

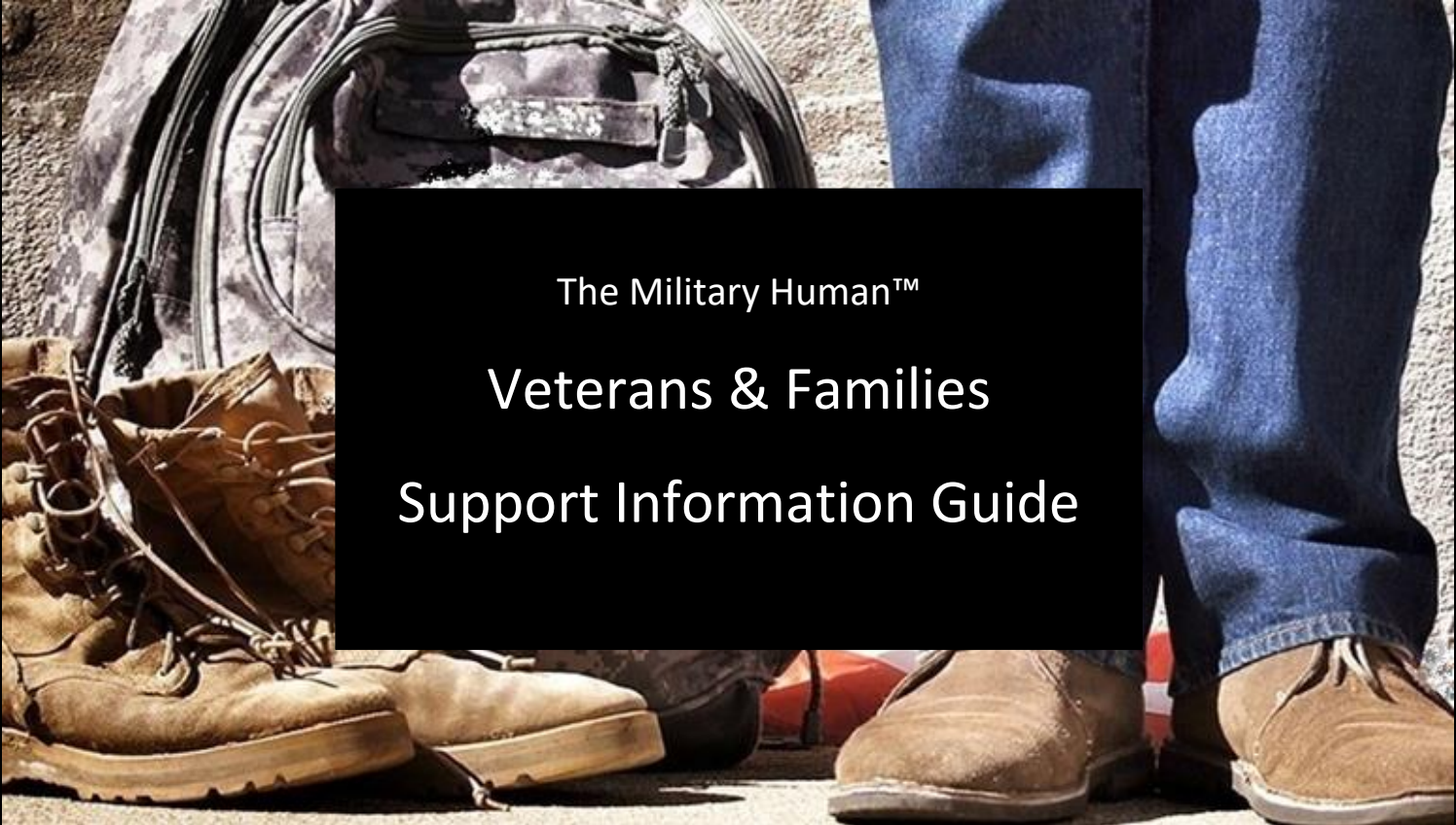
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YORK  
ST JOHN  
UNIVERSITY



Employer  
Recognition  
Scheme

SILVER AWARD 2018



The Military Human™  
Veterans & Families  
Support Information Guide

Identification, Referral, Advice  
& Contact Information

(Please note this is an example of services available)

## **Generic ASK THE QUESTION process**

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

***“Have you served in HM Armed Forces as a Regular or Reservist or are you a Dependent/Partner of someone who did/is?”***



Record the data and if available inform designated “Veterans Point of Contact”



Provide an Overview / Leaflet / assistance available to Client / Patient / Service User / Customer / Offender, from Statutory Services & Ex-Armed Forces organisations.



If requested signpost or refer Veteran / Reservist / Dependent to appropriate Ex-Armed Forces (Veterans) support via;

### **VETERANS GATEWAY**

or local support e.g.

**Local Authorities**

**NHS Transition Intervention Liaison**



**(Health / Mental Health service information e.g)**

NHS Transition Intervention Liaison Service/  
Mental Health Complex Treatment Service  
Combat Stress & 24 hr helpline  
NHS Veterans Trauma Network  
Headstart  
Hidden Wounds  
Priority Healthcare provision  
Big White Wall



### ***‘Other Services’***

information that is available to support ex Armed Forces personnel and their families can be provided in addition to the above if appropriate (e.g. Project NOVA)

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

### **Veterans Gateway:** (Source: VG,2019)

**Veterans' Gateway went live on 3 April 2017 and is the first point of contact for veterans seeking support (MOD, 2017)**

#### **The first point of contact for veterans seeking support**

**We put 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.**

The team of advisors are available 24 hours a day, 7 days a week and many are veterans themselves.

Veterans' Gateway also has an extensive Self Help service, allowing veterans to search for help and advice independently on a range of issues such as housing, employment and finances.

**Tel: 0808 8021212   Text: 81212   Email & Live Chat**

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

### **SSAFA The Armed Forces Charity**

(Source: SSAFA, 2019)

SSAFA provides lifelong support to men and women in the Royal Navy, the Royal Marines, the British Army and the Royal Air Force, and their families. We also work with veterans of all ages to help them settle into life and work outside the Forces.

#### **Who we help:**

Our support covers both regulars and reserves in the Royal Navy, the Royal Marines, the British Army and the Royal Air Force and their families, including anyone who has completed National Service. They are all entitled to lifelong support from SSAFA, no matter how long they have served.

**[Forcesline](#) Tel: 0800 731 4880**

**Web: <https://www.ssafa.org.uk/>**

## **Royal British Legion**

(Source: RBL, 2019)

The Legion is here to help members of the Royal Navy, British Army, Royal Air Force, veterans and their families. And we're not going anywhere.

We're here through thick and thin – ensuring their unique contribution is never forgotten. We've been here since 1921 and we'll be here as long as they need us. We are the country's largest Armed Forces charity, with 235,000 members, 110,000 volunteers and a network of partners and charities; helping us give support wherever and whenever it's needed.

The Legion is here to help members of the Royal Navy, British Army, Royal Air Force, veterans and their families. And we're not going anywhere. We provide lifelong support to serving and ex-serving personnel and their families. From providing expert advice and guidance, to recovery and rehabilitation, through to transitioning to civilian life – we can be by their side every step of the way. And it's not just members of the Armed Forces but their families too.

Our support starts after **seven days** of service and continues through life, long after service is over.

Handy van services **0800 032 0306** or email [homesupportadmin@britishlegion.org.uk](mailto:homesupportadmin@britishlegion.org.uk).

Tel: **0808 802 8080** Email: [info@britishlegion.org.uk](mailto:info@britishlegion.org.uk) Website: [www.britishlegion.org.uk](http://www.britishlegion.org.uk)

## **Combat Stress**

(Source: Combat Stress, 2019)

**IN YOUR COMMUNITY:** We have 14 regional community teams across the UK providing support and workshops through individual appointments and group sessions.

**TREATMENT CENTRES:** We provide specialist residential treatment programmes and outpatient appointments at our treatment centres.

**PEER SUPPORT:** Led by veterans for veterans, it's a chance to talk and share experiences, receive support and socialise with others who have also served in the armed forces

- OutreachNorth@CombatStress.org.uk      Tel: 01292 561 350
- OutreachCentral@Combatstress.org.uk      Tel: 01952 822 750
- OutreachSouth@CombatStress.org.uk      Tel: 01372 587 080
- OutreachIreland@CombatStress.org.uk      Tel: 02890 269 999

**Combat Stress 24 HOUR HELPLINE: 0800 138 1619 Website: [www.combatstress.org.uk](http://www.combatstress.org.uk)**

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

(Source: MoD, 2019)

The Veterans Welfare Service (VWS) is committed to enhancing the quality of life for veterans and beneficiaries of Veterans UK pensions and compensation schemes, and all their dependants. VWS caseworkers offer one to one professional help and guidance by telephone, or if needed, during a home visit.

### **Contact us:**

The VWS has 4 Veterans Welfare Centres, providing advice and support across the UK.

Centurion (London, SE and SW England)

Tel 02392 702232

Email: [veterans-uk-vws-south@mod.uk](mailto:veterans-uk-vws-south@mod.uk)

Kidderminster (South and Central Wales, Midlands and East England)

Tel 01562 825527

Email: [veterans-uk-vws-wales-mid@mod.uk](mailto:veterans-uk-vws-wales-mid@mod.uk)

Norcross VWC (NW England, Yorkshire and Humber, North Wales and IOM)

Tel 01253 333494

Email: [veterans-uk-vws-north@mod.uk](mailto:veterans-uk-vws-north@mod.uk)

Glasgow (Scotland, NE England, NI and ROI)

Tel 0141 2242709

Email: [veterans-uk-vws-scot-ni@mod.uk](mailto:veterans-uk-vws-scot-ni@mod.uk)

If you are supporting a veteran and need further advice, the VWS may be able to help. To locate your nearest centre, call our Veterans UK helpline on 0808 1914 2 18.

**Web:** <https://www.gov.uk/government/groups/veterans-welfare-service>

## **BLESMA (The Limbless Veterans)**

(Source: BLESMA, 2019)

### **OUR MISSION**

#### **To assist limbless veterans to lead independent and fulfilling lives**

Blesma, The Limbless Veterans, is an Armed Forces charity dedicated to assisting serving and ex-Service men and women who have suffered life-changing limbloss or the use of a limb, an eye or sight. We support these men and women in their communities throughout the UK

#### **Support:**

- Support Officers – North, North West, North East, Midlands, West, South West, Eastern, South, London & South East
- Prosthetics
- Activities
- Grants
- Advice
- Benefits
- Employment
- Community programme

Tel: **020 8590 1124** Email: [ChadwellHeath@blesma.org](mailto:ChadwellHeath@blesma.org) Website: [www.blesma.org](http://www.blesma.org)

## **Blind Veterans UK**

(Source: Blind Veterans UK, 2019)

Blind Veterans UK helps ex-Service men and women of every generation rebuild their lives after sight loss. Since 1915 we've provided rehabilitation, training, practical advice and emotional support to tens of thousands of blind veterans.

We are here to help anyone who has served in the Armed Forces, or who has done National Service, and who is now living with significant sight loss.

We know that sight loss affects the whole family, so as well as helping veterans to get back on their feet, we offer dedicated support to carers and families.

Tel: **0800 389 7979** Web: [www.blindveterans.org.uk](http://www.blindveterans.org.uk)

## **The Poppy Factory**

(Source: The Poppy Factory, 2019)

The Poppy Factory is the country's leading employment charity for veterans with physical and mental health conditions

Our **Getting You Back To Work** service helps hundreds of unemployed veterans every year find the right jobs, enabling them to thrive in the civilian workplace. When veterans start in their new roles, we offer in-work support to help them and their employers make any necessary changes. We find this method of working means that over 70 per cent of our veterans are still employed in their roles 12 months down the line.

Employment support:

**Call:** 020 8939 1837    **Email:** [gybtw@poppyfactory.org](mailto:gybtw@poppyfactory.org)

**Web:** <https://www.poppyfactory.org/>

## **Defence Medical Welfare Service (DMWS)**

(Source: DMWS, 2019)

We are an independent charity providing help and support to the Armed Forces community and other frontline staff whenever they are receiving medical treatment. For 75 years our practical and emotional support has ensured that no family goes through the worry of illness or injury alone.

Our experienced Welfare Officers provide a confidential, impartial and early assessment of your wellbeing needs, separate from your medical care.

Our staff can support you throughout your treatment. This may include A&E, on hospital wards, maternity units, paediatric clinics, hospices, mental health centres, as well as outpatients and community-based health clinics. DMWS operates across the UK, and overseas, supporting those who put themselves in harm's way to serve our country. This includes Armed Forces personnel, Reservists, Veterans and their families, the Police, and increasingly other front-line services.

The easiest way to access DMWS support is to ask the medical team caring for you to contact us. You can also refer yourself for support in the following ways:

**Tel:** 0800 999 3697    **Email:** [referrals@dmws.org.uk](mailto:referrals@dmws.org.uk)    **Web:** [www.dmws.org.uk](http://www.dmws.org.uk)

# **EMPLOYMENT, TRAINING & COURSES**

## **Regular Forces Employment Association**

(Source: RFEA, 2019)

We exist to provide life-long, life changing support, jobs and training opportunities to service leavers and veterans, irrespective of circumstances, rank, length of service, or reason for leaving. We provide employability and employment support to working age veterans in the UK. Current estimates are that one million working age veterans live in the UK. We know that unemployment rates for working age veterans are higher than for civilians.

We support veterans through life including those who have served for a short time and are in the 18-24 year old age range, through to older veterans. The over 50's are increasingly recognised as facing greater challenges in finding employment.

Our work includes early intervention, supporting veterans to find a new job, often when they have not succeeded in finding jobs through general civilian support. We prevent working age veterans from becoming long-term unemployed so that they can sustain an income and provide a stable life for themselves and their families.

We increasingly work with those who are unemployed, who face higher barriers to employment and have a longer journey back to work. To do this, we link with welfare, healthcare and housing charities as well as working with veterans in the criminal justice sector

Programmes:

- RFEA Ex Forces Programme
- RFEA Families Programme
- Career Transition Partnership
- CTP Future Horizons (ESLs)
- CTP Assist (Personalised support for Wounded Injured and Sick (WIS) Service Leavers)
- Project Nova (Supporting veterans who have been arrested or are at risk of arrest)
- WWTW Employment (employment support - Veterans' Homeless Charities)
- Help For Heroes Careers Advisors (Careers Advisors, H4H Career Recovery Programme)
- Bridging the Gap (Providing help when it's harder to find work)
- RAF Benevolent Fund Wellbeing and Employment
- Forces For London (provides ex forces jobs in London as well as career advice)
- UNSWIS (Universities in Support of Wounded, Injured and Sick Service Personnel)
- Barclays AFTER (monitor the impact of their employability grant programme)

**Central Support Team on 0121 262 3058**

**Online Registration:** <https://www.rfea.org.uk/jobseekers/register/>

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



## **SORTED**

(Source: Sorted, 2019)

Whether you have served in the Royal Navy, Army, Royal Air Force or any of the Reservist or Auxiliary forces, SORTED! is here to help you find the right level of advice or support you need. SORTED! will also provide advice and support to Service and Ex-Service Spouses and dependents.

- **SORTED!** can provide you with easy access to seamless and integrated employment support services.
- **SORTED!** comprises seven well established charities, who are already providing a wide range of employment related services and help for individuals to find and retain work.
- **SORTED!** will ensure you get the right information, advice and guidance to support your employment journey.

Tel: 0800 319 6845

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

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

## **Career Transition Partnership**

(Source: CTP, 2019)

### **All the services you need to make your resettlement a success**

The Career Transition Partnership (CTP) acts as the next tier, providing free assistance to Service leavers of all ranks. We provide resettlement services through nine Resettlement Centres in the UK and one in Germany. Each is staffed by Career Consultants, who provide one-to-one long-term guidance, as well as trainers and Client Services Administrators to support you throughout your resettlement.

### **Advice, Training and access to thousands of active jobs**

We offer workshops and vocational training courses and advice on external training, As for actual jobs, we hold Employment Fairs and Company Presentations across the UK and host an online job-finding service, RightJob, with thousands of live vacancies for ex-military personnel. You can even try out specific jobs with a Trial Attachment. Finally, we can offer advice in all kinds of other areas too, from finance and pensions to housing and health – for details, see [Resettlement Guides](#).

The categories for eligibility below are to provide information on what is available.

- 6 or more years - **Core Programme**
- 4 to 6 years - **Employment Support Programme**
- Less than 4 years - **CTP Future Horizons**
- Medical Discharge – **Core Programme**
- Wounded Injured & Sick (WIS) - **Recovery Pathway / CTP Assist / Employment Support**

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

## **QUEST (The Home of Everything ELC)**

(Source: Quest, 2019)

QUEST – established for almost two decades as the go-to resettlement guide to careers and training opportunities for those leaving HM Armed Forces – now also incorporates COURSES 4 FORCES, its sister publication providing in-depth information on courses and funding for those still serving. Published monthly, QUEST brings readers the best of both worlds – so, whether they are still in uniform or have already started preparing for life ‘on the outside’, it’s the only guide they’ll need to funding, courses, training, careers and transition.

Whether you’re still in uniform or have already started to prepare for life ‘outside’, QUEST – is your go-to guide to support you along your Forces journey. From your education options while serving, right up to resettlement and into civvy street, it’s the only guide you’ll need to find Funding Options, Training Courses, Enhanced Learning Credits Courses, University Courses, Careers and Transition Advice.

Web: <https://www.questonline.co.uk/> Online contact: <https://www.questonline.co.uk/contact> email us at [info@questonline.co.uk](mailto:info@questonline.co.uk).

## **Enhanced Learning Credits Scheme**

(Source, ELCAS, 2019)

The MOD's Enhanced Learning Credits Scheme (ELC) promotes lifelong learning amongst members of the Armed Forces. The scheme provides financial support in the form of a single up-front payment in each of a maximum of three separate financial years.

You are reminded that ELC funding is only available for pursuit of higher level learning i.e. for courses that result in a nationally recognised qualification at Level three or above on the National Qualifications Framework (NQF) (England, Northern Ireland and Wales), a Level six or above on the Scottish Credit and Qualifications Framework (SCQF) or, if pursued overseas, an approved international equivalent qualification with an approved learning provider.

- There are several stages to the ELC process. Full information is set out in Joint Service Publications (JSP) 822.
- You must have already been registered to become a Scheme Member and have accrued a sufficient amount of service before you can submit a claim. If you have left the forces contact ELCAS as they can make the appropriate checks.
- Have a look at Service Personnel Claiming ELC or Service Leaver Claiming ELC respectively as these pages will tell you how to make your claim.
- Finally you must complete your Course Evaluation via the Members Area

Tel: 0845 3005179 Email: [elcas@m-assessment.com](mailto:elcas@m-assessment.com) Website: [www.enhancedlearningcredits.com](http://www.enhancedlearningcredits.com)

## **Pathfinder Magazine**

(Source: Pathfinder, 2019)

Pathfinder International magazine has been distributed by the Ministry of Defence to personnel leaving the Armed Forces each and every month since 1991 and is a vital source of information for resettling servicemen and women.

Each month Pathfinder works closely with lead industry and trade bodies to showcase careers in a wide range of sectors and provides Service Leavers with all the information they need in order to make informed choices about the civilian career path that is right for them

Each month, 25,000 copies of Pathfinder are packaged, labelled and dispatched by the MoD's distribution hub in Portsmouth and sent out to military bases across the world.

In addition to the website, Pathfinder also sends out two weekly e-newsletters to our readers – these feature jobs, news, courses and have advertising and sponsorship opportunities.

**Tel:** 0191 442 0198

**Email:** [pathfinder@balticpublications.co.uk](mailto:pathfinder@balticpublications.co.uk)

**Web:** <http://pathfinderinternational.co.uk/>

## **British Forces Resettlement Services**

(Source: BFRS, 2019)

British Forces Resettlement Services (BFRS) is a Social Enterprise created to help the Armed Forces Community with their transition into civilian life.

We know that your resettlement is more than just the brief time around you leaving the services, and that it isn't just personnel from the regular forces who are affected. This is why our services are open to Service Leavers, reserve forces, Veterans, civilian MOD employees, as well as partners and families, and it doesn't matter how long or how long ago you served

We continue to host successful National Employment & Careers Fairs, Company Recruitment Days across the country and various online packages. Our aim is to continuously introduce the Armed Forces Community to companies and try to ensure they are fully aware of the benefits of employing from this community.

**Tel:** 02476 939931

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

**Web:** [www.bfrss.org.uk](http://www.bfrss.org.uk)

## **Royal British Legion Industries (RBLi Lifeworks)**

(Source: Lifeworks, 2019)

### **What is LifeWorks?**

- A, 4 - 5 day course tailored specifically towards helping ex-Forces personnel secure the future they want.

### **Who is it for?**

- Anyone who has served in the British Armed Forces.

### **How much does it cost?**

- Nothing to you. To date the course has been funded by Charitable Trusts and Foundations, Armed Forces Charities and Covenant Funding

### **DISCOVER NEW OPPORTUNITIES**

- We'll help you identify your strengths as well as potential career or training opportunities.

### **DEVELOP YOUR EMPLOYMENT SKILLS**

- From job searching to CV writing, we'll help you develop the skills you need.

### **BUILD YOUR CONFIDENCE**

- We'll help you manage the impact of a change in situation, increasing your confidence and motivation.

Tel: 0800 319 6844 Email: [lifeworks@rbli.co.uk](mailto:lifeworks@rbli.co.uk) Web: <https://www.wearelifeworks.org.uk/ex-forces/>

## **Royal British Legion Industries (RBLi Lifeworks Families)**

(Source: Lifeworks Families, 2019)

### **What is LifeWorks Families?**

- A fully funded support service to help military spouses and partners get the job they want.

### **Who is it for?**

- It's available to all spouses and partners of any serving (or recently discharged) member of the British Armed Forces, including Reserves.

### **How much does it cost?**

- It's completely free. The course is fully funded by Armed Forces charities.

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

Web: <https://www.wearelifeworks.org.uk/families/>

## **X Forces Enterprise**

(Source: X-Forces, 2019)

**X-Forces Enterprise** is now an award-winning community interest company that has supported 1282 people from the Armed Forces community into entrepreneurship and lent over £12.5million in seed funding. X-Forces' training has been developed to give delegates the knowledge, understanding and enterprise skills to be able to decide if they want to pursue self-employment, and what their unique business journey look will like. X-Forces runs a variety of training courses, either standard or configured to particular beneficiary needs. All of our courses are supported by strategic partners to ensure that delivery is free of charge to the beneficiary.

**Start Up Loans:** X-Forces Enterprise is an official delivery partner of the Start Up Loans Company, a government backed scheme which offers low interest start-up loans to individuals over the age of 18 who have a viable business idea but no access to traditional finance.

**Government Grants:** The Department for Business, Energy & Industrial Strategy (BEIS) has created a search tool which provides a list of finance and available support to businesses in the UK on the Gov.UK website.

Tel: 0800 3689533 Email: [info@x-forces.com](mailto:info@x-forces.com) Web: <https://www.x-forces.com/>

## **NHS Step into Health Programme**

(Source: [www.militarystepintohealth.nhs.uk](http://www.militarystepintohealth.nhs.uk), 2019)

Developed in conjunction with The Royal Foundation and Walking With The Wounded, Step into Health provides a dedicated pathway for the Armed Forces community to access the numerous career opportunities available in the NHS.

The Step into Health Programme has been created because the NHS recognises the transferable skills and cultural values that Armed Forces personnel develop when serving, and how they are compatible with those required within NHS roles. Step into Health is open to all service leavers, veterans and their families. It is an incredible opportunity in which employers are working with the Armed Forces community to provide career and development opportunities within the NHS.

- **Available dates and locations:** <https://www.militarystepintohealth.nhs.uk/available-dates-locations/>
- **Access the programme:** <https://www.militarystepintohealth.nhs.uk/contact-us/>

For enquiries from employers within the NHS or the media, please contact our team at [armedforces@nhsemployers.org](mailto:armedforces@nhsemployers.org) for further information.

# **HEALTH AND MENTAL HEALTH**

NHS Webpage

<https://www.nhs.uk/using-the-nhs/military-healthcare/>

## **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: <https://www.nhs.uk/using-the-nhs/military-healthcare/priority-nhs-treatment-for-veterans/>

## **NHS Veterans Mental Health Transition, Intervention and Liaison Service (TIL)**

(Source NHS England, 2017)

Armed forces personnel approaching discharge can now get treatment and support at NHS veterans' mental health services and thereafter into their civilian life, whether this is months or years later. Known as the transition, intervention and liaison (TIL) veterans' mental health service, the following providers have been appointed to deliver it under a three year contract:

To access these services, you need to go through the TILS. This can be done by contacting the service directly, or by asking your GP or a military charity to refer you.

### **To contact the service directly:**

- in the North of England, call 0303 123 1145 or email [ywals@nhs.net](mailto:ywals@nhs.net)
- in the Midlands or East of England, call 0300 323 0137 or email [mevs.mhm@nhs.net](mailto:mevs.mhm@nhs.net)
- in London or the Southeast of England, call 020 3317 6818 or email [cim-tr.veteranstilservice-lse@nhs.net](mailto:cim-tr.veteranstilservice-lse@nhs.net)
- in the Southwest of England, call 0300 365 0300 or email [sc.veterans@nhs.net](mailto:sc.veterans@nhs.net)

Upon receipt of referral, patients will be offered an initial face-to-face assessment within 2 weeks and, where appropriate, a first clinical appointment 2 weeks after that.

### **To access these services, you must meet the following criteria:**

- be a resident in England
- have served in the UK armed forces for a full day
- be registered with a GP practice in England or be willing to register with a GP
- be able to provide your military service number or another form of acceptable proof of eligibility.

Webpage: <https://www.nhs.uk/using-the-nhs/military-healthcare/nhs-mental-health-services-for-veterans/>

## **NHS Veterans' Mental Health Complex Treatment Service**

Source: NHS England (2018)

As plans progress to launch the new Veterans' Mental Health Complex Treatment Service (VMH CTS) across England on 1 April 2018, NHS England has appointed the following providers:

- **Leeds and York Partnership NHS Foundation Trust** (covering the North of England)
- **St Andrew's Healthcare** (covering the East Midlands and East of England)
- **Birmingham and Solihull Mental Health NHS Foundation Trust** (covering the West Midlands)
- **Camden and Islington NHS Foundation Trust** (covering London and the South East of England)
- **Berkshire Healthcare NHS Foundation Trust** (covering Buckinghamshire, Oxfordshire, Berkshire, Hampshire, Isle of Wight and the South West of England).

A new service informed by veterans and their families NHS England has used this insight to develop the VMH CTS

Accessing the VMH CTS to access the service as a veteran, patients must:

- have served in the UK armed forces for a full day
- have been referred by one of the regional VMH TILS
- be registered or able to register with a GP practice in England.

## **Veterans: NHS services for those with physical injuries**

(Source: NHS England, 2019)

### **Veterans Trauma Network**

The Veterans Trauma Network provides care and treatment to those who have been injured during their time in the armed forces. The service is available in selected NHS health centres across England close to where people live.

The network operates 10 centres in eight major cities: **Plymouth, Oxford, London (three centres), Birmingham, Nottingham, Liverpool, Leeds and Middlesbrough**

Referrals can be made via your GP at [england.veteranstraumanetwork@nhs.net](mailto:england.veteranstraumanetwork@nhs.net)

You can also be referred by [Blind Veterans UK](#) and [Style for Soldiers](#) or via [Blesma](#), by either emailing [bsoprosthetics@blesma.org](mailto:bsoprosthetics@blesma.org) or calling **0208 548 7080**

## **Veterans: NHS services for those with physical injuries (cont)**

(Source: NHS,2019)

### **NHS prosthetic services for veterans**

The veterans' prosthetics programme was set up to put into practise the key findings of 'A better deal for military amputees', a report by Dr Andrew Murrison MP. Nine Disablement Service Centres (DSCs) across England have been selected to provide enhanced services to veterans who have lost a limb as a result of their service in the armed forces.

- Bristol – Bristol Centre for Enablement, North Bristol NHS Trust
- Leicester – Leicester Specialist Mobility Centre, provided by Blatchford Clinical Services on behalf of clinical commissioning groups (CCGs)
- Sheffield – Mobility and Specialised Rehabilitation Centre, Northern General Hospital
- Carlisle – Disablement Services Centre, Cumberland Infirmary, North Cumbria University Hospitals NHS Trust
- Preston – Specialist Mobility & Rehabilitation Centre, Lancashire Teaching Hospitals NHS Foundation Trust
- Stanmore – Stanmore Prosthetic Rehabilitation Unit, Royal National Orthopaedic Hospital Trust
- Portsmouth – Prosthetic Regional Rehabilitation Department, Portsmouth Hospitals NHS Trust
- Birmingham – West Midlands Rehabilitation Centre, Birmingham Community Healthcare NHS Trust
- Cambridge – Addenbrooke's Rehabilitation Clinic, Cambridge University Hospitals NHS Foundation Trust

This additional funding is only available to veterans who have lost a limb during military service.

A veteran who has left military service, but whose limb loss is attributable to an injury sustained while in service, also qualifies. Veterans who lose limbs after they leave the military or while in the military, but not as a result of service, such as in a civilian road traffic accident, will still be able to access services as usual through their local DSC.

### **Veterans Prosthetic Panel**

The VPP was established in 2012 so veterans could apply for funding for high-quality prosthetic limbs, regardless of which DSC they attend. This application is then assessed by a specialised panel

To find out more about NHS prosthetic services for veterans, speak to your GP. You can also contact Blesma at [bsoprosthetics@blesma.org](mailto:bsoprosthetics@blesma.org) or call 020 8548 7080.



## **NHS Veterans Aware Hospitals**

(Source: NHS Improvement 2019)

Veteran Aware hospitals will:

- provide leaflets and posters to veterans and their families explaining what to expect
- train relevant staff to be aware of veterans' needs and the commitments of the NHS under the Armed Forces Covenant
- inform staff if a veteran or their GP has told the hospital they have served in the armed forces
- ensure that the armed forces community do not face disadvantage compared to other citizens when accessing NHS services
- signpost to extra services that might be provided to the armed forces community by a charity or service organisation in the hospital
- look into what services are available in their locality, which patients would benefit from being referred to after a hospital stay

### **33 hospitals that have been accredited as 'Veteran Aware'**

The recognition means that patients who have served in the UK armed forces will be cared for by frontline staff who have received training and education on their specific needs and who can also signpost them to other local support services e.g. Mental Health.

**Webpage:** <https://improvement.nhs.uk/resources/veteran-aware-hospitals/>

## **Armed Forces Veterans friendly accredited GP practices**

(Source: NHS England 2019)

GPs are signing up to become 'veteran friendly' under a new national scheme to improve medical care and treatment for former members of the armed services that has been backed by NHS England and the Royal College of GPs.

Practices can qualify for veteran friendly status by offering extra support for ex-military personnel who may face additional challenges when they return to civilian life

**To become accredited, GP practices need to:**

- have a lead for veterans' issues within the surgery;
- identify and flag veterans on their computer system;
- undertake dedicated training and attend armed forces healthcare meetings;
- increase understanding of the health needs of veterans amongst both clinical and administrative staff.

[PDF Download](#)

## **Royal College of General Practitioners**

Veterans' Healthcare Toolkit

<https://www.rcgp.org.uk/clinical-and-research/resources/toolkits/veterans-healthcare-toolkit.aspx>

## **NHS England**

(Source NHS England, 2019)

### **Personalised care for Armed Forces personnel in transition**

<https://www.england.nhs.uk/personalisedcare/upc/ipc-for-veterans/>

The Armed Forces personnel in transition, Integrated Personal Commissioning for Veterans Framework (IPC4V) is a new personalised care approach for the small number of Armed Forces personnel who have complex and enduring physical, neurological and mental health conditions that are attributable to injury whilst in Service

#### **The process**

Individuals who are eligible for IPC4V are proactively identified by medical staff whilst they are on the Defence Recovery Pathway.

With the individual's agreement and where appropriate, that of their family, they will then be referred for an assessment. As part of this, a multi-disciplinary and multi-agency steering group is set up to oversee the case and ensure the right people, including the individual, are involved.

Following an initial holistic assessment around the individual and their health and well-being needs, a personalised care and support plan is developed with them (and also their family where appropriate). These arrangements are put into place whilst the individual is still serving, ensuring that Armed Forces aware care and support are provided as they transition to civilian life and beyond.

#### **Personalised care for veterans**

<https://www.england.nhs.uk/personalisedcare/upc/ipc-for-veterans/personalised-care-for-veterans/>

NHS England and NHS Improvement, together with the Ministry of Defence (MOD), have published the [Personalised care for veterans in England, a guide for clinical commissioning groups and local authorities](#). The document sets out a new personalised care approach for those veterans who have a long term physical, mental or neurological health condition or disability.

#### **Benefits**

Individuals who are eligible to receive this personalised care package, will benefit from the following:

- Personalised care and support planning with a range of organisations, including health and social care, local commissioners and Armed Forces charities. This gives them more choice and control over how their care is planned and delivered, taking into account preferences that relate specifically to their military service.
- A single integrated personalised care and support plan for all their health and wellbeing needs, including the option of NHS Continuing Health Care, a personal budget, personal health budget or integrated personal budget for all or part of their care. This plan is based on what matters to them, meaning that they can choose how best to live their life and get the right support to make this happen.
- Ongoing support and access to community resources to help ensure that they are an active participant in the planning and management of their own health and wellbeing, with outcomes and solutions having meaning and context within their life.

#### **Guide**

<https://www.england.nhs.uk/publication/personalised-care-for-veterans-in-england-a-guide-for-clinical-commissioning-groups-and-local-authorities/>

## **Combat Stress**

(Source: Combat Stress, 2019)

### **Our unique services**

We offer a range of treatment services in the community, at our specialist centres, on the phone and online, and we develop a personalised programme for each veteran's individual needs. Combat Stress provides the UK's only residential treatment for veterans with trauma-related mental health problems. Highly trained staff have specialist knowledge of veteran trauma. Our unique combination of psychological and psychiatric treatment, and occupational therapy benefits the most unwell veterans. Our treatment is evidence based: our research study work with the King's Centre for Military Health Research evaluates and demonstrates the effectiveness of our services. Nationwide, we have a unique peer support service, which is led by veterans for veterans (Combat Stress, 2019)

We offer a range of treatment programmes, therapies and support to help you with your mental health problems. Everyone is unique and our highly skilled medical and clinical teams work with you individually to find the right support for you

### **TRAUMA-FOCUSED THERAPY**

We offer trauma-focused therapy through our six-week residential Intensive Treatment Programme. Our specialist clinical teams use Cognitive Behavioural Therapy (CBT). (Combat Stress, 2019)

### **HELPING YOU LIVE IN THE MOMENT**

We run stabilisation programmes at our treatment centres. This gives you the discipline and skills to better manage your life on a day-to-day basis. The programme is tailored to you and looks at your symptoms, current medication and explores ways to make changes to your behaviour (Combat Stress, 2019)

### **OUR COMMUNITY TEAMS**

We have community psychiatric nurses and occupational therapists in our community teams across the UK. They offer groups, workshops and individual therapy sessions. (Combat Stress, 2019)

### **OUR PSYCHO-EDUCATION GROUPS**

The groups run over three months and each one focuses on a different area. We cover different topics including advice about anxiety, depression, sleep, trauma, substance misuse and anger management. (Combat Stress, 2019)

### **OUR OCCUPATIONAL THERAPY WORKSHOPS**

Occupational therapy can help rebuild your life by focusing on work, leisure and how to look after yourself. We encourage you to think about exploring volunteering or paid work, studying or learning a new skill or hobby. (Combat Stress, 2019)

**Tel: 0800 138 1619**

Website: <https://www.combatstress.org.uk/>

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

## **Big White Wall**

(Source: Big White Wall, 2019)

### **What we offer**

People come to Big White Wall for help with a wide range of mental health and wellbeing issues – from anxiety, depression, stress and trauma, to relationship problems and lifestyle challenges. Organisations can commission our Support Network services, or Support Network plus Live Therapy.

### **Support Network services**

An anonymous and stigma-free environment. Members follow their own path towards better mental wellbeing

### **Live Therapy**

One-to-one online therapy with registered and accredited counsellors and Cognitive Behavioural Therapists.

### **Our team are:**

- Fully qualified clinicians monitoring our community forums 24/7
- Registered and accredited therapists and counsellors providing guided support and 1-to-1 therapy

**Tel:** 0203 495 6196

**Email:** [theteam@bigwhitewall.com](mailto:theteam@bigwhitewall.com)

**Website:** <https://www.bigwhitewall.co.uk/>

## **Contact (Armed Forces)**

(Source: Contact, 2019)

Contact is a collaboration of military charities working with the NHS and the MOD. The aim of the group is to help members of the Armed Forces community access mental health and wellbeing support. This should be the most suitable and best possible support for each individual, when they need it. (Contact, 2019)

### **We can Help Categories:**

- I have served
- Family and friends
- I am serving
- Healthcare professionals
- Mood assessment tool

### **Contact Access via online referral:**

<https://www.contactarmedforces.co.uk/we-can-help/contact-us/>

### **Contact partners**

<https://www.contactarmedforces.co.uk/about-us/>

**Web:** <https://www.contactarmedforces.co.uk/>

## **Head Start: Walking with the Wounded**

(Source: WWtW, 2019)

Head Start provides 1-2-1 private therapy for ex-service personnel with mild to moderate mental health difficulties such as depression, anxiety, PTSD and adjustment disorder. Therapy is provided via face-to-face and digital sessions. Evidence-based talking therapies including cognitive behavioural therapy (CBT) and Eye Movement Desensitisation Reprocessing (EMDR) are delivered by accredited private therapists within the ex-service personnel's local community. The NHS is central to ex-service personnel receiving support with their mental health and Head Start are referral partners with the NHS specific veteran teams, therefore these teams should be contacted in the first instance. (WWtW, 2019)

### **Head Start Leaflet**

[file:///C:/Users/Home/Downloads/RurI8C4mxQtJqM2NEyswxgnVzz9O%20\(1\).pdf](file:///C:/Users/Home/Downloads/RurI8C4mxQtJqM2NEyswxgnVzz9O%20(1).pdf)

#### **TALKING THERAPIES:**

- One to one private therapy for ex-service personnel with anxiety, depression and PTSD.

#### **QUICK ACCESS:**

- Private therapists can offer appointments without long waiting times.

#### **CONVENIENT:**

- Therapy provided close to where you live.

### **Are you a healthcare professional looking to refer to Head Start?**

**Web link:** <https://www.wwtw.org.uk/Home/About/48>

**Head Start team** - 01263 863906 or email [headstart@wwtw.org.uk](mailto:headstart@wwtw.org.uk). (working hours are Monday to Friday, 9am to 5pm)

## **Help for Heroes Hidden Wounds**

(Source: H4H, 2019)

### **WHAT IS HIDDEN WOUNDS?**

The Help for Heroes Hidden Wounds service can support you if you are Ex-Service Personnel, or a family member, who is living with anxiety, depression, anger or wishing to change your drinking habits.

We know many Veterans struggling with their mental health have never accessed support before. If you are the loved one of a Veteran who hasn't reached out, particularly if you are worried about the impact of your Veteran's mental health on your own wellbeing, we're here to offer free and confidential advice.

Support is delivered by phone, Skype or face to face

For more information, you can contact the Hidden Wounds team confidentially 9am – 5pm by calling 0808 2020 144 (free from UK landlines) or emailing [hidden.wounds@helpforheroes.org.uk](mailto:hidden.wounds@helpforheroes.org.uk)

**Web:** <https://www.helpforheroes.org.uk/get-support/mental-health-and-wellbeing/hidden-wounds-service/>

## **HOUSING INFORMATION**

### **Veterans' Housing Advice**

(Source: Veterans Gateway, 2019)

The Veterans' Housing Advice service, initially provided by the Cobseo group of charities, and delivered by The Royal British Legion, Connect Assist and Shelter, has now been merged into Veterans' Gateway. The service is accessible 24/7 and supported by a resident housing specialist located at the Contact Centre

**Finding a Home web link:** [https://support.veteransgateway.org.uk/app/finding\\_a\\_home](https://support.veteransgateway.org.uk/app/finding_a_home)

**Telephone:** 0808 802 1212 (Freephone 24/7)

**Website:** [https://support.veteransgateway.org.uk/app/self\\_help/](https://support.veteransgateway.org.uk/app/self_help/)

### **HAIG Homes**

(Source: Haig Homes, 2019)

The object of Haig Housing is to provide housing assistance to ex-Service people and/or their dependants. Currently this object is achieved by letting general needs homes at affordable rents to the ex-Service community and providing tailored housing solutions to suit the individual needs of severely wounded and disabled Veterans. Haig Housing also offers a wide range of housing advice to the Service community and is the Strategic Housing Partner of Help for Heroes.

The Trust has over 1,500 properties throughout the UK which are a mix of family-sized houses, flats, maisonettes and bungalows, built mostly in the 1930s, 1950s and 1990s. The properties are generally on small, well-managed estates ranging in size from six houses up to the largest estate in Morden of over 270 homes. These are located in over 50 different local authorities. Some are subject to the nomination rights of the original Service or regimental organisations which donated the funds for the building. The properties in Jersey are subject to residential qualification for the States of Jersey.

**Tel:** 020 8685 5777

**Website:** <http://www.haighousing.org.uk/>

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

(Source: Riverside, 2019)

Single Persons Accommodation Centre for the Ex Services, SPACES, is a housing advice and placement service for veterans. SPACES targets the most vulnerable of Service leavers, regardless of rank, length of service, or reason for discharge.

SPACES is unique in providing a national network of supported housing options for veterans who have a range of needs. Our links with many other veterans charities and housing providers means that we can match you with the most appropriate accommodation offer – whether that is independent housing or high levels of support within Riverside's own accommodation services.

**Tel:** 01748 833797/872940/830191

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

## **The Beacon Catterick**

(Source: Riverside, 2019)

The Beacon offers supported housing to single veterans who are homeless or at risk of homelessness and who have support needs. Based at Catterick Garrison, our team understands the unique needs of veterans transitioning into civilian life. A friendly, warm, safe supportive base, it offers a beacon of hope to veterans of all ages

The Beacon understands the complex needs specific to veterans, from Post-Traumatic Stress Disorder to substance or alcohol misuse. We help you address any needs you may have, and give you the tools to increase your independence, confidence and well-being. Our motto is 'Stronger Together'. We work with you in your transition to Civvy Street and support your goals and ambitions.

Tel: **01748 833797 / 872940 / 830191** Website: [https://www.riverside.org.uk/in-your-neighbourhood/north-yorkshire/care-and-support/the\\_beacon/](https://www.riverside.org.uk/in-your-neighbourhood/north-yorkshire/care-and-support/the_beacon/)

## **Stoll Foundation**

(Source: Stoll, 2019)

Some Veterans struggle to adapt to civilian life when they leave the Armed Forces. At Stoll we support the most vulnerable Veterans by assessing an individual's needs and then arranging appropriate support. This can include a new affordable home to rent, developing people's skills to enable a Veteran to get a job and supporting people's health needs. Once a Veteran is living independently, on firm foundations, we support them as they move on from Stoll and always encourage this where possible.

We provide over 250 Stoll affordable homes for vulnerable Veterans to rent. We currently operate four schemes in West London and we are building 34 new homes in the garrison town of Aldershot.

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

## **Help 4 Homeless Veterans**

(Source, H4HV, 2019)

We support former members of HM FORCES (VETERANS) facing homelessness. We are based in South Yorkshire and have working agreements through Barnsley Council (Berneslai Homes) and Doncaster Council (St Leger Homes) to rent some of their housing stock and then sub let to our veterans at cost ie we make no profit on the rents.

We also work with private landlords to help veterans in other areas of ENGLAND and WALES when and where we are able to help and we regularly put homeless veterans into B & B as a stop gap whilst helping find a longer term solution to their situations

Telephone **07841 374320** or **07586 777856** Website: <https://help4homelessveterans.org/>

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

## **Veterans Aid**

(Source: VA, 2019)

In general terms all the charity's activities revolve around helping ex-servicemen and women in crisis. Specifically it deals with all the factors that contribute to crisis – significantly those leading to homelessness. Because homelessness is both a cause and effect VA's activities are diverse. The endgame is always to enable sustainable, independent living, but the interventions necessary to achieve this can involve days, weeks, months – or even years of investment.

First actions might be provision of food, new clothing and shelter. Subsequent interventions might involve prolonged periods of counselling, drink/drug rehabilitation and medical treatment. Further support frequently involves education, retraining or the acquisition of a new skill. Help is given to identify employment opportunities and, when they are deemed ready, individuals are helped to move into new homes – furnished and decorated by Veterans Aid

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

Website: <https://veterans-aid.net/>

## **Launchpad**

(Source: Launchpad, 2019)

- Launchpad provides veterans with accommodation (their own refurbished, one-bedroom flat) and communal facilities, for which they pay rent, either using housing benefit or income or savings, for up to two years.
- Working with other organisations, Launchpad provides support to those veterans to acquire jobs, via some training if necessary, and permanent housing. The charity provides confidence-boosting, character-building and social development activities, working with other partners, to aid their transition and integration into civilian communities.
- Launchpad aims to get its veterans into employment and permanent housing and contributing to society within two years.

We support veterans in the following ways:

- Assessment of the individual on arrival and working with him or her, we set in motion a series of voluntary activities. We establish personal action plans based on the Outcomes Star Methodology.
- Social development is offered through conducting community projects and communal activities such as sports, competitions and social events.
- Other agencies provide diversionary activities that develop confidence and social interaction.
- Where necessary, the veterans are provided with health and welfare support through qualified operators.
- Other providers provide skills and apprentice training, where necessary, and then individuals start preparing themselves to look for work and apply for jobs.
- Once they are successful, they may then seek more permanent accommodation.

**Location:** Avondale House, Byker Estate, Newcastle-Upon-Tyne. Tel: **0191 265 7039**  
Speke House, Speke, Liverpool. Tel: **0151 425 3886**

Tel: **0300 1111 238** Website: <https://www.veteranslaunchpad.org.uk/>



## **Alabare: Homes for Veterans**

(Source: Alabare, 2019)

We are a charity, founded in 1991, that supports homeless, vulnerable and marginalised people. We help them transform their lives, providing accommodation and helping them gain the skills, confidence and opportunities to live a fulfilled life.

Within our Homes and Services we work with:

- Those who are homeless or at risk of becoming homeless
- Veterans (through our Homes for Veterans initiative)
- Young people
- Adults with learning disabilities

Our vision is a society where everyone has the opportunity to live a fulfilling life.

Alabaré's Homes for Veterans provide supported accommodation to British Armed Forces Veterans who are homeless or at risk of becoming homeless. We believe no Veteran should be forced to sleep on the streets. We provide dedicated support to Veterans across the South of England and Wales - specifically; Wiltshire, Hampshire, Gloucestershire, Devon, Dorset as well as North and South Wales.

Tel: **01722 322 882** Email [veterans@alabare.co.uk](mailto:veterans@alabare.co.uk) Website: <http://www.homesforveterans.co.uk/>

## **Scottish Veterans Residences**

(Source; SCR,2019)

Scottish Veterans Residences (SVR) is a Registered Scottish Charity (SC012739) established in 1910 in reaction to the sight of veterans sleeping rough on the streets of Edinburgh. SVR provides high quality, supported accommodation for veterans who are homeless or in need. We house ex-service men and women of all ages in residences in Edinburgh and Dundee and now in the new Bellrock Close development in Glasgow.

The Transitional Support Programme is delivered at our supported accommodation Bellrock Close in Glasgow. The programme is designed so that every veteran will receive dedicated support every week from a key worker and support team

**Tel:** 0131 556 0091 **Email:** [info@svronline.org](mailto:info@svronline.org)

Whitefoord House Tel: 0131 556 6827, Rosendael Tel: 01382 477078, Bellrock Close Tel: 0141 766 2580

**Web:** [https://www.svronline.org/accomm.php?gclid=EA1aIQobChMIgOij0K\\_I5AIVLTtCh14Ww\\_bEAYASAAEgKqTfD\\_BwE](https://www.svronline.org/accomm.php?gclid=EA1aIQobChMIgOij0K_I5AIVLTtCh14Ww_bEAYASAAEgKqTfD_BwE)

## **Families Support Organisations**

### **Naval Families Federation (NFF)**

(Source: NFF, 2019)

Our vision is for all Naval Service Families to be able to have their views heard by those in positions of power; feel valued and be treated with fairness and respect; and thrive in their communities of choice.

The Naval Families Federation exists to speak up for Naval Service families about issues and concerns that affect you.

The service we provide is confidential'.

Tel: **02392 654374** Email: [admin@nff.org.uk](mailto:admin@nff.org.uk) Website: <https://nff.org.uk/>

### **RAF Families Federation (RAFFF)**

(Source: RAFFF, 2019)

The RAF Families Federation provides all RAF personnel and their families - Regular and Reserve, single or married - with timely and professional support, assistance and an independent voice regarding issues or concerns that they may have.

We capture evidence on specific issues through our regular surveys, from our 'face-to-face' visits to stations and units, and from individuals who approach us themselves. We also provide a confidential signposting service for specific information, support and help and ensure you are talking to the right people and asking the right questions. We work hard with a multitude of other organisations and agencies – from the NHS to the big banks – to ensure that you and your family are treated fairly and that you do not face disadvantage because of the unique nature of service life.

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

### **The Army Families Federation (AFF)**

(Source: AFF, 2019)

The Army Families Federation (AFF) is the independent voice of Army families and works hard to improve the quality of life for Army families around the world - on any aspect that is affected by the Army lifestyle. The AFF is independent of the Army and offers confidential advice. We will deal with your enquiry without revealing your identity.

AFF also provides a signposting service to help you find the right person to speak to, as well as providing useful information for Army families through its website and magazine, Army & You. AFF works at a local level directly with families and local command. We'll speak to Unit Welfare Officers and our specialists can help liaise with service providers with whom we have excellent contacts.

Tel: **01264 382324** E mail: [us@aff.org.uk](mailto:us@aff.org.uk) Website: [www.aff.org.uk](http://www.aff.org.uk)

## **Forces Families Jobs**

(Source: FFJ, 2019)

Forces Families Jobs is the go-to place for training and employment for family members of currently serving UK military personnel.

Apply for jobs and access employment and training opportunities with companies and organisations who are forces family friendly. You can use this website with confidence in knowing that employers have signed the Armed Forces Covenant or are able to demonstrate their commitment to the Armed Forces.

This is your gateway to accessing information about acquiring new skills, upgrading your existing skills or applying directly to employers who are understanding of the unique challenges that come with being a family member of a serving person.

Email: [help@forcesfamiliesjobs.co.uk](mailto:help@forcesfamiliesjobs.co.uk) Webpage: <https://www.forcesfamiliesjobs.co.uk/>

## **The Ripple Pond**

(Source: The Ripple Pond, 2019)

### **A UK wide self-help support network for the adult family members of physically or emotionally injured Service Personnel and Veterans**

The Ripple Pond was set up by two mothers of seriously wounded servicemen who recognised that no similar service existed purely for adult family members, and who found strength and comfort by sharing and supporting each other through such a unique challenge.

**Group meetings:** These peer-led meet regularly with the main aim of providing a space to express feelings safely, in a non-judgemental environment, where everyone can be heard. The groups are for any adult family member who feels they would like support.

**Our Unique 'Buddy System':** The Buddy system works by putting members directly in contact with another member should they wish. We look at location and situation when looking to connect members.

**Secret Online Forum:** The Ripple Pond operates a judgement-free, online forum through social media. When you become a member you will be invited to join in discussions and offer or seek support as and when you are ready. There is never any pressure to participate in conversations and it is accessible 24hrs a day

**Accessing Support:** To access the channels of support available you need to first become a member, this is a very easy and quick process. We are a charity so there is no financial charge to our members. Use our '[Access Support](#)' page and we will call you back with 24 hours (during the working week, 48 hours over the weekend) to ensure we can give you the level of support you need.

**For help and support, call 01252 913021**

Email: [admin@theripplepond.org](mailto:admin@theripplepond.org) Web: <https://www.theripplepond.org/>

## **Royal Navy & Royal Marines Charity**

(Source: RNRMC, 2019)

The Royal Navy and Royal Marines Charity is the principal charity of the Royal Navy. We exist to support sailors, marines and their families, for life. Beneficiaries lie at the heart of The Royal Navy and Royal Marines Charity's purpose; it is our duty to remain focused on their needs.

- OUR FUNDING ENSURES THAT OUR VETERAN COMMUNITY CAN ENJOY LIFE AFTER THE ARMED FORCES. WE CONTINUE TO SUPPORT A NUMBER OF CHARITIES WHO OFFER QUALITY CARE AND OUTREACH TO ELDERLY VETERANS ACROSS THE COUNTRY.
- FROM INITIATIVES THAT ENABLE PARENTS TO READ BEDTIME STORIES TO THEIR CHILDREN WHILE AWAY ON DEPLOYMENTS, TO PROJECTS THAT HELP GIVE YOUNG CARERS SUPPORT.
- WE FUND A NUMBER OF FRONTLINE CHARITIES WHO ASSIST WORKING-AGE VETERANS IN TIMES OF IMMEDIATE NEED, HELPING THEM TO FACE A RANGE OF ISSUES INCLUDING MENTAL HEALTH ISSUES, SUBSTANCE ABUSE, INJURY AND HOMELESSNESS.
- SOME VETERANS FIND IT DIFFICULT TO TRANSITION BACK TO CIVILIAN LIFE SUCCESSFULLY OR MAY NEED A BIT OF HELP. WE ARE THERE TO HELP THEM FIND EMPLOYMENT OR ADJUST TO LIFE ON "CIVVY-STREET".
- OUR AIM IS TO IMPROVE THE QUALITY OF LIFE OF SERVING PERSONNEL WHILST THEY SERVE IN THE ROYAL NAVY OR ROYAL MARINES. WE HELP TO IMPROVE CONDITIONS FOR PERSONNEL, AID MORALE AND EFFICIENCY.

Tel: **023 9387 1520** Email: [theteam@rnrmc.org.uk](mailto:theteam@rnrmc.org.uk) Web: <https://www.rnrmc.org.uk/>

## **RAF Association**

(Source: RAFA, 2019)

Welfare is at the absolute heart of the Royal Air Forces Association. Our reason for existing is as a member-led welfare charity. By association, everyone in the organisation from fundraiser to member to welfare officer or case Worker is a part of the welfare chain.

The real help that we give to real people – is the core of the welfare work that the RAF Association so successfully delivers is making a real difference to the lives of those in the RAF family who find themselves in times of need

Find out about the range of welfare advice and support that the RAF Association gives by using the links below:

[War Pensions service and Armed Forces Compensation Scheme](#)  
[Help with money](#)  
[Support and friendship visits](#)  
[Our network of branches and clubs](#)

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

## **ABF The Soldiers Charity**

(Source: ABF, 2019)

### **What we do**

The overall scale, breadth and range of our support is vast. We help very young serving families cope with a sudden bereavement or traumatic loss. We provide wide-ranging support to wounded soldiers, many of whom will need increasing financial assistance for decades to come. We provide help with housing, education and training for employment for soldiers and veterans of all ages. We are there for older veterans and their widows or widowers when they find themselves lonely or isolated.

In the past year, we have helped 70,000 people in 68 countries across the globe and funded numerous charities and organisations to support the Army family at large. We pride ourselves on acting immediately when help is needed, providing true through-life support for the nation's soldiers, veterans and families. Crucially, we act with speed. When we are alerted that a person or family is in need of help, we aim to make the relevant grant within 48 hours.

Tel: 020 7901 8900 Email: [supportercare@soldierscharity.org](mailto:supportercare@soldierscharity.org) Website: [www.soldierscharity.org](http://www.soldierscharity.org)

Regional Offices link [https://soldierscharity.org/about-us/our-work-in-the-regions/?\\_ga=2.99172445.2141460711.1568038556-891967730.1568038556](https://soldierscharity.org/about-us/our-work-in-the-regions/?_ga=2.99172445.2141460711.1568038556-891967730.1568038556)

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

(Source, H4H, 2019)

The Help for Heroes Band of Sisters is a membership network open to the close supporting family members (including partners who have been together for over 12 months or are living together) of Veterans, Service Personnel and those who have served alongside our Armed Forces who have been wounded, injured or sick during, or as a result of, their Service and resulting in an ongoing need for support.

Tel: 01980 844280 Email: [getsupport@helpforheroes.org.uk](mailto:getsupport@helpforheroes.org.uk)

Web: <https://www.helpforheroes.org.uk/get-support/beneficiary-support-network/band-of-sisters/>

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

(Source: H4H, 2019)

The Help for Heroes Band of Brothers is a network open to Veterans, Service Personnel and those who have served alongside our Armed Forces who have been wounded, injured or sick during, or as a result of, their Service and resulting in an ongoing need for support. The Help for Heroes Band of Brothers membership offers mutual support and a sense of belonging through activities, events and opportunities to meet others who have shared experiences. It offers advice and a safe, non-judgmental environment to members.

### **Benefits include:**

- Mutual support and advice from others in a similar situation to yourself
- Welfare support from Help for Heroes
- Access to the [Help for Heroes recovery programme](#)
- [Sporting opportunities](#)
- [Career support](#)
- [Psychological Wellbeing/Hidden Wounds](#)
- Tickets to events
- Discounts

Tel: 01980 844280 Email: [bandofbrothers@helpforheroes.org.uk](mailto:bandofbrothers@helpforheroes.org.uk)

Web: <https://www.helpforheroes.org.uk/get-support/beneficiary-support-network/band-of-brothers/>

## Other Support (examples)

### **Project NOVA (RFEA & WWtW)**

(Source: RFEA, 2019)

Supporting veterans who have been arrested or are at risk of arrest. Operating in four areas of the UK. The East of England, North West, North East and South Yorkshire and Humberside. Project Nova supports Veterans who have been arrested and enter Police Custody. It also supports Veterans who are referred by specialist Police teams, or other statutory organisations, because they are at risk of arrest.

Project Nova is operated by staff with a blend of experience from the armed forces, Criminal Justice System and charities. Our staff are skilled at engaging with veterans to understand their experience of military service, their lives before they joined the armed forces, and their transition back to civilian life. Project Nova undertakes a needs assessment for each individual and puts in place specialist support from a network of military charities and other organisations. We then keep in touch ensuring that the veterans we support have an ongoing connection, checking in and resolving issues when they occur

#### **Areas of Operation:**

- *Norfolk and Suffolk Police & Crime Commissioner*
- *Northumbria Police & Crime Commissioner*
- *Durham Police*
- *Cleveland Police*
- *Greater Manchester Police*
- *Cheshire Police*
- *Lancashire Police*
- *South Yorkshire Police*
- *Humberside Police*
- *NHS Liaison and Diversion Teams*
- *Cumbria Police*
- *Essex Police*
- *Bedfordshire Police*
- *Cambridgeshire Police*
- *Hertfordshire Police*
- *Humberside, Lincolnshire & North Yorkshire Community Rehabilitation Company*
- *North Yorkshire Police*

#### **Project Nova may be contacted on:**

Freephone 0800 917 7299 or by email at [info.nst@projectnova.org.uk](mailto:info.nst@projectnova.org.uk)

Secure criminal justice email address for Police, Probation Service and Liaison and Diversion use only:  
[info.nst@rfea.cjism.net](mailto:info.nst@rfea.cjism.net)

## **Tom Harrison House (Military Veteran Addiction Recovery Centre)**

(Source, Tom Harrison House, 2019)

Tom Harrison House is a specialist facility providing a 12-week addiction recovery programme exclusively to military veterans, reservists, emergency personnel, and their families. In meaningful partnership with other agencies, we provide trauma-informed addiction therapy through a “sensory and wellbeing” model of care, support, therapy and education.

Our philosophy emphasises safety, respect, empowerment, personal integrity, and the healing power of relationships within a community of veterans in recovery. Staff members reinforce these values by providing a structured programme over 7 days each week. Our programme includes personal recovery planning, group work, assignments and reintegration work alongside equine therapy, art, nutrition, physical fitness, yoga and mindfulness.

Education and therapies initiate the changes to behaviour and thinking that are required to develop and sustain a life of abstinence-based recovery. On completion of the primary programme a second stage of continued support is available, providing a steppingstone between primary care and a return to independent living. Working in close partnership with Mersey Care NHS Trust and The Royal British Legion, we also support clients through pre-admission detoxification and post-programme reintegration

**Tel: 0151 909 8481** Email: [info@tomharrisonhouse.org.uk](mailto:info@tomharrisonhouse.org.uk)

**Website:** <http://tomharrisonhouse.org.uk/>

## **Combat Stress - Veterans' Substance Misuse Case Management Service**

(Source: Combat Stress, 2019)

We know it can be difficult to ask for help. Our specialist substance misuse teams can give you advice on how and where to get help with alcohol or drug problems

When you contact us we'll arrange to meet you. We'll talk about your current circumstances and what you can do to improve your situation. We'll help you access specialist services in your local area so that you can manage your addiction. We can also help you access services related to mental health, housing, criminal justice, employment and benefits, education and training, and healthcare. (Combat Stress,2019)

Free 24-hour helpline on **0800 138 1619**

**Website:** <https://www.combatstress.org.uk/get-help/how-we-help/substance-misuse>



## **Right Turn (Addaction)**

(Source: Addaction, 2019)

Our Right Turn programme provides specialist support for veterans with substance misuse issues and acknowledges the specific experiences of people in the armed forces community. Specially trained Addaction staff provide tailored support alongside veterans who have trained as Recovery Champions to help others through their recovery journey.

**Webchat line:** <https://www.addaction.org.uk/webchat>

**Website:** <https://www.addaction.org.uk/>

## **Stand TO (Derbyshire Recovery Partnership)**

(Source: Stand TO, 2019)

STAND TO is an alcohol service dedicated to Derbyshire's Ex-Forces community. We cover the whole of Derbyshire (with the exception of Derby City).

At STAND TO our dedicated, experienced and highly trained staff, volunteers and peer mentors (most of whom themselves are ex- forces), have a particular awareness of the issues veterans and their families may experience. We acknowledge, understand and appreciate the sacrifices that ex-forces personnel and their families have made. We also understand some of the challenges individuals may face in admitting alcohol is a problem and the conflict often felt in asking for support

STAND TO is a free, confidential alcohol support service offering innovative and evidence based individual, long term support to those who need it across Derbyshire.

### **This can include:**

- Assessments at suitable locations in your area
- Auricular Acupuncture, Hypnotherapy and Mindfulness are also available in some areas.
- 1-2-1 individual support including:
  - Motivational Interviewing, Substance Misuse Cognitive Behaviour Therapy, Relapse Prevention, Harm Reduction, Information and Education and longer-term counselling.

We can also offer family and group support where required and also make direct onward referrals for appropriate individual family members to the RAFT (Relatives and Friends Together) service.

We always encourage self-referrals; however, we also accept referrals from other professional services and agencies.

To make a referral please contact the Single Point of Contact for Derbyshire Alcohol Services on: **01246 206 514** and they will be happy to take your details. From there a STAND TO worker will be in touch as soon as possible

**Website:** <http://alcohol-advice.co.uk/i-need-help/stand-to/>

## **Armed Forces & Veterans Breakfast Clubs**

(Source: AFVBC,2019)

Armed Forces & Veterans Breakfast Clubs are free with over 300 clubs in 14 countries.

There are no fees or subs, Breakfast Clubs exist simply to facilitate veterans, families and serving personnel to meet in a safe, relaxed and social environment.

By simply entering a location in the '**Enter your Location**' search bar you are taken to a list of Breakfast Clubs who have individual pages and contact information.

**Enter you Location weblink:** <https://www.afvbc.net/find-a-club/>

**Email:** [founder@afvbc.net](mailto:founder@afvbc.net) – [data@afvbc.net](mailto:data@afvbc.net) or [infotech@afvbc.net](mailto:infotech@afvbc.net)

**Website:** <https://www.afvbc.net/>

## **MOD Useful links for the Service Community**

(source: MOD,2019)

Charity or other organisations that might be able to offer advice and support or practical help to serving personnel.

**Weblink:** <https://www.gov.uk/government/publications/veterans-welfare-service-useful-links-for-service-personnel/useful-links-for-the-service-community>

