

# Service to Civvy Street



A booklet to help **NHS** and other **Public Sector Professionals** support veterans in Warwickshire.

## Is this booklet for me?

If you work for the NHS or a public sector organisation it is likely that at some point you will have contact with a veteran. According to the

Government, a veteran is an individual who has served at least one day in the Armed Forces<sup>1</sup>. Although ex-military personnel are classed as veterans, many do not view themselves as veterans if they have not been in a war zone<sup>2</sup>.

Whether an individual describes themselves as a veteran or not, these individuals do make sacrifices to serve their country regardless of whether or not they have been involved in a war. To acknowledge these sacrifices, in May 2011, the Government published the Armed Forces Covenant<sup>1</sup>. The Covenant implies that the UK has a social and moral obligation to maintain a long-term duty of care toward military personnel and their families.

In addition to the Armed Forces Covenant, there are a number of Community Covenants<sup>3</sup>. At a more local level these Community Covenants compliment the overarching Armed Forces Covenant. For the Warwickshire area, there is the Armed Forces Covenant Partnership comprised of representatives from the armed forces community, local authorities and armed forces charities amongst others<sup>4,5</sup>.

Funded by the Armed Forces Community Covenant grant, this booklet has been developed for NHS and public sector professionals to help you better understand the complex needs of veterans.

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# 1. The military versus civvy street

In the UK there are three Armed Forces and within the military they have an order of seniority based on how long each force has been in existence. The Royal Navy (RN) has been in existence longest, followed by the Army then the Royal Air Force (RAF)<sup>6,7,8</sup>. In each of these services there is a clear rank structure and personnel respect rank seniority in the working environment<sup>9</sup>. This respect is crucial to the workings of the military.

For Armed Forces personnel life in the military is all about discipline. In addition to the discipline there is a strong sense of camaraderie as personnel live and work in close communities. When an individual leaves the Armed Forces

they are said to 'demob' and enter 'civvy street'. For some veterans, they find the lack of structure in civilian life difficult to adjust to<sup>9,10</sup>. Research suggests that most veterans adjust well to life outside the military with only a minority experiencing problems<sup>11,12,13,14</sup>.

The Armed Forces have their own language with acronyms, slang terms and abbreviations<sup>15</sup>. Some civilian organisations also use their own language such as the NHS. Veterans are likely to use military language in civvy street, therefore, section 10 (page 28) contains some commonly used military terms.

Military life is different to civilian life; in the booklet some of these differences will be explained. Services and support for veterans will be highlighted in each section of this booklet.

## 4 The military versus civvy



## 2. The military in Warwickshire

In Warwickshire, there are two Army barracks, Kineton (nr. Stratford-Upon-Avon) and Bramcote (nr. Nuneaton). Bramcote barracks has in the past been both a RAF and RN base before being transferred to the Army in 1959. During the Second World War there were a number of military bases (particularly RAF), in Warwickshire. Since the end of WWII all the RAF and RN bases have closed leaving just the Army. Personnel based at Kineton barracks were given freedom of Warwick in 2012 for recognition of their services<sup>16</sup>.

Reservists are one of two types. First there are ex-Regular Forces Reservists, who are personnel who have served full-time in the Armed Forces and become reservists once their service is complete. Second there are Voluntary Reservists, who are individuals who join from civvy street and tend to have careers outside of the military<sup>9</sup>.

Both types of reservist veteran would have been required to train regularly (and would have been paid for this), and are contracted for operational duties when required<sup>17</sup>.

It is likely that some civilians in Warwickshire have never had contact with military personnel<sup>1,9</sup>. Therefore parades such as those in Warwick in 2012 alongside promotion of the military life are crucial for strengthening relationships between military and civilian communities<sup>1,3</sup>. This in turn helps veterans feel less isolated in civilian life.



### 3. Housing: Military versus civvy street

In the Armed Forces, personnel are either provided with subsidised single living accommodation or married quarters at each base they are posted to<sup>1</sup>. Single accommodation is typically within the bases perimeter, and married quarters outside but within walking distance. However, the location of the married quarters does vary from base to base. This subsidised cost means that some veterans and their dependants are unaware of the higher financial cost of living a civilian life. In addition, both types of housing accommodation have the option of military furniture, which means some individuals will not own any furniture when they demob.

Veterans that have a normal planned discharge<sup>9</sup>, i.e., those who have completed their length of service, or been given notice of discharge through redundancy may have already put plans in place to buy a home in Warwickshire. Additionally there are personnel who will have bought a home in Warwickshire whilst still serving helping smooth their transition to civilian life.

Many will not have thought about their housing needs in civilian life. This is particularly true for early service leavers, i.e., those who are discharged compulsory (there are many possible reasons for this including drug/alcohol misuse, criminal acts, inefficiency, etc.), or those who request to leave early (known as Prematur Voluntary Release, PVR)<sup>9</sup>. Early service leavers typically will have not had time to plan for housing in civvy street.

There is one other type of service leaver, those who are medically discharged<sup>9</sup>. These individuals have physical or mental health problems which

are related to their military service. Some individuals in this group will have time to plan their discharge and others will not.

Armed Forces personnel have priority status to access affordable housing schemes whilst still serving, and up to twelve months after demobbing<sup>18</sup>.

Some veterans will rent accommodation on leaving the services, but potentially will be unaware of the different types of housing available outside of the military, or how to access this housing. There are also a number of homeless veterans<sup>9</sup>, and a number who are sofa surfing<sup>19</sup>.

If veterans have decided to live in Warwickshire after demobbing, staff should enquire about the veterans current living arrangements. If these are not appropriate the veterans should be signposted to services that can help them such as;

- The housing department of the district and/or borough council the veteran is currently residing in;

#### **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)


- If homeless;

#### **The Coventry Cyrenians**

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




- **SSAFA Warwickshire,**

 01926 491 317

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

- **The Single Persons Accommodation Centre for the Ex Services (SPACES)** project for single veterans based at Gatterick Garrison, North Yorkshire

 01748 833797

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

- **The Veterans Contact Point**

 024 7634 3793

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



### 3. Employment: Starting again

Training for military life is unlike any other job training. Recruits learn not only the skills for their chosen trade, but they also learn discipline and are required to have a high level of fitness<sup>6,7,8</sup>. Many Armed Forces jobs do not

For personnel who have served over four years, the MOD offer resettlement packages to help them learn new skills ready for civilian life<sup>1</sup>.

There are a number of organisations that specialise in helping veterans find civilian employment such as;

- **The Career Transition Partnership (CTP)**  
 [www.ctp.org.uk](http://www.ctp.org.uk)
- **The regular forces employment association (RFEA)**  
 [www.rfea.org.uk](http://www.rfea.org.uk)
- **SaBRE (Supporting Britain's Reservists and Employers)**  
 [www.sabre.mod.uk](http://www.sabre.mod.uk)
- **Civvystreet**  
 [www.civvystreet.org/employment](http://www.civvystreet.org/employment)
- **Civvy jobs**  
 [www.civvyjobs.com](http://www.civvyjobs.com)

It is worth noting that many service leavers will have joined the Armed Forces at a young age and will have never worked in civvy street<sup>9,21</sup>. These veterans may have never written a C.V., and have probably had only one job interview when they joined the military. The Career Transition Partnership helps ex- service personnel develop these skills.


An employment scheme launched as part of the Armed Forces Covenant is the 'troops to teachers' initiative<sup>1</sup> [www.troopstoteachers.ctp.org.uk](http://www.troopstoteachers.ctp.org.uk). This is funded by the Department for Education and aims to recruit and train suitable graduate service leavers as teachers.

Organisations also exist that help to support medically discharged injured personnel back into work such as;


- **The Poppy Factory Team**

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


- **Skillforce**

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

- **BLESMA**

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

- **Wings for Warriors**

 [www.wings4warriors.org.uk](http://www.wings4warriors.org.uk)

Military life also has a huge impact on spouse employment which the Armed Forces Covenant recognises<sup>1</sup>. Spouses often sacrifice their own careers for their military partner<sup>22</sup>, as they will at times become one-parent families when their partner is serving on a military operation<sup>23</sup>. The Government pledged in the Armed Forces Covenant to work on a New Employment Model, which in part would help to create domestic stability important for spouses' employment<sup>1</sup>. Please signpost spouses, partners or families to the 'families' edition of this booklet.





## 5. Healthcare: Support for veterans, partners and families

In the Armed Forces, primary healthcare is provided through the base medical centre, more commonly known as the med centre. Whereas, any dependants (spouse and/or children), are treated by the local primary care teams. Med centres have doctors, medics, and depending on the size of the unit, dentists as well. The med centre is able to prescribe and administer medication to personnel. Typically each med centre has an ambulance for rapid response on the base. Secondary care for serving personnel and dependants is always provided by the local NHS services.

The Armed Forces Covenant states the following in relation to veterans' healthcare<sup>1</sup>:

- Veterans should receive priority treatment where it relates to a condition which results from their service in the Armed Forces, subject to clinical need.
- Veterans injured in Service, whether physically or mentally, should be cared for in a way which reflects the Nation's moral obligation to them whilst respecting the individual's wishes.
- Veterans with concerns about their mental health, where symptoms may not present for some time after leaving Service, should be able to access services with health professionals who have an understanding of Armed Forces culture.

The following sections outline the physical and mental health support for veterans and difference in civilian and military life.

## Physical Health



Serving Armed Forces personnel are required to complete an annual physical fitness test, which is given various nicknames (e.g., fat test). The test is varied slightly according to age and gender<sup>6,7,8</sup>. Whilst serving military personnel are provided with free gym access and on some larger bases a swimming

pool. On most bases dependants also have access to these facilities. Leaving the military environment and access to these free health improving facilities can be difficult for veterans. The fitness which was required as part of service maybe more difficult to maintain in life outside the military<sup>24</sup>. Therefore it is vital that veterans and their dependants are aware of the different fitness facilities available particularly free ones e.g., [www.warwickshire.gov.uk/parks](http://www.warwickshire.gov.uk/parks). Each of the five District and Borough council websites also give information on their leisure facilities, parks and countryside.

Physical musculo-skeletal injuries are common in the Armed Forces<sup>14,25,26</sup>. These are usually treated whilst still serving<sup>1</sup>. However some of these injuries may require specialist care after demobbing<sup>9</sup>. If these injuries have been due to operational duty, veterans are then entitled to priority treatment<sup>1</sup> and should be clearly identified as a veteran in any referral.

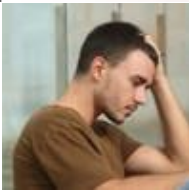
Smoking and drinking are common in the military as these can be purchased at discounted rates<sup>14,18,27</sup>. In the Armed Forces smokers tend to be those in lower ranks<sup>27</sup>. Whilst serving personnel have the opportunity for smoking cessation support and/or alcohol intake reduction<sup>1</sup>, it can be difficult for personnel to do this because of the close living, working and socialising environment the military is founded on<sup>19,28</sup>. Evidence suggests that personnel who used smoking and drinking as a way of coping in the military may increase these behaviours when transitioning to civilian life<sup>14,19,29,30</sup>.

Some veterans may have lost a limb during their military service. The NHS is responsible for providing veteran amputees limb prostheses and rehabilitation

services<sup>26,31</sup>. The University Hospitals Coventry and Warwickshire have two sites each with appliances departments.

Coventry is the hospital to contact regarding prosthetics in the first instance, website [www.uhcn.nhs.uk](http://www.uhcn.nhs.uk) / Tel: 024 7696 4000. In addition, British Limbless Ex Service Men's Association (BLESMA) [www.blesma.org](http://www.blesma.org) are a charity that specialise in supporting limbless veterans and can help signpost to local services.


## Mental Health



As well as good physical health Armed Forces personnel are required to have good mental health<sup>27</sup>. Similar to civvy street, there is stigma associated with poor mental health and reluctance to seek help<sup>9,12</sup>. Evidence suggests that males are more reluctant to seek medical help than females<sup>32</sup>,

particularly for mental health as, for veterans, this can be viewed as a sign of weakness<sup>9</sup>. In order to address the need to look after veterans' mental health as part of the Armed Forces Covenant the Government has encouraged the development of a number of services.

One of the services, is the West Midlands Veterans Hub which is a collaboration of eight NHS Mental Health service providers throughout the west Midlands region. In each area there is a Veteran's Champion who coordinates, oversees and promotes the mental health care of veterans and their families, linking in with existing teams to provide efficient and appropriate care. South Staffordshire and Shropshire are the project leads for the West Midlands Network, working alongside 3<sup>rd</sup> sector organisation Combat Stress. More information on the services and how to make referrals can be found at;

 [www.southstaffsandshropshealthcareft.nhs.uk/Services/Veterans-Mental-Health-Service/Default/West-Midlands-Regional-Veteran-s-Service.aspx](http://www.southstaffsandshropshealthcareft.nhs.uk/Services/Veterans-Mental-Health-Service/Default/West-Midlands-Regional-Veteran-s-Service.aspx)



Another service is the Veterans and Reservist Mental Health Programme (VRMHP) [www.army.mod.uk/welfare-support/23247.aspx](http://www.army.mod.uk/welfare-support/23247.aspx) for reservists and veterans who believe their deployment has affected their mental health. GPs can refer to this service and they will also accept self-referrals. The GP referral form can be accessed via:




[www.army.mod.uk/documents/general/gp\\_referral.pdf](http://www.army.mod.uk/documents/general/gp_referral.pdf)

A further free service for veterans and families is the 'Big White Wall' (BWW; [www.bigwhitewall.com](http://www.bigwhitewall.com))<sup>1</sup>, designed as an early online intervention portal for individuals who do not wish to attend traditional services. An evaluation of all users of this service suggests that it is used most commonly for relieving stress, loneliness, anxiety and depression<sup>34</sup>. Furthermore, 95% of all BWW users (i.e. not just veterans) report to have felt better as a result of use.

There is also the Military Veterans Improving Access to Psychological Therapies (MV IAPT) programme, which tailors IAPT for the military community<sup>33</sup>. The need for MV IAPT for veterans and families has been highlighted in a number of reports<sup>1,29,36</sup>. Evaluation of the first six months of the service has been positive, with referrals coming primarily from healthcare providers but a number were also self-referrals who had been made aware of the service from voluntary sector organisations that work with veterans<sup>37</sup>.

The transition from military to civilian life can be difficult for a number of individuals. Some of the changes veterans and families experience are forced changes, such as employment and accommodation which can often be stressful<sup>35-39</sup>. The NHS suggest that the 'five steps to mental wellbeing', based on scientific evidence, should be promoted as a method individuals can use to improve their wellbeing.

The five steps are: Connect, Be Active, Take Notice, Keep Learning and Give. A definition of each step and more information about the five steps can be found at;

 [www.nhs.uk/Conditions/stress-anxiety-depression/Pages/improvemental-wellbeing.aspx](http://www.nhs.uk/Conditions/stress-anxiety-depression/Pages/improvemental-wellbeing.aspx)

Post-traumatic stress disorder, more commonly known as 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. There is varying evidence about PTSD in veterans; The Forces in Mind Trust has conducted a review of this evidence<sup>30</sup>. It should be

If you have contact with a veteran you think might be suffering from PTSD make sure they talk to someone (for example, the staff at Coventry and Warwickshire Partnership NHS Trust. Their website address is;

 [www.covwarkpt.nhs.uk/veterans](http://www.covwarkpt.nhs.uk/veterans)

They can be phoned 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)

## 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. Individuals can be experiencing domestic abuse if their partner doesn't allow them to control their finances, stops an individual seeing their family, controls an individual's access to information, or even what they wear. Domestic abuse is, in many ways, all

In Warwickshire there is a domestic abuse service called Warwickshire Against Domestic Abuse. They can be contacted on 0800 408 1552 and have a website; [www.talk2someone.org.uk](http://www.talk2someone.org.uk). Alternatively the National Domestic Violence helpline is a 24 hour freephone number that can be called (0808 200247).

## Suicide

Some veterans have reported having thoughts of taking their own lives. If you have contact with a veteran having these thoughts make sure they seek help. You can suggest they might wish to talk to a friend or family member, or call The Samaritans on the national helpline 08457 909090 or the local Stratford branch on 01789 298866. Veterans could also call their GP and ask for an emergency appointment or go to A&E making sure they know to

The following websites are useful for veterans having suicidal thoughts as well as staff having contact with veterans having these thoughts:

 [www.nhs.uk/conditions/suicide](http://www.nhs.uk/conditions/suicide)  
 [www.common-unity.com](http://www.common-unity.com)





## 5. Education: New Skills

During military service, personnel have basic and trade training<sup>6,7,8</sup>. Basic training prepares recruits for military life, during basic training they are taught discipline. Trade training is specific to the role the recruit will perform in the military. Similar to civilian jobs there are some courses that personnel complete annually to keep their military skills current<sup>40</sup>.

For service leavers who have a normal planned discharge and have served more than four years, are entitled to resettlement. This is provided in part through the Career Transition Partnership [www.ctp.org.uk](http://www.ctp.org.uk), where new skills can be learnt that can help with employment in civvy street. Many of the courses offered through the resettlement process are vocational.

Some personnel decide to start retraining for civilian career years before discharge by studying for a degree. In particular the Open University work closely with the MOD to ensure continuation of studies for currently serving personnel even when on deployment, [www.open.ac.uk/choose/forces](http://www.open.ac.uk/choose/forces)

Each veteran would have been entitled to use the Standard Learning Credits (SLC) scheme throughout their military service to undertake small- scale learning activities<sup>1</sup>. There are veterans who will have registered for the Enhanced Learning Credits (ELC) scheme before leaving<sup>1</sup>. These credits can be used to partially or fully pay for a range of courses. Veterans can use these ELC's up to ten years after demobbing, more information on ELC's is available at [www.militaryresettlement.com/elc.html](http://www.militaryresettlement.com/elc.html).

As part of the Armed Forces Covenant there will be financial support available to help veterans pay for University study<sup>1</sup>. This scheme is for ex-military personnel leaving on or after 17<sup>th</sup> July 2008. The 'courses4forces'

website has

more information, [www.courses4forces.co.uk](http://www.courses4forces.co.uk) or call;

☎ RAF 01400 268182

☎ NAVY 020 3926 25954

☎ ARMY 01264 381565 or 381580

There are other organisations that specialise in education for ex-service personnel such as Access Training who provide a range of vocational courses ([www.accesstraininguk.co.uk/armed-forces-resettlement/funding-options](http://www.accesstraininguk.co.uk/armed-forces-resettlement/funding-options)), and Best Practice a provider of IT, management and business courses ([www.bestpractice.uk.com/elc.html](http://www.bestpractice.uk.com/elc.html)).

Some veterans and their dependants may decide to return to education following discharge. This can be an opportunity to gain academic qualifications to help pursue a change in career. The change of career may be particularly relevant for veterans who have been injured during their service<sup>41</sup>.

In Warwickshire, there are three colleges; Warwickshire College, North Warwickshire & Hinckley College and Stratford upon Avon College, more information can be found at [www.warwickshire.gov.uk/colleges](http://www.warwickshire.gov.uk/colleges). There are also two Universities in the wider locality; Coventry University [www.coventry.ac.uk](http://www.coventry.ac.uk) and University of Warwick [www2.warwick.ac.uk](http://www2.warwick.ac.uk). Veterans and their dependants attending these organisations for further education will have the opportunity to meet and socialise with individuals outside of military life, which will help their transition into civvy street<sup>1,41</sup>.

## Children's education



It has been argued that for children of armed forces personnel their education may suffer as a result of family member deployment or moving schools during critical times in education<sup>1</sup>. The Armed Forces Covenant recognises the need to focus on children's education for serving personnel<sup>1</sup>,

but schools may need to recognise the changes the children of veterans face when a parent leaves the military<sup>28,39</sup>.

If veterans have children of school age, and have recently moved to Warwickshire they will need to register them 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 the area is available at;  
[www.warwickshire.gov.uk/admissions](http://www.warwickshire.gov.uk/admissions).


## 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 about the services that can help Veterans and their families see;

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

 01926 742274

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





## 7. Benefits and Taxes: Differences


During military service Armed Forces personnel tend to have subsidised living costs, meaning that the monthly cost of living is much lower than people living in civvy street<sup>1</sup>. Needless to say the increased cost of living, particularly paying full rate council tax rather than Contribution in Lieu of Council Tax (CILT) can be a shock to some veterans and families<sup>9,14,20</sup>.

Many veterans will not be aware of the range of benefits available in civilian life, and may often feel too proud to try and access these<sup>9</sup>.


Signposting veterans and families to the financial support potentially available to them is really important. There are a range of organisations that can help veterans navigate through the system such as;


- **The Service Personnel and Veterans Agency (SPVA)**

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

 (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

- **Civvy Street**

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

- **The Government's website**

 [www.gov.uk/browse/benefits](http://www.gov.uk/browse/benefits)

- In addition, each of the five Warwickshire district and/or borough councils have websites and help lines that can be called.

Each of the Armed Forces has information on their website for veterans leaving their service to help them navigate the complicated civilian systems;

ARMY [www.army.mod.uk/welfare-support](http://www.army.mod.uk/welfare-support)

NAVY [www.royalnavy.mod.uk/Community/Leaving-the-service](http://www.royalnavy.mod.uk/Community/Leaving-the-service)

RAF [www.raf.mod.uk/community](http://www.raf.mod.uk/community)



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 veterans to get discounts in some high street shops, some online retailers and also

cashback with some online shopping. Veterans can find out more at [www.defencediscountservice.co.uk](http://www.defencediscountservice.co.uk).



## 8. Veterans groups in Warwickshire

In Warwickshire there are veterans groups that can help individuals demobbing into civvy street. They are also a place where veterans can interact with others who have demobbed. Sometimes ex-service personnel 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 families.


There are local Royal British Legion (RBL) groups in Warwickshire. These 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


For veterans that have lost a limb during their service, British Limbless Ex-Servicemen's Association (BLESMA). BLESMA was founded in 1932 and are there to help limbless veterans.

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

 020 8590 1124

There are many other veterans' groups 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)

- ABF The Soldiers Charity

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

- Combat Stress, ex-services Mental Welfare Society

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

- 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 veterans, their partners, spouses and families

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

- The RAF and NAVY have ex-Service personnel websites.

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

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

- 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)



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# 10. Military jargon buster

The military has a language and humour of its own. There are many slang terms, abbreviations and acronyms used daily. Knowing some of this military language will help you to help the veteran. The following list is based on those commonly used, however, many more are listed on websites such as [www.military-dictionary.org/Military-Abbreviations](http://www.military-dictionary.org/Military-Abbreviations).

<b>21C</b> 2nd in Command	<b>Casevac</b> Casualty Evacuation
<b>AOR</b> Area of Responsibility	<b>CNO</b> Casualty Notification Officer
<b>AFF</b> Army Families Federation	<b>CVO</b> Casualty Visiting Officer
<b>AWIS</b> Army Welfare Information	<b>CO</b> Commanding Officer
<b>AWOL</b> Absent Without Leave	<b>CofC</b> Chain of Command
<b>AWS</b> Army Welfare Service	<b>Coy</b> Company
<b>Bde</b> Brigade	<b>CQMS</b> Company Quartermaster
<b>BFPO</b> British Forces Post Office	<b>Crabs</b> The slang name for RAF
<b>BFBS</b> British Forces Broadcasting Service	<b>CSM</b> Company Sergeant Major (WO2)
<b>Bn</b> Battalion	<b>DBE</b> Department of Border
<b>Brown Jobs</b> The slang name for Army personnel (also pongos and squaddies)	<b>DeMob</b> Leaving the military

<b>DET</b> Detachment
<b>Div</b> Division
<b>DILFOR</b> Dangerously Ill Forwarding of Relatives
<b>DWP</b> Deployment Welfare Package
<b>EFI</b> Expeditionary Forces Institute
<b>EC</b> Emergency Contact
<b>EHIC</b> European Health Insurance Card
<b>Fairy</b> RAF avionics personnel
<b>FFR</b> Fixed Forces Rate (of exchange)
<b>HIVE</b> HIVE Forces Information Centre
<b>IED</b> Improvised Explosive Device
<b>HR</b> Staff Human Resource Staff (aka Regimental or pay staff)
<b>Jankers</b> Confined to barracks or having to do extra jobs as punishment for disobedience
<b>JCCC</b> Joint Casualty & Compassionate Centre
<b>JHQ</b> Joint Headquarters

<b>LSA</b> Longer Separation Allowance
<b>Maggot</b> Sleeping Bag
<b>Mess</b> Where service personnel go to
<b>MND</b> Multi National Division
<b>MOD</b> Ministry of Defence
<b>MP</b> Military Police
<b>MT</b> Military Transport
<b>MTO</b> Military Transport Officer
<b>NAAFI</b> Navy, Army and Air Force
<b>NCO</b> Non Commissioned Officer
<b>NOK</b> Next of Kin
<b>OC</b> Officer Commanding
<b>OiC</b> Officer in Command
<b>Ops</b> Operations
<b>PAX</b> Forces Life and Personal Injury Insurance
<b>PI</b> Platoon

<b>POETS day</b> Push Off Early Tomorrow's Saturday
<b>POL</b> Post Operative Leave
<b>PTSD</b> Post Traumatic Stress Disorder
<b>PTSR</b> Post Traumatic Stress Reaction
<b>PVR</b> Premature Voluntary Release
<b>QM</b> Quartermaster
<b>R&amp;R</b> Rest & Recuperation
<b>RAO</b> Regimental Administration Officer
<b>Regt</b> Regiment
<b>RMO</b> Regimental Medical Officer
<b>ROSO</b> Regimental Operational Support Officer
<b>RQMS</b> Regimental Sergeant Major (RQMS)
<b>SITREP</b> Situation Report
<b>Snow Drop</b> RAF police
<b>SNCO</b> Senior Non Commissioned Officer

<b>SORN</b> Statutory Off Road Notification
<b>SLI</b> Service Life Insurance
<b>SSR</b> Security Sector Reform
<b>SSVC</b> Services Sound and Vision Corporation
<b>SSAFA</b> Soldiers, Sailors and Airman's Families Association
<b>TAOR</b> Tactical Area of Responsibility
<b>TAO</b> Theatre Area of Operation
<b>TBC</b> To Be Confirmed
<b>TRiM</b> Trauma Risk Management
<b>URO</b> Unit Resettlement Office(r)
<b>UWO</b> Unit Welfare Office(r)
<b>VO</b> Visiting Officer
<b>VWS</b> Veterans Welfare Service (SPVA – page 20 for details)
<b>WAC</b> Weather Analysis Centre
<b>WRAF</b> Women's Royal Air Force (known as WAFs)



