

# CONTACTS AND INFORMATION

Call the Veterans UK Helpline on:  
**0808 1914 2 18**

Monday to Friday: 08:00 – 17:00  
Overseas callers: +44 1253 866043  
Bereavement and Minicom Line: 0800 169 3458

Please note, we are unable to answer general queries on the bereavement line. If your query is not regarding bereavement please redial using 0808 1914 2 18.

When the helpline is closed, callers will have the option for their call to be transferred to Combat Stress or The Samaritans 24hr helpline. All callers speak directly to UK based advisers. You may be offered a call-back if lines are particularly busy.

Alternatively, you can contact us via email at [veterans-uk@mod.gov.uk](mailto:veterans-uk@mod.gov.uk)



Veterans UK is the MOD's dedicated veterans support organisation for service personnel, veterans and their families and works in partnership with the wider MOD, other Government departments and other organisations, who provide support and advice to the Veterans Community.

## Check out the Veterans Today Blog

A Veterans Today Blog features stories from Veterans UK, their partners and stakeholders and from veterans themselves on the programmes, initiatives and support available to Serving Personnel and the veterans community.

To follow the blog posts go to: [Veteranstoday.blog.gov.uk](http://Veteranstoday.blog.gov.uk)

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MOD Veterans UK



[Veteranstoday.blog.gov.uk](http://Veteranstoday.blog.gov.uk)



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For more information on our services go to [GOV.UK](http://GOV.UK) and search for Veterans UK



*A guide to*

# VETERANS SERVICES



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Veterans UK delivers War Pension and Armed Forces compensation schemes for illness or injury as a result of service and the Armed Forces Pension Scheme. We also provide a welfare support package via the nationally available Veterans Welfare Service and a Freephone Helpline facility for Veterans and their families.

### Who is a veteran?

A veteran is anyone who has served in HM Armed Forces, regular or reserve including National Servicemen. Veterans status also applies to former Polish forces under British command in WWII and Merchant Mariners who have seen duty in military operations. Veterans can be any age from 18 to 100 plus. Veterans need not have served overseas or in conflict. All are entitled to our services.

### Veterans Services

Veterans UK offer help and support to veterans, their families and professional advisors acting on their behalf.

### Veterans UK Helpline

The Veterans UK Helpline can provide specific advice on War Disablement Pension and Armed Forces Compensation Scheme claims. The helpline offers advice on where to get help on a range of issues including benefits, pensions, loans and grants,

emergency accommodation, finding a job, retraining, health issues, welfare concerns, service records and medals. The helpline also has up to date information on central/local government, ex-service organisations and other voluntary groups.

### The Veterans Welfare Service (VWS)

The VWS provides a help and advice service to veterans, their families and dependents.

A national network of Welfare Managers can help with completing forms, ensuring appropriate benefits are applied for.

Help and guidance can be given through either telephone contact or face to face.

The VWS works alongside in-service welfare providers and also works 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.

### Armed Forces Compensation Scheme (AFCS) and War Pensions Scheme (WPS)

Veterans UK makes payments to those injured or disabled due to service in the Armed Forces. It also makes payments to the widows, widowers and civil partners of those who die as a result of service in the Armed Forces.

### Armed Forces Pension Scheme (AFPS)

Veterans UK administers the Armed Forces Pension Schemes, the occupational schemes for those who have served in the Armed Forces. It is very important to keep us informed of your current address especially as you approach retirement age – call the JPAC enquiry centre on 0800 085 3600 to update your details.

### Veterans Advisory and Pensions Committees (VAPC)

The VAPC is an independent statutory body established by government to support the Veterans community of ex-servicemen and women, war

widows(ers) and their dependents. For more information about the role of the VAPC, please see the GOV.UK website.

### Help from charities and other organisations

There are many charities and other organisations which provide dedicated help, support and advice to the veterans community. Help can range from welfare support, financial assistance and accommodation needs through to organisations that are involved with the social side of life. Veterans UK provides the main ex-service charities with an overview of the services that it offers such as local contact details, addresses, and telephone numbers.

### Ilford Park Polish Home for Polish veterans

Ilford Park is a residential and nursing home in Devon which provides care to people who served with the Polish Forces under British command in WWII or who were displaced from Poland due to circumstances attributable to WWII, or the spouse of either of these categories.

Contact the Veterans UK helpline on 0808 1914 2 18 to find if you may be eligible to receive care at Ilford Park.

