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EMPLOYER  
RECOGNITION  
SCHEME

GOLD AWARD

A photograph showing a military rucksack in camouflage gear on the left and a pair of brown leather brogue shoes on the right, both resting on a gravel surface. A semi-transparent dark rectangle is overlaid on the center of the image, containing the title text.

# The Military Human™

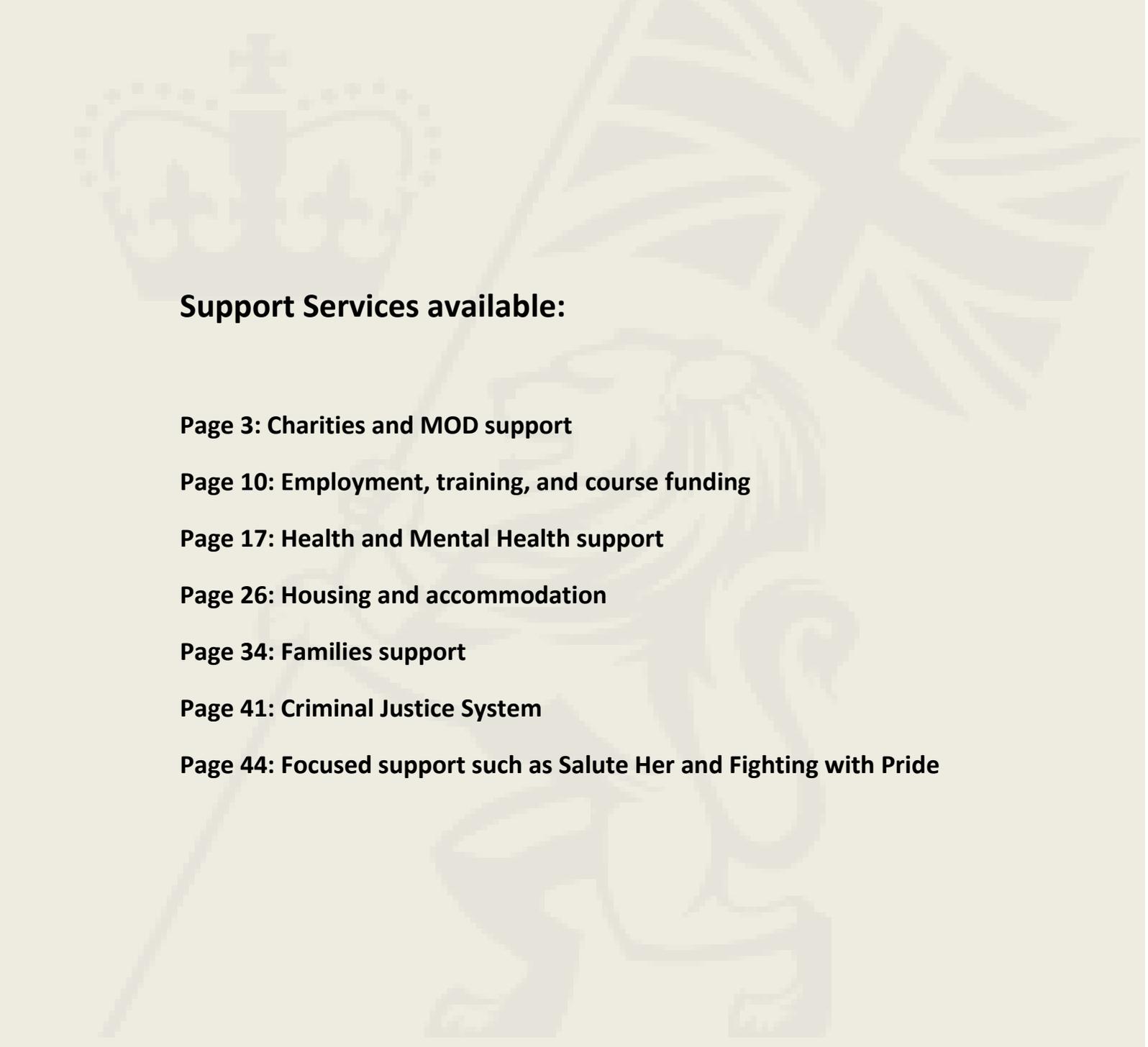
## Veterans & Families

### Support Toolkit

Identification, Referral, Advice

& Contact Information

(Please note this is an example of services available)



**Support Services available:**

**Page 3: Charities and MOD support**

**Page 10: Employment, training, and course funding**

**Page 17: Health and Mental Health support**

**Page 26: Housing and accommodation**

**Page 34: Families support**

**Page 41: Criminal Justice System**

**Page 44: Focused support such as Salute Her and Fighting with Pride**

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ARMED FORCES

COVENANT

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# VETERANS' GATEWAY

The first point of contact for veterans seeking support

**About: Source: Veterans Gateway (2020)**

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

We put veterans and their families in touch with the organisations best placed to help with the advice and support they need.

There is a huge network of organisations supporting the Armed Forces community, so finding the right one for your needs can be tricky.

We make it quick and easy by being your first point of contact for whatever support you need, whether you are based in the UK or abroad.

Many of our team are veterans themselves so they understand the issues that people face after leaving the Armed Forces.

They work with people on a one-to-one basis, connecting them with the right support as soon as possible.

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 finance.

## Other help available



Housing



Employment



Finances



Living independently



Mental wellbeing



Physical health



Family and communities

**Tel: 0808 802 1212**

**Text: 81212**

**Email & Live Chat**

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

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

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

### **Who we help:**

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

### **Forcesline**

Forcesline is a free and confidential telephone helpline and email service that provides support for serving (regulars and reserves), ex-Forces and for their families.

**Tel: 0800 731 4880 0900 – 1730 Monday to Friday**

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

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## **THE ROYAL BRITISH LEGION**

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

We 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.

### **We are here to help**

We provide lifelong support to serving and ex-serving personnel and their families.

We've been here since 1921 and we'll be here as long as they need us.

### **We remember**

We remember those who lost their lives on active service in all conflicts; from the beginning of the First World War right up to the present day. We also remember all those who have served and their families.

**Tel: 0808 802 8080 - 8am to 8pm 7 days a week**

**Online chat - 8am to 8pm 7 days a week**

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

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## COMBAT STRESS (Source Combat Stress,2020)

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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.

The work we do is life-changing and often lifesaving. No one else does what we do.

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](tel:08001381619).
- Serving personnel and their families can call [0800 323 4444](tel:08003234444).

### 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

**Tel:** See Above

**Email:** [contactus@combatstress.org.uk](mailto:contactus@combatstress.org.uk)

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

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## MOD VETERANS WELFARE SERVICE

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

### Contact us:

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

Centurion (London, SE and SW England)

Tel 02392 702232

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

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

Tel 01562 825527

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

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

Tel 01253 333494

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

Glasgow (Scotland, NE England, NI and ROI)

Tel 0141 2242709

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

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

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

ARMED FORCES  
COVENANT

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## MOD DEFENCE TRANSITION SERVICES (DTS)

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**Mission:** On behalf of Defence, to help Service leavers and their families navigate their transition from Service to civilian life, wherever 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>

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

**Email:** [DBSVets-DTS-Central@mod.gov.uk](mailto:DBSVets-DTS-Central@mod.gov.uk)

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

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### **OUR MISSION**

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

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

#### **Support:**

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

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

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## **BLIND VETERANS UK**

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

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

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

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

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## THE POPPY FACTORY

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

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

Employment support:

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

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

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## DEFENCE MEDICAL WELFARE SERVICE (DMWS)

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

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

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

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

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

## EMPLOYMENT – TRAINING - COURSES

### 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 on 0121 262 3058**

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

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

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## **CAREER TRANSITION PARTNERSHIP** (Source CTP,2020)

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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**

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### **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:** <https://www.ctp.org.uk/>

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## ENHANCED LEARNING CREDITS

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

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

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

**Tel:** 0845 3005179 **Email:** [elcas@m-assessment.com](mailto:elcas@m-assessment.com)

**Website:** [www.enhancedlearningcredits.com](http://www.enhancedlearningcredits.com)

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## PATHFINDER MAGAZINE

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

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

Each month, 25,000 copies of Pathfinder are packaged, labelled and dispatched by the MoD's distribution hub in Portsmouth and sent out to military bases across the world. In addition to the website, Pathfinder also sends out two weekly e-newsletters to our readers – these feature jobs, news, courses and have advertising and sponsorship opportunities.

**Tel:** 0191 442 0198 **Email:** [pathfinder@balticpublications.co.uk](mailto:pathfinder@balticpublications.co.uk)

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

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## QUEST

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

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

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

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## EASY RESETTLEMENT MAGAZINE (Source ERM,2020)

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### ABOUT

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 link: <http://www.easyresettlement.com/>

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## BRITISH FORCES RESETTLEMENT SERVICES

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

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

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

Tel: 02476 939931

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

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

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**JobOppo** (Source: JobOppo,2021)

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### BUILT BY EX-MILITARY, FOR 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. We connect the Ex-Military community to jobs across a range of sectors in the UK - with one big difference. Every single job we list on our platform is exclusively for people like YOU. (JobOppo,2021)

**Job Search Link:** [Weblink](#)

**Email:** [info@joboppo.co.uk](mailto:info@joboppo.co.uk) **Website:** <https://www.joboppo.co.uk/>

**Telephone:** 0333 242 3857

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## ROYAL BRITISH LEGION INDUSTRIES (Lifeworks)

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### What is LifeWorks?

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

### Who is it for?

- Anyone who has served in the British Armed Forces.

### How much does it cost?

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

### DISCOVER NEW OPPORTUNITIES

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

### DEVELOP YOUR EMPLOYMENT SKILLS

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

### BUILD YOUR CONFIDENCE

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

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

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## ROYAL BRITISH LEGION INDUSTRIES (Lifeworks Families)

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### What is LifeWorks Families?

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

### Who is it for?

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

### How much does it cost?

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

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

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

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## X FORCES ENTERPRISES

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

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

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

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

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## NHS STEP INTO HEALTH PROGRAMME

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

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

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

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

## HEALTH AND MENTAL HEALTH

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

### **Priority Healthcare for Veterans**

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/>



[Website: Op Courage](#)

### **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

## **How Op COURAGE: The Veterans Mental Health and Wellbeing Service can help.**

The first step to getting help is to contact Op COURAGE: The Veterans Mental Health and Wellbeing Service. You can contact the service yourself or ask your GP, a charity or someone else, such as a family member or friend, to do this for you. The service will arrange for you to have an assessment, to make sure you get the right care and support.

## **How to contact Op COURAGE: The Veterans Mental Health and Wellbeing Service.**

### **North of England**

Call 0800 652 2867 or email [VTILS@cntw.nhs.uk](mailto:VTILS@cntw.nhs.uk) The Op COURAGE urgent care and support service is accessible by healthcare referral only.

### **The Midlands and East of England**

Call 0300 323 0137 or email [mevs.mhm@nhs.net](mailto:mevs.mhm@nhs.net) (includes the Op COURAGE urgent care and support service).

### **London**

Call 020 3317 6818 or email [cim-tr.veteranstilservice-lse@nhs.net](mailto:cim-tr.veteranstilservice-lse@nhs.net) (includes the Op COURAGE urgent care and support service).

### **South East England**

For services in Sussex, Surrey or Kent, call 020 3317 6818 or email [cim-tr.veteranstilservice-lse@nhs.net](mailto:cim-tr.veteranstilservice-lse@nhs.net).

For services in Hampshire, the Isle of Wight, Berkshire, Oxfordshire or Buckinghamshire, call 0300 365 2000 or email [gateway@berkshire.nhs.uk](mailto:gateway@berkshire.nhs.uk).

**For the Op COURAGE urgent care and support service**, call 02394 387 924 or email [snhs.veteranshis.se@nhs.net](mailto:snhs.veteranshis.se@nhs.net).

### **South West England**

Call 0300 365 2000 or email [gateway@berkshire.nhs.uk](mailto:gateway@berkshire.nhs.uk).

Urgent and emergency support from other NHS services

If you experience a mental health crisis you can also get help by dialling 111, booking an emergency GP appointment, visiting A&E or calling 999. If you're still serving, you can also call the military mental health helpline on 0800 323 4444.

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

(Source: NHS England, 2019)

### **Veterans Trauma Network**

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

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

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

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

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

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

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

### **Veterans Prosthetic Panel**

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

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

## **NHS Veterans Aware Hospitals**

(Source: NHS Improvement 2019)

Veteran Aware hospitals will:

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

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

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

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

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

(Source: NHS England 2019)

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

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

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

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

[PDF Download](#)

## **Royal College of General Practitioners**

Veterans' Healthcare Toolkit

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

## **NHS England**

(Source NHS England, 2019)

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

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

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

#### **The process**

Individuals who are eligible for IPC4V are proactively identified by medical staff whilst they are on the Defence Recovery Pathway. With the individual's agreement and where appropriate, that of their family, they will then be referred for an assessment. As part of this, a multi-disciplinary and multi-agency steering group is set up to oversee the case and ensure the right people, including the individual, are involved.

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

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

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

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

#### **Benefits**

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

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

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

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## **COMBAT STRESS** (Source: Combat Stress,2020)

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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.

The work we do is life-changing and often lifesaving. No one else does what we do.

**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](tel:08001381619).
- Serving personnel and their families can call [0800 323 4444](tel:08003234444).

### **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>

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### **TRAUMA-FOCUSED THERAPY Six-week residential Intensive Treatment Programme.**

#### **Support in Your Community:**

- COMMUNITY TEAMS
- PSYCHO-EDUCATION GROUPS
- OCCUPATIONAL THERAPY WORKSHOPS

**Tel:** See Above      **Email:** [contactus@combatstress.org.uk](mailto:contactus@combatstress.org.uk)

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

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## **TOGETHER ALL (Formerly BIG WHITE WALL)**

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### **Why are we called Togetherall?**

Formerly Big White Wall, our new name Togetherall represents our community, which is open and inclusive to all people. We believe it's important to provide a place of safety without judgement for people to get together to support each other, whilst also recognising mental health does not discriminate; we all have to look after it.

### **What is the service?**

The video highlights from all viewpoints how we support populations with their mental health and wellbeing – helping with feels of anxiety, depression, isolation and stress, to relationship problems and lifestyle challenges.

The safety of our members and clinical rigour is at the core of what we do and we have a network of trained professionals providing 24/7 support around the world.

Organisations can commission our Support Network service, or Support Network plus Live Therapy.

### **Armed Forces**

Access provided by the UK Ministry of Defence and NHS England to all serving personnel, veterans and family members.

**Access by Registering and using the UK Armed Forces Community link**

**Weblink:** <https://account.v2.togetherall.com/register>

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## CONTACT (ARMED FORCES)

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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.

### We can Help Categories:

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

### Contact Access via online referral:

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

### Contact partners

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

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## HELP FOR HEROES: HIDDEN WOUNDS

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### WHAT IS HIDDEN WOUNDS?

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

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

Support is delivered by phone, Skype or face to face

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

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

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## HEAD START: WALKING WITH THE WOUNDED

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

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

### Head Start Leaflet

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

### TALKING THERAPIES:

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

### QUICK ACCESS:

- Private therapists can offer appointments without long waiting times.

### CONVENIENT:

- Therapy provided close to where you live.

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

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

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

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## HOUSING INFORMATION

### 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.

Alabaré's Homes for Veterans provide supported accommodation to British Armed Forces Veterans who are homeless or at risk of becoming homeless. We believe no Veteran should be forced to sleep on the streets.

**We provide dedicated support to Veterans across the South of England and Wales. Specifically: Wiltshire, Hampshire, Gloucestershire, Devon, Dorset as well as North and South Wales.**

Tel: **01722 322 882** Email [veterans@alabare.co.uk](mailto:veterans@alabare.co.uk)

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

- **Cardiff Homes for Veterans** - Tel: 07721 4892478 or 01443 492976 - email: [veterans@alabare.co.uk](mailto:veterans@alabare.co.uk)
- **Pontypridd Home for Veterans** - Tel: 01443 492976 email: [j.martin-jones@alabare.co.uk](mailto:j.martin-jones@alabare.co.uk)
- **Swansea Homes for Veterans** - Tel: 07813 969834 email: [j.delacey@alabare.co.uk](mailto:j.delacey@alabare.co.uk)
- **Carmarthen Homes for Veterans** - Tel: 07813 969834 email: [j.delacey@alabare.co.uk](mailto:j.delacey@alabare.co.uk)
- **North Wales Homes for Veterans** - Tel: 07500047801 email: [a.jones@alabare.co.uk](mailto:a.jones@alabare.co.uk)

**Alabare, Homes for Veterans Wales Campaign:**

Tel: 01722 322882 Email: [enquiries@alabare.co.uk](mailto:enquiries@alabare.co.uk)

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## FIRST CHOICE HOUSING ASSOCIATION

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*'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>

Tel: 029 2070 3758 Email: [customerservices@fcha.org.uk](mailto:customerservices@fcha.org.uk)

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

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## HAIG HOMES

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

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

Tel: 020 8685 5777

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

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## The Single Persons Accommodation Centre for the Ex Services

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

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

**Tel:** 01748 833797/872940/830191      **Website:** [www.spaces.org.uk](http://www.spaces.org.uk)

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## THE BEACON CATTERICK

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

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

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

**Website:** <https://www.riverside.org.uk/in-your-neighbourhood/north-yorkshire/care-and-support/the-beacon/>

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## **STOLL FOUNDATION** (Source: Stoll,2020)

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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. [Find out more...](#)

### **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. [Find out more...](#)

### **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. [Find out more...](#)

### **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. [Find out more...](#)

### **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. [Find out more...](#)

### **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. [Find out more...](#)

### **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. [Find out more...](#)

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**Tel: 020 7385 2110**

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

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

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## **HELP 4 HOMELESS VETERANS** (Source: H4HV,2020)

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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](mailto:ceohelp4homelessveterans@gmail.com)

**Tel:** 07305 260 798

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

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## **VETERANS AID** (Source: VA,2020)

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### **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/>

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## **LAUNCHPAD** (Source: Launchpad,2020)

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### **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.

**Avondale House, Byker Estate, Newcastle-Upon-Tyne. Tel: 0191 265 7039**

Email: [newcastle@veteranslaunchpad.org.uk](mailto:newcastle@veteranslaunchpad.org.uk)

**Speke House, Speke, Liverpool. Tel: 0151 425 3886**

Email: [liverpool@veteranslaunchpad.org.uk](mailto:liverpool@veteranslaunchpad.org.uk)

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

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

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## **Hull 4 Heroes** (Source: Hull 4 Heroes,2021)

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### **Our Veterans Deserve Better:**

Increasingly, veterans return from service to find they do not have the support network and resources to meet their most basic needs. When their resources are depleted, these veterans can become homeless and without hope. Hull 4 Heroes aim to ensure that their transition back into civilian life and regular employment is as seamless as possible. Our ever-growing network of support creates homes, provides education and sources employment for veterans that have put their lives on the line in the name of their country and its people. They deserve better and we are here to help. (Hull 4 Heroes,2021)

### **Help us to build the first transitional Veterans Village:**

Planning permission for the Hull 4 Heroes Veterans Village has been approved by both Hull City Council and the East Riding of Yorkshire Council. The countries first transitional Veterans Village will begin construction in 2021 and you can help to build the first house on the site.

**HULL 4 HEROES** [Weblink here](#)

**Get involved:** [Weblink here](#)

**Get help:**

**Tel:** 01482 534483

**Referral form:** [Weblink here](#)

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## **SCOTTISH VETERANS' RESIDENCES** (Source: SVR,2020)

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### **What We Do**

SVR is a Registered Social Landlord. We operate housing support services in Scotland's three largest cities: Edinburgh, Glasgow and Dundee and support more than 200 veterans annually. Every year around a quarter of our veterans are supported to move on, taking up their own tenancies. The age of our residents ranges from early 20s to early 90s and all enjoy the support, security and companionship of our community environment.

### **Who We Support**

SVR supports former members of the UK Armed Forces and former Merchant Mariners who are homeless, at risk of homelessness or in need of supported accommodation. Residents can be of any age and from any part of the UK and need to have completed at least one day's paid service.

### **Our Supported Housing for Veterans**

Scottish Veterans Residences offers three supported residences for veterans offering high quality en-suite accommodation with on-site support services in Edinburgh, Dundee and Glasgow. For those looking for more independence we also have a number of flats available to rent

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

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

Webpage link: <https://www.svronline.org/index.php>

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## **BROUGHTON HOUSE** (Source: BH,2020)

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### **OUR MISSION & FUTURE VISION**

To meet the ever-changing needs of the entire armed forces community throughout every stage of their life. We believe that all veterans and their families should live with support, friendship and dignity

### **REGISTERED NURSING AND RESIDENTIAL CARE**

The strength of Broughton House has been the quality of nursing and residential care provided for aged veterans in a safe and supportive environment.

### **INDEPENDENT AND ASSISTED LIVING**

Coming soon

### **CONTACT US**

Broughton House

Park Lane

Salford

M7 4JD

T: 0161 7402737

E: [info@broughtonhouse.com](mailto:info@broughtonhouse.com)

### **ARMED FORCES SUPPORT HUB**

The Broughton House 'Armed Forces Support Hub' is here for former members of the Armed Forces and their families in the North West. In strategic partnership with Forces Support we will support you from transition, every step of the way. Whatever your age, Service or circumstances they matter not, we are here to help

#### **for general enquiries**

**Call:** 0161 464 9521

**Email:** [hub.support@broughtonhouse.com](mailto:hub.support@broughtonhouse.com)

#### **for specific support**

[hub.support@broughtonhouse.com](mailto:hub.support@broughtonhouse.com)

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## FAMILIES SUPPORT

### 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.

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

### RAF FAMILIES' FEDERATION (Source: RAFFF,2020)

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.

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

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## **THE ARMY FAMILIES' FEDERATION** (Source: AFF,2020)

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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](#).

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

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## **THE RIPPLE POND** (Source: TRP,2020)

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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/>

Tel: 0333 90001028 Email: [admin@theripplepond.org](mailto:admin@theripplepond.org)

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

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## **SCOTTY'S LITTLE SOLDIERS** (Source: SLS,2020)

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Scotty's Little Soldiers is a charity dedicated to supporting bereaved British Forces children and young people. Inspired by the experience of Army widow Nikki Scott, the charity honours husband Corporal Lee Scott's memory – both as a loyal soldier and a loving father – and provides a practical yet personal way for the public at large to show their appreciation for those brave individuals who make the ultimate sacrifice in the service of their country.

**The charity's assistance is divided into 3 distinct programmes.**

'Smiles' offers the children that opportunity to smile again through a wide range of fun activities and gifts. This includes holiday breaks, group events, special experiences and gifts at difficult times of the year. The 'Support' programme aims to assist with the more emotional side of bereavement and includes access to professional counselling and a family support network. Finally, the 'Strides' programme is designed to help with the charity's beneficiaries' personal development and includes a range of activity and educational grants

**Tel: 08000 928 571**

**Email:** [hello@scottyslittlesoldiers.co.uk](mailto:hello@scottyslittlesoldiers.co.uk) **Website link:** <https://www.scottyslittlesoldiers.co.uk/>

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## **For the Fallen** (Source: FTF,2021)

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For The Fallen is formed in memory of Lance Corporal Dave Jukes & is dedicated to the memory of a brave man, a father, a husband & a soldier. We do what we do so that other families of the fallen are not alone in their hour of need, but also to make permanent changes to the way serving and veteran HM Armed Forces personnel are treated. (FTF, 2021)

If you are affected by military suicide, join with us here at For The Fallen CIC.

We know what you are going through. Together we can overcome and you will find people through our organisation who understand you and will be able to advise and support you in the hardest of times. (FTF,2021)

**Email:** [info@forthefallen.co.uk](mailto:info@forthefallen.co.uk)

**Website:** <https://forthefallen.co.uk/>

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## **The War Widows Association** (Source: TWWA,2021)

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The War Widows' Association is the United Kingdom's leading representative organisation for widows and widowers of Armed Forces Personnel where death has been caused by or hastened by service. Three core values: Campaign – Care – Remembrance.

The War Widows' Association is a membership organisation; a Full member is anyone who meets the criteria of war widow war widower irrespective of the age, rank, service of the deceased or marital status. Regional organisers throughout the UK arrange meetings in their area and maintain contact with members locally.

**Email:** [info@warwidows.org.uk](mailto:info@warwidows.org.uk) **Website:** <https://www.warwidows.org.uk/>  
**Telephone:** 09452 412189

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## **Army Widows Association** (Source: AWA, 2021)

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The Army Widows' Association was formed by widows in 2004. We are a volunteer run Organisation and Charity. Our aim is to offer comfort, support and friendship to the widows and widowers of service men and women.

We aim to offer help on your terms when you need it. We know that despite all the love and support from family and friends, widows/widowers can feel very alone.

All the members have lost their husbands, wives or partners, under a variety of different circumstances, and are able to offer support and sympathy to those who have been recently widowed. (AWA,2021)

**Email:** [info@armywidows.org.uk](mailto:info@armywidows.org.uk) **Website:** <https://www.armywidows.org.uk/>  
**Telephone:** 0300 666 0136

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## **The Royal Navy & Royal Marines Widows Association** (RNRMA,2021)

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The Royal Navy Royal Marines Widows' Association was formed in 2008 by a group of volunteers most of whom are widowed.

### **Aims of the Association:**

- To offer support and friendship to the bereaved whose spouse/recognised partner was serving in the Royal Navy or Royal Marines at the time of their death.
- To help the bereaved and their children to address issues with Royal Navy and Royal Marine organisations.
- To work with the Royal Navy and Royal Marines and Ministry of Defence to improve their approach to the bereaved widows/widowers/recognised partners.
- To ensure representation in relevant forums such as the Defence Bereaved Families Working Party meetings.

**Email:** [chairmanrnmwa@aol.com](mailto:chairmanrnmwa@aol.com)    **Website:** <https://www.rnmwidows.org/>  
**Telephone:** 07462 376850

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## **RAF Widows Association** (RAFWA,2021)

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The RAF Widows' Association (RAFWA) is a national charity for women and men who have lost their spouse or partner whilst serving in the RAF at the time of their death or who died within two years of leaving the RAF.

The Association is run by a network of volunteers who themselves are RAF widows and widowers, so they do really understand what the members are going through.

The RAFWA was founded in 1992 and aims to provide friendship, practical and emotional support to men and women – married or not, with or without children, whatever their sexual orientation as they adjust to life after the death of their spouse or partner.

**Email:** [raf.widows@gmail.com](mailto:raf.widows@gmail.com)    **Website:** <https://www.rafbf.org/raf-widows>  
**Telephone:** 0870 5143 901

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## **FORCES FAMILIES' JOBS** (Source: FFJ,2020)

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### **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](mailto:help@forcesfamiliesjobs.co.uk)

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## **RECRUIT FOR SPOUSES** (Source: RFS,2020)

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### **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/>

**Phone:** [0333 2020 996](tel:03332020996)      **Email:** [info@recruitforspouses.co.uk](mailto:info@recruitforspouses.co.uk)

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

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## MILITARY CHARITIES (examples)

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

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

### **RAF Association**

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

### **ABF The Soldiers Charity**

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

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

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

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

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

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

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

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

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# CRIMINAL JUSTICE SYSTEM

## SSAFA: Veterans in the Criminal Justice System (Source: SSAFA,2020)

### Veterans in the Criminal Justice System

#### 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>

**Tel:** VCJS service team on 020 7463 9337

**Email:** [VCJS.SupportServices@ssafa.org.uk](mailto:VCJS.SupportServices@ssafa.org.uk)

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## **CARE AFTER COMBAT** (Source: CAC,2020)

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### **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: Tel: 07794 201 032**

**Wrexham Office: Tel: 0300 343 0255**

**Webpage link: <http://www.careaftercombat.org/>**

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## **PROJECT NOVA** (Source: RFEA,2020)

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

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

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

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

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

## Focused Support

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### **TOM HARRISON HOUSE** (Source: THH, 2020)

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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.

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

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

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### **Combat Stress Substance Misuse Service** (Source: Combat Stress, 2020)

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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>

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## **RIGHT TURN (WE ARE WITH YOU)** (Source:WAWY, 2020)

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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/>

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## **STAND TO (DAAS)** (Source:DAAS, 2020)

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**STAND TO** is an alcohol service dedicated to Derbyshire's Ex-Forces community.

Whether you were Regular or Reserve forces, served 22 years or 22 days (or less!) **STAND TO** are here to help. We cover the whole of Derbyshire (with the exception of Derby City).

Our dedicated, experienced, and highly trained staff (most of whom have direct experience of the Armed Forces) have a particular awareness of the issues veterans and their families may experience.

We acknowledge, understand, and appreciate the sacrifices that ex-forces personnel and their families have made.

We understand some of the challenge's individuals may face in admitting their alcohol use is a problem and the conflict often felt in asking for support.

We work closely with other organisations in the local area to deliver a comprehensive service for those affected by alcohol misuse.

**Contact Form:** <https://daas.uk.com/stand-to-ex-forces.html>

**Tel:** 01246 206 514

**Webpage link:** <https://daas.uk.com/stand-to-home.html>

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## **ARMED FORCES AND VETERANS BREAKFAST CLUBS** (Source: AFVBC, 2020)

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

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

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

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

**Website Link:** <http://afvbc.co.uk/>

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## **THE WARRIOR PROGRAMME** (Source: TWP, 2020)

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Our programme enables individuals to manage their emotions and to develop the resilience, focus and motivation to succeed in today's world. The programme has been developed over the last ten years to meet the demands and challenges experienced by past and present members of the armed forces and their families.

### **Support:**

- Serving Personnel
- Families of Serving Personnel
- Veterans
- Veterans' Families

We do this through a 12-month programme, commencing with a 3 day intensive foundation course, followed by regular refresher sessions and online interaction. During the programme you will be introduced to coaching techniques that will enable you to stay grounded, build resilience, deal positively with day to day life and ensure that you remain focused and motivated to achieve what you want.

The 12-month programme is fully funded, including food and accommodation, however participants will need to make their own travel arrangements to the course.

**Website:** [thewarriorprogramme](http://thewarriorprogramme) **Tel:** 0808 801 0898 **Email:** [Enquires@warriorprogramme.org.uk](mailto:Enquires@warriorprogramme.org.uk)

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## **Salute Her (Forward Assist)** (Source: Forward Assist, 2021)

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**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>

**T: 0191 250 4877**

**E:** [admin@forward-assist.com](mailto:admin@forward-assist.com)

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## **Fighting with Pride** (Source: Fighting with Pride, 2021)

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**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.

**Webpage:** <https://www.fightingwithpride.org.uk/> **Email:** [info@fightingwithpride.org.uk](mailto:info@fightingwithpride.org.uk)

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

## **Ministry of Defence**

(source: MOD,2019)

**Weblink:** [Useful links for the service community](#)

**Weblink:** [JSP 100 Defence Holistic Transition Policy](#)

**Weblink:** [Service Leavers Guide](#)

**Weblink:** [British Army Transition to Civilian Life \(including sheet 2 – emotional pathway\)](#)

**COBSEO** (The Confederation of Service Charities)  
COBSEO,2021)

(Source:

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/>

