



YORK ARMED FORCES COMMUNITY INFORMATION AND DIRECTORY OF SUPPORT

A comprehensive guide to local, regional and national resources
for the York Armed Forces Community



Volume 3 - 2022



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afvbc
ARMED FORCES & VETERANS
BREAKFAST CLUBS

www.afvbc.net

Our Armed Forces Family includes Regular, Reservists, Service leavers, veterans of all ages and their families of the Army, Navy and the Air Force

We currently have three Armed Forces Breakfast Clubs in York.



The Dick Turpin, Moorcroft Road, Westfield, York YO24 2RQ
Meeting on the first Saturday of each month.

From 9.30am for a 10 am start to 12pm.

Please note the food is supplied by 'Phill Ya Boots cafe' at this breakfast Club. For catering purposes please contact Jo on 079815406032



The Toby Carvery, Hopgrove, Malton Road, York YO32 9TE
Meeting on the second Saturday of each month.

From 9.30am for a 10 am start to 12pm

For catering purposes please contact Lee or David Burkill on Phone: 01904 424542 or Email: yorkafvbc@gmail.com



The Saddle Inn, 37 Main Street, Fulford, York, YO10 4PJ
Meeting on the last Saturday of each month

From 9.30am for a 10am start to 12pm

For catering purposes please contact Rebecca on Phone: 01904 928683 Email: info@thesaddleinnyork.co.uk

The Armed Forces and Veterans of All Ages Breakfast Club allows members of the armed forces family to meet face to face in a relaxed, safe, social environment. Come along to enjoy breakfast and banter, combat loneliness and the chance for veterans of all ages to 'return to the tribe'. There are no fees or subs – people only have to pay for their own breakfast. The Clubs do not exist to raise funds for any charity, organisation or business and are purely social events.



TRAINING PROGRAMME

The City of York Council and our partners have developed a comprehensive training programme for front line staff.

1. Introduction to the Armed Forces Covenant and Military Life

This one hour interactive workshop has two objectives. An explanation of the benefits of signing the Armed Forces Covenant and a recognition of the sacrifice, skills and qualities men and women from a military background have to offer both within the community and workplace.

The workshop is ideal for team meetings and gatherings of a maximum of 20 people.

2. Training the Trainer

This two hour workshop provides delegates with the framework to deliver the introduction to the Armed Forces Covenant and Military Life in their own context. Ideally, delegates should have a military background with some form of experience in delivering training.

3. Online training –The Armed Forces Covenant: e-Learning for front line workers (50 minutes)

This e-learning explains the commitment of the Armed Forces Covenant and how it can be honored and implemented in the Community. It will help people understand and apply the principles of the Covenant at a local level. It also provides sources of further information and support.

To register Please log on to our website www.york.learningpool.com and register (response within 48 hours with login details) once registered you will be able to access the Armed Forces Covenant e-learning
<https://york.learningpool.com/login/index.php>

4. One day The Military Human: Understanding Military Culture and Transition

Training sessions provide a deeper dive for all front line staff by delivering a fuller understanding of armed forces composition and highlight good practice and inequality. For more information please visit:

<https://www.yorks.ac.uk/courses/professional-and-short-courses/military-human/>

For more information please contact Ian Cartwright using the contact details on the back cover of this directory.

THE ARMED FORCES COVENANT

To those who proudly protect our nation, who do so with honour, courage, and commitment, the Armed Forces Covenant is the nation's commitment to you.

It is a pledge that together we acknowledge and understand that those who serve or who have served in the armed forces, and their families, should be treated with fairness and respect in the communities, economy and society they serve with their lives.

The covenant focusses on helping members of the armed forces community have the same access to government and commercial services and products as any other citizen.

Support is provided in a number of areas which are outlined in this directory.

The covenant supports serving personnel, service leavers, veterans, and their families. And is fulfilled by the different groups that have committed to making a difference.

This resource outlines a selection of those organisations. This guide has been developed as a tool for those who are supporting the armed forces community in our city and for those who are members of the York armed Forces community.

There are many military charities that are large national organisations and smaller local specialists. Each one has a wealth of expertise and are truly committed to helping those that are serving or have served and their families. However, the number of charities can sometimes appear daunting to individuals looking for assistance and for those providing support.

This directory is organised under the Armed Forces Covenant priorities

- Health, welfare and housing,
- Education, employment and skills
- Support and advice
- Building Communities

The Army Families Federation (AFF)

The Army Families Federation (AFF) is the independent voice of army families: regular or reserve, wherever they are based. Throughout the UK and overseas, AFF works hard to achieve policy change and progress in favour of army families; AFF offers advice and guidance on all aspects of army life, confidentially and in an easy-to-digest way.

Telephone: 01264 382326

Email: us@aff.org.uk

Website: www.aff.org.uk

Citizens Advice York

Citizens Advice York offer free, confidential and impartial advice on issues including debt, welfare benefits, employment, housing and discrimination. We help people by telephone, by e-mail and at face-to-face appointments at various locations around the city where necessary.

We are an independent charity affiliated to the national organisation Citizens Advice. We have 40+ volunteers, supported by a small professional staff team who run the organisation and provide essential training and supervision.

In 2019/20 we helped 3,452 people with some 15,374 problems. We helped with debt, benefits, housing, employment and many other topics. We helped to claim £1,282,146 in unclaimed benefits and our work makes a tremendous difference to people's lives.

Telephone advice

Telephone Adviceline on 0300 330 2113

Monday – Friday, 10.00 – 4.00pm

Request a call-back or e-mail

Visit our website to request a call back, or for details of our web chat and e-mail advice services.

Universal Credit Help to Claim Service

For assistance with making a Universal Credit claim or to book an appointment

Telephone 0800 144 8 444 Monday – Friday, 8.00 – 6.00pm

COBSEO (The Confederation of Service Charities)

(Source: COBSEO, 2021)

Cobseo, as the Confederation of Service Charities, provides a single point of contact for interaction with Government, including local government and the Devolved Administrations; with the Royal Household; with the Private Sector; and, of course, with other members of the Armed Forces Community. This allows Cobseo Members to interact with all interested parties and especially to cooperate and collaborate with others in order to provide the best possible level of support to beneficiaries.

The stated objectives of Cobseo are to represent, promote, and further the interests of the Armed Forces Community by:

- Exchanging and coordinating information internally.
- Identifying issues of common concern and coordinating any necessary and appropriate action.
- Acting as a point of contact for external agencies to the Members of Cobseo.
- Representing and supporting the needs and opinions of its Member organisations, individually and collectively at central and local government levels and with other national and international agencies

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

Combat Stress

(Source Combat Stress,2020)

We are Combat Stress, the UK's leading charity for veterans' mental health. For over a century, we've helped former servicemen and women with mental health problems such as post-traumatic stress disorder (PTSD), anxiety and depression. Today we provide specialist treatment and support for veterans from every service and conflict, focusing on those with complex mental health issues.

If you're currently serving or have served in the UK Armed Forces, you can call Combat Stress' 24-hour mental health helpline.

The Helpline is available 24 hours a day, 365 days a year.

- Veterans and their families can call 0800 138 1619.
- Serving personnel and their families can call 0800 323 4444.

Online Self-help Resources:

Physical Well Being	Managing Anger	Managing Low Mood
Managing Anxiety	Alcohol Misuse	Substance Misuse
Veterans Families	Support for Organizations	Support with PTSD
Sleep during COVID-19	Grief and Loss	

Weblink: <https://www.combatstress.org.uk/mental-health-support-during-covid-19>

Peer to Peer Support

- Website Map Locations Link: <https://www.combatstress.org.uk/get-help/how-we-help/peer-support>

Trauma-focused Therapy

Six-week residential Intensive Treatment Programme.

Support in Your Community:

- Community Teams
- Psycho-Education Groups
- Occupational Therapy Workshops

Telephone: See Above

Email: contactus@combatstress.org.uk

Website: <https://www.combatstress>

Explore York Libraries and Archives

Explore York runs 15 libraries across the City of York, as well as 3 Reading Cafes, a mobile library, and a home library service. York Explore our flagship library and home of the City Archive is open 7 days a week in the city centre.

Here are just a few of the things we can offer you:

- Knowledgeable, friendly staff to help you out
- Information and support to help you get online with PCs, printing and free wifi at all our libraries
- Support for your health and wellbeing including specialist book collections and information.
- Free E-newspapers, E-magazines, E-books and E-Audiobooks
- Lots going on for families and children from babies to teens
- Archives and Family History resources and activities for all ages
- Online and in-person events, talks, courses, creative workshops, book groups and more for all ages
- Reading Cafes at Rowntree Park and in Hungate with books to browse over a hot drink and freshly made snack..
- and thousands of books to borrow for free.

Anyone can join the library and it costs nothing. Sign up online or at any Explore library. Please take a look at our website for more information.

Opening Hours

There's an Explore library open every day of the week somewhere in York. For full opening hours please check our website.

Website: www.exploreYork.org.uk

Email: contact@exploreYork.org.uk

Telephone: (01904) 552828

Follow us on social media:

Twitter @YorkLibrariesUK

Facebook: Explore York Libraries and Archives

Instagram: [exploreYorkLibraryandArchive](https://www.instagram.com/exploreYorkLibraryandArchive)

Linked In: Explore York Libraries and Archives Mutual Limited

Fighting with Pride

(Source: Fighting with Pride, 2021)

Fighting With Pride (FWP) is a new military charity, created on the 20th anniversary of the complete lifting of the ban on LGBT+ service – the 'gay ban'.

We are here to support LGBT+ Veterans, serving personnel and their families, particularly those who were affected by the ‘gay ban’, ultimately lifted on 12th January 2000. Before then, thousands of LGBT+ service personnel were removed or forced from service and abandoned, after serving with pride. In the years ahead it is our aim to restore the military covenant and bring this community back into the military family. We are working with Veteran supporting organisations to build capacity for LGBT+ Veteran support, to recognise their service and help resolve the challenges they face in their lives beyond military service.

FWP is a ‘lived experience’ LGBT+ charity, supporting those seeking help and a resource for those who seek to help them.

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

Email: info@fightingwithpride.org.uk

Get in touch online: <https://www.fightingwithpride.org.uk/get-in-touch/>

Forces Connect App

The “Forces Connect” app is designed to link users in four easy clicks to organisations offering help and support across a wide range of services.

The free app is aimed at the entire armed forces community – serving personnel, reservists, veterans and their families easier to access support.

Most of the armed forces community live, work and thrive without need of extra assistance, however where they do need additional support, the mobile app like this directory will help them access organisations that can provide the help and advice they need in a quick and simple way.

To download the app, search “Forces Connect” in Apple’s App Store or the Google Play Store.

Live Well York Website

Live Well York is a website for all adults in York (Yor-OK is for children, families and Young People). You can use the live well York web site to find helpful information and advice, discover hundreds of local groups and activities and find out what events are happening across York.

The website is supported by a number of organisations across York, working in partnership. These organisations include Age UK, Healthwatch York, York CVS, York Explore, York Mind, Vale of York CCG City of York Council.

Website: www.livewellyork.co.uk

MOD Veterans Welfare Service

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)

Telephone: 02392 702232

Email: veterans-uk-vws-south@mod.uk

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

Telephone: 01562 825527

Email: veterans-uk-vws-wales-mid@mod.uk

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

Telephone: 01253 333494

Email: veterans-uk-vws-north@mod.uk

Glasgow (Scotland, NE England, NI and ROI)

Telephone: 0141 2242709

Email: 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.

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

SSAFA, The Armed Forces Charity

SSAFA (Soldiers, Sailors, Airmen Families Association)

SSAFA is the oldest national tri-service Armed Forces charity. It has a network of volunteer Caseworkers offering support to those who are serving, the Veteran Community 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

Forces line is a free and confidential telephone helpline and email service that provides support for serving personal and their families from the three services, regulars and reserves

Telephone: 0800 731 4880

Helpline: 0203 761 6343 - Monday to Friday 9am – 5.30pm

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

The Royal British Legion

The Legion is here to help members of the Royal Navy, British Army, Royal Air Force, veterans and their families. We support serving and ex-serving personnel all year round, every day of the week. Our support starts after seven days of service and continues through life, long after service is over. Some of our services are outlined below:

Care and Independent Living:

Care Homes:

We have six care homes across the country for the Armed Forces community and their families. Our homes, including five with specialist dementia care, are designed to be a home from home for our residents and visitors.

Support for Careers:

We know that when you are caring for someone it can be hard to find the time to look after yourself. We work in partnership with Dementia UK to provide Admiral Nurses – a specialist service helping the Armed Forces community and their families living with dementia.

We know that when you are caring for someone with dementia it can be hard to find the time to look after yourself. Our Admiral Nurses are there to support you, and those you're caring for, get the help you need.

Independent Living:

We're here to support the Armed Forces community maintain their independence and stay safe in their own home. We can provide support so that you or your loved ones can access the services you might need.

Financial and employment support:

Finance:

We help to ease the burden of financial pressure for thousands of serving and ex-serving personnel every year. We provide specialist compensation advice, help with debt and emergency situations, and can support you through grant applications. Whether you are in need of urgent assistance to get through a temporary crisis or need help at home we may be able to help with a grant.

Help with disability benefits:

We can help anyone in the Armed Forces community claim any state disability benefits they may be entitled to. Whether your illness or injury was as a result of service or not, or if you have a physical or psychological problem we can help you. Our expert advisers have excellent knowledge of the benefits system, and we can guide you from your application all the way through to taking further action if you need to dispute anything.

Membership:

All our members play a vital role in supporting the Legion. Members build relationships. They share experiences with like-minded people, and have a say in the way we run the Legion by voting through our branch network. But most importantly, they help us provide support to the Armed Forces community and their families.

From being at the end of a phone line and visiting veterans in their local area, to holding Remembrance and community events across the UK, our members help us reach those who need us most.

The Legion is here to support you, and those you're caring for, get the help you need. There are various ways to find out how we might be able to help.

Please visit our website for more information or to contact us via 'Live Chat' (8am – 8pm, 7 days a week) www.britishlegion.org.uk

Telephone: 0808 802 8080. Lines are open 8am-8pm, 7 days a week

For York branch info email: trblyork@hotmail.co.uk.

Veterans Gateway

Veterans' Gateway went live on 3 April 2017 and is the first point of contact for veterans and their families to connect with the help, advice and support they need from a network of organisations.

A team of advisors will assess people at this first point of contact, ensuring they are quickly referred to the organisation that is best placed to support them, such as The Royal British Legion.

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.

Telephone: 0808 8021212 **Text:** 81212 **Email and live chat**

Website: www.veteransgateway.org.uk

Yor-OK

Yor-OK is a website aimed at families, children and young people and practitioners. On this site, members of the armed forces community can find a range of information and support services about anything to do with family life in York.

Website: www.yor-ok.org.uk

Family Information Service

Telephone: 01904 554444 **Email:** fis@york.gov.uk



HEALTH

The NHS and veterans healthcare information web site is a very useful resource. <https://www.nhs.uk/using-the-nhs/military-healthcare/priority-nhs-treatment-for-veterans/>

“All veterans are entitled to priority access to NHS care (including hospital, primary or community care) for conditions associated with their time within the armed forces (service-related).

But this is always subject to clinical need and doesn't entitle you to jump the queue ahead of someone with a higher clinical need.

If the NHS service you're dealing with is unaware of priority treatment, you're actively encouraged to tell them about it and ensure you have told them you have served.

Failing that, you can enlist local health care commissioners, your local authority community covenant lead or one of the national service organisations, such as the Royal British Legion, to support you.

Physical Health

BLESMA

BLESMA help all wounded servicemen and women who have lost limbs, the use of limbs or eyes, to rebuild their lives by providing rehabilitation activities and welfare support. BLESMA campaigns for veteran's rights and looks after individuals and their families by offering a comprehensive grants and welfare system. Rehabilitation, support, counselling and care are the four principle foundations of the organisation

Telephone: 020 8590 1124

Website: www.blesma.org/contact-us/

Blind Veterans UK

Support anyone who has served in the Armed Forces, or who has done National Service, and who is now living with significant sight loss. 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.

Telephone: 0800 389 7979

Website: www.blindveterans.org.uk

Contact Armed Forces

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 via online referral:

www.contactarmedforces.co.uk/we-can-help/contact-us/

DMWS Defence Medical Welfare Service

DMWS is an independent charity providing an independent and confidential medical welfare service to frontline staff whenever they are receiving medical treatment. DMWS Welfare Officers work with patients when their medical needs are being met but when other issues, problems or social influences may be distracting them from their recovery. They provide practical and emotional support to ensure that no family goes through the worry of injury or illness alone. The support is tailored to the individual needs and may include a confidential and impartial listening ear, helping to explain and resolve any medical care issue and referrals to other agencies for support.

General Enquiry Contact: Telephone: 01264 774 000 **Email:** info@dmws.org.uk
Referral Contact: Telephone: 0800 999 3697 **Email:** referrals@dmws.org.uk
DMWS Headquarters: The Old Stables, Redenham Park, Andover,
Hampshire, SP11 9AQ

Help for Heroes

A charity that offers comprehensive support to those who have suffered life-changing injuries and illnesses while serving our country.

Website: www.helpforheroes.org.uk

Help for Heroes Band of Brothers

The Help for Heroes Band of Brothers is available to Veterans, Service Personnel and those who have served alongside our Armed Forces who have suffered a permanently life-limiting or career-ending injury or illness during or attributable to their service. The Help for Heroes Band of Brothers offers fellowship, support and a listening ear. The network offers lifelong access to all the financial and welfare support from Help for Heroes as well as providing opportunities to meet others who are living through similar experiences. Membership is free, confidential and offers access to opportunities all around the UK.

Telephone: 01980 844280

Email: bandofbrothers@helpforheroes.org.uk

Website: www.helpforheroes.org.uk/get-support/beneficiary-support-network/band-of-brothers/

NHS Step Into Health Programme

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 for further information

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

Priority Healthcare for Veterans

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

"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/>

About Op COURAGE: The Veterans Mental Health and Wellbeing Service

This is the new name for:

- the Veterans' Mental Health Transition, Intervention and Liaison Service (TILS)
- the Veterans' Mental Health Complex Treatment Service (CTS)
- the Veterans' Mental Health High Intensity Service (HIS)

The new name has been developed to make it easier for those leaving the military and veterans to find help.

Op COURAGE: The Veterans Mental Health and Wellbeing Service (NHS,2021)

If you or someone you know is struggling with their mental health or wellbeing, expert help is available from Op COURAGE: The Veterans Mental Health and Wellbeing Service. It does not matter if you're due to leave the armed forces, just left the armed forces or left many years ago.

Op COURAGE are here to help and understand the courage it takes to speak to someone.

When you contact Op COURAGE, you'll speak to people who:

- understand the armed forces and military life
 - are either from the armed forces community or highly experienced in working with serving personnel, reservists, veterans, and their families
 - will work with you to make sure you get the right type of specialist care, support, and treatment
-

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. You can also be referred by Blind Veterans UK and Style for Soldiers or via Blesma, by either emailing bsoprosthetics@blesma.org or calling 0208 548 7080

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.

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 or call 020 8548 7080.

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.

Sheffield – Mobility and Specialised Rehabilitation Centre, Northern General Hospital, Herries Road, Sheffield, S5 7AU

Telephone: 0114 27 15807

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 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 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/>

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/>

Personnel Recovery Unit Catterick: Help for Heroes and Phoenix House

Catterick Garrison is where you'll find our recovery centre for the North of the UK. The centre is accessible to all wounded, injured and sick personnel and their loved ones. Whether they're still serving or a Veteran.

The centre is designed to create a welcoming, supportive and inspirational atmosphere. It's been purpose-built to give those who have served their country, a second chance at life. The centre's facilities support the recovery process. These include classrooms and an IT suite, training kitchens, an art room and wood workshop, a gym with specialist equipment and health and wellbeing rooms.

Telephone: 01748 834148

Email: catterick.enquiries@helpforheroes.org.uk

Phoenix House Recovery Centre, Richmond Road, Catterick Garrison,
North Yorkshire, DL9 3AW

Mental Health

Allotments

Gardening is good for you and allotment gardening offers additional benefits that help to ameliorate loneliness and enable veterans and members of the armed forces community to engage with other people. There is a growing awareness of the role that gardening plays in both preventing and alleviating mental ill-health.

To find out more visit: www.yorkallotments.org

Telephone: 07746 26858

Write to: York Allotments, Popeshead Court Offices, Peter Lane, York, YO1 8SU

CAMHS

Children and Adolescent Mental Health Services

CAMHS stands for Child and Adolescent Mental Health Service. CAMHS are here to offer help when a young person's worries, problems or behaviours begin to impact upon their everyday lives and their families. Their services include signposting to services available in the local area; self-help recommendations; group work, individual work; family therapy and neurodevelopmental assessment.

Telephone: 01904 615300

Website: www.yor-ok.org.uk/camhs

Reserve Forces Liaison Team, 24hr Helpline.

The helpline is available 24 hours a day, 365 days a year. Combat Stress 24 hour

Helpline Telephone: 0800 138 1619

Veterans and their families can call 0800 138 1619.

Serving personnel and their families can call 0800 323 4444.

Website: www.combatstress.org.uk

Contact Armed Forces

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 Access via online referral:

Website: www.contactarmedforces.co.uk/we-can-help/contact-us/

Head Start: Walking with the wounded

Ex service personnel: Head Start offers ex service personnel access to quality and effective treatments for mild to moderate mental health conditions. To access mental health support make an appointment with a GP who will be able to submit a referral on your behalf to Head Start. Remember to tell the GP that you have served and that you may be eligible for private therapy under Head Start's service.

Further information from a member of the Head Start team Monday to Friday between 9am and 5pm

Telephone: 01263 863906

Email: headstart@wwtw.org.uk

Help for Heroes Hidden Wounds

H4H Hidden Wounds is open to Veterans, their families and the families of those who are serving. H4H Hidden Wounds, can help people with everyday problems.

Telephone: 0808 2020 144

Email: hidden.wounds@helpforheroes.org.uk

Web: www.helpforheroes.org.uk/get-support/access-h4h-hidden-wounds

York Mind

York Mind are an independent local mental health charity which aims to empower individuals experiencing mental ill health to start on the pathway to recovery. We believe that the condition should never define the person and consequently our recovery model encompasses every aspect of our clients' lives: personal, social and professional.

York Mind, Highcliffe House, Highcliffe Court, York YO30 6BP

Telephone: 01904 643 364

Email: office@yorkmind.org.uk

Website: www.yorkmind.org.uk

NHS Veterans Mental Health Transition, Intervention and Liaison Service (TILs)

The Veterans' Mental Health Transition, Intervention and Liaison Service (TILS) is a service to support veterans and their families. The service developed from recognition that military veterans may find it difficult to access traditional NHS services following time spent in a military environment and acknowledges that a stigma still surrounds mental health issues and aims to reduce this by providing more accessible pathways into services.

The service provides a first point of contact for people aged 18 and over and is available to anyone who has left the armed forces after completing one day's service or more with the British Military, is a Reservist not currently mobilised, a family member of military personnel or a member of the armed forces currently awaiting discharge (in transition).

The team offers mental health assessment by a specialist veterans mental health practitioner who is sensitive to military culture and has good local knowledge. The service aims to provide a thorough assessment to refer veterans on to the most appropriate service to meet their needs. A maximum of six sessions will be provided where appropriate to assist those struggling with transition.

TILS is also the first port of call for a referral to the Veterans' Mental Health Complex Treatment Service.

How to access this service

The service has an open referral system and people can refer themselves by contacting the service directly on the number below or by contacting the Northern Area - Single Point of Contact.

Referrals can also be taken from any statutory or non-statutory organisation. The referral form and an information leaflet can be downloaded from the web page:

<https://www.humber.nhs.uk/Services/veterans-tils.htm>

Self-referrals: 01482 335479

Northern Area - Single Point of Contact: 0303 123 1145

Queries: 01482 335479 or HNF-TR.veteransoutreachservice@nhs.net

NHS Veterans' Mental Health Complex Treatment Service

The Veterans' Mental Health Complex Treatment Service (VMH CTS) was launched across England on 1 April 2018. This service was informed by veterans and their families. CTS is an enhanced local-community-based service for ex-service personnel who have military-related complex mental health problems that have not improved with earlier care and treatment.

The service provides intensive care and treatment including, but not limited to, support for drug and alcohol misuse, physical health, employment, housing,

relationships and finances, as well as occupational and trauma-focused therapies. NHS England has appointed the following provider for the North of England:

Leeds and York Partnership NHS Foundation Trust

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.

Access to CTS is via the TILS information above

Right Turn (Addaction)

The 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. These Recovery Champions are an inspiration – proving to people who have lost hope that they too can recover and rebuild their lives’

Telephone: 0114 2536830

Website: www.addaction.org.uk/help-and-support/adult-drug-and-alcohol-services/right-turn

Ripple Pond

A self-help support network for the adult family members of physically or emotionally injured Service.

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. Peer-led, self-help groups 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 here for mums, dads, spouses, siblings – indeed any adult family member who feels they would like support.

Telephone: 07586 576889 or 07825 296712 or 01252 913021

Email: admin@theripplepond.org **Website:** www.theripplepond.org

Samaritans

People talk to the Samaritans anytime they like, in their own way - about whatever’s getting to them. You don’t have to be suicidal.

Local Telephone: 01904 655 888 **Free Telephone:** 116 123

Samaritans York, 89 Nunnery Lane York YO23 1AH

Time to Change York

The Time to Change York project is a campaign to end mental health stigma and discrimination in York through people sharing their personal experiences in a variety of ways (for example through written blogs, poetry and art, radio interviews, social media campaigns, and public speaking), either openly or anonymously. We welcome all enquiries about our project and you don't need a mental health diagnosis to join us. We are currently funded by City of York Council and hosted by York CVS until at least March 2025. Please note that we are required to re-name our project during 2022, but you will still be able to contact us via York CVS.

Email: timetochange@yorkcvs.org.uk

Telephone: 01904 621133

Website: <https://www.yorkcvs.org.uk/time-to-change-york/>

Togetherall

Togetherall is a mental health support service that provides:

- anonymous, round-the-clock online support with trained counsellors
- a supportive community, including forums for safe conversation
- free resources to help you improve your mental health

All armed forces serving personnel, reservists, veterans and their families can access these services at any time.

Website: <https://togetherall.com/en-gb/>

Tom Harrison House

Tom Harrison House is a specialist facility providing an addiction recovery programme exclusively to military veterans, reservists, serving personnel, and their families'.

Telephone: 0151 909 8481

Website: www.tomharrisonhouse.org.uk

Veterans' Substance Misuse Case Management Service (Combat Stress)

Will arrange to meet people either at their home or elsewhere. They discuss current circumstances and what they can do to improve a person's situation. They also access specialist services in a local area so that the individual can manage their addiction. They help access services related to mental health, housing, criminal justice, employment and benefits, education and training, and healthcare.

Website: <https://www.combatstress.org.uk/veterans/substance-misuse-service>

Waterloo Uncovered

Waterloo Uncovered is a registered UK charity that combines a world-class archaeology project on the battlefield of Waterloo with a support program for

veterans and the military community. Working in partnership with some of Europe's top universities, and through the unique perspective of a team comprised of archaeologists, veterans, and serving soldiers, Waterloo Uncovered aims to understand war and its impact on people – and to educate the public about it.

Waterloo Uncovered: 207 Parkway House, Sheen Lane, London, SW14 8LS
Or use the contact form on www.waterloouncovered.com/contact-us/

Armed Forces Veterans friendly accredited GP practices

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.

NHS Veterans Aware Hospitals

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

The veterans aware hospital 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.

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

Community Health Champions

A scheme for members of the armed forces community to engage with is the City of York Councils Community Health Champions programme. Community Health Champions are people who, with training and support, voluntarily offer their skills and passion and make use of their community links to transform Health and Wellbeing in their neighbourhood.

Within their families, communities and workplaces they:

- empower and motivate people to get involved in healthy social activities
- create new activities to meet local needs
- signpost people to relevant community activities, and support

Benefits to the volunteer:

- give something back to the community
- learn new skills and knowledge related to Health Improvement
- formal training and on-going mentoring and support
- connect with others who share a passion for improving health

Contact details for application or information:

Telephone: 01904 552774

Email: healthchampions@york.gov.uk

Website: www.york.gov.uk/directory_record/1310/community_health_champions

Social Prescribing

Social Prescribing is a term which means linking people to non-medical sources of support, to improve their health and wellbeing.

In York there are two social prescribing schemes (Primary Care Link Workers and Ways to Wellbeing), both of which are delivered by York CVS.

Social prescribers support people to take greater control of their own health and wellbeing.

Social prescribers develop tailored plans led by the person they're supporting, connecting them to local groups and support services; learning and volunteering opportunities and peer support networks.

Social prescribers don't ask, "What's the matter with you?"

We ask, "What matters to you?"

Primary Care Link Workers

Primary Care Link Workers are social prescribers based in GP surgeries across York, working alongside people to get to know them, and ultimately help them improve their health and wellbeing.

People often go to their GP for things that are primarily social issues, (eg loneliness, isolation, financial worries). Social prescribing helps provide people with an alternative to medical interventions or we can work alongside any medical support you require.

The team is well placed to help address the root cause of these difficulties, and can meet people in their surgery or out in the community, whichever they prefer.

Phone: 01904 437911 (or contact your GP surgery to be referred)

Website: <https://www.yorkcvs.org.uk/primary-care-link-workers/>

Twitter: @PrimaryLinks

Ways to Wellbeing

Although it was York's first social prescribing scheme, the way Ways to Wellbeing works has changed a great deal since it started 6 years ago.

Unlike their Primary Care Link Worker colleagues, Ways to Wellbeing social prescribers are based in secondary care services. Ways to Wellbeing concentrates on growing the reach of social prescribing in York by collaborating with health services to identify local gaps in support. We then embed our social prescribers in specialist services, including York Hospital Discharge services, community mental health services and Foss Park Hospital. Referrals are made through medical professionals in the above areas.

Website: <https://www.yorkcvs.org.uk/ways-to-wellbeing/>

Twitter: @W2WYork

Addiction

Combat Stress Substance Misuse Service

(Source:Combat Stress, 2020)

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 (We Are With You)

(Source: WAWY, 2020)

Our Right Turn programme provides specialist support for military veterans and their families who have substance misuse issues, helping them to lead fulfilling lives that are not hindered by addiction. It does this by acknowledging the specific experiences of people in the armed forces community, capitalising on the strengths of military identity and using this to enhance their recovery.

The Right Turn model looks at veterans' issues in the context of their whole life, rather than focusing only on their drug or alcohol use.

Right Turn is embedded in With You services nationally, through a network of trained Right Turn leads and staff. Support includes specialist one-to-one treatment, peer recovery groups and social activities to build trust and develop positive support networks.

Right Turn also signposts veterans to other services they may need, such as mental health, bereavement counselling or housing support.

To find out more about Right Turn contact:

- Hannah Snart, Right Turn Coordinator (North) - 07970 203340
- Lee Flowers, Right Turn Coordinator (South) - 07970 038116

Website: <https://www.wearewithyou.org.uk/about-us/our-programmes/>

Tom Harrison House

(Source: THH, 2020)

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.

Telephone: 0151 909 8481

Email: info@tomharrisonhouse.org.uk

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



WELFARE

Welfare

Age UK

Age UK York offers a free and confidential information and advice service for older veterans, their families and carers.

Telephone: 01904 634061

Email: firstcall@ageukyork.org.uk or ageukyork@ageukyork.org.uk

Norman Collinson House, 70 Walmgate, York YO1 9TL

AWS (Army Welfare Service)

The Army Welfare Service is the Army's professional welfare provider; it delivers a comprehensive and confidential welfare service responsive to the needs of individuals and families and the Chain of Command in order to maximize the operational effectiveness of our servicemen and women. The Army Welfare Service's remit includes Regular Soldiers, their families and communities, the Army Reserve and Reservists and, in certain circumstances, Veterans, other Services and MoD civilians serving overseas.

For all Personal Support enquiries and referrals: 01904 882053

Website: www.army.mod.uk/welfare-support/welfare-support

Army Mediation Service

The Army Mediation Service (AMS) provides soldiers and civil servants with the opportunity to address workplace relationships which have broken down by offering resolution at the appropriate level of escalation. Mediation is most effective when used to address problems when they first occur so that individuals can resolve issues before they get out of hand.

The AMS can be contacted for advice and support on 96770 7691 or 0306 770 7691
Email: Army-Mediation-Mailbox@mod.gov.uk

Army Welfare Service, Community Support.

Our Vision is to enable and inspire children young people families and partners of serving personnel through high quality professional play, youth and community work. We do this to support individuals, families and the operational effectiveness of the British Army.

Our Ambition is for all children, young people and their families to:

- Enjoy good physical and mental health.
- Be heard, and know that their voice matters.
- Feel that they belong and can contribute to their community.
- Be able to access support if they need it.
- Have appropriate things to do and safe places to go.
- Make the most of the opportunities to achieve, being well prepared for transitions.

Military Community hubs are located at Both Fulford and Strensall barracks, offer serving families opportunities to get involved with events and activities. If you would like to discuss working with Serving services families, please contact. Lynette Nelson, Community Development Worker on 07767008982.

If you would like to speak to the Community Support team in York, about how they can help serving families email rc-aws-e-york-csmailbox@mod.gov.uk.

Barnardo's Families of Veterans' Support Service

Supporting parents, carers and families in the community and in diverse cultural circumstances providing guidance and advice aimed at supporting vulnerable children and their families.

Telephone: 01639 620771

Broadacres

Their 'more than the bricks' slogan is not just words, but something that they live and breathe every day. This is supported by the range of services on offer to their customers and other people living in the areas where they have homes.

Email: info@broadacres.org.uk

Changing Lives

Changing lives offer multiple services in York under four headings; Housing and homelessness, drugs and alcohol, women and children and employment.

Telephone: 07711377587

Website: www.changing-lives.org.uk

Cotswold Centre

The Services Cotswold Centre (SCC) is a tri-service facility managed by Headquarters Army Welfare Service (AWS) and funded by Headquarters Regional Command (HQ RC) on behalf of the MOD. It provides short term transit accommodation for service personnel and entitled family members. It has capacity for up to 60 families (including two disabled units). The SCC is located in Neston near Corsham, Wiltshire in the United Kingdom. It is available to all ranks from all three Services who may be between assignments, retiring from the Services, be in need of a family holiday or weekend break or any other reason including welfare or emergency evacuation from overseas.

Telephone: civilian 01225 810 358, military (9)4382 4521

Email: rc-aws-scc-bookings@mod.gov.uk

Services Cotswold Centre, Neston, Corsham, Wilts SN13 9TU

There is also an online booking form at <https://www.gov.uk/government/publications/services-cotswold-centre/services-cotswold-centre>

Department for Work and Pensions (DWP)

The Department for Work and Pensions (DWP) is responsible for welfare, pensions and child maintenance policy. As the UK's biggest public service department it administers the State Pension and a range of working age, disability and ill health benefits to around 20 million claimants and customers.

Jobcentre Plus helps people move from benefits into work and helps employers advertise jobs. It also deals with benefits for people who are unemployed or unable to work because of a health condition or disability.

Telephone: 08001690190

Textphone: 08001690314

York Monkgate Jobcentre 11 – 17 Monkgate, York, YO31 7JZ

Forces line

Any vulnerable soldier or family member phoning, writing or emailing the trained civilian support staff of Forces Line receives guidance as to what their options are. The soldier or family member must then make their own decision as to how to progress the issues raised. Forces Line is a free service that is operated by the

Soldiers, Sailors, Airmen and Families Association (SSAFA) Forces Help.

Telephone: from UK: 0203 761 6343

Telephone: from Germany: 0800 1827 395

Telephone: from Cyprus: 800 91065

Gurkha Welfare Trust

Provide welfare to enable Gurkha ex-servicemen and their dependants to live out their lives with dignity, primarily in Nepal but increasingly in UK and elsewhere.

Website: www.gwt.org.uk

Officers' Association

The Officers' Association was established in 1920, the Officers' Association exists to help officers find employment and to provide advice and support to relieve hardship amongst those who have held a commission in the Armed Forces, their families and dependants.

We work with serving, reservist and former officers to help them achieve a sustainable and fulfilling transition from military to civilian employment.

We champion the skills and qualities of the officer job seeker and provide evidence based research in support of our work.

Last year we worked with over 5,000 officers from across the Armed Forces as they moved into civilian employment and over 300 employers to create employer opportunities for Service leavers.

For more information visit our website www.officersassociation.org.uk

Telephone: 0203 761 6343

Older Citizens Advocacy York (OCAY)

OCAY are a signatory to the Armed Forces Covenant and are bronze members of the employer recognition scheme. They seek to ensure that the older people of York have their voices heard. They work to help people over the age of 50 by providing a free and independent advocacy service.

Telephone: 01904 676200 or 07715 099493

Email: info@ocay.org.uk

Website: www.oldercitizensadvocacyyork.org.uk

Pension scheme for service personnel

All members of the armed forces are automatically enrolled into the Armed Forces Pension Scheme.

There is a lot of information on the MOD pension scheme and related benefits on the MOD website <https://www.gov.uk/guidance/pensions-and-compensation-for-veterans#a-world-class-pension-scheme-for-your-military-service>

Joint Personnel Administration Centre (JPAC), Mail Point 480, Kentigern House
65 Brown Street, Glasgow G2 8EX

Telephone: 0800 085 3600

Email: dbb-pensionshelp@dbb-pv.mod.uk

Royal Air Force Community

The site for all the RAF's support and welfare organisations.

Website: www.raf.mod.uk/community

Royal British Legion family holidays

The RBL break centres can provide time away for the Armed Forces community when it's needed most. Whether you are recovering from an injury or illness, have been struggling with a recent bereavement, or simply looking for a chance to spend quality time on your own, it's a chance find solace alongside the serving community.

Website: <https://www.britishlegion.org.uk/get-support/physical-and-mental-wellbeing/short-term-breaks/break-centres>

Support for Para's

Is a charity which supports The Parachute Regiment through the welfare of serving soldiers and families and those affected by recent operations, and through the maintenance of its regimental efficiency, ethos, spirit and heritage.

Website: www.supportourparas.org

SMART Recovery

Through the Partnership Scheme, they work with most medium to large treatment providers across the UK as well as prisons, probation, rehab facilities, NHS and supported housing services. SMART Recovery Champions have helped to grow peer led SMART Recovery meetings, which in turn have helped their service users sustain the recovery gains they achieve within the treatment services.

For all general enquiries 0330 053 6022

Or find out about online meetings at: <https://smartrecovery.org.uk/contact-us/>

Union Jack Club

The Union Jack Club is a Service Charity located in central London, providing all the facilities of a modern hotel to serving and former members of the Armed Forces and their families. The Union Jack Club is for all Serving and Veteran enlisted members (not being of commissioned rank) of HM Armed Forces and their families, providing a comfortable, relaxed and friendly base in London. Whether staying overnight or simply meeting up with friends, family or colleagues the Club is here for you, every day.

Visit the website to learn more: <https://www.ujclub.co.uk/contact/>

Veterans Aid

(Source: VA,2020)

How we operate:

Veterans Aid provides immediate, practical support to all ex-servicemen and women who have served in HM Armed Forces who are homeless, facing homelessness or in crisis.

The charity is governed by a Board of Trustees and enjoys the Patronage of The Dowager Viscountess Rothermere. It operates from just two locations; a Head Office/Operations Centre in Central London (Victoria) and a residential home (New Belvedere House) in East London (Stepney) but the charity's reach is international.

The facts:

In 2019 Veterans Aid appropriately homed 177 ex-servicemen and women and prevented 122 from becoming homeless. The charity had 2,456 client interactions, supported 95 veterans into employment or onto training courses and put 66 into detox/rehab.

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

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

Veterans UK (MoD)

Veterans UK administers the armed forces pension schemes and compensation payments for those injured or bereaved through service. They also provide welfare support for veterans of any age, and their families through the Veterans Welfare Service and the Veterans UK helpline.

Telephone: 0808 1914 2 18

Email: veterans-uk@mod.uk

Website: www.gov.uk/government/organisations/veterans-uk

The Victory Service Club

The Victory service club is solely for Service and ex-Service personnel of all ranks and their families, maintaining the tradition started in 1907 by Major Arthur Haggard.

Telephone: 0207 723 4474

Email: info@vsc.co.uk

Website: <https://www.vsc.co.uk/>

63-79 Seymour Street, London W2 2HF

WRVS

The Army Welfare Service sponsors the WRVS Services Welfare staff to assist in providing welfare support to single and unaccompanied soldiers in military establishments. Together with units, they provide leisure facilities in a non-alcoholic environment and a place for soldiers to relax away from the work environment.

Website: www.royalvoluntaryservice.org.uk/our-services/services-welfare

York Family Information Service

The York Family Information Service provides free and impartial information for parents and carers of children aged 0 – 19 years (or up to 25 years old if the child or young person has disabilities or additional needs) and young people aged 0 – 25 years.

We are an ask anything service, so no matter what your question if it is about family life or being a young person in York get in touch and we will try and help you.

Telephone: 01904 554444

Email: fis@york.gov.uk

Website: www.yor-ok.org.uk

Text only number: 07786 202241

Financial support

ABF (formerly the Army Benevolent Fund)

ABF - The Soldiers' Charity, giving lifetime support to serving and former soldiers and their families. Includes making grants to individuals and specialist charities that help ex-soldiers and their families.

Website: www.soldierscharity.org

Army Dependants' Trust

Promotion of the efficiency of the Army by the awarding of immediate financial assistance to meet the needs of dependants/next of kin of deceased soldiers or officers.

Website: www.armydeptrust.org.uk

Families of the Fallen

Has been set up specifically to deliver additional financial help to the families of British servicemen and women killed in Afghanistan and Iraq.

Website: www.familiesofthefallen.org.uk

Forces Pension Society

Campaign on behalf of all ranks of all three Services to seek improvements to the Armed Forces Pension Schemes (AFPS): we also campaign to resolve unfairness within the AFPS and we seek to ensure that all serving and retired members of the Armed Forces and their dependents receive the occupational pension to which they are entitled.

Website: www.forpen.co.uk

The Royal Air Force Benevolent Fund

The RAF's leading welfare charity, providing practical, financial and personal lifetime support to all members of the RAF family whether serving or veterans and their families.

Website: www.rafbf.org

Families

Armed Forces families may find this directory useful in areas of life such as welfare, health, schools and education.

Families federations: (source: <https://www.nhs.uk/using-the-nhs/military-healthcare/welfare-and-support-for-families-of-serving-personnel/>)

- The 3 Service Families Federations (Army, Navy and RAF) are the independent voices of Service families.
- Each offers independent and confidential advice on a range of issues and works to improve the quality of life for Service families.

- They regularly engage with the chain of command, local authorities and government to represent the views of armed forces families.
- Each of the 3 Services has its own Welfare Support and Information Service Teams and Defence Medical Welfare Service (DMWS).

Please also see this web page from Citizens' Advice about services on offer to AF families: <https://www.citizensadvice.org.uk/benefits/armed-forces-and-veterans/benefits-and-concessions-for-the-armed-forces-veterans-and-their-families/>

ABF The Soldiers Charity

Provide a lifetime of support to soldiers and veterans from the British Army, and their immediate families, when in need. We make grants to individuals through their Regiments and Corps and support a wide range of specialist charities that sustain the British Army 'family', both at home and around the world.

Telephone: 020 7901 8900

Email: supportercare@soldierscharity.org

Website: www.soldierscharity.org

Army Families Federation (AFF)

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.

Telephone: 01264 382326

Email: us@aff.org.uk

Website: www.aff.org.uk

Army Widows Association

Offering comfort, support and friendship to widows and widowers of Service people.

Website: www.armywidows.org.uk

British Forces Foundation

Boost the morale of the Forces primarily through high quality entertainment and projects designed to bring the public and their Armed Forces closer together.

Website: www.bff.org.uk

Calvert Trust

Enables people with disabilities, together with their families and friends, to achieve their potential through the challenge of outdoor adventure in the countryside.

Website: www.calvert-trust.org.uk

Forces Children's Trust

Devoted to working together to help children in need whose father or mother has died, or has sustained life threatening injuries whilst serving as a member of the British Armed Forces.

Website: www.forceschildrenstrust.org

Home start

Home Start York is a signatory to the Armed Forces covenant and provides volunteer support for families in York. They help parents give their pre-school children the best start in life. Home-Start meets each family's individual needs and supports them with a home-visiting volunteer each week for 2-3 hours. Home Start are there to support military families who need to settle into the area. They understand loneliness and isolation can affect military families and they can offer support with this. To find out more please contact us directly.

Telephone: 01904 674764

Email: support@homestartyork.org

Website: www.homestartyork.org

49 Cemetery Road, Fulford, York, YO10 5AJ

Little Troopers

Provides support for children who have a parent serving in the British Armed Forces (Regular or Reserves). The charity aims to help maintain the family bond through separation by building a community, sharing ideas and helping children meet others who understand the challenges they face. The charity provides support through resources, initiatives and events: Support resources; Separation Packs, send a hug kits, print offs from website to ease and aid separation from a serving parent. Recognition; Little Trooper of the month initiative, Birthday card initiative, competitions celebrating being a British Forces Family. Events; for children with a serving parent away from the home to distract them and also for when Mum or Dad returns to re connect the family.

Website: www.littletroopers.net

Email: Info@littletroopers.net

Naval Families' Federation

(Source: NFF,2020)

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.

Sometimes it can be difficult to find the help, support or advice you need. That's why we're here. Our website has the answers to questions we're often asked. But if you need something else, our friendly team is ready to help, or to introduce you to someone else who can.

We're a totally confidential service, we understand the challenges of Navy life but aren't a formal part of the Naval Service.

Whether you need help with schools, where you live or work, your finances, your future, a posting overseas, relationships or your health, our concern is always for you, our Naval Service family.

Telephone: 02392 654374

Email: contactus@nff.org.uk

Website: <https://nff.org.uk/>

Not Forgotten Association

Provides leisure and recreation for wounded serving and ex-service men and women with disabilities.

Website: www.nfassociation.org

Royal British Legion Industries

A not-for-profit charity providing accommodation, employment and support services to Armed Forces individuals and families, particularly those who have experienced injury or sickness.

Website: www.rbli.co.uk

Royal Voluntary Service

Formerly the WRVS, helping older people in the community.

Website: www.royalvoluntaryservice.org.uk

RAF Association

The Royal Air Forces Association is committed to providing confidential, professional and fair services to members of the wider RAF family from the youngest recruit to the oldest veteran and their families. Ongoing training and

support for welfare volunteers and staff ensures services are consistent and of the highest possible standard. All will be treated with dignity and respect at all times.

Telephone: 0800 0182 361

Website: www.rafa.org.uk

RAF Families Federation (RAFFF)

The RAF Families Federation provides an independent voice for all personnel (single, married or in a partnership) and all of your families.

We work to improve quality of life around the world – at work or at home. This could include resolving problems with access to education or healthcare for children and young people, sorting out problems with accommodation, benefits and visas, or helping military spouses find meaningful employment – all issues that arise from having a mobile lifestyle.

The team can provide practical support and advice, as well as lobbying for change with politicians, the Chain of Command and policy makers in the British Government and across Scotland, Wales and NI.

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.

Telephone: 01780 781650

Website: www.raf-ff.org.uk

Royal Air Force Families Federation

Represents the views and concerns of RAF personnel and their families to those who can make a difference, for example senior RAF and MoD staff and Ministers. The RAF FF is outside the chain of command and can promise an independent and confidential service.

Website: www.raf-ff.org.uk

RAF Widows Association

Giving emotional support and practical help to Service widows.

Website: www.rafwidowsassociation.org.uk

The Army Families' Federation

(Source: AFF,2020)

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. AFF is independent of the Army and offers confidential advice. We will deal with your enquiry without revealing your identity.

AFF is often pivotal in achieving improvements for Army families such as changes to Government and military policy and changes to how things are provided for families. AFF does not do this by itself; our role is to highlight problems to the chain of command or service providers, and to work with them and other agencies to improve the support they provide to Service families.

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.

Telephone: 01264 382324

Email: us@aff.org.uk

Website: www.aff.org.uk

The Ripple Pond

(Source: TRP,2020)

A UK wide self-help support network for the adult family members of physically or emotionally injured Service Personnel and Veterans At The Ripple Pond every members views and experiences are equally valued. How much support you give and receive can depend in what feels right for you at different times.

Members may focus on talking and discussion or may choose to do activities together such as beach walks, theatre trips and coffee meets.

The Ripple Pond team are available 9.30am-2.30pm Monday to Friday.

Access peer support:

Self-referral form webpage: <https://theripplepond.org/>

Telephone: 0333 90001028

Email: admin@theripplepond.org

Website: <https://www.theripplepond.org/>



HOUSING

Housing

Alabare: Homes for Veterans

On any given night our Homes for Veterans are able to keep over 115 Veterans off the streets. If you have served in the UK Armed Forces and are homeless, or you fear you could become homeless in the near future, and you are in need of support (perhaps due to depression, PTSD, ill health, unemployment, family breakdown or similar), then we may be able to help you.

Alabare'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.

Telephone: 01722 322 882

Email: veterans@alabare.co.uk

Website: <http://www.homesforveterans.co.uk/>

Beacon Catterick

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.

Telephone: 01748 833797 / 872940 / 830191

Website: https://www.riverside.org.uk/in-your-neighbourhood/north-yorkshire/care-and-support/the_beacon/

CareCent

CareCent is a breakfast centre for all homeless, unemployed or otherwise socially excluded members of our community. Providing food, clothing and fellowship in a friendly and non-judgemental environment. Volunteer staff are always ready to listen and offer support and advice where possible. Working with other agencies in order to move people forward to an improved life style. CareCent is open to people aged 18+ six mornings a week - Monday to Saturday from 8.30am to 10.45am. Central Methodist Church, St Saviour Gate, York YO1 8NQ

Email: info@carecent.org

City of York Council Housing Options Team

The Housing Options Team deal with homelessness & homeless prevention advice & general housing options advice by telephone & email for the first contact & carry out full statutory homeless duties in line with the Housing Act 96 (amended) & the Homeless Reduction Act 2017.

Call the duty service 8:30 to 5pm Monday to Friday on 01904 554500 or

Email: housing.options@york.gov.uk

First Choice Housing Association

First Choice in partnership with Alabaré will develop supported accommodation and move on schemes for veterans in Wales to deliver accommodation and training initiatives. (Source: First Choice 2016)

Our Mission: Improving quality of life through provision of quality, bespoke accommodation that enables tenants to achieve independence, fulfil their potential and optimise enjoyment of life, and allows staff and family to be part of that journey

Ex Armed Forces Properties

Weblink link: <https://www.fcha.org.uk/ex-armed-forces>

Telephone: 029 2070 3758

Email: customerservices@fcha.org.uk

First Choice Housing Association Website: <http://www.fcha.org.uk/>

Haig Housing

As the leading housing provider for ex-Service personnel in the UK, the charity now owns over 1,500 properties across 50 locations.

The Trust endeavours to help any veteran in housing need, whether they are transitioning into civilian life or are simply in need of a helping hand.

Telephone: 020 8685 5777

Website: www.haighousing.org.uk/

Help 4 Homeless Veterans

(Source: H4HV,2020)

Help 4 Homeless Veterans charity is based in South Yorkshire and the majority of our work is here in the North of England. When possible we will attempt to assist veterans elsewhere too, but they should also seek advice through the Veterans Gateway on alternative support groups in other areas that may be better placed with local networks to assist them.

We support former members of HM Forces (Veterans) facing homelessness.

The charity is a member of Cobseo, a signatory to the Corporate Covenant and a member of the Community Covenant Veterans Support Groups in Barnsley and Doncaster. Our annual reports and accounts are available to view on the Charity Commission and Companies House Web sites.

Email: ceohelp4homelessveterans@gmail.com

Telephone: 07305 260 798

Website: <https://help4homelessveterans.org/>

Joint Service Housing Advice Office (JSHAO)

The JSHAO is the MOD's tri-service focal point to provide service personnel and their dependants with civilian housing information for those wishing to move to civilian accommodation at any time in their career, and for those during resettlement to assist with the transition to civilian life.

Floor 2, Zone 2, Montgomery House, Queens Avenue, Aldershot GU11 2JN

Email: RC-Pers-JSHAO-0Mailbox@mod.gov.uk

Telephone advice line: 01252 787574

Launchpad

(Source: Launchpad,2020)

What We Do:

Launchpad exists to provide accommodation and other support, with the expertise of specialist providers, so these unfortunate veterans can stabilise their lives and make a successful transition from military to civilian life. For some, Launchpad may be a brief stepping-stone, giving them time to adjust quickly, for example those who have just left the armed forces but have left resettlement plans late, or are briefly in transit from one job to another or one location to another.

Our Locations:

Our houses provide a warm, welcoming and friendly environment. For some residents, Launchpad might be the first safe place they have slept in for months, even years. We are committed to helping our veterans successfully re-engage with the community and find suitable housing and employment.

Housing application link: <https://veteranslaunchpad.org.uk/contact/>

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

Salvation Army

The Early Intervention and Prevention (EIP) Team are part of The Salvation Army's Homelessness Services, which operates in the centre of York at Central Methodist Church. The service operates Monday to Friday from the office, and offers an out of hours call-out service at other times. The Drop-in service operates Monday to Friday, 10:00am to 12:00pm.

Early Intervention and Prevention (EIP) Service Manager

Telephone: 07586 570433

Central Methodist Church, St Saviour Gate, York YO1 8NQ

Telephone: 01904 416562

Single Persons Accommodation Centre for the Ex Services

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.

Telephone: 01748 833797 / 01748 872940 / 01748 830191

Website: www.spaces.org.uk

Stroll Foundation

Provide over 250 affordable homes for vulnerable Veterans to rent. 'Stoll runs the Veterans' Nomination Scheme (VNS) which helps Veterans find affordable accommodation with housing associations and local authorities across the country'

Telephone: 020 7385 2110

Email: info@stoll.org.uk

Website: www.stoll.org.uk

Veterans' Housing Advice

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

Telephone: 0808 802 1212 (Freephone 24/7)

Website: www.veteransgateway.org.uk

Yorkshire Housing

Independence – a strong business helping people to succeed. A strong focus on our communities. Supporting people into financial independence. Helping people into employment and training.

Website: www.yorkshirehousing.co.uk

Telephone: 0345 366 4404

York Arc Light

York Arc Light helps those who have been rough sleeping, and those at risk of rough sleeping. Arc Light is a charity that provides accommodation and support to homeless men and women in York. They operate close to the city centre, in private grounds and have done since 1999. They especially help those who find themselves rough sleeping due to a struggle with alcohol and drug mis-use and mental health difficulty. They provide key-working support and purposeful activities, with the aim to prepare people to move on through to York's co-ordinated multi-agency re-settlement network and onto an independent life.

Website: www.changing-lives.org.uk

York Arc Light, Union Terrace, York YO31 7ES United Kingdom

Veterans Aid

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 Veterans Aid'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.

Freephone: 0800 012 68 67

Email: info@veterans-aid.net

Telephone: 020 7828 2468

Website: www.veterans-aid.net/

Forces Families Self-Build Project

Community led housing is a growing movement of normal people taking action and managing housing projects that build decent and affordable homes and gaining much more besides. As the concept of community self-build becomes more widely known, it is more likely that projects will be initiated by groups of individuals. Those without building skills, can participate on the basis that they are prepared to make the necessary time commitment and be prepared to learn new skills. Anyone can start, volunteer and deliver a community led housing project.

Community & Self Build Officer

Telephone: 01904 554361

Websites: <https://www.communityselfbuildagency.org.uk/veterans-self-build/>

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

<https://veteransvillage.co.uk/>

JobOppO

JobOppO was founded by Ex-Military, to serve Ex-Military. It doesn't matter whether you left yesterday or 20 years ago, after serving 2 days or 22 years – JobOppO is here to help YOU!

We've been where you are now. We know first-hand that the transition from 'Military life to Civilian life' is often not an easy one. The thought of settling into a 9-5 after serving our country was daunting, to say the least. But, it didn't have to be that way - and that's why our founder set up JobOppO. Partnering with global brands and SMEs, JobOppO grew from an idea into a thriving, online platform which exclusively supports the Ex-Military community in the UK.

Contact: Web referral <https://www.joboppo.co.uk/info/contact.asp>

Telephone: 0333 242 3857

Email: info@joboppo.co.uk

Website: <https://www.joboppo.co.uk/>



EDUCATION, EMPLOYMENT AND SKILLS

Education

Armed Forces Education Trust

The Armed Forces Education Trust is a charity working for children and young adults whose education has been compromised or put at risk as a result of parents' past or current service in our Armed Forces. The grants they give make a difference to young lives, helping improve educational opportunities or supporting special skills or talents.

For queries not relating to new grant applications send an email to:

admin@armedforceseducation.org

Or write to: Armed Forces Education Trust, PO Box 684, Farnham, GU9 1LP

CEAS Children + Education Advice Service (MOD)

Children's Education Advisory Service (CEAS) supports operational effectiveness through the provision of educational support to service and eligible MOD civilian families.

Contact the CEAS team via email: DCYP-CEAS-Enquiries@mod.gov.uk

Emails are checked every working day and allocated to case workers to provide the required action.

CEAS helpline: 01980 618244 or 94344 8244

City of York Council School Services and Schools Admissions

For families in the armed forces, where a relocation is due to posting, we can accept a proof of posting as proof of residence in the area. For families being rebased to York, we do not require a posting order, but ask that you contact us and provide us with as much information as possible about your intended address. We can then take this information into account when looking at your application.

School Services, West Offices, Station Rise, York, YO1 6GA

Telephone: 01904 551554

Email: education@york.gov.uk

Service Families' Liaison Officer

With first hand experience of military life, I offer support to schools and Service families especially at times of mobility and deployment. My support includes sharing good practice, delivering CPD to schools to increase understanding of the needs of Service personnel and their dependents and offering support to families. Families may have concerns about children or school admissions, or may be new to the area and need advice or guidance. I have an established network of experienced professionals that I work closely with, such as the Armed Forces, Armed Forces charities, welfare organisations and the wider community that may be called upon to support the needs of Service children, families and schools. Please feel free to contact me if you have any queries or would like to know more.

Email: r.dixon@ebor.academy

Telephone: 07861834668

Directory of Schools in York

There are 63 publicly funded schools currently in operation in York, which include community and voluntary controlled schools that are maintained by the Local Authority, as well as academies that are often run together within a group of academies – called a Multi Academy Trust (MAT).

This directory includes the location and contact details of all 63 schools as well the current admissions policy for each school, and number of pupils on roll.

Website: www.york.gov.uk/SchoolsDirectory

D f E guidance of Service Pupil Premium

Service Pupil Premium (SPP). Service personnel with children in state schools must notify schools of their eligibility for the Service Pupil Premium (SPP).

View the guidance documents at:

<https://www.gov.uk/government/publications/the-service-pupil-premium>

Email: dcyp-dcyp-mailbox@mod.gov.uk

Early Years and Childcare

There are a range of good and outstanding nurseries, playgroups, childminders and out of school clubs across the city. All families of three and four year olds are eligible for up to 15 hours early education each week and some families are eligible for up to 30 hours. Eligible two year olds can also take up to 15 hours early education each week.

For more information please visit the website yor-ok.org.uk/FIS

or contact Families Information Service:

Email: fis@york.gov.uk **Telephone:** 01904 554444.

Enhanced Learning Credits Scheme

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

Telephone: 0845 3005179

Email: elcas@m-assessment.com

Website: www.enhancedlearningcredits.com

Thriving Lives Toolkit - Helping schools support service children

Underpinned by rigorous research and thoroughly tested in school, the Thriving Lives Toolkit provides schools with a framework of 7 principles through which to reflect on their practice and a 3 tier set of CPD resources. The resources in this toolkit have been developed in collaboration with a range of partners across the UK, and consist of:

- an introductory animation;
 - a detailed resource introducing the evidence base, what schools can do to support their Service children and who can help and;
 - school case studies
-

Information Service for Young People

The Information Service for Young People provides free and impartial information for young people aged 0 – 25 years. We are an ask anything service, so no matter what your question if it is about family life or being a young person in York get in touch and we will try and help you.

Telephone: 01904 555400 **Email:** fis@york.gov.uk

Website: <https://www.yor-ok.org.uk/young-people/>

Text only number: 07786 202241

SCiP – Service Children’s Progression Alliance

Thriving lives for service children. We bring people together to improve educational outcomes for children from military families so that they can make informed and confident transitions through further and higher education into thriving adult lives and careers.

The SCiP Alliance is a partnership of organisations focused on improving outcomes for children from military families. It is funded by the Ministry of Defence (MoD).

Fill in the online form at: <https://www.scipalliance.org/contact>

By post: SCiP Alliance, c/o The University of Winchester, Sparkford Rd, Winchester SO22 4NR

Email: info@scipalliance.org

SEN & DIASS

Special Educational Needs and Disability Information, Advice and Support Service SEN & DIASS provides free impartial, confidential and accurate information, advice and support about education, health and social care for children, young people and their parents on matters relating to special educational needs and disability.

Telephone: 01482 467540

Email: enquiries.yorkshire@kids.org.uk

SCISS – Service Children In State Schools

SCISS is an affiliation of thousands of state-maintained schools in England that have Service children on roll. They champion the education and wellbeing of Service children so that they can achieve the best possible outcomes, by engaging with policy-makers and developing/sharing effective practice.

Please visit their webpages at: <https://www.gov.uk/government/publications/service-children-in-state-schools-handbook/service-children-in-state-schools-handbook-2013> or <https://nff.org.uk/sciss/>

Skill Force

Educational charity working in schools as ‘troops to teachers’ making positive and permanent change in young people’s lives.

Website: www.skillforce.org

York Learning

York Learning is a City of York Council service, whose main focus is to support lifelong learning, develop people’s skills and qualifications and help service leavers engage with the process of transition.

Telephone: 01904 554277

Email: york.learning@york.gov.uk

Website: <https://yorklearning.org.uk/>

Ground Floor, West Offices, Station Rise, York, YO1 6GA

Employment and Skills

CTP Right Job

CTP Right Job is the Career Transition Partnership’s online job finding service that lists thousands of live vacancies for Service leavers and new ones are added every day. They work with hundreds of employers who recognise the talent pool leaving the Armed Forces and the experience and strong working ethos Service leavers bring with them after a military career.

Website: <https://www.ctp.org.uk/rj-instructions>

Forces Families Jobs

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

You are able to apply for jobs and access employment and training opportunities with companies and organisations who are forces family friendly. You can use their 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.

Website: <https://www.forcesfamiliesjobs.co.ukhelp@forcesfamiliesjobs.co.uk>

Forces.net

Forces.net is part of the Forces Network, the UK's only media organisation dedicated to Britain's armed forces and veterans, which also includes BFBS TV and BFBS Radio. The site is run by Ex-Forces Information Services in conjunction with Forces Network. Many employers recognise that those who have served in the military have desirable and transferrable skills, and have indicated their commitment to hiring ex-military personnel by signing up to the Armed Forces Covenant. They offer employers a direct route to employees, providing employment opportunities for ex-military and their families.

Website: <https://jobs.forces.net/>

Email: help@exforces.info

Telephone: 0844 567 57 57

Ex-Forces Information Services, Boston House, Grove Business Park, Downsview Road, Wantage, Oxfordshire OX12 9FF

Forces Families' Jobs

(Source: FFJ,2020)

About us

Recent Tri-Service research conducted by Warwick Institute for Employment Research resulted in a key recommendation, the need to create a central portal for employment and training opportunities for military spouses and family members. We know that being a military family member often means moving with your service person, gaps in your CV and regularly changing jobs and/or career. We also know you have a wealth of knowledge, skills, expertise and work ethic to share with employers.

Who is eligible to use the site?

- Spouses and partners of currently serving and reserve personnel, and adult children (aged 18-25).
- Spouses and partners of service personnel who have left the Armed Forces within the last 12 months, and adult children (aged 18-25).

- Bereaved spouses and partners for up to two years post service, and adult children (aged 18-25).

Registration weblink: <https://www.forcesfamiliesjobs.co.uk/contact/>

Email: help@forcesfamiliesjobs.co.uk

Recruit for Spouses

(Source: RFS,2020)

About:

Recruit for Spouses is an independent social enterprise dedicated to supporting, championing and finding gainful employment for an untapped talent pool of spouses and partners to members of our Armed Forces. We work to overcome outdated perceptions about mobility and suitability and provide the tools for spouses to return to the workplace and excel in their chosen path.

We provide unparalleled understanding and support of the employment situation of military spouses and provide a supportive community for spouses to get back into the workplace.

The RfS Career Academy aids the spouse to prepare for their journey back into work by providing tools such as coaching and mentoring, CV workshops and Interview techniques . These free to use resources help people to focus on what they want to achieve and increase their confidence in going out to get it.

Registration weblink: <https://recruitforspouses.co.uk/contact/>

Telephone: 0333 2020 996

Email: info@recruitforspouses.co.uk

Webpage link: <https://recruitforspouses.co.uk/>

Regular Forces Employment Association

We provide life-long, life-changing support, jobs and training opportunities to service leavers, reservists, veterans and their families.

Our cause

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

One Million Working Age Veterans

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.

Early Intervention and for those most in need

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.

Programmes

RFEA Ex Forces Programme - RFEA Families programme - Career Transition Partnership Military Women Programme - CTP Future Horizons - CTP Assist - Project Nova – WWTW Employment - Bridging The Gap - RAF Benevolent Fund Wellbeing and Employment Forces for London.

Central Support Team: 0121 262 3058

Online Registration: <https://www.rfea.org.uk/rfea-contact/>

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

Salute Her (Forward Assist)

(Source: Forward Assist, 2021)

Empowering Women Veterans: Forward Assist recognise that women veterans are a hidden, marginalised and frequently ignored and forgotten population.

We are actively campaigning for gender specific mental health support services for women who were harassed and sexually abused during military service. Salute Her aim to ensure that all 'Women Veterans' have a choice in both service design and delivery. Team Salute Her are the only UK 'gender specific' support service, to offer, tri-service, trauma informed, mental health therapy and interventions for survivors of in-service sexual abuse. We also provide, needs led wrap around holistic care to women service personnel and veterans in a single sex environment. We know from research in the USA that multiple traumas contribute to suicidal ideation, suicide attempts, or death by suicide in women veterans.

Webpage: <https://www.forward-assist.com/salute-her>

Online contact form: <https://www.forward-assist.com/contact>

Telephone: 0191 250 4877

Email: admin@forward-assist.com

SORTED

SORTED comprises of seven well-established charities, which provide a wide range of employment related services and support for the Forces community (including spouses/partners and dependents) to find and stay in work.

They do this by linking people directly with a member of the SORTED! Team who can walk people through your options and direct them to services that are being provided either by the SORTED! Team or through appropriate associates and providers.

Telephone: 0800 319 6845
Email: info@sorted.org.uk
Website: www.sorted.org.uk

Lifeworks

A 4-5 day course tailored specifically towards helping ex-Forces personnel secure the future they want. For anyone who has served in the British Armed Forces. The course has been funded by Charitable Trusts and Foundations, Armed Forces Charities and Covenant Funding.

Telephone: 0800 319 6844
Email: lifeworks@rbli.co.uk
Website: <https://www.wearelifeworks.org.uk/ex-forces>

Lifeworks Families

A fully funded support service to help military spouses and partners get the job they want. The service is available to all spouses and partners of any serving (or recently discharged) member of the British Armed Forces, including Reserves. The course is fully funded by Armed Forces charities.

Telephone: 0800 319 6844
Email: lifeworks@rbli.co.uk
Website: www.wearelifeworks.org.uk/families

Officers' Association - The Home of Officer Talent

The Officers' Association (OA) is committed to supporting officers as they transition into civilian employment and throughout their civilian careers. With a rich heritage spanning 100 years, nobody understands the value of officer talent quite like we do. We provide one-to-one career consultations to help officers showcase their unique skillset, and work to connect them to civilian employers through industry events, an exclusive Network Contact List and Jobs Board.

Telephone: 0203 761 6343
Email: l.blair@officersassociation.org.uk
Website: www.officersassociation.org.uk/careers

STEP into STEM

STEP into STEM is a partnership based training and employment programme for family members of currently serving UK military personnel. Centred around Science, Technology, Engineering and Mathematics, the programme seeks provides support and skills development through a blend of both virtual and physical training.

If you'd like more information as to how you can upgrade your existing skills and how to work alongside employers who are understanding of the unique challenges that come with being a family member of a serving person please email: stepintostem@york.gov.uk

The Step into Health Programme

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 and Veterans and their spouse/partner. Programme Partners include: The Royal Foundation - Walking With The Wounded – Leeds Teaching Hospital.

Contact NHS Health Careers via the website at <https://www.healthcareers.nhs.uk/contact-us>

Telephone: 0345 60 60 655

Website: www.militarystepintohealth.nhs.uk/

Recruit for Spouses

An award winning social enterprise which has helped hundreds of military spouses find employment.

Website: www.recruitforspouses.co.uk

RFEA - The Forces Employment Charity

The forces employment charity - Part of the Career Transition Partnership. To help men and women of all ranks leaving the Armed Forces to find and remain in employment throughout their working lives.

Website: www.rfea.org.uk

The Poppy Factory

The country's leading employment charity for veterans with health conditions or impairments. The Poppy Factory provides bespoke opportunities and ongoing employment support for hundreds of disabled veterans around the country, helping to restore their financial independence through sustainable and rewarding work.

Website: www.poppyfactory.org

Workforce Development Unit

All development opportunities working with and for children are managed, commissioned and facilitated through the Workforce Development Unit.

Telephone: 01904 553017

Work with York

Work with York are a local recruitment agency based in the heart of York city centre. WWY recruit staff for temporary, permanent and seasonal jobs on an ad hoc, part and full time basis. They work with clients across many different industries and sectors, filling a wide range of vacancies from admin, customer service, ICT, technical and finance to social work, events, manual work and other work.

Telephone: 01904 566066

Website: www.workwithyork.co.uk/

WorkwithYork, Top Floor, 5/6 Kings Court, The Shambles, York YO1 7L

Starting a small business

Setting up and running a small business requires courage, determination and a strong work ethic. These are attributes which service leavers have in spades, and why self-employment is a route well worth considering by those coming towards the end of their time in the Armed Forces. There should be more of a focus on the key skills needed to succeed in enterprise. Below are organisations that can help you on this journey.

Federation of Small Business FSB

FSB are experts in business, they offer their members a wide range of vital business services including advice, financial expertise, support and a powerful voice heard in government. Their mission is to help smaller businesses achieve their ambitions. They are also signatories to the Armed Forces Covenant and have a programme for helping service leavers start and run their own small business

Telephone: 0808 20 20 888

Email: customerservices@fsb.org.uk

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

Federation of Small Businesses, Sir Frank Whittle Way, Blackpool FY4 2FE.

Chamber of Commerce

The Chamber of Commerce is a signatory to the Armed Forces Covenant. They also offer support and advice to service leavers about starting their own business.

Website: www.wnychamber.co.uk

Email: info@wnychamber.co.uk

Telephone: 08455 240 240

X Forces Enterprises

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.

Telephone: 0800 3689533

Email: info@x-forces.com

Website: <https://www.x-forces.com/>

Employer Recognition Scheme

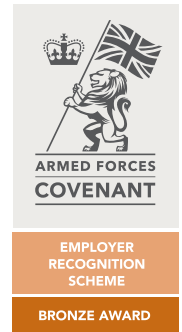
The Employer Recognition Scheme acknowledges employers who have provided exceptional support to the armed forces community and defence by going above and beyond their covenant pledges.

Through a three tier approach of bronze, silver and gold awards, the scheme recognises the different levels of commitment provided by employers. This allows the Ministry of Defence to publicly thank and honour those organisation for their support.

You can nominate yourself for a bronze award. Silver and gold awards are bestowed to organisations meeting specific criteria.

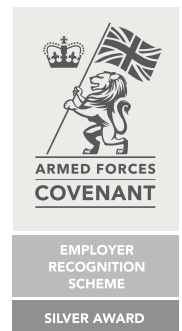
Bronze award holders:

- are self nominated by employers who pledge to support the armed forces, including existing or prospective employees who are members of the community
- must have signed the Armed Forces Covenant
- promote being armed forces-friendly and are open to employing reservists, armed forces veterans (including the wounded, injured and sick), cadet instructors and military spouses/partners
- receive an electronic certificate and logos to display on their website, stationery and other collateral.



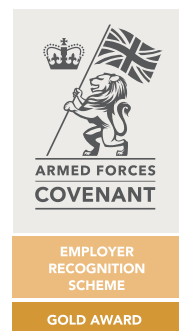
Silver award holders:

- must have signed the Armed Forces Covenant
- the employer must have already stated their intent to be supportive by using the ERS website to register at the Bronze level
- the employer must proactively demonstrate that service personnel/armed forces community are not unfairly disadvantaged as part of their recruiting and selection processes
- employers must employ at least one individual from the armed forces community category that the nomination emphasises. For example, an employer nominated for support to the Reserves must employ at least one Reservist
- the employer must actively ensure that their workforce is aware of their positive policies towards defence people issues. For example, an employer nominated for support to the Reserves must have an internally publicised and positive HR policy on Reserves
- within the context of Reserves the employer must have demonstrated support to mobilisations or have a framework in place. They must demonstrate support to training by providing at least 5 days' additional unpaid/paid leave (wherever possible not to Reservist employees' financial disadvantage)
- the employer must not have been the subject of any negative PR or media activity.



Gold award holders:

- must have signed the Armed Forces Covenant.
- employers must have an existing relationship with their National Account Manager/REED/appropriate defence representative
- the employer must have already stated their intent to be supportive by using the ERS website to register at the Bronze level
- the employer must proactively demonstrate their forces-friendly credentials as part of their recruiting and selection processes.



Where possible, they should be engaged with career Transition partnership (CTP) in the recruitment of service leavers and have registered for the Forces families Jobs (FFJ) portal

- employers must employ at least one individual from the armed forces community category that the nomination emphasises. For example, an employer nominated for support to the Reserves must employ at least one Reservist
- the employer must actively ensure that their workforce is aware of their positive policies towards defence people issues. For example, an employer nominated for support to the Reserves must have an internally publicised and positive HR policy on Reserves
- the employer must be an exemplar within their market sector, advocating support to Defence People issues to partner organisations, suppliers and customers with tangible positive results
- within the context of Reserves the employer must have demonstrated support to mobilisations or have a framework in place. They must provide at least 10 days' additional leave for training, fully paid, to the Reservist employee
- the employer must not have been the subject of any negative PR or media activity.



SUPPORT, ADVICE AND TRANSITION

Support and advice

CAMHS Child and Adolescent Mental Health Service

CAMHS stands for Child and Adolescent Mental Health Service. CAMHS are here to offer help when a young person's worries, problems or behaviours begin to impact upon their everyday lives and their families. Their services include signposting to services available in the local area; self-help recommendations; group work, individual work; family therapy and neurodevelopmental assessment

Website: <https://www.tewv.nhs.uk/services/a-young-persons-guide-to-child-and-adolescent-mental-health-services/>

Telephone: 01904 615300

COBSEO Confederation of Service Charities

Cobseo provides a single point of contact for interaction with Government, including local government and the Devolved Administrations; with the Royal Household; with the Private Sector; and, of course, with other members of the Armed Forces Community.

Website: www.cobseo.org.uk

Citizen's Advice

If you serve in the Armed Forces - or used to - CA can aid you and your family in the UK and abroad, including help with education, discount and transport or travel costs. There are many different kinds of financial help available for people in the Armed Forces, veterans and their families. CA can help you understand and make use of the policies and help available.

Telephone: 01904 623648 **Telephone advice:** 03444 111 444

Visit the website: <https://www.citizensadvice.org.uk/benefits/armed-forces-and-veterans/benefits-and-concessions-for-the-armed-forces-veterans-and-their-families/>

CRIMINAL JUSTICE SYSTEM

Care After Combat

(Source: CAC,2020)

Project Phoenix - Veterans in the Criminal Justice System

'Phoenix' is the name of Care after Combat's project to reduce the number of re-offending veterans released from prison. During 2014, the Government took a review of Veterans within the Criminal Justice System published in December 2014. Veterans form the largest occupational group in prison. Project Phoenix was designed to specifically respond to the issues raised in the report.

Project Phoenix (Phoenix) has been operational since May 2015. Mentorship is introduced during the final 18-months of sentencing and continues following release, the latter, for a period of no less than 12-months. Inclusion criteria are Veterans in the final 18-months of sentencing.

All Care after Combat mentors have undergone formal training, initially validated by the National Offenders and Management Service (NOMS) and upgraded quarterly as part of their ongoing professional development.

The results of the current mentoring intervention are remarkable with a significant reduction of re-offending in the sample group.

The key benefit of Project Phoenix is, of course, to the lives of the Veterans and their families, but there are also significant benefits to wider society, not least the financial savings of diverting them away from the criminal justice system.

Advice Helpline: 0300 343 0258

South Wales Office telephone: 07794 201 032

Wrexham Office telephone: 0300 343 0255

Website: www.careaftercombat.org

Project Nova

(Source: RFEA,2020)

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. As of 2019 it also supports Merchant Navy who have worked with HM Forces on Operational deployment

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

Project Nova may be contacted on:

Freephone 0800 917 7299 or by **email** at info.nst@projectnova.org.uk

Secure criminal justice email address for Police, Probation Service and Liaison and Diversion use only: info.nst@rfea.cjsm.net

SSAFA: Veterans in the Criminal Justice System

(Source: SSAFA,2020)

Who we are:

The SSAFA VCJS Support Service is committed to giving veterans and their families a service that delivers. Our aim is to ensure that we offer a recognised and consistent service nationwide whilst meeting our five strategic objectives: effective support, awareness and understanding, sustainable resource, and collaborative working.

What we do:

Our network of in-reach volunteers provides advice and information - not only to those in custody, on probation or in the community, but also to their families. The support offered is non-judgemental and holistic and includes:

- Practical and emotional support
- Signposting to services
- Financial support
- Family support
- Travel assistance
- Accommodation

Contact form weblink: <https://www.ssafa.org.uk/get-help/veterans-in-the-criminal-justice-system/vcjs-contact-form>

Telephone: VCJS service team on 020 7463 9337

Email: VCJS.SupportServices@ssafa.org.uk

Crombie Wilkinson and the Veterans Foundation

Crombie Wilkinson are a leading law firm in North Yorkshire with a team specialising in a variety of disciplines that support the armed forces community including family law, family mediation, conveyancing, Wills, Lasting Powers of Attorney, Trusts and much more. They offer a 12.5% discount on legal fees to members of the Armed Forces Community.

Telephone: 01904 624185

19 Clifford Street, York

Branches also in Malton, Selby and Pickering

Website: www.crombiwilkinson.co.uk/site/sectors/armed_forces

Department for Work and Pensions

The Department for Work and Pensions has ensured, as part of the Armed Forces Covenant, that every district Job Centre Plus has an armed forces champion who ensures provision of support to meet the needs of the armed forces community. This includes employment support and policies that help with transition, employment and service families and spouses.

Visit the website guidance: <https://www.gov.uk/government/publications/jobcentre-plus-services-for-the-armed-forces-and-their-families/armed-forces-enhanced-access-to-jobcentre-plus-services-and-armed-forces-champions>

Ex Forces Support

To be eligible, you or the person you know, must be aged 65 or older and living in North Yorkshire. They provide person-centred, practical, financial and holistic support for older ex-Forces individuals. They offer activities, advice, support, advocacy, support for carers and families, community outreach and friendship lunches.

Email: exforces@communityfirstyorkshire.org.uk

Telephone: 01904 704177

Forces Mutual

Forces Mutual provide a range of products, services, advice and guidance on insurance, money, mortgages, health, and more general enquiries. They also offer financial education information.

Website: www.forcesmutual.org

Telephone: 00 800 00 01 02 03

Please call to book an appointment

Hive

The HIVE (The Army Welfare Service) Information Service provides information on behalf of the chain of command to the Service community and welcomes enquiries from serving personnel, dependants, partners, extended families, and the wider military community including veterans and MOD civilians. The network of HIVEs across the UK and overseas provides a valuable point of contact for serving personnel and families during assignment relocations.

Website: www.army.mod.uk/hives

Help for Heroes Band of Sisters

The Help for Heroes Band of Sisters is open to both men and women and offers fellowship, support and a listening ear to the loved ones of our Heroes. Offering lifelong access to all the financial and welfare support from Help for Heroes, the fellowship also provides opportunities to meet others who understand what it's like to care for a loved one. Membership is free, confidential and offers access to opportunities all around the UK.

Telephone: 01980 844280

Website: www.helpforheroes.org.uk/get-support/beneficiary-support-network/band-of-sisters/

Home Start York

Home Start supports families in the York area to help parents give their children the best start in life. Home-Start responds to each family's individual needs and supports those needs through a home-visiting volunteer supporting them each week for 2-3 hours.

Telephone: 01904 674764

Email: support@homestartyork.org.uk

49 Cemetery Road, Fulford, York, North Yorkshire YO10 5AJ

Information Service for Young People

The Information Service for Young People provides free and impartial information for young people aged 0 – 25 years.

We are an ask anything service, so no matter what your question if it is about family life or being a young person in York get in touch and we will try and help you.

Telephone: 01904 555400

Email: fis@york.gov.uk

Website: <https://www.yor-ok.org.uk/young-people/>

Text only number: 07786 202241

Island

Many of the children and young people referred to The Island have limited recreational and development opportunities, therefore spending quality time with an affirmative adult role model cannot be underestimated. Mentors at The Island help to raise self-esteem and provide the inspiration to enhance many young lives, in turn helping to reduce anti-social and criminal behaviour in our communities.

Email: enquiries@theislandyork.org

Telephone: 01904 628449

The Island, 32 Priory Street, York YO1 6EX

Lime Trees (CAMHS)

Lime Trees is the name of the Child & Adolescent Mental Health Outpatients Service covering the York and Selby area. Lime Trees CAMHS Outpatient Service

Telephone: 01904 615300 31

Shipton Road, York, YO30 5RE

Mill Lodge (CAMHS)

Mill Lodge is the name of the Child & Adolescent Mental Health Inpatients Service covering the York and Selby area. Mill Lodge CAMHS Inpatient Service.

Telephone: 01904 294050 520

Huntington Road, Huntington, York

Military Wives Choirs Foundation

Was created following the enormous success of the No.1 single Wherever You Are, which raised over half a million pounds for SSAFA and The Royal British Legion.

Website: www.militarywiveschoirs.org

Project Nova

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.

Central Support Team

Telephone: 0121 236 0058

Email: info.nst@projectnova.org.uk

SSAFA – Soldiers, Sailors, Airmen and Families Association

Whatever challenges they're facing, members of the Armed Forces community can rely on SSAFA. Our network of more than 5,000 trained volunteers provides practical and emotional support for serving personnel, veterans and military families across the UK and worldwide.

Website: www.ssafa.org.uk **Phone:** 08007314880

Shine

Shine is an online directory of activities and things to do throughout the year, including ad hoc events and activities taking place during the weekends and school holidays for children, families and young people of all ages

Website: www.yor-ok.org.uk/Shine

Contact York Family Information Service 01904 554444

Speak Out Helpline

The Army's Speak Out helpline is a confidential helpline for anyone experiencing unacceptable behaviours and also offers support to the CoC. It is staffed by military personnel and is open every day from 0830-1700 Monday to Friday excluding bank holidays and Christmas stand down.

The helpline signposts Service Personnel to suitable contacts in their units to enable the problem to be addressed at the most appropriate level of escalation.

The helpline numbers are:

Military 96770 4656 **Civilian** 0306 770 4656

Email: Army-SpeakOut@mod.gov.uk

Tickets For Troops

Set up in 2009 to provide all serving members of the Armed Forces and those medically discharged since 2001 with free tickets for major sporting events, theatre performances, music concerts and cultural attractions. Over the last five years, the

charity has been donated over 500,000 tickets which have been made available to their 140,000 registered members

Website: www.ticketsfortroops.org.uk

Veterans Charity

The Veterans Charity provides direct support to Veterans who have served in the UK Armed Forces. They provide fast, direct support to Veterans facing hardship and distress. They also supply essential items including food shopping, clothing, household goods like kitchenware and appliances as well as furniture and even mobile phones.

Website: www.veteranscharity.org.uk

The Veterans Foundation

Many armed forces charities struggle to raise sufficient funding to support serving and former members of the British Armed Forces' and sometimes their dependants who are in need. The Veterans' Foundation has been created to establish a new and nationwide source of funding to help these charities. It acquires its funds through the Veterans' Lottery and donations.

Veterans' Foundation, 1-2 Thistle Court, Thistle Street, Edinburgh EH2 1DD

Veterans' Lottery Tel: 0333 9993899

All other enquiries email: enquiries@veteransfoundation.org.uk

York Foodbank

York Foodbank provide three days' nutritionally balanced emergency food and support to local people who are referred to them. They are part of a nationwide network of foodbanks, supported by The Trussell Trust, working to combat poverty and hunger across the UK. York Foodbank now runs out of 4 food distribution centres across the city (Tang Hall, Huntingdon, Acomb and City Centre). The aim is to meet the needs of those in the local community of York who are experiencing a crisis situation, to give people hope, practical help, and a brighter future

Email: info@york.foodbank.org.uk **Telephone:** 07871 610894

York Foodbank, Unit 5 Sterling Park, Bleriot Way, Clifton Moor, York YO30 4WU

York Women's Counselling

York Women's Counselling (YWC) provides a counselling service for women in York and surrounding areas who are experiencing difficulties as a result of current or past emotional stress and trauma. Their aim is to provide an atmosphere of trust,

safety and support within which the client may explore her problems and concerns, and, through increasing her awareness, move towards making informed choices and finding effective coping strategies in her own life. Their counsellors will respect the autonomy of the client and her ability to make her own decisions; counsellors will not give advice unless it is requested.

Website: www.yorkwomenscounselling.org

Telephone: 01904 652706

Email: yorkwomens@outlook.com

15 Priory St, York, YO1 6ET

Transition

British Armed Forces Resettlement Services

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.

Telephone: 02476 939931

Email: info@bfrss.org.uk

Website: www.bfrss.org.uk

Career Transition Partnership (CTP)

The Career Transition Partnership (CTP) is a partnering agreement between the Ministry of Defence and Right Management Ltd, who are global career development and outplacement specialists and part of the ManpowerGroup.

The CTP provides resettlement services for those leaving the Royal Navy, Army, Royal Air Force and Marines. Regardless of time served, all members of the Armed Forces can benefit from CTP support when leaving Service.

We also operate as an intermediary service for employers wishing to hire Service leavers.

Service leavers - how the CTP helps you

Depending on length of service, we offer free resettlement services to all ranks of the UK Armed Forces, including the Navy & Royal Marines, British Army and Royal

Air Force – our aim is to help you make the transition as smooth as possible
We also operate as an intermediary service for employers wishing to hire Service leavers

With effect from 1st August 2020, Tri-Service Resettlement Policy has been changed by the Ministry of Defence (MOD), to allow all Service leavers regardless of reason for discharge to have access to the full resettlement entitlements they are eligible to receive. Service leavers who have served either 4-6 years or 6+ years by their date of discharge, will have access to their respective resettlement entitlement.

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 Resettlement Guides

The Resettlement Guides include useful reference documents, articles for further reading and comprehensive listings of links to external sites relevant to each topic. Resettlement Guides.

Website: www.ctp.org.uk

CTP Regional Resettlement Centre in Catterick

CTP provides flexible support from two years before discharge, through to two years after. They give you all the tools you need to market yourself confidently to employers and to get the most out of life outside the forces.

There are nine Resettlement Centres in the UK, and one in Germany. The headquarters are in London, and the Vocational Training Centre is in Aldershot

Regional Resettlement Centre, St Aidans Road, North Yorkshire DL9 3AY

Telephone: 01748 872930 Mil. Phone: 94731 2930

Email: rrccatterick@ctp.org.uk

Civvy Street

Civvy Street aims to provide support and mentoring for all those recently leaving, or about to leave, the forces who are looking for employment opportunities and a chance to redeploy the skills learned while serving. Civvy Street is for anyone who has served in the UK Armed Forces (regular or reserves). It is also for their widows, widowers, partners and dependants. Anyone with an Armed Forces connection can apply to become a registered and approved member of Civvy Street. Membership is validated against Armed Forces number and branch.

Telephone: 0800 009 8015

Email: info@civvystreet.org

Web: www.civvystreet.org/en-gb/home.aspx

Easy Settlement Magazine

(Source ERM,2020)

Easy Resettlement magazine was formed for the sole purpose of giving service leavers the assistance, help, support and advice they required when making the transition back to civilian life. The Easy Resettlement team are either Ex-forces themselves or have been working in the forces market due to family members currently serving. This makes us fully aware of the trials and tribulations that occur when leaving service and becoming a civilian.

Our main aim is to make the process as easy as possible by offering advice from organisations such as elcas and the Career Transition Partnership (CTP) about your entitlements.

The magazines are distributed free of charge to ALL service leavers focusing not only on the Army but also the Navy, RAF and Royal Marines. We cover all topics on resettlement and believe our magazine will benefit you in your resettlement regardless of your sex, age or rank.

Website: www.easyresettlement.com/

Forces in Mind Trust

The aim of the Forces in Mind Trust is to provide an evidence base that will influence and underpin policy making and service delivery in order to enable ex-Service personnel and their families to lead successful civilian lives.

Website: www.fim-trust.org

To make contact use the contact form through this link: <https://www.fim-trust.org/contact-form/>

MOD Defence Transition Services (DTS)

Mission: On behalf of Defence, to help Service leavers and their families navigate their transition from Service to civilian life, whomever they are, whenever they discharge, for whatever reason they leave.

Aim: To educate, empower and encourage Service Personnel and their families to plan early and leave well.

Approach: To work with local and national partners to coordinate access to services for clients; and support in-Service providers working with the most vulnerable.

Support with:

- Health
- Accommodation

- Relocation
- Drugs and Alcohol misuse
- Finance and Debt
- Benefits
- Children, family & relationships
- Training & employment
- Supporting agencies

Support clients via case work:

Educate - realistic expectations, useful information, recognise long-term nature of transition.

Empower – case studies, catalyse positive behaviours.

Encourage – coordinate and connect to support.

DTS will provide assistance 2 years prior & post discharge.

There are two ways to make contact with DTS if you, or someone you know, might benefit from DTS's support:

Weblink: <https://www.gov.uk/guidance/help-and-support-for-service-leavers-and-their-families>

2. Complete an in-service referral (DTRP Form 1)
3. A self or third-party referral. (DTRP Form 2)

Email: DBSVets-DTS-Central@mod.gov.uk

Officers' Association - The Home of Officer Talent

We understand the challenges that transitioning from military to civilian life brings. We are here to provide expert career guidance for commissioned officers and reservists as they seek to find sustainable employment in roles that consider individual circumstances, aspirations, and skills. We champion officers' distinct abilities to meet the challenges of business and society and work with employers to allow them to recruit from our officer talent pool.

Telephone: 0203 761 6343

Email: l.blair@officersassociation.org.uk

Website: www.officersassociation.org.uk

Pathfinder Magazine

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.

Telephone: 0191 442 0198

Email: pathfinder@balticpublications.co.uk

Web: www.pathfinderinternational.co.uk

QUEST (Courses4Forces)

If people are in uniform or have already started to prepare for life 'outside', QUEST – now incorporating COURSES 4 FORCES – a new go-to guide to support people along their Forces journey. With education options while serving, to resettlement and beyond. A guide to funding, training, courses, careers and transition.

If people have left HM Armed Forces, QUEST still has a lot to offer. Whether it's finding out about funding, help with job hunting or general support with the everyday challenges of settling back in to civilian life'

Website: www.questonline.co.uk/

Online contact www.questonline.co.uk/contact

Stoll Foundation

(Source: Stoll, 2020)

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.

A home with Stoll

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.

Veterans' Nomination Scheme

We arrange accommodation for people leaving the Armed Forces and Veterans. We work with housing associations and local authorities across the country to find appropriate accommodation, mainly for single Veterans. We have arranged a home for over 404 Veterans in this way.

Veterans' Drop-In

Every month we co-host the Veterans' Drop at St. Pancras Hospital – In which provides an opportunity for people, especially Service Leavers, to discuss issues with other Veterans and a wide range of Veterans' agencies.

Meeting people's health needs

We work in partnership with leading providers of drug and alcohol, and mental health services to the Veterans community, and we can provide access to these and a wide range of other support services.

Skills and training

Our skills development programmes include English language, CV writing and IT classes to help people build their skills and return to work.

Independent Living Service

At Stoll we also offer tailored support to enable people to live independently. Around sixty of our residents use our daily Independent Living Service.

Support and wellbeing

A comprehensive range of activities and social events is available for residents from tai chi to archery club, from dinners and dances to darts night.

Telephone: 020 7385 2110

Email: info@stoll.org.uk

Website: www.stoll.org.uk

Veteran's Employment Transition Support

VETS - Veterans Employment Transition Support -is a social enterprise that brings together charities, businesses and the MOD to improve employment outcomes for veterans, employers and the UK economy.

VETS is completely free to join and is open to anyone eligible to work in the UK who has served in the Armed Forces, including the Reserves, regardless of length of service. They help with everything from translating military skills, on the job support, refining a CV, to general advice and guidance.

Email: team@veteranemployment.co.uk

Or fill in a form online at: www.veteranemployment.co.uk/veterans/sign_up



BUILDING COMMUNITIES

Building Communities

City of York Council Local Area Coordinators

Local Area Coordinators help local citizens stay safe, well, independent and connected to your local communities by:

- helping raise awareness of available resources
- providing links to local services
- supporting people with a wide range of issues
- developing resilience and social inclusion in communities

Local Area Coordinators work with individuals and families of all ages and abilities. They take time to get to know local people, family, friends, carers in a local community, so they help build a strong support network. Local Area Coordinators work closely with Community involvement officers in the following wards: Acomb, Clifton, Guildhall, Haxby/Wigginton, Heworth, Holgate, Huntington, New Easwick, Tang Hall and Westfield.

Website: <https://www.york.gov.uk/LocalAreaCoordination>

Telephone: 01904 551550

Please check individual LACs contact details on the website or ring 01904 551550.

Community Officers

Each ward across the City has a designated Community Officer, who work with elected members to promote community engagement and involvement with issues which matter in the local area.

Each Community Officer has an understanding of the community in a particular ward, links with local community and voluntary organisations and skills in community development.

Email: shapingneighbourhoods@york.gov.uk

Website: www.york.gov.uk/wards

Yorkey Dads

Yorkey Dads provide a social hub for York dads (dad's accessing dads support), granddads, carers or soon to be dads by connecting dads in and around the York area through meet ups, activities, events and online support. We represent a diverse group of dads: at home and working dads, married, single and divorced dads, straight and gay dads, young and old dads, dads of different ethnic and racial backgrounds. We share one common goal of being an active parent.

Visit <https://youtu.be/-1wRJ5FyL7I> - outlines what Yorkey Dads brings to York men and in turn to their families and their community.

Yorkey Dads - Menfulness programme provides men the opportunity to exercise, chat and have a laugh with each other at sessions held late evening so bedtime with kids can be covered. The feedback from each session tells us it's helping. find more info here <https://www.yorkpress.co.uk/news/18130824.york-circuit-sessions-offer-men-boost-mentalhealth/>

Website: <https://yorkeydads.wixsite.com/yorkeydads>

Volunteering

Army Cadet Force

The benefits of volunteering with the Army Cadet Force are varied, from learning new skills, meeting people, taking on challenges and gaining valuable experience. For most people taking part, it is about 'giving something back', socialising and making new friends, or getting to know the local community. Others enjoy feeling like a valued member of a team, finding a worthwhile hobby that gives them quality time away from work or a busy lifestyle, or knowing they are making a difference

to the lives of young people. As any one of our thousands of adults will tell you, it is watching the cadets grow and develop, and knowing that you have helped them along the way, which is the most rewarding part of being in the ACF.

B Company, Yorkshire (North & West) ACF is based at Duncombe Barracks in York, with detachments in Acomb, Clifton, Fulford, and Strensall, as well as in the surrounding areas outside York.

Telephone: 01904 659052

Email: 0739mccall@armymail.mod.uk

Website: <https://armycadets.com/>

York Cares

York Cares is a partnership of the city's leading employers committed to making York a better place through employee-volunteering. We match the skills and expertise of our employer members and their employees to community projects where they can have most impact. Our tried and tested programmes deliver tangible benefits for local people as well as workforce development opportunities for employers.

Veterans and Ex Service personnel who are employees at our member employers can volunteer through our programmes to make an effective and strategic investment in our community. Others can benefit directly from our programmes such as Skills Share, providing business skills support and Social Connections for older people who may be experiencing loneliness and isolation.

To find out more about York Cares visit: www.yorkcares.co.uk

Email: info@yorkcares.co.uk

Telephone: 01904 323482

York Volunteers

York Volunteers is York's Volunteer Centre, helping you to find local volunteering opportunities to suit your interests and your time.

Our website is full of local organisations who need help with specific tasks. You can search for causes that matter to you or search for roles that need your specific skills. If you want to learn new skills or build experience in a certain area you can search by that too. You can even automatically generate a C.V.-style Social Record with everything you've done.

The York Volunteers team are always on-hand as well, to help you find an opportunity that suits you, so please don't hesitate to email or phone or book a time to meet in-person.

To find different ways you can help, visit our website:

YorkCVS.org.uk/Volunteers

Email: Volunteering@YorkCVS.org.uk

Telephone: 01904 621 133





Contact Details

Armed Forces Covenant
City of York Council,
Customer and Communities, Communities Team
West Offices,
Station Rise,
York
YO1 6GA

Email: armedforcescovenant@york.gov.uk

Telephone: 01904 551550

Between 8.30am and 5.0pm Monday to Friday

www.york.gov.uk/armedforcescovenant
