



# **Veterans and Families Support Information Guide**

Identification, Referral, Advice  
& Contact Information

(Please note this is an example of services available)

## **“ASK THE QUESTION” PROCESS**

Identify the Veteran, Reservist or Dependant at the earliest opportunity during initial Assessment / Interview / Visit / Interaction by asking the question:

**“Have you served in the Armed Forces as a Regular or Reservist  
or are you a Dependant of someone who is ?”**



Record the data on assessment / demographic paperwork to be entered into I.T. documents if available.  
If available designated “Veterans Point of Contact” to be informed of identification to facilitate data capture.



Provide an Overview / Leaflet / Information of assistance available to  
Client / Patient / Service user / Customer / Offender from  
Ex-Armed Forces organisations. Highlight  
web page information if available



If requested signpost or refer Veteran / Reservist / Dependant to appropriate Ex-Armed Forces support  
Organisations or local support e.g. NHS Veterans Outreach Service



### **(Health / Mental Health service can provide information regarding)**

RCGP Meeting the Healthcare needs of Veterans  
Priority Healthcare provision if applicable  
NHS Yorkshire and Humber Veterans Outreach service  
Veterans and Reservist Mental Health Programme Chilwell  
Big White Wall  
Combat Stress 24hr helpline and Outreach service  
Combat Stress Outreach and Residential support



Organisation “Veterans Point of Contact” can  
facilitate engagement / communication with Ex Armed Forces service  
(Royal British Legion, SSAFA, Combat Stress etc)  
if appropriate, to create a communication network.

## **EXAMPLES OF SUPPORT AVAILABLE TO SERVING AND EX ARMED FORCES COMMUNITIES**

### **SSAFA**

*'Lifelong' support for serving personnel and member of the ex-Forces Community, Regulars and Reservists. (Source: SSAFA, 2015)*

Tel: **0845 241 7141** Website: [www.ssafa.org.uk](http://www.ssafa.org.uk)

SSAFA Forcesline Tel: **0800 731 4880**. Absent Without Leave (AWOL) Tel: **01380 738137**

### **Royal British Legion**

*Help serving members of the Armed Forces, ex-Service men and women and their families, now and for the rest of their lives. (Source: TRBL, 2015)*

*Handy van services (0800 032 0306) and Civvy Street (0800 169 4073)*

Tel: Legionline **0808 802 8080** Website: [www.britishlegion.org.uk](http://www.britishlegion.org.uk)

### **Combat Stress**

*Provide specialist clinical treatment and welfare support to UK Veterans suffering from psychological injuries (Source: Combat Stress, 2015)*

Tel: **0800 138 1619** Website: [www.combatstress.org.uk](http://www.combatstress.org.uk)

**Combat Stress 24 HOUR HELPLINE: 0800 138 1619**

### **Veterans Welfare Service (MoD)**

*Provides support to enable the seamless transition from service to civilian life, assist bereaved families or respond to life events that present welfare needs (Source: VWS, 2015)*

Tel: **01253 333494** Website: <https://www.gov.uk/government/groups/veterans-welfare-service#VWS-contact-details>

### **Veterans UK (MoD)**

**Freephone:** (UK only): **0808 1914 2 18** **Email:** [veterans-uk@mod.uk](mailto:veterans-uk@mod.uk)

**Website:** <https://www.gov.uk/government/publications/urgent-help-for-veterans-in-a-crisis/urgent-help-for-veterans-in-a-crisis>

### **Blesma**

*Blesma, The Limbless Veterans is a national charity that directly supports all of our Service men and women who have lost limbs and the use of limbs or the loss of eyesight. (Source: BLESMA, 2015)*

Tel: **020 8590 1124** Website: <http://blesma.org/contact-us/>

### **Blind Veterans UK**

*Help blind ex-Service men and women lead independent and fulfilling lives by supporting them with our in-depth expertise, experience and full range of services.*

*(Source: Blind Veterans UK, 2015)*

Tel: **020 7723 5021** Website: <http://www.blindveterans.org.uk/contact-us/>

### **RAF Families Federation**

*The RAF Families Federation is here to represent the concerns of RAF personnel and their families (spouses, partners, parents, grandparents, children, siblings)*

*(Source: RAF FF, 2015)*

Tel: **01780 781650** Website: [www.raf-ff.org.uk](http://www.raf-ff.org.uk)

### **Naval Families Federation**

*The Naval Families Federation (NFF) offers Royal Naval and Royal Marines' families an independent voice and representation. Source: NFF, 2015)*

Tel: **023 9265 4374** Website: [www.nff.org.uk](http://www.nff.org.uk)

### **RAF Association**

*Welfare support providing home visits and respite care breaks, offering advice and, in some circumstances, financial assistance. (Source: RAFA, 2015)*

Tel: **0800 0182 361** Website: [www.rafa.org.uk](http://www.rafa.org.uk)

### **ABF The Soldiers Charity**

*They give lifetime support to serving and retired soldiers and their families and provide financial assistance when in need. (Source: ABF, 2015)*

Tel: **020 7901 8900** Website: [www.soldierscharity.org](http://www.soldierscharity.org)

## **EMPLOYMENT, TRAINING & COURSES**

### **RFEA**

*Provider of employment services and jobs to ex-military and service leavers. Provide a job finding service, Up-to-date advice and guidance, Support and advice, Job matching, Training advice, develop CV and interview techniques. (Source: RFEA, 2015)*

Tel: **0121 236 0058**

**Website:** [www.rfea.org.uk](http://www.rfea.org.uk)

### **SORTED**

*Provides a wide range of employment related services and support for the Forces community (including spouses/partners and dependents). Links directly with a member of the 'SORTED' team who talks through options and directs to relevant services and/or training. (Source: SORTED, 2015)*

Tel: **0800 319 6845**

**Website:** [www.sorted.org.uk](http://www.sorted.org.uk)

### **Career Transition Partnership**

*The Career Transition Partnership is the Ministry of Defence's official provider of Armed Forces resettlement with Right Management Ltd. Depending on length of service, they offer free resettlement services to all ranks of the UK Armed Forces. They provide flexible support from two years before discharge, through to two years after. (Source: CTP, 2015)*

**Website:** [www.ctp.org.uk](http://www.ctp.org.uk)

### **CivvyStreet**

*CivvyStreet is a free online service supported by The Royal British Legion to help anyone from the Forces community throughout their career in civilian life. The service provides help for service personnel and their families during transition from the Armed Forces or at any time throughout your civilian career, it is also for their widows, widowers, partners and dependants. (Source: Civvystreet, 2015)*

Tel: **0800 169 4073**

**Website:** [www.civvystreet.org/en-gb/home.aspx](http://www.civvystreet.org/en-gb/home.aspx)

## **Lifeworks**

*LifeWorks is a FULLY FUNDED 5 day course which equips ex-Armed Forces personnel with the tools to get into and maintain a civilian job that is appropriate for them. It is available to anyone who has been in the Armed Forces, regardless of when and how long they served for. (Source: Lifeforce, 2015)*

Tel: **0800 319 6844**    Email: [lifeworks@rbli.co.uk](mailto:lifeworks@rbli.co.uk)

**Web:** [http://www.rbli.co.uk/employment\\_solutions/lifeworks/](http://www.rbli.co.uk/employment_solutions/lifeworks/)

## **Lifeworks Families**

*LifeWorks Families is a free support service to help military spouses and partners get the job they want. It is available to all spouses and partners of any serving (or recently discharged) member of the Armed Forces, including Reserves. The LifeWorks Families Team is able to provide employment support by phone, email and through courses (Source: Lifeworks Families, 2015)*

Tel: **0800 319 6844 (UK) +44 (0)1622 795997 (Abroad)**

**Web:** <http://www.rblilifeworksfamilies.co.uk/>

## **HEALTH AND MENTAL HEALTH**

### **Priority Healthcare for Veterans**

*"From 1 January 2008, all veterans should receive priority access to NHS secondary care for any conditions which are likely to be related to their service, subject to the clinical needs of all patients."*

*The current NHS Operating Framework states "The existing arrangements for giving priority access to veterans for service-related conditions, subject to clinical need, is an issue that all PCTs and providers should now be delivering for all referrals." (Source: NHS Choices, 2015)*

Website: <http://www.nhs.uk/NHSEngland/Militaryhealthcare/veterans-families-reservists/Pages/veterans-mental-health.aspx>

### **NHS Support and Treatment**

#### **East Midlands - Veterans Service (EMVS)**

*The region's five mental health trusts with Combat Stress are working together to ensure there is a proactive approach to care and treatment and a point of contact for servicemen and women and veterans when they need help support and advice.*

Contact: **03031 234000** or **01522 573553** - Email Paula.Jelly@lpft.nhs.uk or Carys.Thomas@lpft.nhs.uk

#### **West Midlands - Veterans Service**

*Specialist advice, support and understanding in regards to mental health problems that affect our veteran population.*

Helpline: **0800 500 3113** (Monday to Friday 10am -4pm)

#### **North East - Veterans Wellbeing Assessment & Liaison Service (VWALS)**

*VWALS provides a single point of access to the range of mental health support services which already exist across the region, making it much easier to get signposted to the right help and support*

Contact: **0191 441 5974** Email: vwals@nhs.net

#### **North West - The Military Veterans' Service for Greater Manchester and Lancashire**

*We provide mental health support to ex-service personnel for conditions including depression, alcohol and substance misuse, anger problems and post-traumatic stress disorder.*

Contact: **0300 323 0707** (Monday to Friday, 9am to 5pm) Email [mviapt.enquiries.nw@nhs.net](mailto:mviapt.enquiries.nw@nhs.net)

### **Cumbria – First Step**

*First Step in Cumbria is currently developing its services for military veterans who have served in the regular and reserve armed forces.*

Contact: **03001239122**

### **Yorkshire & the Humber – Veterans Outreach Service**

*The service provides a first point of contact for people aged 18 and over and is available to anyone who has completed one day's service or more with the British Military, is a Reservist not currently deployed or is a family member of military personnel.*

Contact: **01482 617594**

### **North Essex – Veterans First**

*The North Essex Partnership University NHS Foundation Trust (NEP) has established a bespoke and unique service to map care pathways, monitor and deliver services for veterans in North Essex*

Contact: **01206 228759**      Email: kevinwhiteley@nhs.net

### **London – London Veterans' Assessment and Treatment Service (LVS)**

*LVS is a free NHS mental health service available to all ex-serving members of the UK Armed Forces, living in London or the Greater London region or registered with a GP in this area.*

Contact: **020 3317 6818**      Email: veterans@candi.nhs.uk

### **South of England - South Central Veterans Service**

*Our service is here to support anyone who has served in the British Armed Forces (Regulars or Reservists).*

*We cover Oxfordshire, Buckinghamshire, Berkshire, Hampshire (including Portsmouth and Southampton), and the Isle of Wight.*

Contact: **0300 365 0300**      Email: Bks-tr.referralhub@nhs.net

### **South East Coast – Sussex Armed Forces Network**

*SAFN is a multi-organisational group which includes members from the NHS, MoD, Armed Forces Reservists, Mental and Physical Health Clinicians, the Royal British Legion, SSAFA and other interested charities and organisations from across Sussex (i.e. police and local authorities).*

Contact: **01903 843941** (Mon – Fri 0900 to 1700)

### **South West – Veterans Mental Health Service**

*The service is hosted by the Avon and Wiltshire Mental Health Trust but provides help to military veterans across the whole of the South West of England. Our staff have a wealth of experience in mental health and are appropriately trained to provide an efficient and effective service to veterans in the South West.*

Contact: **0300 555 0112** (Mon to Fri)      Email: awp.swveterans@nhs.net



## **Combat Stress**

*Provide specialist clinical treatment and welfare support to UK Veterans suffering from psychological injuries. Short Stay Clinical Treatment, PTSD Intensive Treatment Programme, Outpatients service, Community Outreach Service, Reserve Forces Liaison Team, 24hr Helpline. (Source; Combat Stress, 2015)*

Tel: **0800 138 1619** Website: [www.combatstress.org.uk](http://www.combatstress.org.uk)

**Combat Stress 24 hour Helpline Tel: 0800 138 1619**

## **The Veterans and Reserves Mental Health Programme**

*The VRMHP is available to veterans who have deployed since 1982 and are experiencing mental health challenges as a result of military service.*

Tel: **0800 0326258**

**Website:** [www.gov.uk/support-for-war-veterans#the-veterans-and-reserves-mental-health-programme](http://www.gov.uk/support-for-war-veterans#the-veterans-and-reserves-mental-health-programme)

## **Big White Wall**

*Online mental wellbeing support 24/7. It's safe, anonymous and has Wall Guides (counsellors) available 24/7. This service is free to serving personnel, veterans and their families. (Sources: Big White Wall, 2015)*

Tel: **020 7060 1677** Website: [www.bigwhitewall.com](http://www.bigwhitewall.com)

## **NHS Veterans Healthcare**

### **Website:**

[www.nhs.uk/NHSEngland/Militaryhealthcare/Veteranshealthcare/Pages/veterans.aspx](http://www.nhs.uk/NHSEngland/Militaryhealthcare/Veteranshealthcare/Pages/veterans.aspx)

### **Mental Health**

<http://www.nhs.uk/NHSEngland/Militaryhealthcare/Veteranshealthcare/Pages/veterans-mental-health.aspx>

### **Prosthetics**

<http://www.nhs.uk/NHSEngland/Militaryhealthcare/Veteranshealthcare/Pages/veterans-prosthetics-programme.aspx>

### **GP's Guidance**

**PDF Guide:** [www.rcgp.org.uk/policy/rcgp-policy-areas/~media/Files/Policy/A-Z-policy/Veterans.ashx](http://www.rcgp.org.uk/policy/rcgp-policy-areas/~media/Files/Policy/A-Z-policy/Veterans.ashx)

**Website:** [www.rcgp.org.uk/policy/rcgp-policy-areas/veterans-healthcare-needs.aspx](http://www.rcgp.org.uk/policy/rcgp-policy-areas/veterans-healthcare-needs.aspx)

### **Help for Heroes Hidden Wounds**

*H4H Hidden Wounds is open to Veterans, their families and the families of those who are serving. Our new psychological wellbeing service, H4H Hidden Wounds, can help with many of these problems and is here to get you back to enjoying everyday life again.*

**Tel: 0808 2020 144**      **Email:** [hidden.wounds@helpforheroes.org.uk](mailto:hidden.wounds@helpforheroes.org.uk)

**Web:** [www.helpforheroes.org.uk/get-support/access-h4h-hidden-wounds](http://www.helpforheroes.org.uk/get-support/access-h4h-hidden-wounds)

## **HOUSING INFORMATION**

### **HAIG Homes**

*UK provider of rental housing for ex-Service people*

Tel: **020 8685 5777** Website: [www.haighomes.org.uk/content/home](http://www.haighomes.org.uk/content/home)

### **The Single Persons Accommodation Centre for the Ex Services**

*SPACES at Catterick Garrison, North Yorkshire. It provides an accommodation placement service for single personnel being discharged from all three services*

Tel: **01748 833797** Website: [www.spaces.org.uk](http://www.spaces.org.uk)

### **The Beacon Catterick**

*Accommodation is available to single service leavers from the Army, Royal Navy & Royal Air Force, either on leaving or those who have left several years earlier and become homeless*

Tel: **01748 832042** Website: [www.riverside.org.uk/corporate/our\\_services/care\\_and\\_support/the\\_beacon.aspx](http://www.riverside.org.uk/corporate/our_services/care_and_support/the_beacon.aspx)

### **Stoll Foundation**

Tel: **020 7385 2110** Email: [info@stoll.org.uk](mailto:info@stoll.org.uk) Website: [www.stoll.org.uk](http://www.stoll.org.uk)

### **Help 4 Homeless Veterans**

*"Our mission is to source and provide accommodation to Ex Service Personnel who are living rough or in unsatisfactory accommodation" (Source: H4HV, 2015) (Based in Barnsley)*

Tel: **07586777856** Website: <http://help4homelessveterans.org.uk/>

Email [help4homelessveterans@gmail.com](mailto:help4homelessveterans@gmail.com)

### **Veterans Aid**

*"Veterans Aid is a charity that operates by addressing an individual's most immediate needs as rapidly as possible. It understands that 'big picture' problems like homelessness or addiction don't happen overnight or as a result of military service; they are the consequence of incremental misfortunes that chip away at confidence, self-esteem and ability to cope with life's everyday pressures" (Source: Veterans Aid, 2015)*

Freephone: **0800 012 68 67** or our landline **020 7828 2468**

Email: [info@veterans-aid.net](mailto:info@veterans-aid.net)

## **Families Support Organisations**

### **The Ripple Pond**

*The Ripple Pond peer-led support groups are here for adult family members of those who have been impacted by events experienced while serving in the Armed Forces, be that by physical injury or emotional trauma, however long ago and in whatever conflict or manner. We offer local support in small groups within a safe, confidential environment; where there is no group local to you we will be there for you via phone, email, text and Facebook until a group becomes available in your area.(Source: The Ripple Pond, 2015)*

**Tel: Julia: 07968 310329 Sue: 07748 364675**

**Email:** theripplepond@gmail.com **Web:** <http://www.theripplepond.co.uk/>

### **Help for Heroes Band of Sisters**

*The Help for Heroes Band of Sisters network is open to loved ones, both male and female, who care for those who have sustained career limiting/ending injuries or illness during or attributable to service. As a member you will have the chance to get in touch with other people who understand what it is like to care for their nearest and dearest, giving you the opportunity to support each other through the days ahead. Members of the Band of Sisters network receive the same financial and welfare support that Help for Heroes offers through the Quick Reaction Fund, but in addition have opportunities to take up offers donated to us by the very supportive public. (Source: H4H Band of Sisters, 2015)*

**Tel: 01980 844280 Email:** bandofsisters@helpforheroes.org.uk

**Web:** <http://www.helpforheroes.org.uk/get-support/join-our-band-of-sisters-network/>

### **Help for Heroes Band of Brothers**

*The Band of Brothers and Sisters offer a listening ear, support and fellowship to our Heroes and their families. Open to both Male and female members, the Band of Brothers provides life-long support to those with a career limiting/ending injury or illness attributable to service and the Band of Sisters provides life-long support to their loved ones. Members can receive welfare support and may be eligible for financial support, as well as offers of hospitality, employment, holidays and so much more donated by the very supportive public. We enable our members to participate in a wide range of new and exciting activities in a fun and supportive environment.(Source: H4H Band of Brothers, 2015)*

**Tel: 01980 844280 Email:** bandofbrothers@helpforheroes.org.uk

**Web:** <http://www.helpforheroes.org.uk/get-support/join-our-band-of-brothers-network/>

