



**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.aavsnri.com](http://www.aavsnri.com)

Tel: 028 9074 7071

Email: [info@aavsnri.com](mailto: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.

## ARMY WELFARE SERVICE (AWS)

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

Tel: 01904 882053 (civ) / 94777 3053 (mil)

Email: [RC-AWS-IAT-0Mailbox@mod.gov.uk](mailto:RC-AWS-IAT-0Mailbox@mod.gov.uk)

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.

## THE ARMY MEDIATION SERVICE (AMS)

<https://www.army.mod.uk/army-careers/careers/diversity-and-inclusion/>

Tel: 0306 770 7691 (civ) / 96770 7691 (mil)

Email: [Army-Mediation-0Mailbox@mod.gov.uk](mailto:Army-Mediation-0Mailbox@mod.gov.uk)

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 BULLYING, HARASSMENT & DISCRIMINATION (BHD) HELPLINE

[Anti-bullying helpline now live - GOV.UK](#)

Tel: 0800 783 0334 (free to call 24/7)

The Defence 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.

## CITIZENS ADVICE – ARMED FORCES

[Armed forces and veterans - Citizens Advice](#)

# Section 1: Key Signposting Charities & Organisation

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

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](http://www.cobseo.org.uk)

Email: [enquiries@cobseo.org.uk](mailto:enquiries@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

[Mental health services for veterans | Combat Stress](#)

Veterans & Families Helpline: 0800 138 1619 (24/7) 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](mailto:helpline@combatstress.org.uk)

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

## FORCESLINE

[Forcesline | SSAFA](#)

UK Freephone: 0800 260 6780 (09:00 – 17:00 Mon-Thurs, 09:00 – 16:00 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.

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

[UK Armed Forces and military veterans charity | Help For Heroes](#)

# Section 1: Key Signposting Charities & Organisation

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

Email: [getsupport@helpforheroes.org.uk](mailto: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

[Healthcare for the armed forces community - NHS](#)

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)

[Royal British Legion | Armed Forces Charity](#)

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](mailto: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

[Home | The Royal Navy and Royal Marines Charity](#)

Tel: 023 9387 1520

Email: [theteam@rnrmc.org.uk](mailto:theteam@rnrmc.org.uk)

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

## SAMARITANS

[Samaritans | Every life lost to suicide is a tragedy | Here to listen](#)

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

# Section 1: Key Signposting Charities & Organisation

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

[SSAFA, the Armed Forces charity](#)

Tel : 0800 260 6780 (09:00 – 17:00 Mon-Thur, 09:00 – 16:00 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

[Togetherall](#)

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)

[Welcome to Veterans First Point | Veterans First Point](#)

Tel: 0131 220 9920

Email: [veterans.enquiries@nhslothian.scot.nhs.uk](mailto: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

[Find support for veterans and their families - GOV.UK](#)

Tel: 0808 802 1212 (08:00 – 20:00 Mon-Sun)

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

[Home - Veterans Wales](#)

24/7 freephone helpline: 0800 132 737

Veterans' NHS Wales is a specialised, priority service for individuals who have served in the

# Section 1: Key Signposting Charities & Organisation

Armed Forces at any time in their lives and who are experiencing mental health difficulties related specifically to their military service.

## VETERAN SERVICES, NORTHERN IRELAND

[Veteran Support Services Northern Ireland Counselling for Veterans](#)

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

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

[Mental health support for veterans, service leavers and reservists - NHS](#)

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.

Op COURAGE can help you and your family with a range of support and treatment, including:

- helping you transition from military to civilian life by providing mental health care with Defence Medical Services (DMS)
- helping you recognise and treat early signs of mental health problems, as well as more advanced mental health conditions and psychological trauma
- providing support and treatment for substance misuse and addictions
- helping you to access other NHS mental health services if you need them, such as finding an NHS talking therapies service and eating disorder services
- liaising with charities and local organisations to support your wider health and wellbeing needs, such as help with housing, relationships, finances and employment
- supporting armed forces families affected by mental health problems, including helping them to access local services

Contact the OP COURAGE for your local area in England:

North of England: Call 0300 373 3332 03003 733 332 or email

OpCourageNORTH@cntw.nhs.uk

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

The East of England: Call 0300 034 9991 or email mevs.mhm@nhs.net mevs.mhm@nhs.uk

London: Call 020 3317 6818 or email nlft.veterans@nhs.net veterans@nhs.net veterans@nhs.net

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.net mevs.mhm@nhs.uk

## OP COMMUNITY: ARMED FORCES COMMUNITY SUPPORT

[OpCOMMUNITY - Armed Forces Network](#)

Op COMMUNITY is an easily accessible point of contact with a dedicated email and phone number to support the Armed Forces community as a whole. This includes Serving (Regulars and Reservists) and Ex-Service Personnel, immediate family members and carers



# Section 1: Key Signposting Charities & Organisation

of those from within His Majesty's Armed Forces.

NHS Humber and North Yorkshire: 01609 765315 / 07949 530433;

[nycgg.spocmilitaryfamilies@nhs.net](mailto:nycgg.spocmilitaryfamilies@nhs.net)

NHS Hertfordshire and West Essex: 07940 177581; [hcns.HWE-](mailto:hcns.HWE-)

[AFCfamiliesveterans@nhs.net](mailto:AFCfamiliesveterans@nhs.net)

NHS North Central London: 07585 124427 / 0800 999 3697; [referrals@dmws.org.uk](mailto:referrals@dmws.org.uk)

NHS Dorset: 01202 584428/ 07787 287581; [dhc.dorset.veterans@nhs.net](mailto:dhc.dorset.veterans@nhs.net)

NHS Bath and North East Somerset, Swindon and Wiltshire: 0330 236 6211;

[bswicb.afspoc@nhs.net](mailto:bswicb.afspoc@nhs.net)

NHS Leicester, Leicestershire and Rutland: 0116 225 6858

NHS Sussex and Kent & Medway: 01273 403693; [afn.admin@admin.net](mailto:afn.admin@admin.net)

## OP RESTORE: THE VETERANS PHYSICAL HEALTH AND WELLBEING SERVICE - ENGLAND ONLY

[Veterans, service leavers, and non-mobilised reservists - NHS](#)

Op RESTORE is an NHS service providing specialist care and treatment to veterans who have physical health problems as a result of their time in the armed forces. Please note, Op RESTORE is the new name for **the Veterans Trauma Network**.

A GP can refer you to Op RESTORE by emailing [imperial.oprestore@nhs.net](mailto:imperial.oprestore@nhs.net).

## OP FORTITUDE: PATHWAY TO PREVENT VETERAN HOMELESSNESS

[Op FORTITUDE- Riverside Care and Support](#)

Tel: 0800 9520774

Online referral form available on the website

Op FORTITUDE helps veterans who are at risk of or experiencing homelessness, supporting them either into suitable accommodation, or helping them to maintain their current home.

## OP NOVA: SUPPORT FOR VETERANS IN THE JUSTICE SYSTEM – ENGLAND ONLY

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

Freephone: 0800 917 7299 Email (England): [opnova@forcesemployment.org.uk](mailto:opnova@forcesemployment.org.uk)

Email (Scotland): [novascotland@forcesemployment.org.uk](mailto:novascotland@forcesemployment.org.uk)

Secure justice email address for Police, Probation Service and Liaison and Diversion use only: [opnova@forcesemployment.cjsm.net](mailto:opnova@forcesemployment.cjsm.net)

Op NOVA, delivered by the Forces Employment Charity and commissioned by NHS England, provides support for veterans who are in contact with the justice system, enabling them to access the services they need.

## OP STERLING: SUPPORTING OLDER LGBT+ VETERANS

[Age UK-Veteran Support](#)

Contact form available on the website

Tel: 0203 981 3810

The OP STERLING programme provides telephone-based support, advice and casework to older LGBT+ veterans through Age UK's Advice Line. The existing expertise of Age UK's Advice Line advisors and the knowledge that Fighting With Pride has about how best to support the well-being of LGBT+ veterans means that Operation Sterling can support older LGBT+ veterans in many different ways.

## Section 2: Alcohol, Substance Misuse & Gambling

### ADFAM

[Home Page - ADFAM](#)

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

Email: [admin@adfam.org.uk](mailto: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

[Home - Addiction Family Support](#)

Tel: 0300 888 3853 (09:00 - 21:00 Mon – Thurs, 09:00 – 17:00 Fri, 09:00 – 13:00 Sat, 17:00 – 21:00 Sun)

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

[Forcesline | SSAFA](#)

UK Freephone: 0800 260 6780 (09:00 - 17:00 Mon-Thurs, 09:00 – 16:00 Fri))

Email: Online contact form through website

Live chat is also available

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

[Tom Harrison House – Specialist Addiction Recovery for UK Veterans](#)

Tel: 0151 909 8481

Email: [info@tomharrisonhouse.org.uk](mailto:info@tomharrisonhouse.org.uk)

Online contact form available through website

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

[Drug and Alcohol Support | WithYou](#)

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

[Al-Anon UK | For families & friends of alcoholics](#)

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 ANOYMOUS (AA)

[Home - Alcoholics Anonymous Great Britain](#)

Tel: 0800 9177 650

Email: [help@aamail.org](mailto:help@aamail.org)

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

#### ALCOHOL CHANGE UK

[www.alcoholchange.org.uk](http://www.alcoholchange.org.uk)

Tel: 020 3907 8480 (please note they do not operate a helpline)

Email: [contact@alcoholchange.org.uk](mailto: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

<https://www.drinkaware.co.uk/>

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

Drinkline Scotland: 0800 7314 314

Drinkchat: Chat with an advisor online, accessed through the [drinkaware.co.uk](http://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

[Nacoo: Helping everyone affected by their parent's drinking - Nacoo](#)

Free helpline: 0800 358 3456

Email: [helpline@Nacoo.org.uk](mailto:helpline@Nacoo.org.uk)

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

### SUBSTANCE MISUSE

#### ADFERIAD (previously CAIS)

[Adferiad Mental Health and Addiction Support Services](#)

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

Email: [info@adferiad.org](mailto: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

[Quit smoking - Better Health - NHS](#)

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

### SUBSTANCE MISUSE SUPPORT – DAN 24/7

[DAN 247 – Wales Drug and Alcohol Helpline](#)

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

Email: [dan@helpline.wales](mailto:dan@helpline.wales)

Online form available through website

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

[Honest information about drugs | FRANK](#)

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](http://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 ANONYMOUS

<https://gamblersanonymous.org.uk>

Email: [info@gamblersanonymous.org.uk](mailto: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 they 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: [mail@rafbf.org.uk](mailto:mail@rafbf.org.uk)

Live Chat is also available on the website

The RAF Benevolent Fund is working with GamCare and AnonymMind to raise awareness of when gambling can become a problem and to help serving personnel and their loved ones to get help if and when they need it.

#### THE NATIONAL GAMBLING SUPPORT NETWORK

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

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

Live Chat is also available on the website

The National Gambling Support Network (NGSN) is a network of organisations across England, Scotland and Wales. They provide free treatment, advice and support on a range of gambling-related issues. Support is available for anyone experiencing gambling harms, as well as for family and friends affected by someone else's gambling

## Section 2: Alcohol, Substance Misuse & Gambling

### BEACON COUNSELLING TRUST

[www.beaconcounsellingtrust.co.uk](http://www.beaconcounsellingtrust.co.uk)

<https://beaconcounsellingtrust.co.uk/armed-forces-community-programme/>

Tel: 0151 226 0696

Email: [support@beaconcounsellingtrust.co.uk](mailto:support@beaconcounsellingtrust.co.uk)

Free National Gambling Helpline Number: 0808 8020 133

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.

## Section 3: Bereavement

### ARMY DEPENDENTS' TRUST

Tel: 01980 615734/01980 615736

Email: [office@armydependantstrust.org](mailto: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](http://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](http://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 the young

### SSAFA

[www.ssafa.org.uk](http://www.ssafa.org.uk)

Tel: 0800 260 6780 (09:00 - 17:00 Mon-Thurs, 09:00 – 16:00 Fri)

Email: Online form available through website

Live Chat available on the website

Providing welfare, health and support services, for the UK military's serving personnel, veterans, and their families.

## BEREAVEMENT OF A PARENT

### FAMILIES' ACTIVITY BREAKS (FAB)

[www.fabcamps.org.uk](http://www.fabcamps.org.uk)

Online enquiries form available through the website

FAB provides fun and challenging activity camps around the UK for bereaved military families.



## Section 3: Bereavement

### FORCES CHILDREN TRUST

[www.forceschildrenstrust.org.uk](http://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.

### SCOTTY'S LITTLE SOLDIERS

[www.scottyslittlesoldiers.co.uk](http://www.scottyslittlesoldiers.co.uk)

Tel: 0800 092 8571

Email: [hello@scottyslittlesoldiers.co.uk](mailto: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](http://www.winstonswish.org)

Helpline: 0808 802 0021

Email: [ask@winstonswish.org](mailto: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 (09:00 – 17:00 Mon-Fri)

Email: [enquiries@calvert-kielder.com](mailto:enquiries@calvert-kielder.com)

Online enquiry form available through the website

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](http://www.carersuk.org)

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

Email: [advice@carersuk.org](mailto: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.

### **SSAFA**

[www.ssafa.org.uk](http://www.ssafa.org.uk)

Tel: 0800 260 6780 (09:00 - 17:00 Mon-Thurs, 09:00 – 16:00 Fri)

Email: Online form available through website

Live Chat available on the website

Providing welfare, health and support services, for the UK military's serving personnel, veterans, and their families.

# 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](http://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 (08:30 – 16:00 Mon-Fri)

Email: [caseworkers@navalchildrenscharity.org.uk](mailto: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](http://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](http://www.home-start.org.uk)

Tel (UK): 0116 464 5490

Email: [info@home-start.org.uk](mailto:info@home-start.org.uk)

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

Online form available through the 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](http://www.youngminds.org.uk)

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

Email: Online contact form available through website

Webchat available through website

For Young people: YoungMinds Crisis Messenger: If you're a young person who needs urgent help Text 'SHOUT' 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](http://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 – 18:00 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

<https://childcare.vouchers.pluxee.uk/>

Tel: 0800 328 7411 (08:00-18:00 Mon-Fri)

Redemption line for carers: 0800 019 2544 (08:00-18:00 Mon-Fri)

Email: [customercare.engage.uk@sodexo.com](mailto:customercare.engage.uk@sodexo.com)

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>

Email: [RC-DCS-HQ-CEAS@mod.gov.uk](mailto: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://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 (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/](http://www.readingforce.org.uk/)

Tel: 07566 200 299

Email: [info@readingforce.org.uk](mailto: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.

## 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](http://www.warriorprogramme.org.uk)

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

Email: [enquiries@warriorprogramme.org.uk](mailto: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](http://www.changestepwales.co.uk)

Tel: 0300 777 2259

Email: [info@adferiad.org](mailto: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

## DEFENCE RELATIONSHIP MANAGEMENT (DRM)

[www.gov.uk/government/groups/defence-relationship-management](http://www.gov.uk/government/groups/defence-relationship-management)

Email: [employerrelations@rfca.mod.uk](mailto: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](mailto:info@forcesemployment.org.uk)

Tel: 0121 262 3058

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

## OP ASCEND

<https://www.forcesemployment.org.uk/programmes/op-ascend/>

Tel: 0121 262 3058

Op ASCEND is delivered via the Forces Employment Charity (see above) and it provides clear, accessible career pathways for veterans, ensuring they are empowered to succeed from the moment they join the Armed Forces, throughout their service, and beyond.

## THE POPPY FACTORY

[www.poppyfactory.org](http://www.poppyfactory.org)

Tel: 0208 940 3305

Email: [support@poppyfactory.org](mailto: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](http://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](http://www.aff.org.uk)

Email: [contact@aff.org.uk](mailto:contact@aff.org.uk)

Tel: 01264 554004

Education and Childcare Email: [educationsupport@aff.org.uk](mailto:educationsupport@aff.org.uk)

Employment and Training Email: [employment@aff.org.uk](mailto:employment@aff.org.uk)

Housing and Additional Needs Email: [housingsupport@aff.org.uk](mailto: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.mensadviceline.org.uk](http://www.mensadviceline.org.uk)

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

Email: [info@mensadviceline.org.uk](mailto:info@mensadviceline.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](http://www.nff.org.uk)

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

Email: [contactus@nff.org.uk](mailto: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](http://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](http://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/](http://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](http://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](http://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](http://www.theripplepond.org)

Tel: 0333 900 1028

Email: [help@theripplepond.org](mailto: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](http://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](http://www.giveustime.org.uk)

Tel: 07411 665 354

Email: [enquiries@giveustime.org.uk](mailto: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.

### FIGHTING WITH PRIDE (FWP)

<https://www.fightingwithpride.org.uk/about-us/>

Contact form available on the website

Fighting With Pride (FWP) is a military charity created to support the health and wellbeing of LGBT+ Veterans, serving personnel and their families, particularly those who were affected by the 'gay ban', ultimately lifted on 12th January 2000.

## 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](http://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](http://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](http://www.entitledto.co.uk)

A free, anonymous benefits calculator.

### GOV.UK – BENEFITS

[www.gov.uk/browse/benefits](http://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](http://www.ladygrover.org.uk)

Tel: 020 7808 4180

Email: [secretary@ladygrover.org.uk](mailto: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](http://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](http://www.officersassociation.org.uk)

Tel: 020 7808 4175

Email: [help@officersassociation.org.uk](mailto: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](http://www.poppyscotland.org.uk)

Tel: 0131 557 2782 (general enquiries, 09:00 – 16:00 Mon-Fri), 0131 550 1557 (if you need support, 08:00 – 20:00 7 days a week)

Email: [Enquiries@Poppyscotland.org.uk](mailto:Enquiries@Poppyscotland.org.uk) and [info@britishlegion.org.uk](mailto:info@britishlegion.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](http://www.rafbf.org)

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

Email: [welfare Navigators@rafbf.org.uk](mailto: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](http://www.rnbt.org.uk)

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

Email: [rnbt@rnbt.org.uk](mailto: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](http://www.turn2us.org.uk)

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

Email: [info@turn2us.org.uk](mailto: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](http://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](mailto: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](http://www.citizensadvice.org.uk)

Webchat: Chat with a trained advisor online through the website (usually 09:00 – 17:00 Mon-Fri)

Tel: Adviceline (England): 0800 144 8848, Advicelink (Wales): 0800 702 2020 (09:00 – 17:00 Mon-Fri)

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](http://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](http://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](http://www.erskine.org.uk)

Tel: 0141 812 1100

Email: [enquiries@erskine.org.uk](mailto: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.



# Section 10: Housing

## HAIG HOUSING

[www.haighousing.org.uk](http://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](mailto: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.

## HOUSING BENEFIT

[www.gov.uk/housing-benefit](http://www.gov.uk/housing-benefit)

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

## SCOTTISH VETERANS RESIDENCES (SVR)

[www.svronline.org](http://www.svronline.org)

24h Phonenumber: 0300 131 6755

Email: [info@svronline.org](mailto:info@svronline.org)

Online contact form available through the website

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

## SHELTER

[www.shelter.org.uk](http://www.shelter.org.uk)

Helpline: 0808 800 4444 (08:00 - 18:00 Mon-Fri)

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

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

[www.riversidescotland.org.uk](http://www.riversidescotland.org.uk)

Tel: 0345 112 6600

Email: [spaces@riverside.org.uk](mailto:spaces@riverside.org.uk)

Webchat: Instant support for rent, home search, repairs (Agent support 09:00 - 17:00)

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.

# Section 11: Mental Health & Emotional Wellbeing

## STOLL

[www.stoll.org.uk](http://www.stoll.org.uk)

Tel: 020 7385 2110

Email: [info@stoll.org.uk](mailto: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](http://www.ssafa.org.uk)

Tel: 0800 260 6780 (09:00 – 17:00 Mon-Thurs, 09:00 – 16:00 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](http://www.gov.uk/support-for-mortgage-interest)

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

## OP FORTITUDE: PATHWAY TO PREVENT VETERAN HOMELESSNESS

<https://www.riverside.org.uk/opfortitude>

Tel: 0800 9520774

Op FORTITUDE helps veterans who are at risk of or experiencing homelessness, supporting them either into suitable accommodation, or helping them to maintain their current home.

**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](http://www.combatstress.org.uk)

Veterans and families Helpline: 0800 138 1619 (24/7)

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

Serving personnel and families Helpline: 0800 323 4444 (24/7)

Email: [helpline@combatstress.org.uk](mailto: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 6780 (09:00 - 17:00 Mon-Thurs, 09:00 – 16:00 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](http://www.helpforheroes.org.uk)

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

Email: [getsupport@helpforheroes.org.uk](mailto: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.

# Section 11: Mental Health & Emotional Wellbeing

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

<https://www.nhs.uk/nhs-services/armed-forces-community/mental-health/veterans-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.

Op COURAGE can help you and your family with a range of support and treatment, including:

- helping you transition from military to civilian life by providing mental health care with Defence Medical Services (DMS)
- helping you recognise and treat early signs of mental health problems, as well as more advanced mental health conditions and psychological trauma
- providing support and treatment for substance misuse and addictions
- helping you to access other NHS mental health services if you need them, such as finding an NHS talking therapies service and eating disorder services
- liaising with charities and local organisations to support your wider health and wellbeing needs, such as help with housing, relationships, finances and employment
- supporting armed forces families affected by mental health problems, including helping them to access local services

Contact the OP COURAGE for your local area in England:

North of England: Call 0300 373 3332 or email [OpCourageNORTH@cntw.nhs.uk](mailto:OpCourageNORTH@cntw.nhs.uk)

The Midlands: Call 0300 323 0137 or email [mevs.mhm@nhs.net](mailto:mevs.mhm@nhs.net)

The East of England: Call 0300 034 9991 or email [mevs.mhm@nhs.net](mailto:mevs.mhm@nhs.net)

London: Call 020 3317 6818 or email [nlft.veterans@nhs.net](mailto:nlft.veterans@nhs.net)

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

South West England: Call 0300 034 9986 or email [mevs.mhm@nhs.net](mailto:mevs.mhm@nhs.net)

## VETERANS WITH DOGS

[www.veteranswithdogs.org.uk](http://www.veteranswithdogs.org.uk)

Contact form available on the website

Email: [info@veteranswithdogs.org.uk](mailto: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.

# Section 11: Mental Health & Emotional Wellbeing

## 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.

### MEN'S ADVICE LINE

[www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)

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

Email: [info@mensadviceline.org.uk](mailto:info@mensadviceline.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.

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](http://www.mind.org.uk)

Support line: 0300 102 1234 (09:00 – 18:00 Mon-Fri). The support line is a safe space for you to talk about your mental health. Their advisors are trained to listen to you and help you find specialist support if you need it. Please note they are not a crisis service.

Infoline: 0300 123 3393 (09:00 - 18:00 Mon-Fri), Email: [info@mind.org.uk](mailto:info@mind.org.uk)

The Infoline provides information about mental health problems, where to get help near you, treatment options and advocacy services.

Legal line: 0300 466 6463 (09:00 – 18:00 Mon-Fri), Email: [legal@mind.org.uk](mailto: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.

# Section 11: Mental Health & Emotional Wellbeing

## 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](http://www.rethink.org)

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

Email: [info@rethink.org](mailto:info@rethink.org)

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](http://www.samaritans.org)

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

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

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](http://www.turning-point.co.uk)

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](http://www.youngminds.org.uk)

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

Parent Webchat available through the website

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

## MEN'S SHEDS

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

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

Email: [admin@ukmsa.org.uk](mailto:admin@ukmsa.org.uk)

Contact form available on the website

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.

## WALES

### ALL WALES VETERANS HEALTH AND WELLBEING SERVICE

[www.veteranswales.co.uk](http://www.veteranswales.co.uk)

Tel: 029 2183 2261

Emails and phone numbers are 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](http://www.callhelpline.org.uk)

24hr Helpline: 0800 132 737

Email: [call@callhelpline.wales](mailto:call@callhelpline.wales)

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

### ADFERIAD (previously CAIS)

<https://adferiad.org/>

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

Email: [info@adferiad.org](mailto:info@adferiad.org)

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. Their 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.

# Section 11: Mental Health & Emotional Wellbeing

## CHANGE STEP

[www.changestepwales.co.uk](http://www.changestepwales.co.uk)

Tel: 0300 777 2259

Email: [info@adferiad.org](mailto: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](http://www.samh.org.uk)

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

Webchat available on the website

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

Email: [info@samh.org.uk](mailto: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](http://www.veteransfirstpoint.org.uk)

Email: [veterans.enquiries@nhsllothian.scot.nhs.uk](mailto:veterans.enquiries@nhsllothian.scot.nhs.uk)

Information and contact details of regional V1P services available on the website

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.

### BREATHING SPACE

[www.breathingspace.scot](http://www.breathingspace.scot)

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

BSL Interpretation service: Available through website

Language Line: Breathing Space uses the interpretation service, Language Line, to support callers who cannot, or prefer not to, speak English. To use it, call Breathing Space and tell the advisor you need an interpreter

Relay UK: If you use a textphone you can contact them on 18001 0800 22 44 88. You can also contact Breathing Space using the Relay UK app.

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.



# Section 11: Mental Health & Emotional Wellbeing

## IRELAND & NORTHERN IRELAND

### **INSPIRE (PREVIOUSLY NIAMH)**

[www.inspirewellbeing.org](http://www.inspirewellbeing.org)

Tel: 028 9032 8474 ; 00353 42 938 5736

Tel (Lifeline): 0808 808 8000

Email: [hello@inspirewellbeing.org](mailto:hello@inspirewellbeing.org) (NI/UK); [info@inspirewellbeing.ie](mailto: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](http://www.veteranservicesni.com)

Email: [info@aavsnri.com](mailto:info@aavsnri.com) and [admin@veteranservicesni.com](mailto: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](http://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](http://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](http://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](http://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](http://www.ssafa.org.uk/get-help/supporting-older-veterans/help-with-mobility)

Tel Forcesline: 0800 260 6780 (09:00 - 17:00 Mon-Thurs, 09:00 - 16:00 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](http://www.aerobility.com)

Tel: 0303 303 1230

Email: [frontdesk@aerobility.com](mailto:frontdesk@aerobility.com)

Aerobility provides flying lessons for disabled people.

### BATTLEBACK

[www.gov.uk/guidance/the-battle-back-programme](http://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 (09:00 – 17:00 7 days a week)

Email: [enquiries@calvert-kielder.com](mailto: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](http://www.fabcamps.org.uk)

Email: [info@fabcamps.org.uk](mailto: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](http://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](mailto: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](http://www.soldiersartsacademy.org)

Email: [info@soldiersartsacademy.com](mailto: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

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

Email: [info@sense.org.uk](mailto:info@sense.org.uk)

Online form available on the website

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](http://www.giveustime.org.uk)

Tel: 07411 665354

Email: [enquiries@giveustime.org.uk](mailto: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](http://www.blindveterans.org.uk)

Tel: 0300 111 22 33 (09:00 – 17:00 Mon-Fri, excluding public and bank holidays)

Email: [supporter.services@blindveterans.org.uk](mailto: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](http://www.blesma.org)

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

Email: [info@blesma.org](mailto: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](http://www.blind.org.uk)

Tel: 01622 754 757

Email: [info@blind.org.uk](mailto: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.rsb.org.uk](http://www.rsb.org.uk)

Email: [connections@rsbc.org.uk](mailto:connections@rsbc.org.uk)

Tel: 020 31980225

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](http://www.rnib.org.uk)

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

Email: [helpline@rnib.org.uk](mailto: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](mailto:contact@rnid.org.uk)

Webchat available on the website (also offers SignLive to arrange a free BSL video call)

You can text your question to 07360 268 988 (charged at your standard network rate)

Relay UK if you can't hear or speak on the phone. Call 18001 followed by 0808 808 0123

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

### SIGN HEALTH

[www.signhealth.org.uk](http://www.signhealth.org.uk)

Text: 078600 33214; Email: [info@signhealth.org.uk](mailto:info@signhealth.org.uk)

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

[therapies@signhealth.org.uk](mailto:therapies@signhealth.org.uk) Domestic Abuse Team – Text: 07800 003421; Email:

[da@signhealth.org.uk](mailto:da@signhealth.org.uk)

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

[advocacy@signhealth.org.uk](mailto: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](mailto: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](http://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](mailto: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](http://www.sense.org.uk)

Tel or Text relay (not SMS): 0300 330 9256 (09:00 - 17:00 Mon-Fri) Email:

[info@sense.org.uk](mailto: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

### OP RESTORE: THE VETERANS PHYSICAL HEALTH AND WELLBEING SERVICE - ENGLAND ONLY

<https://www.nhs.uk/nhs-services/armed-forces-community/veterans-service-leavers-non-mobilised-reservists/>

Op RESTORE is an NHS service providing specialist care and treatment to veterans who have physical health problems as a result of their time in the armed forces. Please note, Op RESTORE is the new name for **the Veterans Trauma Network**.

A GP can refer you to Op RESTORE by emailing [imperial.oprestore@nhs.net](mailto:imperial.oprestore@nhs.net)

Op RESTORE can support you by:

- providing personalised treatment within the NHS
- treating you through military and civilian clinicians who understand the military environment and specialise in the type of physical health problems you have
- helping families and carers of veterans with physical health problems access appropriate support services
- working closely with many organisations, including GP surgeries, specialist NHS services, and military and non-military charities

### APHASIA – NHS CHOICES

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

Provides information and resources relating to aphasia.

### BLESMA, THE LIMBLESS VETERANS

[www.blesma.org](http://www.blesma.org)

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

Email: [info@blesma.org](mailto: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](http://www.dyscover.org.uk)

Tel: 01737 819419

Email: [info@dyscover.org.uk](mailto:info@dyscover.org.uk)

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



## Section 15: Services for the Wounded

### HELP FOR HEROES

[www.helpforheroes.org.uk](http://www.helpforheroes.org.uk)

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

Email: [getsupport@helpforheroes.org.uk](mailto: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](http://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](http://www.starandgarter.org)

Tel: 020 8481 7676

Email: [general.enquiries@starandgarter.org](mailto: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](http://www.thesequaltrust.org.uk)

Tel: 01691 624 222

Email: [info@thesequaltrust.org.uk](mailto: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](http://www.scope.org.uk)

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

Email: [helpline@scope.org.uk](mailto:helpline@scope.org.uk)

Live chat available through the website

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](http://www.gov.uk/government/organisations/veterans-uk)

Freephone (UK only): 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.

## Section 15: Services for the Wounded

### 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.

### 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/>

<b>Aberdeen</b> Tel: 01224 556843	<b>Addenbrookes Rehabilitation Clinic</b> Tel: 01223 245151
<b>Belfast</b> Tel: 028 9504 1747	<b>Birmingham</b> Tel: 0121 466 3000
<b>Brighton</b> Tel: 01273 242160	<b>Bristol Centre for Enablement</b> Tel: 0300 3000110
<b>Cardiff</b> Tel: 02920 313930	<b>Carlisle</b> Tel: 01224 556843
<b>Charing Cross</b> Tel: 020 3311 1144	<b>Cleveland</b> Tel: 01642 835553
<b>Colchester</b> Tel: 01206 742262	<b>Crystal Palace</b> Tel: 020 3049 7700
<b>Derby</b> Tel: 01332 787774	<b>Dorset</b> Tel: 01202 704363
<b>Dundee</b> Tel: 01382 660111	<b>Edinburgh</b> Tel: 0131 537 9444
<b>Exeter</b> Tel: 01392 547400	<b>Gillingham (Kent)</b> Tel: 01634 833927
<b>Glasgow</b> Tel: 0300 790 0129	<b>Hull</b> Tel: 01482 325656
<b>Inverness</b> Tel: 01463 704000	<b>Isle Of Wight</b> Tel: 01983 524081
<b>Leeds</b> Tel: 0113 2648164	<b>Leicester Specialist Mobility Centre</b> Tel: 0116 296 8400
<b>Liverpool</b> Tel: 0151 525 5980	<b>Luton and Dunstable</b> Tel: 01582 497122
<b>Manchester Specialised Ability Centre</b> Tel: 0161 611 3700	<b>Mayflower Community Hospital</b> Tel: 0300 300 1849
<b>Newcastle</b> Tel: 0191 223 1184	<b>Northampton</b> Tel: 01604 545891

## Section 15: Services for the Wounded

<b>Norwich</b> Tel: 01603 216956	<b>Nottingham</b> Tel: 0115 969 1169
<b>Nuffield (Oxford)</b> Tel: 01865 227 600	<b>Plymouth</b> Tel: 01752 434200
<b>Portsmouth</b> Tel: 023 8054 0440	<b>Preston</b> Tel: 01772 716921
<b>Roehampton</b> Tel: 020 8487 6030	<b>Sheffield</b> Tel: 0114 242 0264
<b>Stanmore Prosthetic Rehabilitation Unit</b> Tel: 020 8909 5505	<b>Stoke-On-Trent</b> Tel: 01782 673600
<b>Swansea</b> Tel: 01792 703015	<b>Wirral</b> Tel: 0151 482 7812
<b>Wolverhampton</b> Tel: 01902 444041	<b>Wrexham</b> Tel: 03000 850055

## Section 16: Sexual Health & Wellbeing

### **NHS CHOICES – SEXUAL HEALTH**

[www.nhs.uk/live-well/sexual-health](http://www.nhs.uk/live-well/sexual-health)

Provides information and advice on a variety of sexual health issues, contraception and STIs 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

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](http://www.gov.uk/topic/defence-armed-forces/support-services-veterans-families)

Tel: 0808 802 1212 (08:00 – 20:00 Mon-Sun)

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

- Employment
- Finance
- Healthcare
- Housing and Social care

## THE WARRIOR PROGRAMME

[www.warriorprogramme.org.uk](http://www.warriorprogramme.org.uk)

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

Email: [enquiries@warriorprogramme.org.uk](mailto: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](http://www.veteranservicesni.com)

Email: [admin@veteranservicesni.com](mailto: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](http://www.vsc.co.uk)

Tel: 020 7723 4474 / 0207 616 8335

Email: [marketing@vsc.co.uk](mailto: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.gov.uk/support-for-veterans>

Tel: 0808 802 1212 (08:00 – 20:00 Mon-Sun)

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.

## Section 17: Veterans

### OP FORTITUDE: PATHWAY TO PREVENT VETERAN HOMELESSNESS

<https://www.riverside.org.uk/opfortitude>

Tel: 0800 9520774

Online referral form available on the website

Op FORTITUDE helps veterans who are at risk of or experiencing homelessness, supporting them either into suitable accommodation, or helping them to maintain their current home.

### OP STERLING: SUPPORTING OLDER LGBT+ VETERANS

<https://www.fightingwithpride.org.uk/get-support/ageuk-veteran-support/>

Contact form available on the website

The OP STERLING programme provides telephone-based support, advice and casework to older LGBT+ veterans through Age UK's Advice Line. The existing expertise of Age UK's Advice Line advisors and the knowledge that Fighting With Pride has about how best to support the well-being of LGBT+ veterans means that Operation Sterling can support older LGBT+ veterans in many different ways.

### OP RESTORE: THE VETERANS PHYSICAL HEALTH AND WELLBEING SERVICE - ENGLAND ONLY

<https://www.nhs.uk/nhs-services/armed-forces-community/veterans-service-leavers-non-mobilised-reservists/>

Op RESTORE is an NHS service providing specialist care and treatment to veterans who have physical health problems as a result of their time in the armed forces. Please note,

Op RESTORE is the new name for **the Veterans Trauma Network**.

A GP can refer you to Op RESTORE by emailing [imperial.oprestore@nhs.net](mailto:imperial.oprestore@nhs.net)

Op RESTORE can support you by:

- providing personalised treatment within the NHS
- treating you through military and civilian clinicians who understand the military environment and specialise in the type of physical health problems you have
- helping families and carers of veterans with physical health problems access appropriate support services
- working closely with many organisations, including GP surgeries, specialist NHS services, and military and non-military charities

# Section 18: Veterans in Custody

## GENERAL SUPPORT

### CATCH 22

[www.catch-22.org.uk](http://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](http://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](http://www.nacro.org.uk)

Tel (Criminal Record Support Service): 0300 123 1999

Email: [helpline@nacro.org.uk](mailto: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](http://www.prisonersadvice.org.uk)

Tel: 020 7253 3323

Email: [advice@prisonersadvice.org.uk](mailto: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](http://www.prisonreformtrust.org.uk)

Email: [advice@prisonreformtrust.org.uk](mailto: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)

Prisoners' 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.

### PPRISON ADVICE & CARE TRUST (PACT)

[www.prisonadvice.org.uk](http://www.prisonadvice.org.uk)

Email: [info@prisonadvice.org.uk](mailto:info@prisonadvice.org.uk)

Prisoners' 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) – 'Op NOVA'

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

Freephone: 0800 917 7299

Email: [opnova@forcesemployment.org.uk](mailto:opnova@forcesemployment.org.uk)

Op NOVA, delivered by the Forces Employment Charity and commissioned by NHS England, provides support for veterans who are in contact with the justice system, enabling them to access the services they need.

### UNLOCK

[www.unlock.org.uk](http://www.unlock.org.uk)

Link to online self-help information run by Unlock: [www.hub.unlock.org.uk](http://www.hub.unlock.org.uk)

Online Forum for people with convictions offering information and advice: [forum.unlock.org.uk](http://forum.unlock.org.uk)

Confidential peer-run helpline: 01634 247 350 (08:45 - 16:45 Mon-Fri)

Text or WhatsApp: 07824 113848

Online contact form 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](http://www.womeninprison.org.uk)

Tel: 0207 359 6674

Email (for general enquiries): [info@wipuk.org](mailto: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](http://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](mailto:askus@familylives.org.uk)

Live chat available on the website

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

#### ASSISTED PRISON VISITS UNIT

[www.gov.uk/help-with-prison-visits](http://www.gov.uk/help-with-prison-visits)

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

Email: [HelpwithPrisonVisits@justice.gov.uk](mailto: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.

#### PRISONERS' FAMILIES HELPLINE

[www.prisonersfamilies.org](http://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](http://www.familiesoutside.org.uk)

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

Text: FAMOUT to 60777

Email: [support@familiesoutside.org.uk](mailto:support@familiesoutside.org.uk)

Families Outside is the only national charity working in Scotland that supports families that are affected by imprisonment.

## Section 18: Veterans in Custody

If you are looking for information and support in **Northern Ireland**, please contact the Charity.

### **Niacro**

[www.niacro.co.uk](http://www.niacro.co.uk)

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

NIACRO is a voluntary organisation which has been working for 50 years to reduce crime and its impact on people and communities.

## Section 19: Welfare & General Wellbeing

### ALL WALES VETERANS HEALTH AND WELLBEING SERVICE

[www.veteranswales.co.uk](http://www.veteranswales.co.uk)

Tel: 029 2183 2261

Emails and phone numbers are 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-0Mailbox@mod.gov.uk

X account: @af\_candid

Facebook: Armed Forces CanDiD Network

This network has been established to connect and support Service personnel, family members and veterans diagnosed with, or caring for persons diagnosed with a life-changing or life-limiting 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/>

Tel: 01904 882053 (civ) / 94777 3053 (mil)

Email: RC-AWS-IAT-0Mailbox@mod.gov.uk

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.

### THE ARMY MEDIATION SERVICE (AMS)

<https://www.army.mod.uk/army-careers/careers/diversity-and-inclusion/>

Tel: 0306 770 7691 (civ) / 96770 7691 (mil)

Email: Army-Mediation-0Mailbox@mod.gov.uk

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.

## Section 19: Welfare & General Wellbeing

### THE BULLYING, HARASSMENT & DISCRIMINATION (BHD) HELPLINE

<https://www.gov.uk/government/news/anti-bullying-helpline-now-live>

Tel: 0800 783 0334 (free to call 24/7)

The Defence 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.

### FORCESLINE

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

UK Freephone: 0800 260 6780 (09:00 - 17:30 Mon-Thurs, 09:00 – 16:00 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](http://www.helpforheroes.org.uk)

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

Email: [getsupport@helpforheroes.org.uk](mailto: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: <https://www.army.mod.uk/support-and-training/welfare/hive-information-centres/>

RAF: <https://www.raf.mod.uk/community-support/serving-families/hive-finder/>

Navy & Marines: [www.royalnavy.mod.uk/community-and-support](http://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

### VETERANS FIRST POINT (V1P)

[www.veteransfirstpoint.org.uk](http://www.veteransfirstpoint.org.uk)

Tel: 0131 220 9920

Email: [veterans.enquiries@nhslothian.scot.nhs.uk](mailto: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.

### RAF BENEVOLENT FUND

[www.rafbf.org](http://www.rafbf.org)

Tel: 0300 102 1919 (09:30 -16:30 Mon-Thurs; 09:30-16:00 Fri)

Email: [welfare Navigators@rafbf.org.uk](mailto:welfare Navigators@rafbf.org.uk)

Online form also available through website

Webchat available on the website (09:00 – 16:00 Mon-Fri)

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](http://www.britishlegion.org.uk)

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

Email: [info@britishlegion.org.uk](mailto: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.

### SSAFA

[www.ssafa.org.uk](http://www.ssafa.org.uk)

Tel: 0800 260 6780 (09:00 - 17:00 Mon-Thur, 09:00 – 16:00 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](http://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](mailto: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

### THE ROYAL MARINES CHARITY (RMA)

<https://rma-trmc.org/get-support/>

Tel (General enquiries): 023 9298 1920

Tel (Membership): 023 9298 1922/ 023 9387 4661

Tel (Health & Wellbeing): 0800 468 1664

Tel (Employment & Education): 02392 981 941

Online form available through the website

The RMA mission is to provide support, advice and lifelong camaraderie for serving and retired Marines and their families. This includes mental health support, respite breaks, grants to help with financial difficulty and getting about inside and outside the home.

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