



ARMED
SERVICES
TRAUMA
REHABILITATION
OUTCOME
STUDY

Signposting Booklet

The ADVANCE STUDY

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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

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Section 1: Key Signposting Charities & Organisation

ANDY ALLEN VETERANS SUPPORT NORTHERN IRELAND

www.aavsni.com

Tel: 028 9074 7071

Email: info@aavsni.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/>

Personal Support staff provide accessible, independent, confidential and professional specialist welfare services to Service Personnel and their families; and in doing so strengthen and enhance the resilience and resourcefulness of Service personnel and their families. Personal Support services help with matters such as Domestic Abuse, Child & Adult Safeguarding, Bereavement, Relationship Difficulties, Stress & Anxiety Management, Emotional Well-being, and Signposting. For all Personal Support enquiries and referrals please contact the Intake and Assessment Team (the AWS welfare single point of contact) at: RC-AWS-IAT-0Mailbox@mod.gov.uk or 01904 882053 (civ) / 94777 3053 (mil).

The Army Mediation Service (AMS) provides soldiers and civil servants with the opportunity to address workplace relationships which have broken down by offering resolution at the appropriate level of escalation. Mediation is most effective when used to address problems when they first occur so that individuals can resolve issues before they get out of hand. The AMS can be contacted for advice and support on Mil 96770 7691 or Civ 0306 770 7691 or e-mail Army-Mediation-0Mailbox@mod.gov.uk.

Wholeforce Bullying, Harassment & Discrimination (BHD) helpline for Civilian and Military personnel. Individuals will be able to discuss incidents with trained BHD advisors and get in the moment support, guidance and advice on taking issues forward. The number is 0800 783 0334 and is free to call 24/7.

CITIZENS ADVICE – ARMED FORCES

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

Tel: 0800 144 8848 (England), 0800 702 2020 (Wales)

Section 1: Key Signposting Charities & Organisation

Relay UK - if you can't hear or speak on the phone, you can type what you want to say:

18001 then the Adviceline or Advicelink number

Email: 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) Text: 07537 173683 (standard charges may apply for texts, please check with your provider)

Serving Personnel & Families Helpline: 0800 323 4444 (24 hrs 365 days a year) Text: 07537 173683 (standard charges may apply for texts, please check with your provider)

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

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

Section 1: Key Signposting Charities & Organisation

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 the British armed forces or are a veteran, a reservist or a family member of someone who is serving or who has served. Includes links to information on:

- Mental health support
- Veterans, service leavers, and non-mobilised reservists
- Information and support for families
- A guide to NHS services
- Charities and support groups
- Step-by-step guide for service leavers
- Accessing NHS healthcare while in active service

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.

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.

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.

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.

VETERANS FIRST POINT (V1P)

www.veteransfirstpoint.org.uk

Tel: 0131 220 9920

Email: veterans.enquiries@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

Text: 81212

Web chat, email and 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 & Organisation

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 & Gambling

ADFAM

www.adfam.org.uk

Tel: 07442 137421 (please note they do not operate a helpline)

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

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.

Section 2: Alcohol, Substance Misuse & Gambling

WITH YOU

www.wearewithyou.org.uk/

Web chat: Provided on the website (09:00 – 21:00 Mon-Fri, 10:00 - 16:00 Sat-Sun)

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

ALCOHOL

AL-ANON

www.al-anonuk.org.uk

Tel: Helpline - 0800 0086 811 (UK residents) 01 873 2699 (Eire residents) (please do not leave a message as to ensure confidentiality they do not return calls) (10:00 - 22:00 365 days a year)

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 (please note they do not operate a helpline)

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)

If you live in Wales, you can contact the DAN 24/7 alcohol and drug any time of the day or night. Freephone: 0808 808 2234, or text DAN to: 81066.

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

Section 2: Alcohol, Substance Misuse & Gambling

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

ADFERIAD (previously CAIS)

<https://adferiad.org/>

Tel: 01492 863000 North Wales Office (Head Office) , 01792 816600 South Wales Office

Email: info@adferiad.org

Online form available through website

Adferiad is a member-led charity that provides help and support for people with mental health, addiction, and co-occurring and complex needs, to maximise their personal potential, and achieve a better quality of life. Our expert staff and volunteers apply a whole person approach to help people in all areas of their lives so they can live with dignity and as independently as possible.

NHS SMOKING CESSATION

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

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

SUBSTANCE MISUSE SUPPORT – DAN 24/7

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

Tel: 0808 808 2234 (24hrs a day 365 days a year)

Text 'DAN' to: 81066

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

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, 7 days a week)

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.

Section 2: Alcohol, Substance Misuse & Gambling

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.

GAMBLING

GAMBLERS ANNONYMUS

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

Email: info@gamblersanonymous.org.uk

Gamblers Anonymous is a fellowship of men and women who share their experience, strength and hope with each other so that they may solve their common problem and help others do the same. This site offers various aids for the compulsive gambler including a forum, a chat room, literature and most importantly a meeting finder. Meetings are the core of Gamblers Anonymous and we have meetings every day of the week throughout England, Wales, and Ulster.

RAF BENEVOLENT FUND

<https://www.rafbf.org/get-support/emotional-wellbeing/gambling-support>

Tel: 0300 102 1919

Email: support@rafbf.org.uk

The RAF Benevolent Fund has partnered with AnonyMind to provide free access to psychological therapy treatments to help people overcome gambling problems, manage behaviours, and move on with their lives.

THE NATIONAL GAMBLING SUPPORT NETWORK

<https://www.begambleaware.org/ngsn>

Tel: 0808 802 0133 (24hrs a day 365 days a year)

The National Gambling Support Network is a group of organisations across Great Britain who provide free, confidential, and personalised support for anyone who's experiencing problems from gambling, as well as those affected by someone else's gambling. If you're worried about your own or someone else's gambling, this service is totally free to access, 24 hours a day, 7 days a week.

Section 3: Bereavement

ARMY DEPENDENTS' TRUST

Email: office@armydependantstrust.org

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 - 15:00 Mon & Fri)

Cruse Scotland Helpline: 0808 802 6161 (09:00 – 20:00 Mon - Fri, 10:00 – 14:00 Sat & Sun)

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

Online enquiries 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

Online chat available on the website (08:00 – 20:00, Mon-Fri)

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

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

Tel: 01434 250232

Email: enquiries@calvert-kielder.com

The Calvert Trust enables adults and children with disabilities (together with their families and friends) to achieve their potential through the challenge of outdoor adventure in the countryside.

CARERS UK

www.carersuk.org

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

Email: advice@carersuk.org

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

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.

Section 5: Children, Teens & Young Adults

SERVICE PERSONNEL – CHILDREN

DEFENCE CHILDREN SERVICES (DCS)

<https://www.gov.uk/government/groups/defence-children-services-dcs>

DCS provides a single focus for all issues related to Service children and young people, providing high-quality education at 22 schools and settings in locations around the world. DCS also directly supports Service families, providing advice on a wide range of educational matters both overseas and in the UK, delivered by specialist education and advisory teams.

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

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:

- Pregnancy and birth
- Fostering, adoption and surrogacy
- Financial help if you have children
- Childcare
- Schools and education
- Divorce, separation and legal issues

Section 5: Children, Teens & Young Adults

HOME START

www.home-start.org.uk

Tel (UK): 0116 464 5490

Email: info@home-start.org.uk

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.

YOUNG MINDS

www.youngminds.org.uk

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

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)

If you cannot hear or speak on the phone, you can use Relay UK: 18001 then 0800 171 2345.

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.

Section 5: Children, Teens & Young Adults

CHILDCARE VOUCHER SCHEME

www.modchildcare.co.uk

Tel: MOD Freephone: 0800 066 5075, Civil Service Freephone: 0800 085 2875

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)

Email: RC-DCS-HQ-CEAS@mod.gov.uk

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.

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

<https://www.gov.uk/government/groups/the-childrens-education-advisory-service-ceas#special-educational-needs-andor-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://forceschildrencotland.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 (09:30 – 17:00 Mon-Fri)

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

Section 5: Children, Teens & Young Adults

DEFENCE CHILDREN SERVICES (DCS)

<https://www.gov.uk/government/groups/defence-children-services-dcs>

DCS provides a single focus for all issues related to Service children and young people, providing high-quality education at 22 schools and settings in locations around the world. DCS also directly supports Service families, providing advice on a wide range of educational matters both overseas and in the UK, delivered by specialist education and advisory teams.

READING FORCE

www.readingforce.org.uk/

Tel: 07566 200 299

Email: info@readingforce.org.uk

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.

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: info@adferiad.org

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

Email: employerrelations@rfca.mod.uk

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/>

Email: info@forcesemployment.org.uk

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

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 and Relationships

ARMY FAMILIES FEDERATION

www.aff.org.uk

Email: contact@aff.org.uk

Tel: 01264 554004

Education and Childcare Email: educationsupport@aff.org.uk

Employment and Training Email: employment@aff.org.uk

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 - 17:00 Mon-Fri)

Email: info@mensadvice.org.uk

Webchat: Available through website (10:00 - 11:30 Weds, 14:00 – 16:00 Thurs)

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 and 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 (10:00 – 15:00 Mon-Fri)

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)

Webchat: Available through website (15:00 – 22:00 Mon-Fri)

Email: Online form available through website

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

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.

Section 8: Families, Friends and Relationships

WORKING FAMILIES

www.workingfamilies.org.uk

Legal helpline for parents and carers: 0300 012 0312 (11:00 – 14:00 Mon-Fri)

Email: Online form available through website

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.

GIVE US TIME

www.giveustime.org.uk

Tel: 0208 017 2090

Email: enquiries@giveustime.org.uk

Give Us Time takes commercially let accommodation donated by owners of holiday groups, hotels, holiday homes and timeshares, and matches them with military families in need of rest, rehabilitation and reconnection with their 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

<https://armybenevolentfund.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 DEPENDANTS’ TRUST

Tel: 01980 615734 or 5736 | 94344 5734 or 5736

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 09:00 – 20:00 Mon-Fri, 09:30 – 13:00 Sat)

Tel: Adviceline (England): 0800 144 8848, Advicelink (Wales): 0800 702 2020

Relay UK - if you can't hear or speak on the phone, you can type what you want to say: 18001 then the Adviceline or Advicelink number

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

Tel: 020 7808 4175

Email: help@officersassociation.org.uk

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 (general enquiries, 09:00 – 16:00 Mon-Fri), 0131 550 1557 (if you need support, 09:00 – 16:00 Mon-Fri)

Email: Enquiries@Poppyscotland.org.uk

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: welfare Navigators@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.

TURN2US

www.turn2us.org.uk

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

Email: info@turn2us.org.uk, online contact form available through website as well

Help with accessing benefits, grants and support

Section 9: Finance and Benefits

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

Email: veterans-uk@mod.gov.uk

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 09:00 – 20:00 Mon-Fri, 09:30 – 13:00 Sat)

Tel: Adviceline (England): 0800 144 8848, Advicelink (Wales): 0800 702 2020

Relay UK - if you can't hear or speak on the phone, you can type what you want to say: 18001 then the Adviceline or Advicelink number

Provides information on benefits and 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/guidance/information-and-guidance-on-civilian-housing>

Information guidance on civilian housing options; information for service personnel and their dependants.

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

Tel: 0141 812 1100

Email: enquiries@erskine.org.uk online contact form also available through website

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 online contact form also available through website

Provides rental houses to veterans and offers support and advice on housing needs and housing adaptations.

Section 10: Housing

HOUSING BENEFIT

www.gov.uk/housing-benefit

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

SCOTTISH VETERANS' RESIDENCES (SVR)

www.svronline.org

Tel: 0131 556 6827

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 - 18:00 Mon-Fri)

Webchat: Chat to an expert housing adviser online (08:00 - 18:00 Mon-Fri)

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

SPACES

<http://www.spaces.org.uk>

Tel: 01748 833797, 872940

Email: spaces@riverside.org.uk

Helpline for single people leaving any of the armed services with no permanent home to go to. Housing advice and help finding accommodation anywhere in the UK. Assessments carried out by phone or face-to-face. Can also offer ongoing support with moving to new accommodation, becoming homeless again or issues arising with subsequent accommodation.

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

Section 10: Housing

SSAFA HOUSING ADVICE

www.ssafa.org.uk

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

Webchat available on the 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

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)

Text: 07537 173683

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

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 or complete an online form on their website.

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

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

www.nhs.uk/nhs-services/armed-forces-and-veterans-healthcare/veterans-nhs-mental-health-services/

Mental health support for veterans, service leavers and reservists

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.

Contact the OP COURAGE for your local area in England:

North: Call 03003 733 332 or email OpCourageNORTH@cntw.nhs.uk

Midlands: Call 0300 323 0137 or email mevs.mhm@nhs.uk

East: Call 0300 034 9991 or email mevs.mhm@nhs.uk

London: Call 020 3317 6818 or email veteransservice@candi.nhs.uk

South East England: Call 0300 365 2000 (option 4) or email gateway@berkshire.nhs.uk

South West England: Call 0300 034 9986 or email mevs.mhm@nhs.uk

VETERANS WITH DOGS

www.veteranswithdogs.org.uk

Tel: 01626 798 030

Email: info@veteranswithdogs.org.uk

Offers support to current and 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.

GENERAL MENTAL HEALTH SERVICES & CHARITIES

TOGETHERALL (PREVIOUSLY BIG WHITE WALL)

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

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.

Section 11: Mental Health & Emotional Wellbeing

MEN'S ADVICE LINE

www.mensadvice.org.uk

Tel: 0808 801 0327 (10:00 - 17:00 Mon-Fri)

Email: info@mensadvice.org.uk

Webchat: Available through website (10:00 - 11:30 Weds, 14:00 – 16:00 Thurs)

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.

MIND

www.mind.org.uk

Infoline: 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, but they don't provide a listening service or a crisis service.

Legal line: 0300 466 6463 (09:00 – 18:00 Mon-Fri), Email: 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.

Welfare benefits line: 0300 222 5782 (09:00 – 17:00 Mon-Fri)

Welfare benefits line supports anyone with mental health problems who is navigating the benefits and welfare system.

NHS 111

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

Tel: 111

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.

RETHINK

www.rethink.org

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

Email: info@rethink.org

Webchat available on the website (10:00 – 13:00 Mon-Fri)

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

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

Section 11: Mental Health & Emotional Wellbeing

SAMARITANS

www.samaritans.org

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

Email: jo@samaritans.org ([UK](mailto:jo@samaritans.ie)) 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.

MEN'S SHEDS

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

Tel: 0300 772 9626 (09:00 – 14:30 Mon-Fri)

Email: admin@ukmsa.org.uk

Men's Sheds (or Sheds) are similar to garden sheds – a place to pursue practical interests at leisure, to practice skills and enjoy making and mending. They're about social connections and friendship building, sharing skills and knowledge, and of course a lot of laughter.

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

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.

Section 11: Mental Health & Emotional Wellbeing

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)

MIDLANDS

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

NORTH 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: support@beaconcounsellingtrust.co.uk

The BCT leads on the Armed Forces Gambling Support Network, which is a consortium that scales and spreads evidence-based safer gambling education, training, one to one support, therapeutic aftercare interventions and capacity building into the Armed Forces Community across Great Britain. The support offered is for anyone at-risk of, or experiencing, gambling harms, including affected others, within the armed forces/veterans community.

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.

Section 11: Mental Health & Emotional Wellbeing

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

Emails available on the website for different areas of Wales

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

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

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.

Section 11: Mental Health & Emotional Wellbeing

ADFERIAD (previously CAIS)

<https://adferiad.org/>

Tel: 01492 863000 North Wales Office (Head Office) , 01792 816600 South Wales Office

Email: info@adferiad.org

Online form available through website

Adferiad is a member-led charity that provides help and support for people with mental health, addiction, and co-occurring and complex needs, to maximise their personal potential, and achieve a better quality of life. Our expert staff and volunteers apply a whole person approach to help people in all areas of their lives so they can live with dignity and as independently as possible.

CHANGE STEP

www.changestepwales.co.uk

Tel: 0300 777 2259

Email: info@adferiad.org

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 ADFERIAD (previously CAIS, see above).

SCOTLAND

THE SCOTTISH ASSOCIATION FOR MENTAL HEALTH (SAMH)

www.samh.org.uk

Tel (SAMH Information Service): 0344 800 0550 (09:00 - 18:00 Mon-Fri)

Tel (General enquiries): 0141 530 1000 (09:00 - 17:00 Mon-Fri)

Email: info@samh.org.uk

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 220 9920

Email: veterans.enquiries@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.

Section 11: Mental Health & Emotional Wellbeing

BREATHING SPACE

www.breathingspace.scot

Tel: 0800 83 85 87 (18:00 - 02:00 Mon-Thur, 24h at weekends, Fri 18:00 – Mon 06:00)

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

Webchat: Available through website (18:00 - 02:00 Mon-Fri, 16:00 – 00:00 Sat-Sun)

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

IRELAND & NORTHERN IRELAND

INSPIRE (PREVIOUSLY NIAMH)

www.inspirewellbeing.org

Tel: 028 9032 8474 ; 00353 42 938 5736

Tel (Lifeline): 0808 808 8000

Tel (Advocacy for All team): 0808 189 0036

Email: hello@inspirewellbeing.org (NI/UK); info@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@aavsni.com and admin@veteranservicesni.com

Tel: 028 9074 7071

Provides information and advice on: Counselling services, PTSD, AD, ASD, anxiety and other mental health disorders

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)

Webchat available on the website

Email: Online form available through website

Provides support for veterans to help maintain their mobility.

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

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

Tel: 01434 250232

Email: enquiries@calvert-kielder.com

The Calvert Trust enables adults and children with disabilities (together with their families and friends) to achieve their potential through the challenge of outdoor adventure in the countryside in one of three locations: Exmoor, Lake District and Kielder Water.

FAMILIES' ACTIVITY BREAKS (FAB)

www.fabcamps.org.uk

Email: info@fabcamps.org.uk

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

Email: Online form available through website

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

THE SOLDIERS' ARTS ACADEMY (SAA)

www.soldiersartsacademy.org

Email: info@soldiersartsacademy.com

SAA is a not-for-profit which gives serving and former military personnel a route into 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 with actors, directors, producers, writers, dancers, and poets.

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

GIVE US TIME

www.giveustime.org.uk

Tel: 0208 017 2090

Email: enquiries@giveustime.org.uk

Give Us Time takes commercially let accommodation donated by owners of holiday groups, hotels, holiday homes and timeshares, and matches them with military families in need of rest, rehabilitation and reconnection with their families.

Section 14: Sensory Impairment (Sight & Hearing)

SIGHT SPECIFIC FOCUS

BLIND VETERANS UK

www.blindveterans.org.uk

Tel: 0300 111 22 33 (09:00 – 17:00 Mon-Fri)

Email: supporter.services@blindveterans.org.uk

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)

Email: info@blesma.org

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.

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.

ROYAL LONDON SOCIETY FOR THE BLIND (RLSB)

www.rsbc.org.uk

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

ROYAL NATIONAL INSTITUTE OF BLIND PEOPLE (RNIB)

www.rnib.org.uk

Tel: 0303 123 9999 (08:00 – 20:00 Mon-Fri, 09:00 – 13:00 Sat)

Email: helpline@rnib.org.uk

RNIB provides practical and emotional support for blind or partially sighted.

Section 14: Sensory Impairment (Sight & Hearing)

HEARING SPECIFIC FOCUS

ROYAL NATIONAL INSTITUTE FOR DEAF PEOPLE

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

Tel: 0808 808 0123

Email: contact@rnid.org.uk

Webchat available on the website

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

SIGN HEALTH

www.signhealth.org.uk

Main office - Tel: 020 3947 2600; Text: 078600 33214; Email: info@signhealth.org.uk

Therapy Team – Tel: 07966 976747; Text: 07984 439473; Email:

therapy@signhealth.org.uk

Domestic Abuse Team – Text: 07800 003421; Email: da@signhealth.org.uk

Advocacy Team – Tel: 07966 976747; Text: 07984 439473; Email:

advocacy@signhealth.org.uk

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

TINNITUS UK

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

Tel (Helpline): 0800 018 0527 (10:00 – 16:00 Mon-Fri)

Text: 07537 416841

Email: helpline@tinnitus.org.uk

Webchat available on the website

Tinnitus UK provide free support to anyone living with tinnitus or caring for someone with tinnitus.

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.

Section 14: Sensory Impairment (Sight & Hearing)

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.

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)

Email: info@blesma.org

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.

Section 15: Services for the Wounded

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.

SCOPE

www.scope.org.uk

Tel: 0808 800 3333 (09:00 - 18:00 Mon-Fri, 10:00 – 18:00 Sat-Sun)

Email: helpline@scope.org.uk

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

PORTSMOUTH

Portsmouth Otto Bock Orthopaedic Services

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

LEICESTER

Leicester Otto Bock Orthopaedic

Tel: 0116 282 3500

REGIONAL CENTRES (NHS PROSTHETIC CENTRES)

Further details regarding the below regional centres and a list of private prosthetic centres can be found here: <https://limbless-association.org/resources/>

BEDFORDSHIRE

Tel: 01582 497 122

LEEDS

Tel: 0113 2648164

BIRMINGHAM

Tel: 0121 466 3000 & 01902 444041

LEICESTER

Tel: 0116 296 8400

BRISTOL

Tel: 0300 3000110

LIVERPOOL

Tel: 0151 525 5980

CAMBRIDGE (ADDENBROOKES)

Tel: 01223 245151

MERSEYSIDE (WIRRAL)

Tel: 0151 482 7812

CLEVELAND

Tel: 01642 835553

NORTHERN IRELAND

Tel: 02890 902 000 & 02895 041 747

DERBYSHIRE

Tel: 01332 787 774

NORFOLK

Tel: 01603 216 956

DEVON (EXETER)

Tel: 01392 547400

NORTHAMPTONSHIRE

Tel: 01604 545 891

DEVON (PLYMOUTH)

Tel: 01752 434 200

NOTTINGHAMSHIRE

Tel: 01159 691 169

DORSET

Tel: 01202 704 363

OXFORDSHIRE

Tel: 01708 576 200

ESSEX (COLCHESTER)

Tel: 01206 742 262

PORTSMOUTH

Tel: 023 8054 0440

Section 15: Services for the Wounded

ESSEX (HAROLD WOOD DSC)

Tel: 01708 576 200

GREATER MANCHESTER

Tel: 01616 113 700

ISLE Of WIGHT

Tel: 01983 524081

KENT

Tel: 01634 833927

LONDON (CHARRING CROSS)

Tel: 020 3311 1144

LONDON (ROEHAMPTON)

Tel: 020 8487 6030

LONDON (CRYSTAL PALACE)

Tel: 020 3049 7700

SUSSEX / BRIGHTON

Tel: 01273 242160

TYNE AND WEAR

Tel: 01912 231 184

EAST YORKSHIRE (HULL)

Tel: 01482 325 656

SOUTH YORKSHIRE (SHEFFILED)

Tel: 0114 242 0264

PRESTON

Tel: 01772 716921

SCOTLAND (ABERDEENSHIRE)

Tel: 01224 556 843

SCOTLAND (CARLISLE)

Tel: 01228 814 783

SCOTLAND (TAYSIDE)

Tel: 01382 660 111

SCOTLAND (EDINBURGH)

Tel: 01315 379 444

SCOTLAND (INVERNESS)

Tel: 01463 704000

SCOTLAND (GLASGOW)

Tel: 0300 790 0129

STAFFORDSHIRE

Tel: 01782 673 600

WALES (CARDIFF)

Tel: 02920 313 930

NORTH WALES (WREXHAM)

Tel: 03000 850055

SOUTH WALES (SWANSEA)

Tel: 01792 703 015

Section 16: Sexual Health & Wellbeing

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

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

Email: info@aavsnri.com and admin@veteranservicesni.com

Tel: 028 9074 7071

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: marketing@vsc.co.uk or online contact form available through the website

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

VETERAN'S GATEWAY

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

Tel: 0808 802 1212

Text: 81212

Webchat available on the website (24/7)

Email: Online contact form available through the website

Veterans' Gateway provides information and support for veterans and their families. They can be contacted 24/7 for help across housing, mental wellbeing, finances and more.

Section 18: Veterans in Custody

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.

CITIZENS ADVICE

www.citizensadvice.org.uk

Webchat: Chat with a trained advisor online through the website (usually 09:00 – 20:00 Mon-Fri, 09:30 – 13:00 Sat)

Tel: Adviceline (England): 0800 144 8848, Advicelink (Wales): 0800 702 2020

Relay UK - if you can't hear or speak on the phone, you can type what you want to say: 18001 then the Adviceline or Advicelink number

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

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 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.

Section 18: Veterans in Custody

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 Sat-Sun)

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

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 (09:00 - 20:00 Mon-Fri, 10:00 - 15:00 Sat-Sun)

Tel: 0207 735 9535

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: opnova@forcesemployment.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 (08:45 - 16:45 Mon-Fri)

Text or WhatsApp: 07824 113848

Email: advice@unlock.org.uk

Online contact form also available through website

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, 09:00 - 12:00 Sat-Sun)

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: HelpwithPrisonVisits@justice.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

Text: FAMOUT to 60777

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: Belfast - 028 9032 0157; Portadown - 028 3833 1168; Derry - 028 71261941

Section 19: Welfare & General Wellbeing

ALL WALES VETERANS HEALTH AND WELLBEING SERVICE

www.veteranswales.co.uk

Tel: 029 2183 2261

Emails available on the website for different areas of Wales

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

Facebook: Armed Forces CanDiD Network

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)

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

Personal Support staff provide accessible, independent, confidential and professional specialist welfare services to Service Personnel and their families; and in doing so strengthen and enhance the resilience and resourcefulness of Service personnel and their families. Personal Support services help with matters such as Domestic Abuse, Child & Adult Safeguarding, Bereavement, Relationship Difficulties, Stress & Anxiety Management, Emotional Well-being, and Signposting. For all Personal Support enquiries and referrals please contact the Intake and Assessment Team (the AWS welfare single point of contact) at: RC-AWS-IAT-OMailbox@mod.gov.uk or 01904 882053 (civ) / 94777 3053 (mil).

The Army Mediation Service (AMS) provides soldiers and civil servants with the opportunity to address workplace relationships which have broken down by offering resolution at the appropriate level of escalation. Mediation is most effective when used to address problems when they first occur so that individuals can resolve issues before they get out of hand. The AMS can be contacted for advice and support on Mil 96770 7691 or Civ 0306 770 7691 or e-mail Army-Mediation-OMailbox@mod.gov.uk.

Wholeforce Bullying, Harassment & Discrimination (BHD) helpline for Civilian and Military personnel. Individuals will be able to discuss incidents with trained BHD advisors and get in the moment support, guidance and advice on taking issues forward. The number is 0800 783 0334 and is free to call 24/7.

Section 19: Welfare & General Wellbeing

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
- depression
- debt
- relationship counselling

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

Section 19: Welfare & General Wellbeing

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.

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.

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

Tel: 0808 800 3333 (09:00 - 18:00 Mon-Fri, 10:00 – 18:00 Sat-Sun)

Email: helpline@scope.org.uk

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

Section 19: Welfare & General Wellbeing

VETERANS FIRST POINT (V1P)

www.veteransfirstpoint.org.uk

Tel: 0131 220 9920

Email: veterans.enquiries@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.

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