

# Service to Civvy Street



A booklet to help partners, spouses and **families** of service veterans navigate healthcare, employment, housing, education and other support available in Warwickshire.

## Is this booklet for me?

If your partner, spouse or family member (i.e. son, daughter, father, mother) has served at least one day in the Armed Forces they are classed as a veteran regardless of their rank, gender, age or reason for leaving. Your family member or friend may have had time to plan their military discharge, or this may have happened suddenly. Whatever their discharge circumstance this booklet is to help you and/or your family member or friend settle into the civilian way of life. In this booklet you will find information to help you and/ or your family member or friend adapt to civilian life in Warwickshire.

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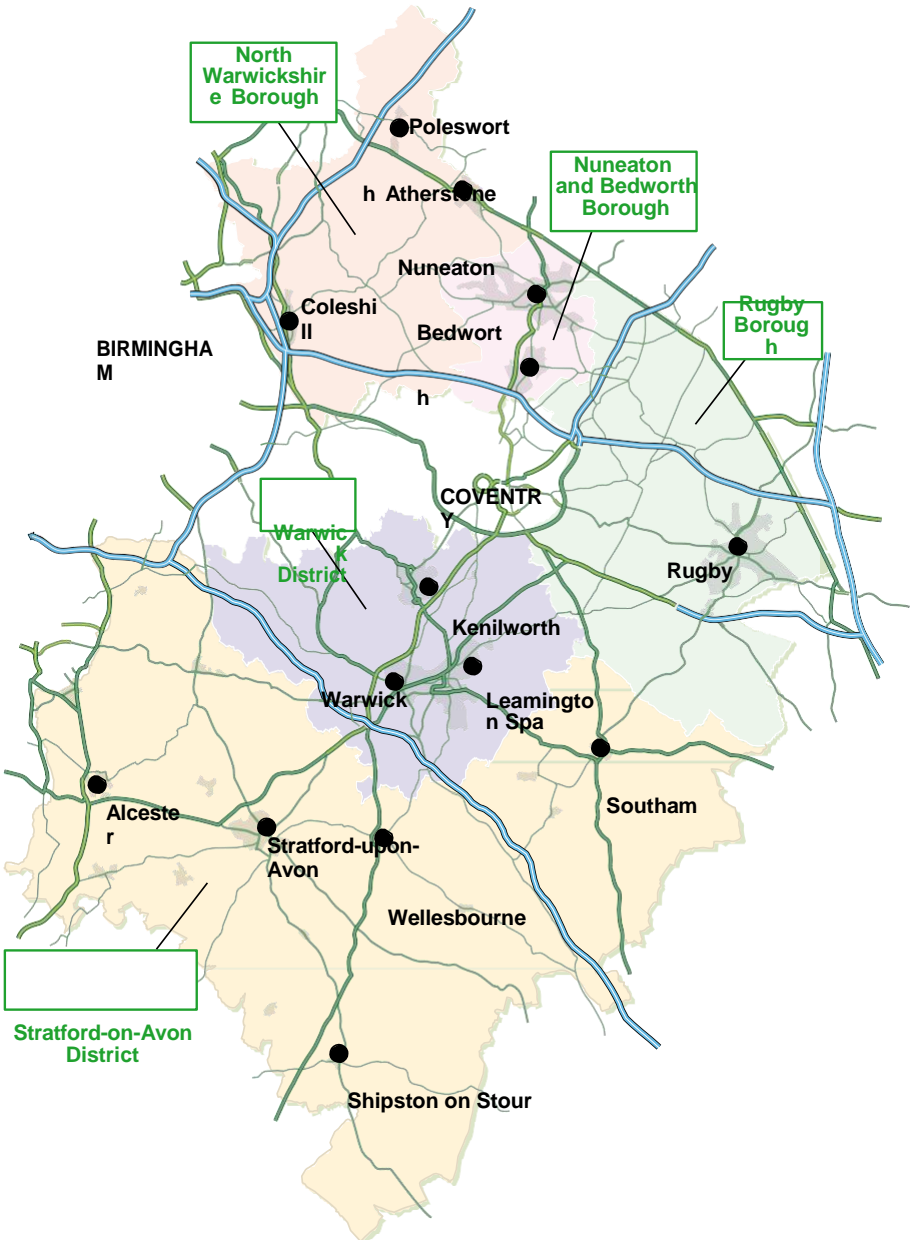
# 1. The military versus civvy street

Whilst serving in the military, (whether that be Royal Navy, Royal Air Force or British Army) at each unit they served at your family member or friend will have been used to a clear chain of command, free medical and dental care, social clubs with cheaper alcohol, welfare support and camaraderie with other serving personnel. Unsurprisingly, civvy street is very different. There is often a very different chain of command at work, medical and dental care is not free, attending social clubs often cost more than on military bases, and sometimes it can be difficult to find the answers to questions which would help you settle into civvy street.

The loyalty and commitment to serving in the military is recognised by the nation in the Armed Forces Covenant. The Covenant is committed to ensuring a fair deal for veterans after having completed service. However, to help settle into civvy street smoothly you and/or your family member or friend will need to understand the services provided in the military, and the different ways these are provided in civilian life.

Warwickshire County Council can be viewed like the MOD, they are responsible for the services provided by the county. The county is divided up into five district and/or borough councils which each have a responsibility to provide specific services in their geographic area.

# Warwickshire






## Council contacts

### Warwickshire County Council


 [www.warwickshire.gov.uk](http://www.warwickshire.gov.uk)

 01926 410410



### North Warwickshire Borough Council

 [www.northwarks.gov.uk](http://www.northwarks.gov.uk)

 01827 715341




### Nuneaton and Bedworth Borough Council

 [www.nuneatonandbedworth.gov.uk](http://www.nuneatonandbedworth.gov.uk)

 024 7637 6376



### Rugby Borough Council


 [www.rugby.gov.uk](http://www.rugby.gov.uk)

 01788 533533



### Warwick District Council


 [www.warwickdc.gov.uk](http://www.warwickdc.gov.uk)

 01926 410410



### Stratford District Council

 [www.stratford.gov.uk](http://www.stratford.gov.uk)

 01789 267575





## 2. Housing

Personnel serving in the military are provided with either single-living accommodation or married quarters. Your family member or friend (possibly in partnership with you) may have already bought a home in Warwickshire, or may be in the process of buying. Alternatively your family member or friend may be looking to privately rent a property or looking to move into social housing.

There are organisations such as:

Soldiers, Sailors, Airmen and Families Association (SSAFA)

☎ 020 7463 9398

🌐 [www.ssafa.org.uk/how-we-help/housing/](http://www.ssafa.org.uk/how-we-help/housing/)

and

Royal British Legion (RBL)

☎ 08457 725 725

🌐 [www.britishlegion.org.uk/can-we-help/leaving-service](http://www.britishlegion.org.uk/can-we-help/leaving-service)

that your family member or friend may have contacted for advice before leaving.

There is also the Joint Service Housing Advice Office (JSHAO), you may have attended one of their briefings before leaving the military. If not, their website has detailed information about the different types of housing available in civvy street. They also have a booklet called 'housing options', either email or telephone to request a copy.

☎ 01980 618925

🌐 [www.gov.uk/housing-for-service-personnel-and-families](http://www.gov.uk/housing-for-service-personnel-and-families)

✉ [AWS-JSHAO-Mailbox.co.uk](mailto:AWS-JSHAO-Mailbox.co.uk)

These organisations can still be contacted after your family member or friend has left the military, but there are other ways to find out about getting a home in Warwickshire.



## Buying a home



If you and/or your family member or friend are thinking of buying it is best to get advice and guidance about mortgages and loans. There is an online organisation that

provides independent advice for UK military personnel called 'moneyforce' ([www.moneyforce.org.uk](http://www.moneyforce.org.uk)). Banks or building societies can also give free advice, 'Joint Service Housing Advice Office' has information on their website, and your local council may also have advice services.

## Renting a home

You and/or your family member or friend may choose to privately rent through a letting agency or directly with a landlord. There are websites that list all of

the letting agencies in Warwickshire, for example, [www.uklettingagent.co.uk/warwickshire/](http://www.uklettingagent.co.uk/warwickshire/).

The other renting option is social housing which is managed by the local District or Borough council. District and Borough councils provide a range of housing options, for example; housing, sheltered accommodation, multiple occupancy homes, and housing association homes. More information on housing can be obtained on your family member or friends local council web pages:


### North Warwickshire

 [www.northwarks.gov.uk/housing](http://www.northwarks.gov.uk/housing)

### Nuneaton and Bedworth

 [www.nuneatonandbedworth.gov.uk/housing](http://www.nuneatonandbedworth.gov.uk/housing)

### Rugby

 [www.rugby.gov.uk/housing](http://www.rugby.gov.uk/housing)

### Warwick

 [www.warwickdc.gov.uk/wdc/housing](http://www.warwickdc.gov.uk/wdc/housing)

### Stratford

 [www.stratford.gov.uk/housing](http://www.stratford.gov.uk/housing)

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## Options for single persons



Your family member or friend may not have any dependants, and may not be sure they want to live in Warwickshire. If this is the case your family member or friend may wish to contact the Single Persons Accommodation Centre for the Ex Services (SPACES) project.

☎ 01748 833797 or 872940 or 830191

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

The project is based within The Beacon at Catterick Garrison, North Yorkshire. They provide support to service leavers in securing accommodation placements across the country. This service is available for single personnel leaving the service.

## Homelessness

Occasionally people are unable to find accommodation after leaving the forces and have to spend time sleeping with friends or on the streets. For veterans finding themselves homeless in Warwickshire, the Coventry Cyrenians may be able to help. They have space to accommodate eight veterans and can be contacted on;

☎ 024 7622 8099 or (freephone) 0800 0180579

🌐 [www.coventrycyrenians.co.uk](http://www.coventrycyrenians.co.uk)



## 3. Employment

Veterans with military experience have unique and transferrable skills. There are a number of organisations that can help sell those skills to potential civilian employers.

The Career Transition Partnership (CTP) specialises in helping your family member or friend find a new job and can provide them with further training. The CTP is specially designed for ex-service personnel regardless of rank or Armed Force served in.

☎ (For job advice) 0121 236 0058

☎ (For training) 02894 456172 or 456182 or 456208

☎ (For general enquiries) 0207 469 6661

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

In Warwickshire, most towns have a Jobcentre Plus who can support find employment opportunities. Your family member or friends' local council can help find the closest job centre;

☎ 01926 410410

🌐 [www.warwickshire.gov.uk/jobseekers](http://www.warwickshire.gov.uk/jobseekers)

Each of the District and Borough councils has information to help you and/or your family member or friend find employment on their websites. Go to their webpage and click on the 'jobs' link for more information.

CivvyStreet can help ex-Service personnel find employment. They have a lists of job vacancies and can help with writing a C.V. If you would prefer to talk to someone at CivvyStreet call the free phone number:

☎ 0800 678 5848

🌐 [www.civvystreet.org](http://www.civvystreet.org)

'The Poppy Factory Team' specialise in getting injured service personnel back into work. Your family member or friend can contact them on;

☎ 020 8940 3305

📄 [www.poppyfactory.org/looking-for-work-2.html](http://www.poppyfactory.org/looking-for-work-2.html)

## Other options for veterans



SkillForce works with partner organisations to give service leavers the skills, experience and basic qualifications to explore a new career working with young people through their 'Military to Mentors' scheme. To find out more;

☎ 01623 827651

📄 [www.skillforce.org/get-involved/military-to-mentors](http://www.skillforce.org/get-involved/military-to-mentors)

The Government has launched a 'Troops to Teachers' scheme to encourage service leavers that have suitable qualifications to retrain as teachers. To find out more;

☎ (freephone) 0800 389 2500

📄 [www.education.gov.uk/get-into-teaching/troops-to-teachers.aspx](http://www.education.gov.uk/get-into-teaching/troops-to-teachers.aspx)  
or

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

## Starting a business




Each year more people decide to start their own business and become self-employed. There are many benefits in being self-employed, but it is also not an easy option. Each of the five District and Borough councils have a section on their website called 'business' where support and advice are available.

The Government website has information on self-employment [www.gov.uk/business](http://www.gov.uk/business). The CivvyStreet website has a section called 'be your own boss' giving advice on starting a business, and the Royal British Legion also provide ex-service personnel financial help with starting a business.

📄 [www.britishlegion.org.uk/can-we-help/help-with-starting-a-business](http://www.britishlegion.org.uk/can-we-help/help-with-starting-a-business)

Since September 2010 the Prince's Trust in partnership with Help for Heroes has helped injured, wounded and sick ex-military personnel under the age of 30 to take part in tailored secondments with the Trust's team programme. Help for Heroes primarily support veterans who have been injured in recent and current conflicts. To find out more;

 020 7543 1298

 [www.princes-](http://www.princes-trust.org.uk/support_us/partnerships/help_for_heroes.aspx)

[trust.org.uk/support\\_us/partnerships/help\\_for\\_heroes.aspx](http://trust.org.uk/support_us/partnerships/help_for_heroes.aspx)

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## 4. Healthcare

In the military the med centre is the provider of healthcare, in civilian life healthcare is provided by the National Health Service known as the NHS.

### How healthcare is organised

The NHS is organised into primary and secondary care. Primary care is made up of GP practices; with GP standing for general practitioner. GPs are medically trained doctors. Practice nurses also work in GP practices; they are responsible for monitoring long-term conditions such as asthma and diabetes. Some GPs practices have other healthcare staff such as physiotherapists, health visitors, district nurses and counsellors who will run special clinics from the practice.

Because none of us can predict when we may get ill and need some help

it is really important you, your family member or friend are registered with a GP practice.

Secondary care is made up of places where people go for more specialist health treatment. For example, operations are carried out in hospitals. There are also services in secondary care that care for people's mental health. The NHS looks after both physical and mental health.

### How to register with a GP practice

If you and your family are not yet registered with a GP, you can find out where GP practices are in Warwickshire by going to: [www.nhslocal.nhs.uk](http://www.nhslocal.nhs.uk) look for the 'Find services near you' box, enter your postcode and select 'show GPs'.





## Your family member or friends' first visit to the GP practice



Form FMED133 is issued at your family member or friends discharge medical. They should give this to the GP, so they can find out details about your family member or friends military medical history.

It is really important that your family member or friend tells their GP about being a veteran. If the GP knows your family member or friend is a veteran, they will be able to get your family member or friend access to some health services more quickly if their health is suffering as a result of their military service.

The GP cannot get your family member or friend access to these services if they do not know they are a veteran. Likewise, if you tell your GP you are a partner, spouse or dependant of a veteran they may be able to tailor any help you might need better, especially if it is needed because of your family members military service.

## NHS Dentists

There are number of NHS dentists in Warwickshire. Like finding and registering with a GP you and/or your family member or friend can use the web [www.nhslocal.nhs.uk](http://www.nhslocal.nhs.uk) look for the 'Find services near you' box, enter your postcode and select 'show dentists'.

## Paying for health care

Visits to a GP practice are free. But if the GP writes a prescription, for an adult then a 'standard prescription charge' applies. There is no prescription charge for children. Similarly to have teeth checked and cleaned at a NHS dentist

has a standard charge. These costs are much cheaper than paying for private healthcare. Some people can get help with these costs, for example, if you and/or your family member or friend are receiving benefits you and/or your family member or friend could be entitled to free prescriptions. Go to the NHS website;

[www.nhs.uk/nhsengland/Healthcosts/pages/Prescriptioncosts.aspx](http://www.nhs.uk/nhsengland/Healthcosts/pages/Prescriptioncosts.aspx) to find out more information on help with prescription and dental costs or call 0300 330 1343.

## Physical health



Fitness is a big part of life in the military with fitness tests. In life outside the military keeping fit is more difficult, as you and/or your family member or friend will no longer have access to a free gym. On page 31 there is information about leisure facilities in Warwickshire and 'free' places where you

and/or your family member or friend can keep fit.

There are other things that keep our physical health good apart from fitness such as not drinking too much alcohol, cutting down or giving up smoking, eating a balanced diet for example having a takeaway once a week rather than every day. Your GP can provide support and advice about healthier lifestyles as can a number of Warwickshire services:

For drug and alcohol support contact The Recovery Partnership, [www.cw-recovery.org.uk](http://www.cw-recovery.org.uk). They have drop-in sites in Nuneaton (Tel: 024 7664 1100), Stratford (Tel: 01789 206770), Rugby (Tel: 01788 569582), Leamington Spa (Tel: 01926 885000) and Coventry (Tel: 024 7663 0135). You and/or your family member or friend can attend alone or together.

For stopping smoking support contact Warwickshire Stop Smoking Services, [www.smokefreewarwickshire.org](http://www.smokefreewarwickshire.org). They have a freephone number 0800 085 2917 or go to NHS [www.nhs.uk/Service-Search/Services/S](http://www.nhs.uk/Service-Search/Services/S) both have useful information on services available to help you quit.

For healthy eating tips look at the NHS Change 4 Life website: [www.nhs.uk/change4life](http://www.nhs.uk/change4life).

There is also a healthy eating section on the Warwickshire council website: [www.warwickshire.gov.uk/healthyeating](http://www.warwickshire.gov.uk/healthyeating).



There is lots of information available on the NHS website regarding sexual health; [www.nhs.uk/Livewell/Sexualhealthtopics](http://www.nhs.uk/Livewell/Sexualhealthtopics). Sometimes you and/or your family member or friend might need to see a healthcare professional if you and/or your family member or friend thinks you/they might have a sexually transmitted infection or you/your family member or friend would like advice about contraception. To find out more about the sexual health services available in Warwickshire go to [www.warwickshire.gov.uk/sexualhealth](http://www.warwickshire.gov.uk/sexualhealth) or [www.respectyourself.info](http://www.respectyourself.info). Alternatively contact your GP.

## Mental health



Keeping your mind in good shape is really important. Taking care of physical health can also improve mental health. In everyone's lives there are times which are more difficult than others, changing jobs and moving home are two of these. Most people cope with life changing events really well, but sometimes people need to talk to someone about these events who aren't friends or family. Your GP can put you and/or your family member or friend in touch with these services. Alternatively you can find out more about these services and how to access them at [www.warwickshire.gov.uk/mentalhealth](http://www.warwickshire.gov.uk/mentalhealth), or on the NHS Choices website at [www.nhs.uk/livewell/mentalhealth](http://www.nhs.uk/livewell/mentalhealth) or visit [www.warwickshire.gov.uk/booksonprescription](http://www.warwickshire.gov.uk/booksonprescription).

Another option if you are concerned about you, your family member or friend's mental health is to talk to somebody over the phone. A 24/7 phone service in Coventry and Warwickshire is provided by Mental Health Matters, Tel: 0800 616171 or visit their website at: [www.mentalhealthmatters.com/our-services/helpline-services](http://www.mentalhealthmatters.com/our-services/helpline-services). Mental Health Matters also have a text message services (SMS), the number for this is 07786 202242.

Occasionally you, your family member or friend might find that you/they need to talk to someone immediately, for example in the middle of the night. In this case The Samaritans can help. They are a free listening service open 24 hours a day, 365 days a year, you can phone them on 01789 298866 or 08457 909090. They also have a branch in Stratford-Upon-Avon where you, your family

member or friend can see someone during the day if you/they wish. To find out more about how they can help go to [www.stratfordsamaritans.org.uk](http://www.stratfordsamaritans.org.uk).

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In Coventry and Warwickshire there is a service called IAPT which stands for Improving Access to Psychological Therapies. This service is for people who are feeling stressed, anxious, low in mood or depressed. To find out more look at [www.covwarkpt.nhs.uk/IAPT](http://www.covwarkpt.nhs.uk/IAPT). Alternatively call the service on 0845 521 6100 to book yourself an appointment.

Some veterans have said that years after leaving the military they have something happen to them, for example, one of their parents dies, that then reminds them of a bad situation they were in when they served in the military. This then can cause disturbed sleep, mood swings with friends and family, and generally hinder everyday life. Support can be obtained by talking to someone who has experience of working with ex-military personnel at [www.covwarkpt.nhs.uk/veterans](http://www.covwarkpt.nhs.uk/veterans).

There is also a condition called post-traumatic stress disorder, more commonly known as PTSD. The NHS state that PTSD is an anxiety disorder caused by very stressful, frightening or distressing events. Being involved in military combat, terrorist attacks or witnessing violent deaths can cause PTSD. The condition can develop immediately after experiencing one of these events, or it may develop some time after the event, for example months or years later. PTSD can be treated. If you think your family member or friend might be suffering from PTSD, encourage them to talk to someone, for example, their GP, or they can speak to staff at Coventry and Warwickshire Partnership NHS Trust. Their website address is [www.covwarkpt.nhs.uk/veterans](http://www.covwarkpt.nhs.uk/veterans) or you can call them on 0800 616171 from a landline or 0300 330 5487 from a mobile. They are available to talk to 24 hours a day 7 days a week. More information on PTSD, including the signs and symptoms can be found at [www.nhs.uk/conditions/Post-traumatic-stress-disorder](http://www.nhs.uk/conditions/Post-traumatic-stress-disorder).

Another free service for families of veterans is the 'Big White Wall'. This is an online service designed for families who do not wish to see someone face to face to talk through problems. Families who have used this service have found that it can relieve stress, loneliness, anxiety and depression. To find out more go to [www.bigwhitewall.com](http://www.bigwhitewall.com).







## Other sources of health care support for veterans

Information about the NHS healthcare available can be found at:  
[www.nhs.uk/NHSEngland/Militaryhealthcare/Veteranshealthcare](http://www.nhs.uk/NHSEngland/Militaryhealthcare/Veteranshealthcare).

Veterans UK have information on specialist support available.

 [www.veterans-uk.info/specialprogrammes.htm](http://www.veterans-uk.info/specialprogrammes.htm)

 (freephone) 0800 169 2277

## 5 steps to wellbeing

There is evidence to suggest that following the five steps listed below will improve our mental wellbeing. The NHS suggests that if you approach these five steps with an open mind and try them, you can judge the results for yourself.

- 1 Connect:** Means connecting with the people around you; your family, friends, colleagues and neighbours. Spend time developing these relationships.
- 2 Be Active:** You don't have to go to the gym. Take a walk, go cycling or play a game of football. Find the activity that you enjoy, and make it a part of your life.
- 3 Take Notice:** Be more aware of the present moment, including your feelings and thoughts, your body and the world around you. Some people call this awareness "mindfulness", and it can positively change the way you feel about life and how you approach challenges.
- 4 Keep Learning:** Learning new skills can give you a sense of achievement and a new confidence. So why not sign up for that cooking course, start learning to play a musical instrument, or figure out how to fix your bike?
- 5 Give:** Even the smallest act can count, whether it's a smile, a thank you or a kind word. Larger acts, such as volunteering at your local community centre, can improve your mental wellbeing and help you build new social networks.

Find out more at [www.nhs.uk/Conditions/stress-anxiety-depression](http://www.nhs.uk/Conditions/stress-anxiety-depression).

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## Emergency care


Emergency care is provided in A&E (Accident and Emergency) departments. These departments assess and treat patients with serious injuries or illnesses. A&E should be visited or 999 called for life-threatening emergencies only, such as:

- loss of consciousness
- acute confused state and fits that are not stopping
- persistent, severe chest pain
- breathing difficulties
- severe bleeding that cannot be stopped

In the Warwickshire there are two hospitals that have A&E departments which are open 24 hours a day.


Warwick Hospital, Lakin Road, Warwick, CV34 5BW

 [www.swft.nhs.uk](http://www.swft.nhs.uk)

 01926 495321

and


University Hospital Coventry, Clifford Bridge Road, Coventry, CV2 2DX


 [www.uhcv.nhs.uk](http://www.uhcv.nhs.uk)

 024 76964000

There is a third hospital that provides urgent care, but this is not 24 hours.

Stratford Hospital, Arden Street, Stratford-Upon-Avon, CV37 6NX

 [www.swft.nhs.uk](http://www.swft.nhs.uk)

 01789 205831

## Domestic Abuse

It is an all too common myth that domestic abuse / domestic violence only occurs between a husband and wife. Domestic abuse can occur between partners of the same sex, between family members, or between partners in a current relationship, or one that has ended. Sadly, it is also a myth that domestic abuse is just about violence. It isn't. You can be experiencing

domestic abuse if your partner doesn't allow you to control your finances, stops you seeing your family, controls your access to information, or even what you wear. Domestic abuse is, in many ways, all about control.

In Warwickshire there is a domestic abuse service called Warwickshire Against Domestic Abuse. You and/or your family member or friend can call them on 0800 408 1552 or go to their website [www.talk2someone.org.uk](http://www.talk2someone.org.uk).

To explore the signs of abuse you can go to:  
[www.talk2someone.org.uk/victim/test](http://www.talk2someone.org.uk/victim/test) or [www.helpguide.org/mental/domestic\\_violence\\_abuse\\_types\\_signs\\_causes\\_effects.htm](http://www.helpguide.org/mental/domestic_violence_abuse_types_signs_causes_effects.htm).

There are many organisations that can help if domestic abuse is happening. Your GP can put you or your family member or friend in contact with local support groups and charities. Or, the National Domestic Violence Helpline is a 24 hour freephone number (0808 200247).

## Suicide

There are people who can help. Talking to a friend or family member may help, or The Samaritans could be called (01789 298866 or 08457 909090). Your GP could also be called, ask them for an emergency appointment, or go to A&E and tell the staff how you, your family member or friend one are feeling.

There are also websites such as;

 [www.nhs.uk/conditions/suicide](http://www.nhs.uk/conditions/suicide)

 [www.common-unity.com](http://www.common-unity.com)

 [www.forwardforlife.org](http://www.forwardforlife.org)



## 5. Education


During your family member or friends time in the service they would have had basic and trade training. In some trades the training is widely recognised in civvy street, for other trades the training is specialised for the military environment. As part of resettlement your family member or friend may have chosen to start re-training for a new career, or they may now be thinking about gaining new skills. The **Career Transition Partnership** (page 10) can help to decide what job opportunities can be pursued in life outside the military, so that they can help them work out the best options around education.


As a spouse or partner you may have put your own education on hold whilst your family member or friend was in the military. You may now decide that you would like to return to education to either pick a career back up you had before becoming a military dependant, or to start a new career.

### Colleges

College study can be full time during the day, part time during the day or evening, or by distance learning. Colleges have a range of vocational qualifications, A levels and degrees.


Warwickshire College has six sites in the county, with more than 1,500 courses, these can be found on their website.


 [www.warwickshire.ac.uk/courses.aspx](http://www.warwickshire.ac.uk/courses.aspx)

 0300 456 0047



North Warwickshire and Hinckley College also has six sites in the county, with a wide range of courses for adult learners.

 [www.nwhc.ac.uk/adult-learners/introduction](http://www.nwhc.ac.uk/adult-learners/introduction)

 024 7624 3000

Stratford-Upon-Avon College has one site offering a wide range of courses.

 [www.strat-avon.ac.uk](http://www.strat-avon.ac.uk)

 01789 266245


## Universities

There are two Universities in the wider Warwickshire area.

Coventry University


 [www.coventry.ac.uk](http://www.coventry.ac.uk)

k

 024 7688 7688)

and University of Warwick

 [www.warwick.ac.uk](http://www.warwick.ac.uk)

 024 7652 3523

Both provide a wide range of undergraduate and postgraduate degrees. If you and/or your family member or friend one hasn't studied before at University level you and/or your family member or friend would start at undergraduate level, for example, a BEng qualification would mean studying for a Bachelors degree in engineering. But if you/or your family member or friend already

has a degree, you may want to consider a postgraduate degree to get more specialised knowledge, for example, a MEng qualification would mean studying for a Masters degree in engineering.

## Warwickshire County Council's Adult and Community Learning Service

There are a wide range of services for adults provided by Warwickshire County Council. Courses are run during the daytime and evening at many locations across the county. The courses run include brushing up English and Maths skills, developing Information & Communication Technology (ICT) skills as well as painting and cooking courses. To see all the courses available go to;







## Help to pay for education


As part of the Armed Forces Covenant there will be financial support available to help pay for University study. This scheme is for ex-military personnel leaving on or after 17th July 2008. Look at the 'courses4forces' website for more information.

 [www.courses4forces.co.uk/cms/view](http://www.courses4forces.co.uk/cms/view)

or call;

 RAF 01400 268182


 NAVY 020 3926 25954


 ARMY 01264 381565 or 381580

Before your family member or friend left the military they might have registered for Enhanced Learning Credits (ELC), which can be used up to ten years after leaving the military. More information about what else is available can be found at [www.militaryresettlement.com/elc.html](http://www.militaryresettlement.com/elc.html).


## Other providers of education for service leavers

Access Training provides many vocational courses such as plumbing, decorating, bricklaying, and carpentry but can also give advice on starting a business.

 [www.accesstraininguk.co.uk/armed-forces-resettlement/funding-options](http://www.accesstraininguk.co.uk/armed-forces-resettlement/funding-options)

 0800 345 7492

Best Practice provides training courses in IT, management, business, learning and development.

 [www.bestpractice.uk.com/elc.html](http://www.bestpractice.uk.com/elc.html)

 01923 255225

## Education for you and/or your family member or friends children



If you and/or your family member or friend have children and have lived in Warwickshire for a while, you and/or your family member or friend may have already registered them in a local school. If you and/or your family member or friend have children and are moving into the area, the children will need

to be registered with a school. Warwickshire County Council is responsible for school admissions. The instructions for finding primary (children aged 4 to 11) and secondary (children aged 11 to 16) schools in Warwickshire is available at [www.warwickshire.gov.uk/admissions](http://www.warwickshire.gov.uk/admissions), if you and/or your family member or friend would prefer to talk to somebody call 01926 742037.

Each of the five district and/or borough councils websites also has information on nursery and pre-school schools for children that haven't yet reached primary school age. There is also information on the colleges for dependants of you and/or your family member or friend who is aged 16 and wishes to leave school but continue in education. More information is available on the 'schools' link on Warwickshire County Council website. Please refer to page 6 for your local council website.


## The Family Information Service



Warwickshire's Family Information Service (FIS) offers free help and advice on all aspects of family life to parents, carers and young people. The FIS offer a wide range of services such as finding childcare, schools, dealing with bullying, legal advice, as well as counseling and bereavement services.

To find out more;

 [www.warwickshire.gov.uk/fis](http://www.warwickshire.gov.uk/fis)

 01926 742274

 [fis@warwickshire.gov.uk](mailto:fis@warwickshire.gov.uk)

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## 6. Benefits and Taxes

When your family member or friend was serving in the military each month they would have been deducted tax and national insurance (NI). Similarly

if you were a working dependant, depending how much you earned whilst your family member was serving you would have also paid tax and NI. In the UK every working person pays this so that the Government has money to spend on for example, the NHS, the Armed Forces and schools. There is another monthly tax called 'council tax', whilst serving your family member or friend would have paid Contribution in Lieu of Council Tax (CILOCT).

The amount of Council Tax you and/or you and/or your family member or friend will be required to pay in civilian life, depends on the banding of your property. The website [www.gov.uk/council-tax](http://www.gov.uk/council-tax), explains all you need to know about council tax, or, contact your local District or Borough Council for more information.

Some people are eligible for council tax reductions, for example, if you and/or your family member or friend lives alone you and/or your family member or friend will pay 25% less. Council tax is paid monthly and can be paid in a number of ways, by posting a cheque, by direct debit, by telephone using a debit or credit card, at a post office using a payment card, or through your bank using BACS (Bankers' Automated Clearing Services). To find out more about council tax contact your District or Borough council listed on page 6.


The world of benefits and taxes is really complicated; for example, there are benefits for families with children, jobseekers, disability, working on a low income, or not being able to work because of an injury. The list of benefits is long and the Government's website shows all the different benefits available ([www.gov.uk/browse/benefits](http://www.gov.uk/browse/benefits)). There are people who can help work out what you and/or you and/or your family member or friend is entitled to receive. Remember, you and/or your family member or friend has served in the Armed




Forces and paid your taxes and NI contribution, so if you or your family/friend need some support on resettling into civilian life, ask for it, they may well be entitled to more support.


To find out about benefit entitlement you should contact your local council first. If they cannot answer your questions, contact one of the following veterans' organisations who specialise in money matters;


The Service Personnel and Veterans Agency (SPVA)

 [www.gov.uk/government/organisations/service-personnel-and-veterans-agency/about](http://www.gov.uk/government/organisations/service-personnel-and-veterans-agency/about)

 (freephone) 0800 085 3600

The Veterans Advisory & Pensions Committee (VA & PC)

 [www.veterans-uk.info/new\\_vapc](http://www.veterans-uk.info/new_vapc)

 (freephone) 0800 169 2277

## Discounts



The Government, as part of the Armed Forces Covenant has introduced a scheme that gives ex-service personnel discounts. It is called the Defence Privilege Card which costs £4.99 and is valid for five years. This card allows you and/or your family member or friend

to get discounts in some high street shops, some online retailers and also cashback with some online shopping. Veterans can find out more by visiting: [www.defencediscountservice.co.uk](http://www.defencediscountservice.co.uk).

## General money advice

'Moneyforce' [www.moneyforce.org.uk](http://www.moneyforce.org.uk) can also advise you and/or your family member or friend on budgeting, debts, and saving in civvy street. The website has a series of 'MoneyFit' quizzes to find out how well you and/or your family member or friend currently handles money.

If you, your family member or friend is worried about money matters, such as debts, talk to someone, either visit your own bank or contact 'Moneyforce'. If you, your family member or friend does need to borrow money do not use an unlicensed lender known as a loan shark, they will charge a much higher interest rate to borrow money than a licensed lender such as a bank.

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## 7. Veterans groups

There are local Warwickshire veterans groups that can help you and/or your family member or friend find out relevant information you and/or your family member or friend may need when leaving the military. Veterans groups are also a place where you can meet other people who have left the Armed Forces, or have been dependants of Armed Forces personnel and may have been through similar experiences.

Sometimes ex-service personnel and their dependants think that veterans groups are only for 'old' veterans, for example, those who fought bravely in the world wars. In fact, veterans groups are for anyone who has served at least one day in the military and their partners, spouses and family.

For Armed Forces personnel who are Non-British citizens and leaving the armed forces, the local Warwickshire veterans groups can help with the process of becoming a naturalised British citizen.

The Royal British Legion (RBL) was formed on 15th May 1921 after World War One and was granted 'Royal' status in 1971. Most people think of the Poppy Appeal in connection with RBL. This annual appeal helps veterans and their families in many ways. There are local RBL groups in Warwickshire, the nearest one can be found online or by telephoning the RBL.


 [www.britishlegion.org.uk/counties/warwickshire/contact-us/branches](http://www.britishlegion.org.uk/counties/warwickshire/contact-us/branches)

 08457 725 725 (main RBL telephone number)





The Veterans Contact Point (VCP) offers free and confidential advice to all veterans and their families in Warwickshire. The main centre is in Nuneaton but they have outreach services in other parts of the county each week. The VCP contact details are;

 [www.veteranscontactpoint.co.uk](http://www.veteranscontactpoint.co.uk)


 024 7634 3793


SSAFA have been supporting veterans and their families since 1885. To contact the Warwickshire branch:

 [warwickshire@ssafa.org.uk](mailto:warwickshire@ssafa.org.uk)

 01926 491 317.

The British Limbless Ex-Servicemen's Association (BLESMA). BLESMA was founded in 1932 helps veterans who have lost a limb during their military service.

 [www.blesma.org](http://www.blesma.org)

 020 8590 1124

There are many veterans' groups who can help you such as;

- The 'Not Forgotten' Association for the ex-service disabled  
 [www.nfassociation.org](http://www.nfassociation.org)
- Blind Veterans UK  
 [www.blindveterans.org.uk](http://www.blindveterans.org.uk)
- Help for Heroes  
 [www.helpforheroes.org.uk](http://www.helpforheroes.org.uk)
- The Soldiers Charity  
 [www.soldierscharity.org](http://www.soldierscharity.org)
- Combat Stress, ex-services Mental Welfare Society  
 [www.combatstress.com](http://www.combatstress.com)
- Stoll – housing and helping veterans  
 [www.stoll.org.uk](http://www.stoll.org.uk)
- The RAF and NAVY have their own ex-Service personnel websites.

 RAF: [www.rafa.org.uk](http://www.rafa.org.uk)

 NAVY: [www.rnrmc.org.uk](http://www.rnrmc.org.uk)

- The Confederation of Service Charities

 [www.cobseo.org.uk](http://www.cobseo.org.uk)

They have a link listing all the organisations that can advise and support;

 [www.cobseo.org.uk/member-organisations](http://www.cobseo.org.uk/member-organisations)

For example, if you click on the 'employment' link and it will tell you all the organisations that can help.

- SupportLine

 [www.supportline.org.uk/problems/armed\\_forces.php](http://www.supportline.org.uk/problems/armed_forces.php)

They have a list of organisations that can help and support ex-military personnel.

- Forces Line provided by SSAFA

 [www.ssafa.org.uk/how-we-help/forcesline](http://www.ssafa.org.uk/how-we-help/forcesline)



## 8. Other information about Warwickshire

### Facts about Warwickshire

- Approximately 545,474 people live in the county. Most of these people are of working age (i.e. aged between 16 and 64 years), a total of 347,804 (Census 2011).
- From the top to the bottom of the county it's 60 miles.
- More information about the make-up of the county can be found at [www.warwickshireobservatory.org](http://www.warwickshireobservatory.org)
- There are two castles in the county; one in Kenilworth and one in Warwick.
- Stratford-upon-Avon was the birth place of Shakespeare.
- More information on the county's history and places to visit can be found at [www.visitcoventryandwarwickshire.co.uk](http://www.visitcoventryandwarwickshire.co.uk)

### Libraries



There are many libraries in the county. These are not only places to borrow books; they provide free access to the internet and hold many useful resources about the local area. To find out where your nearest library is, go to: [www.warwickshire.gov.uk/libraries](http://www.warwickshire.gov.uk/libraries) or call 0300 555 8171.

## Leisure facilities



On most military bases service men and women would have had free access to a gym and some larger units would have had a swimming pool. In civilian life you pay to go to a gym or swimming pool. However, there are many council owned sports centres in the county which are much cheaper to use

than privately owned facilities. To find out where the nearest council leisure facility is look at the Warwickshire County Council website, then click on the 'libraries and leisure' link.

## Free outdoor fitness facilities

Warwickshire has a number of county parks where you can walk, run or cycle for free. A list of these parks, events happening in them and parking charges can be found at;

 [www.warwickshire.gov.uk/parks](http://www.warwickshire.gov.uk/parks)

## Crime



If you have been the victim of, or seen a crime, you need to report this to the Police. One Police force covers the whole of Warwickshire. You can contact Warwickshire Police by calling 101 or 01926 415000. In an emergency you should dial 999.

If you have information to report about a crime, you can also call Crimestoppers anonymously on 0800 555 111 or visit

 [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

Every community in Warwickshire has a local policing Safer Neighbourhood Team (SNT). You can find contact details for your local SNT at;

 [www.safer-neighbourhoods.co.uk](http://www.safer-neighbourhoods.co.uk)

If you have been a victim or witness of crime, free support is available through the Warwickshire Victim and Witness Information Partnership.



You can contact the service by calling 0845 120 2325 or drop in without an appointment between 9am and 5pm, Monday to Friday to;  
Warwickshire Justice Centre, Newbold Terrace, Leamington Spa, CV32 4EL

Further information about the service is available at;

 [www.warwickshire.police.uk/ineedhelporadvice/VIPFolder](http://www.warwickshire.police.uk/ineedhelporadvice/VIPFolder)

Nuisance or anti-social behaviour (ASB) can cause individuals alarm and distress. If you are experiencing ASB you can report this to your District or Borough Council who will investigate and take appropriate action. Contact details for all areas are available at;

 [www.warwickshire.gov.uk/antisocial](http://www.warwickshire.gov.uk/antisocial)

If you have been a victim of crime committed because of who you are (known as a hate crime), you can report it to a dedicated hate crime helpline by calling 0845 129 2221. You can also report a hate crime online, and find information about other services that can support victims of hate crime at;

 [www.report-it.org.uk/report\\_a\\_hate\\_crime](http://www.report-it.org.uk/report_a_hate_crime)

## Volunteering



You may have some spare time that you would be willing to use to help in your community. Volunteering is a great way to meet new people, gain new skills and it looks good on your C.V. too.

A list of volunteering opportunities in the county can be found at;

 [www.warwickshire.gov.uk/volunteering](http://www.warwickshire.gov.uk/volunteering)

Two organisations often looking for volunteers are;


Warwickshire Wildlife Trust

 [www.warwickshirewildlifetrust.org.uk/volunteer](http://www.warwickshirewildlifetrust.org.uk/volunteer)


 024 7630 2912

The National Trust

 [www.nationaltrust.org.uk/get-involved/volunteer](http://www.nationaltrust.org.uk/get-involved/volunteer)

 0870 240 0274

A comprehensive list of organisations that need volunteers in Warwickshire can be found at;

 [www.ufindus.com/charities\\_and\\_voluntary\\_organisations/midlands](http://www.ufindus.com/charities_and_voluntary_organisations/midlands)

## Events

In addition to the 'visit Coventry and Warwickshire' website you can find out things that are happening in Warwickshire by joining an online forum.

 [www.warwickshireonline.com](http://www.warwickshireonline.com)

'Warwickshire Life' is a monthly magazine that contains information about events, eating out, walking routes, homes, competitions and offers in the county. The magazine also has a website.

 [www.warwickshirelife.co.uk](http://www.warwickshirelife.co.uk)

You can also visit [www.warwickshire.gov.uk/events](http://www.warwickshire.gov.uk/events) for more information on local Warwickshire events.

## A final note

We hope the information in this booklet helps the transition from the military to Civilian Life more smoothly. If you are unsure of how something works in civvy street or need more information ask someone, particularly one of the veterans groups, as many of those people have been in exactly the same situation. Warwickshire County Council also has a 'directory of services' on their website which can be used to look up organisations that provide advice on a particular topic, for example benefits advice.

 [www.warwickshire.gov.uk/directory](http://www.warwickshire.gov.uk/directory)





