

What we do:

The Veterans Welfare Service (VWS) gives support to veterans and their dependants. The focus of the service is to provide assistance following a change in situation that may have resulted in a welfare need, such as:

- Leaving the services.
- Bereavement.
- Changes in disablement.
- Changes affecting income or finances
- Changes affecting housing

Who we can assist:

- Veterans (anyone who has Served in HM Armed Forces, regular or reserves including National Servicemen), their families and dependants.
- Anyone who is eligible for, or in receipt of compensation from the Armed Forces Compensation Scheme (AFCS) or the War Pensions Scheme (WPS).
- Service personnel who are to be medically discharged or have an enduring welfare requirement on discharge.
- Bereaved families of service personnel.

How we can help:

Help and guidance can be given through either telephone contact or face to face via a national network of Welfare Managers.

Initial contact should be made by telephone to one of our Veterans Welfare Centres (Details can be found on the main web page). Once contact has been made, a Welfare Manager will be allocated to become the individual's caseworker.

The Welfare Manager will either make further contact by telephone or if appropriate, a home visit will be arranged.

They will:

- Ask about the situation and identify any welfare needs.
- Using this information, identify what type of assistance is needed and available from different sources.
- Provide advice and practical help towards meeting the needs identified.

Things we can do include:

- Help with applying for the War Pension Scheme (WPS) and the Armed Forces Compensation Scheme (AFCS).
- Help with applying for any Armed Forces pension which there may be entitlement to.
- Give information and advice about benefits available through the (DWP) and help with applications
- Make referrals to social services organisations, or other voluntary organisations to apply for the services they provide

Our Partners:

The VWS work alongside in-service Welfare providers and closely with local authorities, voluntary organisations, service charities and the Department for Work and Pensions

This ensures that those leaving the Armed Forces and existing veterans and their families receive all the information and assistance they need to access the appropriate services and benefits

Working together with Defence Recovery Capability:

Veterans Welfare Service staff are part of the Defence Recovery Capability Team working with Personal Recovery Units and Personal Recovery Centres, providing a joined-up service to support the wounded, injured and sick personnel who are on the recovery pathway.