite care, also see Recreational

- **CALVERT TRUST**

www.calvert-trust.org.uk

The trust enables people with disabilities to take part in outdoor

- **CARERS UK**

www.carersuk.org

Tel: 0808 808 7777 (09:00 - 18:00 Mon-Fri)

Offers advice and support for carers and provides information on a range of services from financial, practical services, health, equipment provision, relationships and rights of a carer.

- **REVITALISE**

www.revitalise.org.uk

Tel: 0303 303 0145

Email: Online enquiry form available through the website.

Provides short breaks and holidays (respite care) for disabled people and carers.

- **SSAFA**

www.ssafa.org.uk

Tel: 0800 260 6767 (09:00 - 17:00 Mon-Fri)

Email: Online form available through website

Formerly Soldiers, Sailors, Airmen and Families Association, SSAFA provides lifelong welfare support to serving personnel, veterans and their families. Also has a carer, respite and bereavement programme.

SERVICE PERSONNEL – CHILDREN

- **DIRECTORATE CHILDREN AND YOUNG PEOPLE (DCYP)**

www.gov.uk/government/groups/directorate-children-and-young-people

DCYP provides appropriate professional direction, support and advice to children and young people separated from a parent or family member who is deployed on operational duties.

- **FORCES CHILDREN TRUST**

www.forceschildrenstrust.org.uk

Helps children whose parent has died or has sustained life threatening injuries whilst serving as a member of the British Armed Forces or Emergency Services.

- **Naval Children's Charity**

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

Tel: 02392 639 534

Email: caseworkers@navalchildrenscharity.org.uk

Also Online form available on website

Offers support to children whose parents work or have worked for the Naval Service. It offers childcare, special needs education and in-home support in times of crisis.

CHILDCARE – PRACTICAL SUPPORT

- **DIRECTGOV – INFORMATION FOR PARENTS**

www.gov.uk/browse/childcare-parenting

Government website containing lots of information for parents including:

- schooling
- childcare
- child maintenance
- health

- **HOME START**

www.home-start.org.uk

Tel (UK): 0116 464 5490

Email: Online form available through website

Contact details for Home Start in Wales, N Ireland, Scotland, Germany and Cyprus available on website.

Works in communities across the UK and with families on British Forces bases in Germany and Cyprus and offers support and advice to families, including one-to-one support for parents, group support and practical help.

Section 5: CHILDREN, TEENS & YOUNG ADULTS

● **YOUNG MINDS**

www.youngminds.org.uk

Parent Helpline: 0808 802 5544 (09:30 - 16:00 Mon-Fri)

Parent helpline email: Online contact form available through website

For Young people – YoungMinds Crisis Messenger: If you're a young person who needs urgent help Text 'YM' to 85258 (24/7 support)

Offers free, confidential online and telephone support, including information and advice, to any adult worried about the emotional problems, behaviour or mental health of a child or young person up to the age of 25.

CHILDCARE – FINANCIAL SUPPORT

● **CHILD BENEFIT ENQUIRY LINE**

www.gov.uk/child-benefit

Provides information about how to claim Child Benefit.

● **CHILD MAINTENANCE SERVICE**

<https://www.gov.uk/child-maintenance-service>

Tel: 0800 171 2345 (08:00 - 16:00 Mon-Fri)

Tel (Welsh language): 0800 232 1979 (08:00 - 16:00 Mon-Fri)

Information on payment of child maintenance when one parent is non-resident and is required to pay towards the upbringing and support of their children.

● **CHILDCARE VOUCHER SCHEME**

www.modchildcare.co.uk

Tel: 0800 066 5075 (Freephone – 24 hours)

Vouchers towards the cost of the following registered childcare:

- nursery fees
- play schemes
- out-of-hours school clubs
- holiday camps
- certain elements of Independent School Fees

EDUCATION AND SPECIAL EDUCATION

● **CHILDREN'S EDUCATION ADVISORY SERVICE (CEAS)**

<https://www.gov.uk/government/groups/the-childrens-education-advisory-service-ceas>

Tel: 01980 618244 (09:00 - 17:00 Mon-Fri)

A Tri-Service organisation funded by the MoD, provides information and support to service families on all aspects of their children's education in the UK and overseas. CEAS also supports parents at meetings with schools, local authorities and tribunals.

Section 5: CHILDREN, TEENS & YOUNG ADULTS

- **CHILDREN WITH SPECIAL EDUCATIONAL NEEDS AND/OR DISABILITY (SEND)**

<https://www.gov.uk/government/groups/the-childrens-education-advisory-service-ceas#special-educational-needs-and-or-disability-sendan>

Provides information on the support for children in relation to special educational additional needs and/or disability and Education, Health and Care (EHC) planning.

- **FORCES CHILDREN SCOTLAND**

<https://forceschildrenscotland.org.uk/>

Tel: 0131 322 7350

Email: Online form available through website

Provides resources, support and educational grants to the children of Scottish persons who are serving or, who have served in the British Armed Forces.

- **CONTACT**

<https://contact.org.uk/help-for-families/information-advice-services/>

Tel: 0808 808 3555

Supports families with disabled children and helps provide the best possible guidance and information.

- **SERVICE CHILDRENS' EDUCATION (SCE)**

www.gov.uk/government/collections/service-childrens-education

SCE provides schools and educational support for children of the UK Armed Forces personnel.

- **READING FORCE**

www.readingforce.org.uk/

- **About - Reading Force**

Reading Force is a shared reading initiative which encourages families to read, talk and scrapbook about a book, improving communication and enriching relationships with books and each other – one page at a time.

Section 6: EDUCATION, TRAINING AND TRANSITION (to civilian life)

● **24+ ADVANCED LEARNING LOANS AND BURSARY FUND**

<https://www.gov.uk/advanced-learner-loan>

Help with the costs of college for people aged 24 or over (eligible level 34 courses only). The loan must be paid back once the course is finished and the person is earning a salary of £25,000 and over. Loan eligibility is not dependent on income.

● **THE WARRIOR PROGRAMME**

www.warriorprogramme.org.uk

Tel: 0808 801 0898 (09:00 - 17:00 Mon-Fri)

Email: enquiries@warriorprogramme.org.uk

The Warrior Programme is a free residential training course and coaching programme for veterans and their families.

● **CHANGE STEP**

www.changestepwales.co.uk

Tel: 0300 777 2259

Email: ask@change-step.co.uk

Covers Wales and is a peer-led mentoring and advice service for civilians and military veterans and others with PTSD or probable substance misuse. Change Step's Troop Café provides training and development opportunities, assistance in seeking employment, accredited catering and hospital courses.

Section 7: EMPLOYMENT AND WORK

● **CAREER TRANSITION PARTNERSHIP (CTP)**

www.ctp.org.uk

Job Finding, MyPlan or RightJob assistance: 0121 236 0058 / rightjobsupport@ctp.org.uk

Resettlement enquires: 020 3162 4410

Provides resettlement services for those leaving the Armed Services regardless of time served and has nine resettlement centres around the UK and one in Germany. CTP operates as an intermediary service for employers wishing to hire service leavers.

DEFENCE RELATIONSHIP MANAGEMENT (DRM)

● www.gov.uk/government/groups/defence-relationship-management

Tel: 0800 389 5459 (09:00 - 17:00 Mon-Fri)

DRM builds on the successful SaBRE (Supporting Britain's Reservists and their Employers) information campaign and continues the MoD's work with reservists, their employers and those organisations who want to partner with the MoD.

RFEA – THE FORCES EMPLOYMENT CHARITY

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

● Tel: 0121 262 3058

Email: info@rfea.org.uk

RFEA offers service leavers with direct employment support to all trades and backgrounds, including early service leavers, the wounded, reservists and dependants.

Section 7: EMPLOYMENT AND WORK

● THE POPPY FACTORY

www.poppyfactory.org

Tel: 0208 939 1837

Email: support@poppyfactory.org

The Poppy Factory gives advice and support on civilian employment to veterans with health conditions and disabilities such as:

- job applications
- CVs
- interview skills & techniques
- funding
- training
- job opportunities

● TURNING POINT

www.turning-point.co.uk

Email: Online form available through website

National health and social care provider which helps people tackle substance misuse, mental health issues or employment difficulties.

Section 8: FAMILIES, FRIENDS & RELATIONSHIPS

● **ARMY FAMILIES FEDERATION**

www.aff.org.uk

Education and Childcare Tel: 07557 977290 Education and
Childcare Email: educationsupport@aff.org.uk

Employment and Training Tel: 0779 904 5955 Employment
and Training Email: employment@aff.org.uk

Housing and Additional Needs Tel: 07901 778948 Housing and
Additional Needs Email: housingsupport@aff.org.uk

Helps Army personnel and their families in many different areas such as:

- education
- employment
- childcare
- housing
- additional needs

● **MEN'S ADVICE LINE**

www.mensadvice.org.uk

Tel: 0808 801 0327 (10:00 - 20:00 Mon-Fri)

Email: info@mensadvice.org.uk

Webchat: Available through website (10:00 - 16:00 Weds)

Next Generation Text Service: If you can't hear or speak on the phone all the helpline advisors at Men's Advice Line have been trained to communicate with the Next Generation Text Service facility. Further information can be found here: <http://ngts.org.uk/>

Confidential helpline for men experiencing domestic violence from a partner or ex-partner or from other family members. Offers emotional support, practical advice, signposting to other services for specialist help.

● **NAVAL FAMILIES FEDERATION (NFF)**

www.nff.org.uk

Tel: 023 9265 4374 (09:00 - 17:00 Mon-Thurs, 09:00 - 13:00 Fri)

Email: contactus@nff.org.uk

Provides support and guidance for Royal Navy and Royal Marines and their families on the range of issues affecting daily life.

● **THE JOINT CASUALTY AND COMPASSIONATE CENTRE (JCCC)**

www.gov.uk/guidance/joint-casualty-and-compassionate-centre-jccc

Tel: 01452 519 951 (24 hours a day, 7 days a week)

Contact number to call if anything should arise whilst you are deployed overseas that makes it necessary for your family to apply for your return home on compassionate grounds, such as a death in the family or a serious illness.

Section 8: FAMILIES, FRIENDS & RELATIONSHIPS

● **RAF COMMUNITY WEBSITE**

www.raf.mod.uk/serving-families

Provides support for partners and families of serving RAF personnel, including support and information around housing, schooling or medical and dental care.

● **RAF FAMILIES FEDERATION**

www.raf-ff.org.uk/education/

Tel: 01780 781 650

Funded by the RAF but an independent organisation providing support to RAF personnel and their families on a range of issues, including all matters relating to children's education and schooling.

● **REFUGE**

www.refuge.org.uk

Tel: 0808 2000 247 (24-hour helpline)

Email: helpline@refuge.org.uk

For those who are hard of hearing, deaf or speech impaired, the helpline advisers at Refuge have access to Typetalk.

Refuge supports men, women and children who experience domestic violence. Services include:

- independent advocacy
- community outreach
- culturally specific services

● **RELATE**

www.relate.org.uk

Contact details of the nearest Relate centres are available on the website

Email: relate.enquiries@relate.org.uk

Webchat: Live chat with one of the counsellors is available through the website

Provides support in relationships with family, partners, friends and colleagues. Counselling is available (please note this is not free) over the phone, by webcam or face-to-face at the nearest Relate Centre.

● **THE RIPPLE POND**

www.theripplepond.org

Tel: 0333 900 1028

Email: help@theripplepond.org

This is a self-help support network for adult family members of physically or emotionally injured service personnel, veterans and reservists.

● **WORKING FAMILIES**

www.workingfamilies.org.uk

Legal helpline for parents and carers: 0300 012 0312

(11:00 – 14:00 Mon-Fri)

Email: advice@workingfamilies.org.uk

Supports working parents or carers and their employers in finding a balance between responsibilities at home and work. The helpline is for parents and their advisers and gives advice on employment rights for parents and benefits for families.

Section 9: FINANCE AND BENEFITS

● **24+ ADVANCED LEARNING LOANS AND BURSARY FUND**

<https://www.gov.uk/advanced-learner-loan>

Help with the costs of college for people aged 24 and over (eligible level 34 courses only). The loan must be paid back once the course is finished, and the person is earning a salary of £25,000 and over. Loan eligibility is not dependent on income.

● **ARMED FORCES COMPENSATION SCHEME**

<https://www.gov.uk/guidance/armed-forces-compensation-scheme-afcs>

The Service Personnel and Veterans Agency (SPVA) manages the scheme and provides compensation for the Armed Forces for injuries, ill-health and deaths that are attributable to/ or worsened through serving.

● **ARMY BENEVOLENT FUND – THE SOLDIERS’ CHARITY**

www.soldierscharity.org

Tel: 020 7901 8900

Provides financial assistance to all soldiers, veterans and their families who need support with the following:

- debt support
- mobility assistance
- practical support
- education bursaries
- financial grants for care in the community and at home
- respite and holidays

● **ARMY DEPENDENTS’ TRUST**

Tel: 01980 345 880

For a small annual donation, the Trust provides discretionary financial grants to dependents of servicemen and servicewomen who die in service, from whatever cause.

● **CITIZENS ADVICE**

www.citizensadvice.org.uk

Webchat: Chat with a trained advisor online through the website (usually 10:00 - 16:00 Mon-Fri)

Provides information on benefits and entitlements from housing to mobility and tax credits to those employed, unemployed, sick or disabled.

Section 9: FINANCE AND BENEFITS

● **DISABLED FACILITIES GRANT**

www.gov.uk/disabled-facilities-grants

Provides information on the Disabled Facilities Grant a person could get from the council if they are disabled and need to make changes to their home e.g. install ramps, improve access to rooms, adapt heating and lighting systems.

● **ENTITLED TO**

www.entitledto.co.uk

A free, anonymous benefits calculator.

● **GOV.UK – BENEFITS**

www.gov.uk/browse/benefits

Provides information on:

- benefits
- housing
- driving restrictions (DVLA) mobility
- assistance and devices
- work for adults with additional special needs including:
 - Disabled Facilities Grant
 - Council Tax Reduction
 - rent
 - mortgage support

● **LADY GROVER'S FUND**

www.ladygrover.org.uk

Tel: 020 7808 4180

Email: secretary@ladygrover.org.uk

The Fund is a society which provides financial assistance for medical, home and domestic help and expenses incurred by dependents of officers whether serving or retired, widows or widowers of officers and divorced wives or husbands.

● **NATIONAL DEBT LINE**

www.nationaldebtline.org

Tel: 0808 808 4000 (09:00 - 20:00 Mon-Fri / 09:30 - 13:00 Sat)

Webchat: Speak to one of the online specialist debt advisers, available through the website (09:00 - 20:00 Mon-Fri / 09:30 - 13:00 Sat)

The National Debtline offers free, confidential and independent advice on dealing with debt problems.

Section 9: FINANCE AND BENEFITS

- **OFFICERS ASSOCIATION (OA)**

www.officersassociation.org.uk

Email: Online form available through website

The Officers Association offers support to those who have held a Commission in Her Majesty's Armed Services and their dependents who are transitioning from the Services to civilian life.

POPPYSCOTLAND

- www.poppyscotland.org.uk

Tel: 0131 557 2782

Email: Online enquiry form available to complete through the website

Supports veterans and their dependents in Scotland and offers advice on:

- financial assistance
- pensions
- employment of veterans with disabilities in the Edinburgh-based Lady Haig's Poppy Factory

- **RAF BENEVOLENT FUND**

www.rafbf.org

Tel: 0300 102 1919 (09:00 - 17:00 Mon-Thurs, 09:00 - 16:00 Fri)

Email: welfarenavigators@rafbf.org.uk

Online form also available through website

The RAF Benevolent Fund provides a range of support for serving and ex-serving RAF personnel and their dependants. This includes grants to help with financial difficulty, welfare breaks and assistance to live independently.

- **ROYAL NAVY BENEVOLENT FUND (RNBF)**

www.rnbt.org.uk

Tel: 02392 690 112 (09:00 - 16:00 Mon-Fri)

Email: rnbt@rnbt.org.uk

Offers help, grants and advice for serving and ex-serving members of the Royal Navy and Royal Marines and their families, including those who are separated or divorced and now living with a new partner.

Section 9: FINANCE AND BENEFITS

- **TURN2US**

www.turn2us.org.uk

Tel: 0808 802 2000 (09:00 - 17:30 Mon-Fri)

Email: info@turn2us.org.uk

Online contact form available through website as well

Help with accessing benefits, grants and support

- **VETERANS UK: THE SERVICE PERSONNEL AND VETERANS AGENCY**

www.gov.uk/government/organisations/veterans-uk

Tel: 0808 1914 218 (08:00 - 16:00 Mon-Fri)

Overseas: +44 1253 866 043

Outside of helpline hours callers will be given the option to be routed to Combat Stress or The Samaritans 24hr helpline.

Veterans UK is part of the MoD and administers the Armed Forces Pension Schemes and compensation payments for those injured or bereaved through service.

- **WAR PENSIONS MOBILITY SUPPLEMENT (WPMS) – GOV.UK**

<https://www.gov.uk/guidance/war-pension-scheme-mobility-supplement-wpms>

WPMS provides financial support to veterans who are seriously injured as a result of their service.

Section 10: HOUSING

● CITIZENS ADVICE

www.citizensadvice.org.uk

Webchat: Chat with a trained advisor online through the website
(usually 10:00 - 16:00 Mon-Fri)

Provides information on benefits and your entitlements from housing to mobility and tax credits to those employed, unemployed, sick or disabled.

● CIVILIAN HOUSING ADVICE FOR SERVICE PERSONNEL AND FAMILIES

<https://www.gov.uk/government/collections/joint-service-housing-advice-office-jshao>

The Joint Service Housing Advice Office (JSHAO) has produced a document (MoD) for Armed Forces Service personnel and their families which provides information and advice on civilian housing. The JSHAO also provides support during resettlement and assists with the transition to civilian life.

● COUNCIL TAX REDUCTION

www.gov.uk/apply-council-tax-reduction

Information on how to assess your eligibility for council tax reduction (sometimes called Council Tax Support) and housing benefit and information on how to start the application.

● DISABLED FACILITIES GRANT

www.gov.uk/disabled-facilities-grants

The Disabled Facilities Grant provides financial assistance for disabled people who need to make adaptations to their homes; for example, install ramps and adapt heating and lighting systems.

● ERSKINE – SCOTLAND

www.erskine.org.uk

Erskine provides support to veterans in Scotland through four care homes and a Veterans Village, comprising of 44 cottages, an activity centre, five assisted living apartments and 24 single living apartments.

● HAIG HOMES

www.haighousing.org.uk

Tel: 020 8685 5777 (09:00 - 17:00 Mon-Fri)

(Outside of these hours this number will be answered by an out of hours service)

For gas emergencies or if you smell gas please call: 0800 111 999

Email: enquiries@haighousing.org.uk

Provides rental houses to veterans and offers support and advice on:

- housing needs
- housing adaptations

● HOUSING BENEFIT

www.gov.uk/housing-benefit

Information on housing benefit and your eligibility criteria and how to claim.

Section 10: HOUSING

● SCOTTISH VETERANS' RESIDENCES (SVR)

www.svronline.org

Tel: 0131 556 0091

Email: info@svronline.org

Helps and supports Armed Forces personnel and veterans who are concerned with homelessness and require housing support and assistance.

● SHELTER

www.shelter.org.uk

Helpline: 0808 800 4444 (08:00 - 20:00 Mon-Fri / 09:00 - 17:00 Sat & Sun)

Webchat: Chat to an expert housing adviser online (09:00 - 17:00 Mon-Fri)

Shelter provides practical housing advice and support online, in person and over the phone.

● SPACES

Tel: 01748 833 797

Alternate: 01748 872 940 or 01748 830 191

Email: spaces@riverside.org.uk

Assistance for single ex-service personnel in finding housing.

● STOLL

www.stoll.org.uk

Tel: 020 7385 2110

Email: info@stoll.org.uk

Stoll is a veterans' charity and housing association and provides safe housing and access to services that enable vulnerable and disabled veterans in need of support to live fulfilling, independent lives. Stoll offers support to veterans on a variety of matters including:

- support for disabled veterans
- substance misuse
- health and wellbeing
- housing

● SSAFA HOUSING ADVICE

www.ssafa.org.uk

Tel: 0800 260 6767 (09:00 - 17:00 Mon-Fri)

Email: Online form available through website

Soldiers', Sailors' and Airmen's Families Association (SSAFA) provides housing advice and support to all Armed Forces serving personnel, veterans and their families e.g.

- housing benefits
- social housing
- housing adaptations
- homelessness guidance

Section 10: HOUSING

- **SUPPORT FOR MORTGAGE INTEREST (SMI)**

www.gov.uk/support-for-mortgage-interest

Provides information on Support for Mortgage Interest (SMI) – income related benefits, eligibility criteria and how to claim.

Section 11: MENTAL HEALTH & EMOTIONAL WELLBEING

For those of you still serving the first port of call should be your Medical Officer, the Chain of Command, Welfare or the Padre.

For veterans the first port of call is your GP.

For reservists the first port of call is the Reservist Chain of Command or your GP.

MILITARY AND VETERANS' MENTAL HEALTH

● COMBAT STRESS

www.combatstress.org.uk

Veterans and families Helpline: 0800 138 1619 (24 hrs 365 days a year)

Serving personnel and families Helpline: 0800 323 4444 (24 hrs 365 days a year)

Text: 07537 173683 (standard charges may apply for texts)

Email: helpline@combatstress.org.uk

Provides confidential help, advice and support on mental health to the military community, veterans and their families.

● FORCESLINE

<https://www.ssafa.org.uk/get-help/forcesline>

UK Freephone: 0800 260 6767 (09:00 - 17:00 Mon-Fri)

(Details of Freephone in Cyprus, Germany, Falkland Islands and Other on website)

Calling from Operational Theatres: Use Paradigm's phone system and dial the appropriate access number then enter *201 at the PIN prompt.

Email: Online contact form through website

Part of SSAFA (formerly Soldiers, Sailors, Airmen and Families Association), this support line offers confidential, non-judgmental guidance on all personal/welfare issues including:

- discrimination
- alcohol and drugs
- bullying
- depression
- debt
- relationship counselling

● HELP FOR HEROES HIDDEN WOUNDS

www.helpforheroes.org.uk/get-support/hidden-wounds

Tel: 0300 303 9888 (09:00 - 17:00 Mon-Fri)

Tel: 0800 138 1619 (Out of Hours – Combat Stress)

Email: getsupport@helpforheroes.org.uk

Provides confidential support delivered by psychological well-being practitioners via phone or skype. Open to service personnel, veterans and their families.

Section 11: MENTAL HEALTH & EMOTIONAL WELLBEING

● **VETERANS' MENTAL HEALTH TRANSITION, INTERVENTION & LIAISON SERVICE (TILS) – ENGLAND ONLY**

London and the Southeast of England

Tel: 020 3317 6818

Email: veteransservice@candi.nhs.uk

South Central and Southwest of England

Tel: 0300 365 2000 (option 4)

Email: sc.veterans@nhs.net or awp.swveterans@nhs.net

Midlands & East of England

Tel: 0300 323 0137

Email: mevs.mhm@nhs.net

North of England

Tel: 0800 652 2867

E-mail: VTILS@cntw.nhs.net

Free NHS mental health service for ex-serving members of the UK Armed Forces and service personnel approaching discharge and transition to civilian life, including reservists.

● **VETERANS WITH DOGS**

www.veteranswithdogs.org.uk

Tel: 01626 798 030

Email: info@veteranswithdogs.org.uk

Offers support to former members of the British Armed Forces whose psychological or physical well-being may have suffered due to difficult past experiences and challenging life circumstances via engagement with dogs.

VETERANS AND RESERVES MENTAL HEALTH PROGRAMME (VRMHP)

- <http://www.gov.uk/guidance/support-for-war-veterans#the-veterans-and-reserves-mental-health-programme>

Tel: 0800 032 6258

VRMHP provides mental health assessments for veterans and reservists who have concerns about their mental health as a result of service. Also provides information and advice to families.

● **OP COURAGE: THE VETERANS MENTAL HEALTH AND WELLBEING SERVICE – ENGLAND ONLY**

Mental health support for veterans, service leavers and reservists - NHS (www.nhs.uk)

Op Courage is an NHS mental health specialist service designed to help serving personnel due to leave the military, reservists, Armed Forces veterans and their families.

Section 11: MENTAL HEALTH & EMOTIONAL WELLBEING

GENERAL MENTAL HEALTH SERVICES & CHARITIES

- **TOGETHERALL (PREVIOUSLY BIG WHITE WALL)**

Big White Wall | Togetherall

A peer support network for civilians, serving personnel, veterans and their families. Community members offer each other support in a safe and anonymous environment guided by trained mental health professionals.

- **MEN'S ADVICE LINE**

www.mensadvice.org.uk

Tel: 0808 801 0327 (10:00 - 20:00 Mon-Fri)

Email: info@mensadvice.org.uk

Webchat: Available through website (10:00 - 16:00 Weds)

Next Generation Text Service: If you can't hear or speak on the phone all the helpline advisors at Men's Advice Line have been trained to communicate with the Next Generation Text Service facility. Further information can be found here: www.ngts.org.uk

Confidential helpline for men experiencing domestic violence from a partner or ex-partner or from other family members. Offers emotional support, practical advice, signposting to other services for specialist help.

MIND

- www.mind.org.uk

Tel: 0300 123 3393 (09:00 - 18:00 Mon-Fri)

Email: info@mind.org.uk

MIND provides information, advice and support on mental health issues and services.

Legal line: 0300 466 6463 / legal@mind.org.uk

Legal line provides legal information and general advice on mental health related law. You can ask about: being detained under the Mental Health Act (sectioning); mental capacity; community care; discrimination and equality

- **NHS 111**

<https://111.nhs.uk/>

Tel: 111 (Wales 0845 4647)

If you have difficulties communicating or hearing call 18001 111 on a text phone.

Call to speak to a healthcare professional to assess your symptoms and direct you to the care or treatment you need.

Section 11: MENTAL HEALTH & EMOTIONAL WELLBEING

● **RETHINK**

www.rethink.org

Tel: 0808 801 0525 (09:30 - 16:00 Mon-Fri)

Email: Online contact form available through website

Offers practical help and advice for those with mental illness on issues such as:

- financial support
- community care
- welfare benefits
- carers' rights

● **SAMARITANS**

www.samaritans.org

Tel: 116 123 (24 hours a day 365 days a year)

Email: jo@samaritans.org (UK) jo@samaritans.ie (ROI)

The Samaritans offer a safe place to talk any time and provide confidential, non-judgemental and emotional support 24 hours a day, all year round.

● **TURNING POINT**

www.turning-point.co.uk

Email: Online form available through website

National health and social care provider to help people find a new direction in life and help tackle substance misuse, mental health issues or employment difficulties.

● **YOUNG MINDS**

www.youngminds.org.uk

Parent Helpline: 0808 802 5544 (09:30 - 16:00 Mon-Fri)

Parent helpline email: Online contact form available through website

For Young people – YoungMinds Crisis Messenger: If you're a young person who needs urgent help Text 'YM' to 85258 (24/7 support)

Offers free, confidential online and telephone support, including information and advice, to any adult worried about the emotional problems, behaviour or mental health of a child or young person up to the age of 25.

Section 11: MENTAL HEALTH & EMOTIONAL WELLBEING

LOCAL & REGIONAL VETERANS' MENTAL HEALTH SERVICES

Please note this list of regional/local services is not exhaustive. If you cannot find the appropriate service listed below, please contact your MO or GP.

EAST MIDLANDS

Midlands and East Veterans Transition, Liaison and Intervention Service (TILS) | EPUT

Call the 24hour line to access all mental health veteran's services on 0300 3230137 or email mevs.mhm@nhs.net

Combat Stress are in partnership with NHS Mental Health Services in the East Midlands. Working together to ensure there is a proactive approach to care and treatment and a point of contact for servicemen and women and veterans when they need help, support and advice.

- **DERBYSHIRE HEALTHCARE NHS TRUST – MENTAL HEALTH VETERANS**

<https://www.derbyshirehealthcareft.nhs.uk/services/mental-health-and-emotional-wellbeing>

- **LINCOLNSHIRE PARTNERSHIP NHS FOUNDATION TRUST – MENTAL HEALTH VETERANS**

Veterans' mental health :: Lincolnshire Partnership NHS Trust (lpft.nhs.uk)

- **NOTTINGHAMSHIRE NHS TRUST – MENTAL HEALTH VETERANS**

www.nottinghamshirehealthcare.nhs.uk/notts-veterans-service

Tel: 01158 542 225

MIDLANDS

- **BIRMINGHAM AND SOLIHILL MENTAL HEALTH NHS FOUNDATION TRUST - VETERANS FOR VETERANS**

www.bsmhft.nhs.uk/service-user-and-carer/veterans-mental-health/veterans-for-veterans/

West Midlands Veterans Hub is a collaboration of eight NHS Mental Health service providers throughout the West Midlands region. In each area there will be a Veteran's Champion who will co-ordinate, oversee and promote the mental health care of veterans.

NORTHERN ENGLAND

North of England service call: 0800 652 2867 or email: VTILS@cntw.nhs.net

- **BEACON COUNSELLING TRUST**

www.beaconcounsellingtrust.co.uk

Tel: 0151 226 0696

Email: gamcare@beaconcounsellingtrust.co.uk

The Trust operates the Restore Programme which provides support to the veterans of Liverpool and Merseyside and their families and has a residential facility in Anglesey.

Section 11: MENTAL HEALTH & EMOTIONAL WELLBEING

● **NHS HUMBER VETERANS OUTREACH SERVICE**

Veterans' Mental Health Transition, Intervention and Liaison Service (TILS) (humber.nhs.uk)

Tel: 01482 335 479

HNF-TR.veteransoutreachservice@nhs.net

Mental health triage and assessment for military veterans registered with GPs across Yorkshire and Humberside.

● **NHS PENNINE MILITARY VETERANS' SERVICE**

Military veterans' services :: Pennine Care NHS Foundation Trust

Tel: 0300 323 0707 (09:00 - 17:00 Mon-Fri)

Email: the.MVS@nhs.net

Service to improve the mental health and emotional wellbeing of ex-service personnel and their families. Service covers the whole Northwest.

IRELAND & NORTHERN IRELAND

● **INSPIRE (PREVIOUSLY NIAMH)**

www.inspirewellbeing.org

Tel: 028 9032 8474

Email: hello@inspirewellbeing.org (NI/UK); dundalk@inspirewellbeing.ie (Ireland)

Inspire offers a range of services that provides support in areas of mental health and learning disability.

VETERANS SERVICES NORTHERN IRELAND

● www.veteranservicesni.com

Email: info@aavsnri.com

Tel: 028 9074 7071

Provides information and advice on:

- Counselling services
- PTSD
- AD
- ASD
- anxiety
- other mental health disorders

SCOTLAND

● **BREATHING SPACE**

www.breathingspace.scot

Tel: 0800 83 85 87 (18:00 - 02:00 Mon-Thur, 18:00 - 06:00 Fri-Mon)

BSL Interpretation service: Available through website by clicking on 'Contact Scotland BSL' (18:00 - Midnight Mon-Fri, 08:00 - Midnight Sat-Sun)

Webchat: Available through website (18:00 - 22:00 Mon-Fri)

Breathing Space is a free, confidential phone service for anyone in Scotland experiencing low mood, depression or anxiety.

Section 11: MENTAL HEALTH & EMOTIONAL WELLBEING

● THE SCOTTISH ASSOCIATION FOR MENTAL HEALTH (SAMH)

www.samh.org.uk

Tel: 0344 800 0550 (09:00 - 18:00 Mon-Fri, except bank holidays)

SAMH provides help, information and support on behalf of people with mental health problems who live in Scotland.

● VETERANS FIRST POINT (V1P)

www.veteransfirstpoint.org.uk

Tel: 0131 221 7090

Email: V1P.Scotland@nhslothian.scot.nhs.uk

Covering Scotland, V1P supports veterans and their families with a range of general welfare issues and also has specialists in mental health and psychological disorders.

SOUTHERN ENGLAND

● NHS LONDON VETERANS

The Veterans Mental Health and Wellbeing Service - London and the South East (veteransservice.nhs.uk)

Tel: 0300 365 2000 (Option 4)

Email: sc.veterans@nhs.net or awp.swveterans@nhs.net

Free NHS Mental Health Service available to all ex-serving members of the UK Armed Forces living in Greater London Region or registered with a GP in this area.

● SOUTH WEST VETERANS MENTAL HEALTH PARTNERSHIP

<https://www.awp.nhs.uk/our-services/community-services/veterans>

Mental health crisis team Tel: 0800 953 1919

Email: awp.swveterans@nhs.net

Supports veterans to overcome mental health difficulties by offering access to specialist assessment and treatment and relevant information and advice to meet their needs.

WALES

● ALL WALES VETERANS HEALTH AND WELLBEING SERVICE

www.veteranswales.co.uk

Tel: 029 2183 2261

Email: admin.vnhswhc&v@wales.nhs.uk

This is a service for veterans living in Wales and offers advice on the following:

- Psychological support, treatment and advice
- Employment
- Benefits
- Housing

Section 11: MENTAL HEALTH & EMOTIONAL WELLBEING

- **C.A.L.L. (COMMUNITY ADVICE & LISTENING LINE)**

www.callhelpline.org.uk

24hr Helpline: 0800 132 737

Text 'help' to: 81066

A confidential listening and support service in Wales for anyone concerned about their own mental health or that of a relative or a friend.

- **CAIS**

www.cais.co.uk

Tel: 0345 061 2112 (09:00 - 17:00 Mon-Fri)

Email: Online form available through website

Covers Wales and is an advice service for military veterans and others having problems with addictions, mental health, personal development and employment, as well as assisting their families and friends. They also run the Troop Café, which provides training, work experience and volunteering opportunities (See CHANGE STEP below).

- **CHANGE STEP**

www.changestepwales.co.uk

Tel: 0300 777 2259

Email: ask@change-step.co.uk

Covers Wales and is a peer-led mentoring and advice service for civilians and military veterans and others with PTSD or probable substance misuse. Change Step's Troop Café provides training and development opportunities, assistance in seeking employment, accredited catering and hospital courses. Led by CAIS (WALES) (see above).

Section 12: MOBILITY

● **DISABLED FACILITIES GRANT**

www.gov.uk/disabled-facilities-grants

Provides information on the Disabled Facilities Grant a person could get from the council if they are disabled and need to make changes to their home e.g., install ramps, improve access to rooms, adapt heating and lighting systems.

● **GOV.UK – BENEFITS**

www.gov.uk/browse/benefits

Provides information on a range of topics including information about what to tell the DVLA, getting about, wheelchairs and mobility schemes.

● **MEDICAL CONDITIONS AND DRIVING**

www.gov.uk/driving-medical-conditions

Provides information on the DVLA and medical conditions and disabilities and how they affect driving.

● **TRANSPORT IF YOU'RE DISABLED**

www.gov.uk/transport-disabled

Provides information on transport for disabled people including; trains, planes, cars, buses, coaches, taxis and wheelchairs.

● **SSAFA HELP WITH MOBILITY**

www.ssafa.org.uk/get-help/supporting-older-veterans/help-with-mobility

Tel: 0800 260 6767 (09:00 - 17:00 Mon-Fri)

Email: Online form available through website

Provides support for veterans to help maintain their mobility and

Section 13: RECREATIONAL ACTIVITIES

● **AEROBILITY**

www.aerobility.com

Tel: 0303 303 1230

Email: frontdesk@aerobility.com

Aerobility provides flying lessons for disabled people.

● **BATTLEBACK**

www.gov.uk/guidance/the-battle-back-programme

Battle Back is an MoD Project that is supported by Help for Heroes and The Royal British Legion. It provides adaptive sport and adventurous training programmes for injured and sick personnel from the Armed Forces.

● **CALVERT TRUST**

www.calvert-trust.org.uk

Offers breaks for people with disabilities and their families in one of three locations: Exmoor, Lake District and Kielder Water.

● **FAMILIES' ACTIVITY BREAKS (FAB)**

www.fabcamps.org.uk

Email: Online enquiry form available through the website

FAB provides fun and challenging activity camps around the UK for families with children who have suffered the loss of a loved one who was serving in the Armed Forces.

● **MISSION MOTORSPORT**

www.missionmotorsport.org

Tel: 0333 033 8338

Helping those affected by military operations through motorsport. Offers training for careers beyond the military as part of the MoD's Career Transition Partnership (Assist).

● **NOT FORGOTTEN ASSOCIATION**

● <https://thenotforgotten.org/>

Tel: 020 7730 2400 (09:00 - 17:00 Mon-Fri)

Email: info@thenotforgotten.org

Provides leisure and recreational activities for the benefit of serving and ex-service personnel who are wounded or who have sustained permanent injuries.

Section 13: RECREATIONAL ACTIVITIES

● SENSE

www.sense.org.uk

Tel or Text relay (not SMS): 0300 330 925 (09:00 - 17:00 Mon-Fri) Email:
info@sense.org.uk

Supports children and adults with sensory impairments or who are deafblind and offers:

- holidays/ short breaks
- accommodation choices community
- resource centres
- individual support in the community

● The Soldier's Arts Academy (SAA)

www.soldiersartsacademy.org

SAA is a not-for-profit which gives serving and former military personnel a route into the arts. Engaging with SAA may be part of a recovery process; it may provide training for a step into a new industry; or it may simply be there to help support the transition into civilian life. SAA works closely with actors, directors, producers, writers, dancers, and poets to create opportunities for beneficiaries to fulfil their creative potential.

Section 14: SENSORY IMPAIRMENT (SIGHT AND HEARING)

● **BLIND VETERANS UK**

www.blindveterans.org.uk

Tel: 0300 111 22 33

Offers support to Armed Forces and National Service veterans regardless of when they served or how they lost their sight and helps those affected adjust to sight loss and overcome the challenges of blindness.

● **BLESMA, THE LIMBLESS VETERANS**

www.blesma.org

Tel: 020 8590 1124 (09:00 - 17:00 Mon-Fri)

Promotes the welfare of all those who have lost a limb or use of a limb or have sight impairments as a result of service in the Armed Forces.

HEARING SPECIFIC FOCUS

● **ROYAL NATIONAL INSTITUTE FOR DEAF PEOPLE**

<https://rnid.org.uk/>

Tel: 0808 808 0123

Textphone: 18001 followed by 0808 808 0123

SMS: 07360 268 98

Email: contact@rnid.org.uk

Action on Hearing Loss are experts in providing support for people with hearing loss and tinnitus.

● **SIGN HEALTH**

www.signhealth.org.uk

Tel: 020 3947 2600

Text: DEAF to 85258 for Crisis Text Service, 07984 439473 for Psychological Therapy

Sign Health aims to give deaf people easier access to healthcare and provides information, advice and services.

SIGHT SPECIFIC FOCUS

● **BRITISH WIRELESS FOR THE BLIND**

www.blind.org.uk

Tel: 01622 754 757

Email: info@blind.org.uk

Helps people who are blind or partially-sighted to access the world of audio by providing specially designed radios and audio players.

Section 14: SENSORY IMPAIRMENT (SIGHT AND HEARING)

● ROYAL LONDON SOCIETY FOR THE BLIND (RLSB)

www.rsbc.org.uk

A charity for blind and partially sighted young people in London and the south east which provides education, sport, creative and developmental services.

● ROYAL NATIONAL INSTITUTE OF BLIND PEOPLE (RNIB)

www.rnib.org.uk

Tel: 0303 123 9999

Email: helpline@rnib.org.uk

RNIB provides practical and emotional support for blind or partially sighted

DEAFBLINDNESS

● DEAF BLIND UK

www.deafblind.org.uk

Tel: 0800 132 320 (09:00 - 17:00 Mon-Thurs, 09:00 - 16:00 Fri)

Text: 07903 572 885

Email: info@deafblind.org.uk

Deafblind UK provides information and advice, peer support and social groups, befriender services and support carers for people who have combined sight and hearing loss.

● SENSE

www.sense.org.uk

Tel or Text relay (not SMS): 0300 330 9256 (09:00 - 17:00 Mon-Fri) Email: info@sense.org.uk

Sense is a national charity that supports children and adults who are deafblind or have sensory impairments.

- holiday/short breaks
- accommodation choices
- community resource centres
- individual support in the community

Section 15: SERVICES FOR THE WOUNDED

● **APHASIA – NHS CHOICES**

<https://www.nhs.uk/conditions/aphasia/>

Provides information and resources relating to aphasia.

● **BLESMA, THE LIMBLESS VETERANS**

www.blesma.org

Tel: 020 8590 1124 (09:00 - 17:00 Mon-Fri)

Promotes the welfare of all those who have lost a limb or use of a limb or have sight impairments as a result of service in the Armed Forces.

● **DYSCOVER**

www.dyscover.org.uk

Tel: 01737 819419

Email: info@dyscover.org.uk

This charity provides long-term support and opportunities to people with aphasia and their families.

● **HELP FOR HEROES**

www.helpforheroes.org.uk

Tel: 0300 303 9888 (09:00 - 17:00 Mon-Fri)

Email: getsupport@helpforheroes.org.uk or complete an online form on their website.

Provides direct practical support for wounded, injured and sick serving personnel, veterans and their families.

● **LIMBLESS ASSOCIATION**

www.limbless-association.org

Tel: 0800 644 0185 (09:00 - 17:00 Mon-Fri, except Bank Holidays)

Provides support and information to military and civilian amputees and their families.

● **ROYAL STAR AND GARTER**

www.starandgarter.org

Tel: 020 8481 7676

Email: general.enquiries@starandgarter.org

The Royal Star and Garter Home provides nursing and therapeutic care to the ex-Service community.

● **SEQUAL TRUST (SPECIAL EQUIPMENT and AIDS FOR LIVING)**

www.thesequaltrust.org.uk

Tel: 01691 624 222

Email: info@thesequaltrust.org.uk

Focuses on bridging the communication gap for disabled people of all ages throughout the UK by providing suitable communication equipment.

Section 15: SERVICES FOR THE WOUNDED

- **SCOPE**

www.scope.org.uk

Tel: 0808 800 3333 (09:00 - 18:00 Mon-Fri)

Provides free, independent and impartial information and support on issues that matter to disabled people and their families.

- **VETERANS UK: THE SERVICE PERSONNEL AND VETERANS AGENCY**

www.gov.uk/government/organisations/veterans-uk

Tel: 0808 1914 218 (08:00 - 16:00 Mon-Fri)

Overseas: +44 1253 866 043

Outside of helpline hours callers will be given the option to be routed to Combat Stress or The Samaritans 24hr helpline.

Veterans UK is part of the MoD and administers the Armed Forces Pension Schemes and compensation payments for those injured or bereaved through service.

- **WAR PENSIONS MOBILITY SUPPLEMENT (WPMS) – GOV.UK**

<https://www.gov.uk/guidance/war-pension-scheme-mobility-supplement-wpms>

Provides financial support to veterans who are seriously injured as a result of their service.

MURRISON CENTRES

- **BIRMINGHAM**

Birmingham Orthopaedic Services Ltd

Tel: 0121 466 3005

- **BRISTOL**

Bristol Orthopaedic Services Ltd

Tel: 0300 300 0110

- **CAMBRIDGE**

Cambridge Orthopaedic Services Ltd

Tel: 01223 217 859

- **CARLISLE**

Carlisle C.A. Blatchford

Tel: 01228 511019

- **LEICESTER**

Leicester Otto Bock Orthopaedic

Tel: 0116 282 3500

- **PORTSMOUTH**

Portsmouth Otto Bock Orthopaedic Services Ltd

Tel: 023 8054 0440

- **PRESTON**

Preston C.A. Blatchford

Tel: 01772 716 921

- **SHEFFIELD**

Sheffield C.A. Blatchford

Tel: 0114 271 5807

- **STANMORE (MIDDLESEX)**

Stanmore C.A. Blatchford

Tel: 020 8909 5505

Section 15: SERVICES FOR THE WOUNDED

REGIONAL CENTRES

Further details regarding the below regional centres can be found here:
www.limbless-association.org/index.php/directory

- **BEDFORDSHIRE**
Tel: 01582 497 122
- **DERBYSHIRE**
Tel: 01332 787 774
- **DEVON (EXETER)**
Tel: 01392 403 649
- **DEVON (PLYMOUTH)**
Tel: 01752 434 200
- **DORSET**
Tel: 01202 704 363
- **ESSEX (COLCHESTER)**
Tel: 01206 742 262
- **ESSEX (HAROLD WOOD DSC)**
Tel: 01708 576 200
- **GREATER MANCHESTER**
Tel: 01616 113 700
- **KENT**
Tel: 01634 838 947
- **LONDON (CHARRING CROSS)**
Tel: 020 3311 1144
- **LONDON (ROEHAMPTON)**
Tel: 020 8487 6030
- **LONDON (STANMORE)**
Tel: 020 8909 5505
- **LIVERPOOL**
Tel: 0151 525 5980
- **MERSEYSIDE (WIRRAL)**
Tel: 0151 482 7812
- **NORTHERN IRELAND**
Tel: 02890 902 000 & 02895 041 747
- **NORFOLK**
Tel: 01603 216 956
- **NORTHAMPTONSHIRE**
Tel: 01604 545 891
- **NOTTINGHAMSHIRE**
Tel: 01159 691 169
- **OXFORDSHIRE**
Tel: 01865 227 600
- **SCOTLAND (ABERDEENSHIRE)**
Tel: 01224 556 843 & 01224 556 037
- **SCOTLAND (CARLISLE)**
Tel: 01228 814 783
- **SCOTLAND (TAYSIDE)**
Tel: 01382 660 111
- **SCOTLAND (EDINBURGH)**
Tel: 01315 379 444
- **SCOTLAND (GLASGOW)**
Tel: 01412 012 640

Section 15: SERVICES FOR THE WOUNDED

- **STAFFORDSHIRE**

Tel: 01782 673 600

- **SUSSEX / BRIGHTON**

Tel: 01273 242 155

- **TYNE AND WEAR**

Tel: 01912 231 184

- **EAST YORKSHIRE (HULL)**

Tel: 01482 325 656

- **WALES (CARDIFF)**

Tel: 02920 313 930

- **NORTH WALES (WREXHAM)**

Tel: 01978 727 524

- **SOUTH WALES (SWANSEA)**

Tel: 01792 703 015

Section 16: SEXUAL HEALTH AND WELLBEING

● **NHS CHOICES – FEMALE SEXUAL PROBLEMS**

www.nhs.uk/live-well/sexual-health/female-sexual-problems

Provides information and advice on a variety of sexual problems women of all ages may experience and links to NHS recommended health and support services.

● **NHS CHOICES – MALE SEXUAL PROBLEMS**

www.nhs.uk/live-well/sexual-health/male-sexual-problems

Provides information and advice on a variety of sexual issues men of all ages may experience with links to NHS recommended health and support services.

● **NHS CHOICES – SEXUAL HEALTH**

www.nhs.uk/live-well/sexual-health

Provides information and advice on a variety of sexual health issues, contraception and fertility with links to NHS recommended health and support services.

● **RELATE – SEXUAL HEALTH**

<https://www.relate.org.uk/get-help>

Contact details of the nearest Relate centres are available on the website

Email: relate.enquiries@relate.org.uk

Webchat: Live chat with one of the counsellors is available through the website

Offers advice, relationship counselling, sex therapy, workshops, mediation, consultations and support face-to face, by phone and through website (please check the website for cost of services).

Section 17: VETERANS

● GOV.UK

www.gov.uk/topic/defence-armed-forces/support-services-veterans-families

Support service for veterans and their families on a range of issues including:

- employment
- pension and compensation
- service records and medals
- welfare and support

● THE WARRIOR PROGRAMME

www.warriorprogramme.org.uk

Tel: 0808 801 0898 (09:00 - 17:00 Mon-Fri)

Email: enquiries@warriorprogramme.org.uk

The Warrior Programme is a free residential training course and coaching programme for veterans and their families.

● VETERANS SERVICES NORTHERN IRELAND

www.veteranservicesni.com

Tel (for Royal British Legion): 028 9074 7071

Email: info@aavsnri.com

This website brings together information and services available for veterans living in Northern Ireland and provides information and advice on:

- counselling services
- PTSD
- AD
- ASD
- anxiety and other mental health disorders

● VICTORY SERVICES CLUB (VSC)

www.vsc.co.uk

Tel: 020 7723 4474

Email: info@vsc.co.uk

VSC is a Military Members Club for retired and serving members of the Armed Forces located in Central London.

GENERAL SUPPORT

- **CATCH 22**

www.catch-22.org.uk

Offers structured support networks, including ex-military volunteer mentors, to assist veterans in custody and in reducing re-offending. Also offers physical and mental health support services.

- **CITIZENS ADVICE**

www.citizensadvice.org.uk

Webchat: Chat with a trained advisor online through the website (usually 10:00 - 16:00 Mon-Fri)

Provides confidential information on benefits and your entitlements from housing to mobility and tax credits to those employed, unemployed, sick or disabled and also issues related to prison. Some Citizen Advice Bureaus offer advice sessions in prison.

- **NATIONAL ASSOCIATION FOR THE CARE AND RESETTLEMENT OF OFFENDERS (NACRO)**

www.nacro.org.uk

Tel: 0300 123 1999 – Resettlement Advice Service (09:00 - 17:00 Mon-Thurs, 13:00 - 17:00 Fri)
Calls are free for those with inclusive minutes, otherwise charged at local rate.

Email: helpline@nacro.org.uk

Provides information, advice and resettlement support for those who have left or are leaving prison as well as advice and advocacy to serving prisoners, former prisoners and others facing severe barriers in various aspects of their lives because of their former offending.

- **PRISONERS' ADVICE SERVICE (PAS)**

www.prisonersadvice.org.uk

Tel: 020 7253 3323 (10:00 - 12:30 and 14:00 - 16:30 Mon, Weds & Fri)

Email: advice@prisonersadvice.org.uk

Provides information and advice to prisoners on prisoners' rights.

- **PRISON REFORM TRUST**

www.prisonreformtrust.org.uk

Email: advice@prisonreformtrust.org.uk

Freephone for prisoners: 0808 802 0060

(15:00 - 17:00 Mon, 10:30 - 12:30 Weds, 10:30 - 12:30 Thurs)

At other times call: 020 7251 5070 (NOT FREE) (10:00 - 17:00 Mon-Fri)

Offender's Family Helpline (see Support for Families): 0808 808 2003
(09:00 - 20:00 Mon-Fri / 10:00 - 15:00 Weekends)

Provides information, resources and advice on prison life, rules and regulations and prisoners' rights. It cannot help with cases of wrongful conviction or appeals.

Section 18: VETERANS IN CUSTODY

● **PRISON ADVICE & CARE TRUST (PACT)**

www.prisonadvice.org.uk

Email: info@prisonadvice.org.uk

Offender's Family Helpline (see Support for Families): 0808 808 2003 /
0207 735 9535 (09:00 - 20:00 Mon-Fri / 10:00 - 15:00 Weekends)

National charity that supports prisoners, people with convictions and their families to make a fresh start.

● **THE FORCES EMPLOYMENT CHARITY (RFEA) – ‘Project Nova’**

<https://www.forcesemployment.org.uk/programmes/project-nova/>

Tel: 0800 917 7299

Email: info.nst@projectnova.org.uk

Project Nova at RFEA provides support to veterans who have been arrested or are at risk of arrest.

● **UNLOCK**

www.unlock.org.uk

Link to online self-help information run by Unlock: www.hub.unlock.org.uk

Online Forum for people with convictions offering information

and advice: forum.unlock.org.uk

Confidential peer-run helpline: 01634 247 350 (10:00 - 16:00 Mon-Fri)

Text or WhatsApp: 07824 113848

Email: advice@unlock.org.uk

Online contact form also available through website

Skype: Search for ‘Unlock Helpline’

A charity for people with convictions – offering information, support and advice on overcoming the long-term effects of convictions.

Section 18: VETERANS IN CUSTODY

● **WOMEN IN PRISON**

www.womeninprison.org.uk

Tel: 0207 359 6674

Email: info@wipuk.org

Provides support and advice to women in prison, and those who have left prison.

SUPPORT FOR FAMILIES

● **ACTION FOR PRISONERS' AND OFFENDERS' FAMILIES part of FAMILY LIVES**

www.familylives.org.uk

Helpline: 0808 800 2222 (09:00 - 21:00 Mon-Fri, 10:00 - 15:00 Sat & Sun)

Scotland (Children 1st run the Parentline in Scotland): 08000 28 22 33

(09:00 - 21:00 Mon-Fri)

Email: askus@familylives.org.uk

Provides information about the support available for families of prisoners (UK wide).

● **ASSISTED PRISON VISITS UNIT**

www.gov.uk/help-with-prison-visits

Tel: 0300 063 2100 (09:00 - 17:00 Mon-Fri)

Email: assisted.prison.visits@noms.gsi.gov.uk

Provides support with traveling expenses for people on low incomes (age 18 or over) who are visiting a close relative in prison.

● **OFFENDERS' FAMILIES HELPLINE**

www.prisonersfamilies.org

Tel: 0808 808 2003 (09:00 - 20:00 Mon-Fri, 10:00 - 15:00 Sat & Sun)

Free and confidential information and support to family members of those in contact with the criminal justice system across England and Wales.

If you are looking for information and support in Scotland please contact the charity

Families Outside:

www.familiesoutside.org.uk

Tel: 0800 254 0088 (09:00 - 17:00 Mon-Fri)

Email: support@familiesoutside.org.uk

If you are looking for information and support in Northern Ireland please contact the charity Niacro:

www.niacro.co.uk

Tel: 028 9032 0157 (09:00 - 17:00 Mon-Thurs, 09:00 - 16:00 Fri)

Email: pact@niacro.co.uk

Section 19: WELFARE & GENERAL WELLBEING

● ALL WALES VETERANS HEALTH AND WELLBEING SERVICE

www.veteranswales.co.uk

Tel: 029 2183 2261

Email: admin.vnhsdc&v@wales.nhs.uk

This is a service for veterans living in Wales and offers advice on the following:

- psychological support, treatment and advice
- employment
- benefits
- housing

● Armed Forces Chronic Conditions and Disability in Defence (AF CanDiD) Network

Email: AFNetworks-Candid-omailbox@mod.gov.uk

Twitter account: @af_candid

CanDiD help Service personnel, dependants and veterans diagnosed with, or caring for, persons diagnosed with a chronic condition, impairment or disability

● ARMY WELFARE SERVICE (AWS)

www.army.mod.uk/people/health-wellbeing-welfare-support/welfare-support/the-army-welfare-service-aws

Personnel support: 01904 882053

Army Mediation Service (resolution of workplace-based relationship difficulties for soldiers and civil servants): 0306 770 7691 or contact: Army-Mediation-0Mailbox@mod.gov.uk

Speak Out Helpline (confidential helpline for personnel and chain of command experiencing unacceptable behaviours): 0306 770 4656 (08:30-17:00 Mon-Fri).

The Army's professional welfare provider provides personal, community, information support (HIVE) and the joint service housing advice office.

● FORCESLINE

<https://www.ssafa.org.uk/get-help/forcesline>

UK Freephone: 0800 260 6767 (09:00 - 17:30 Mon-Fri)

(Details of Freephone in Cyprus, Germany, Falkland Islands and Other on website)

Calling from Operational Theatres: Use Paradigm's phone system and dial the appropriate access number then enter *201 at the PIN prompt.

Email: Online contact form through website

Part of SSAFA (formerly Soldiers, Sailors, Airmen and Families Association), this support line offers confidential, non-judgmental guidance on all personal/welfare issues including:

- discrimination
- alcohol & drugs
- bullying
- depression
- debt
- relationship counselling

Section 19: WELFARE & GENERAL WELLBEING

● **HELP FOR HEROES**

www.helpforheroes.org.uk

Tel: 0300 303 9888 (09:00 - 17:00 Mon-Fri)

Email: getsupport@helpforheroes.org.uk or complete an online form on their website.

Help for Heroes provides direct practical support for wounded, injured and sick serving personnel, veterans and their families.

● **HIVE**

Army: HIVE Information Centres | The British Army (mod.uk)

RAF: www.raf.mod.uk/serving-families/hive-finder

Navy: www.royalnavy.mod.uk/community-and-support

Marines: www.royalnavy.mod.uk/community-and-support

The HIVE is an information network available to all members of the Service community. It covers a variety of welfare issues including:

- relocation
- education
- employment
- housing
- healthcare

● **RAF BENEVOLENT FUND**

www.rafbf.org

Tel: 0300 102 1919 (09:00 -17:00 Mon-Thurs; 09:00-16:00 Friday)

Email: welfareservices@rafbf.org.uk

Online form also available through website

The RAF Benevolent Fund provides a range of support for serving and ex-serving RAF personnel and their dependants. This includes grants to help with financial difficulty, welfare breaks and assistance to live independently.

● **ROYAL BRITISH LEGION (RBL)**

www.britishlegion.org.uk

Tel: 0808 802 8080 (08:00 - 20:00 7 days a week)

Email: info@britishlegion.org.uk

Online contact form also available through website

Webchat: Online chat service available via their website (08:00 - 20:00 7 days a week)

The RBL provides financial, social and emotional support to members, veterans and families of the British Armed Forces.

Section 19: WELFARE & GENERAL WELLBEING

● THE ROYAL FOUNDATION

www.royalfoundation.com

www.scarfree.org.uk

Under the umbrella of The Royal Foundation, the Endeavour Fund supports wounded, injured and sick service personnel and veterans to use sport and adventurous challenge as part of their recovery and rehabilitation. The Royal Foundation also supports the CASEVAC Club, a membership association for service personnel seriously wounded on operations in Afghanistan and Iraq as well as The Scar Free Foundation, a medical research charity focusing on wound healing, burns and cleft research.

● ROYAL NAVY COMMUNITY WEBSITE – THE WELFARE TEAM

www.royalnavy.mod.uk/welfare/rnrmw

Tel: 02392 728 777

Or if you prefer to use social media you can also post on their Facebook page, Tweet them @RNRMWelfare #RNRMW, or join the Royal Navy forum.

Provides information and advice on a wide range of topics to Royal Navy personnel and their families.

● SSAFA

www.ssafa.org.uk

Tel: 0800 260 6767 (09:00 - 17:00 Mon-Fri)

Email: Online form available through website

Formerly Soldiers, Sailors, Airmen and Families Association, SSAFA provides lifelong welfare support to serving personnel, veterans and their families. Also has a carer, respite and bereavement programme.

● SCOPE

www.scope.org.uk

Freephone: 0808 800 3333 (09:00 - 18:00 Mon-Fri)

Email: helpline@scope.org.uk

Provides free, independent and impartial information and support on issues that matter to disabled people and their families.

● VETERANS FIRST POINT (V1P)

www.veteransfirstpoint.org.uk

Tel: 0131 221 7090

Email: V1P.Scotland@nhslothian.scot.nhs.uk

Covering Scotland, V1P supports veterans and their families with a range of general welfare issues and also has specialists in mental health and psychological disorders.

Charities, Trusts and Organisations

Page Number

24+ Advanced Learning Loans and Bursary Fund	15, 21
Action on Hearing Loss.....	39
Action for Prisoners' and Offenders' Families part of Family Lives	49
Addaction	6
ADFAM	6
Aerobility	37
Al-Anon	7
Alcohol Change UK	7
Alcoholics Anonymous (AA)	7
All Wales Veterans Health and Wellbeing Service	34, 50
Andy Allen Veterans Support Northern Ireland.....	1
Aphasia – NHS Chioches.....	41
Armed Forces Compensation Scheme	21
Armed Services Advice Project Scotland (ASAP)	1
Army Benevolent Fund – The Soldiers' Charity	21
Army Dependents' Trust.....	9, 21
Army Families Federation	18
Army Welfare Service (AWS)	1, 50
Army Widows' Association.....	9
Assisted Prison Visits Unit	49
Battleback	37
Beacon Counselling Trust	32
Benefits Advice/Advice UK.....	21
Big White Wall.....	1, 30
Blind Veterans UK.....	39
Blesma, The Limbless Veterans	39, 41
Breathing Space	33
British Wireless for the Blind.....	39
CAIS.....	8, 35
C.A.L.L. (Community Advice & Listening Line).....	35
Calvert Trust	11, 37
Career Transition Partnership (CTP).....	16
Carers Trust.....	11
Carers UK	11
Catch 22	47
Change Step	15, 35
Child Benefit Enquiry Line	13
Child Support Agency	13
Childcare Voucher Scheme	13
Children's Education Advisory Service (CEAS)	13
Children with Special Education Needs and/or Disability (SEND)	14
Citizens Advice	1, 21, 25, 47
Civilian Housing Advice for Service Personnel and Families.....	25

Charities, Trusts and Organisations

Page Number

Civvy Street.....	16
Combat Stress.....	2, 28
Contact	14
Council Tax Reduction.....	25
Cruse Bereavement Care	9
Deaf Blind UK.....	40
Defence Relationship Management (DRM).....	16
Derbyshire Healthcare NHS Trust – Mental Health Veterans.....	32
DirectGov – Information for Parents	12
Directorate Children and Young People (DCYP)	12
Disabled Facilities Grant	22, 25, 36
Drinkline	7
DrugFAM	6
Dyscover	41
Entitled To.....	22
Erskine – Scotland.....	25
Families’ Activity Breaks (FAB).....	9, 37
Forces Children Trust.....	9, 12
Forcesline	2, 6, 28, 50
GOV.UK.....	46
GOV.UK – Benefits	22, 36
Haig Homes	25
Help for Heroes.....	3, 28, 41, 50
HIVE	51
Home Start	12
Housing Benefit	25
Inspire (Previously NIAMH)	33
Lady Grover’s Fund.....	22
Limbless Association.....	41
Lincolnshire Partnership NHS Foundation Trust – Mental Health Veterans.....	32
Medical Conditions and Driving.....	36
Men’s Advice Line	18, 30
MIND	30
Mission Motorsport.....	37
Money Force.....	22
Murrison Centres.....	42
National Association for Children of Alcoholics.....	8
National Association for the Care and Resettlement of Offenders (NACRO).....	47
National Debt Line	23
Naval Families Federation (NFF)	18
NHS 111	30
NHS Choices – Female Sexual Problems	45
NHS Choices – Male Sexual Problems.....	45

Charities, Trusts and Organisations

Page Number

NHS Choices – Sexual Health.....	45
NHS for Serving & Veteran Personnel	3
NHS Humber Veterans Outreach Service	33
NHS London Veterans	34
NHS Pennine Military Veterans Service	33
NHS Smoking Cessation	8
Not Forgotten Association	37
Nottinghamshire NHS Trust – Mental Health Veterans.....	32
Offenders’ Families Helpline	49
Officers’ Association (OA)	23
Poppy Scotland	23
Prison Advice & Care Trust (PACT)	48
Prisoners’ Advice Service (PAS)	47
Prisoners Reform Trust	47
RAF Benevolent Fund	23, 51
RAF Community Website	19
RAF Families Federation.....	19
Regional Centres	43–44
Refuge	19
Relate	19, 45
ReThink	31
Revitalise.....	11
RFEA – The Forces Employment Charity.....	16, 48
Royal London Society for the Blind (RLSB)	40
Royal British Legion (RBL).....	3, 51
Royal British Legion & SSAFA Prison In-Reach Programme	48
Royal Caledonian Education Trust	14
Royal National Institute of Blind People (RNIB)	40
Royal Navy and Royal Marines Children’s Fund.....	12
Royal Navy & Royal Marines Charity	3
Royal Navy Benevolent Fund (RNBF)	23
Royal Navy Community Website	52
Royal Star and Garter	41
Samaritans	4, 31
Scope.....	42, 52
Scottish Veterans’ Residences (SVR)	26
Scotty’s Little Soldiers	10
SENDirect	14
Sense	38, 40
Sequal Trust (Special Equipment and Aids for Living).....	41
Service Childrens’ Education (SCE).....	14
Shelter	26
Sign Health	39

Charities, Trusts and Organisations

Page Number

Sorted!	17
South West Veterans Mental Health Partnership	34
Spaces	26
SSAFA	4, 9, 11, 52
SSAFA Help with Mobility	36
SSAFA Housing Advice	26
Stoll	26
Substance Misuse Support – DAN 24/7	8
Support for Mortgage Interest (SMI)	27
Talk to Frank – The National Drug Helpline	8
The Confederation of Service Charities (COBSEO)	2
The Joint Casualty and Compassionate Centre (JCCC)	18
The Forces Employment Agency (RFEA) – ‘Project Nova’	48
The Poppy Factory	17
The Royal Foundation	51
The Ripple Pond	19
The Scottish Association for Mental Health (SAMH)	34
The Veterans and Reserves Mental Health Programme	5
The Warrior Programme	15, 46
Tom Harrison House	7
Transport if you are Disabled	36
Turn2Us	24
Turning Point	8, 17, 31
Unlock	48
Veterans and Reserves Mental Health Programme (VRMHP)	5, 29
Veterans First Point (V1P) – Scotland	4, 34, 52
Veterans’ Gateway	4
Veterans’ Mental Health Transition, Interventions & Liasion Service (TILS) – England Only	29
Veterans’ NHS Wales	4
Veterans Services Northern Ireland	5, 33, 46
Veterans UK: The Service Personnel and Veterans Agency	24, 42
Veterans with Dogs	29
Victory Services Club (VSC)	46
War Pensions Mobility Supplement (WPMS) – GOV.UK	24, 42
West Midlands Regional Veterans Mental Health Network	32
Winston’s Wish	10
Women in Prison	49
Working Families	20
Young Minds	13, 31

SUPPORTED BY:

- Ministry of Defence
- Help for Heroes
- Defence Medical Rehabilitation Centre, Stanford Hall



**ARMED
SERVICES
TRAUMA
REHABILITATION
OUTCOME
STUDY**

www.advancestudydmrc.org.uk

Email: dmrc-advancestudyteam@mod.gov.uk

Tel: 01509 251 500 ext 3408



**Imperial College
London**