

# Sources of Support

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# Charities – an initial point of contact for support

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## Veterans' Gateway

Veterans' Gateway is the first point of contact for veterans seeking support. Veterans' Gateway puts veterans and their families in touch with the organisations best placed to help with the information, advice, and support they need – healthcare, housing, employability, finances, personal relationships, and more.

It is made up of a consortium of organisations and Armed Forces charities, including the Royal British Legion, SSAFA – the Armed Forces charity, Poppyscotland, Combat Stress, and Connect Assist. Their connections with key referral organisations, both within and outside the Armed Forces sector, means they can get the veteran to the right organisation that can help.

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

**Tel:** 0808 802 1212 (lines open 24/7)

**Text:** 81212 – text your details to request a call back.

**Live chat:** visit the website 'Get Help' section to chat with an advisor online, 24/7.

**Email:** visit the website 'Get Help' section to get advice and support by email.

## Citizens Advice

Citizens Advice provides free, independent, confidential, and impartial advice to everyone on their rights and responsibilities, and aims to improve the policies and practices that affect people's lives. Their website has lots of advice pages, and local Citizens Advice services, where available, offer advice in person or by phone.

Citizens Advice has specific pages for the Armed Forces community.

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

**Tel:** 03444 111 444 (England)

03444 77 20 20 (Wales)

03444 111 445 (TextRelay users)

**Web chat:** visit the website 'Contact Us' section to chat with an advisor online.

## Poppyscotland

Poppyscotland reaches out to those who have served, those still serving, and their families at times of crisis and need, by offering vital, practical advice, assistance, and funding. Poppyscotland provides a variety of services, including help with welfare, housing, respite breaks, and employment.

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

## The Royal British Legion

The Royal British Legion provides practical, lifelong support to the Armed Forces community – service men and women, veterans of all ages, and their families. It provides help with finances, living independently, mental well-being, care homes, finding employment, starting a business, respite breaks, and more.

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

**Tel:** 0808 802 8080 (8am – 8pm, 7 days a week)

+44 (0)20 3376 8080 (from overseas)

**Live chat:** Visit the 'Contact us' section of the website to access the live chat option

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

## SSAFA – The Armed Forces Charity

SSAFA is a charity which helps Service personnel, veterans, and their families across the UK and provides them with welfare and support. It also offers specialised support for bereaved families and those who are wounded, injured, or sick.

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

**Tel:** 0800 731 4880

**Email:** Visit the 'Contact us' section of the website to contact SSAFA by email.

## Veterans Contact Point

The Veterans Contact Point (VCP) is based in Nuneaton and provides support to veterans, by veterans. Members of the VCP can provide advice and support to veterans on a wide range of issues, including housing and homelessness. There are similar veterans' organisations across the UK.

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

**Tel:** 02476 343793

**Email:** [contactus@veteranscontactpoint.co.uk](mailto:contactus@veteranscontactpoint.co.uk)

## Veterans Assist Scotland

Veterans Assist Scotland can provide advice and support to access a wide range of organisations working to help veterans in Scotland.

[www.veterans-assist.org](http://www.veterans-assist.org)

**Tel:** 0131 550 1561

**Email:** [office@veteransscotland.org.uk](mailto:office@veteransscotland.org.uk)

## AA Veterans Support (Northern Ireland)

AA Veterans Support provides help, advice, and guidance to those who serve or have served in the British Armed Forces and their families throughout Northern Ireland. It aims to provide practical training, emotional support, and financial support.

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

**Tel:** 028 9074 7071

**Email:** [info@aavsni.com](mailto:info@aavsni.com)

# Key Service Charities

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## Armed Forces Charities

The Armed Forces Charities website contains details of over 2,200 Armed Forces charities registered in the UK, including those that cater for the needs of serving and ex-serving personnel and their families, Armed Forces museums and heritage organisations, and Cadet units and organisations.

The site is relevant for anyone with an interest in Armed Forces charities, and anyone seeking to find out how much and what type of support is available for potential beneficiaries.

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

**Email:** [armedforcescharities@dsc.org.uk](mailto:armedforcescharities@dsc.org.uk)

## ABF Soldiers Charity

The ABF Soldiers Charity provides timely practical and financial support to four generations of Army families, and those who are physically disabled, mentally ill, homeless, unemployed, and/or elderly. ABF Soldiers charity believes that all soldiers, veterans, and their immediate families should have the opportunity to avoid hardship and enjoy independence and dignity.

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

**Tel:** 020 7901 8900

## Help for Heroes

Help for Heroes provides a range of support and services for wounded, injured, and sick service and ex-service personnel who have suffered illness or injuries in serving the nation. They do this through:

- H4H Recovery Centres in Tidworth (Wiltshire), Catterick, Colchester, and Plymouth
- H4H Hidden Wounds (psychological wounds)
- H4H Welfare Support
- H4H grants to individuals and other charitable agencies
- H4H Fellowships of 'Band of Brothers' and 'Band of

Sisters' [www.helpforheroes.org.uk](http://www.helpforheroes.org.uk)

**Email:** [getsupport@helpforheroes.org.uk](mailto:getsupport@helpforheroes.org.uk)

**Tel:** 0845 673 1760

## Officers' Association

Within the UK veteran community, the Officers' Association is committed to ensuring that former officers and their dependants live with dignity and independence. The Officers' Association provides confidential and impartial advice, and financial support to former officers, and their families and dependants. They will look at your situation holistically and provide support where it is most needed, or direct you to organisations able to offer specific advice.

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

**Tel:** 020 7808 4160

## RAF Association

The RAF Association has thousands of members and volunteers across the UK and further afield, who provide a personal, one-to-one approach. Whenever and injured airman is fighting to get back on their feet, or the widow of a WWII veteran needs a shoulder to lean on, or a family needs support to stay strong and connected despite the separation that comes with RAF service, the RAF Association is there for them.

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

**Tel:** 0800 018 2361

## The RAF Benevolent Fund

The RAF Benevolent Fund is the RAF's leading welfare charity, which is there for all serving and former members of the RAF, their partners, and dependants. From childcare and relationship difficulties, to injury and disability, from financial hardship and debt to illness and bereavement, the RAF Benevolent Fund can help any member of the RAF family with a broad range of issues.

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

**Tel:** 0800 169 2942

## Royal Naval Benevolent Trust

The Royal Naval Benevolent Trust (RNBT) provides financial assistance and support to Royal Navy and Royal Marines personnel and their families in times of need. They provide wide ranging financial assistance, and care for older people in their care home.

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

**Tel:** 02392 690112

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

## The Royal Navy & Royal Marines Charity

The Royal Navy & Royal Marines Charity is the principal charity of the Royal Navy and exists to support sailors, marines, and their families, for life. This includes relief for beneficiaries in times of need, hardship, or distress; assistance with the education and training of children; and the relief and encouragement of serving men and women.

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

**Tel:** 023 9387 1520

**Email:** [theteam@rnrmc.org.uk](mailto:theteam@rnrmc.org.uk)

## Veterans Scotland

Veterans Scotland aims to enhance the welfare of the Veteran Community in Scotland by acting as the prime vehicle for joint working between its member charities. It disseminates information to its members and coordinates joint approaches to UK and Scottish Government, Local Authorities, and other organisations whose business is of benefit to veterans.

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

**Tel:** 0131 550 1569

## Veteran Services Northern Ireland

Veteran Services NI aims to signpost both serving and retired members of the Armed Forces and emergency services to practical help and advice on a range of issues. It is Northern Ireland based, but is open to all Servicemen and women, North and South.

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

**Email:** [admin@veteranservicesni.com](mailto:admin@veteranservicesni.com)

## Veterans UK

Veterans UK is part of the Ministry of Defence (MOD) and was created to help ex-Service personnel get appropriate support from government, Local Authorities, independent bodies, and the charity sector.

[www.gov.uk/government/organisations/veterans-uk](http://www.gov.uk/government/organisations/veterans-uk)

**Tel:** 0808 1914 218

+44 1253 866 043 (overseas)

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

## The Welsh Veterans Partnership

The Welsh Veterans Partnership (WVP) enables the improvement of holistic care for Veterans in Wales, working in partnership with other stakeholders – the NHS, military charities, and serving members of the Armed Forces – supported and enabled as necessary by governments, Local Authorities, corporate organisations, and individual philanthropists.

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

**Tel:** 02920 499 286



# Opportunities for work, training, and skills development

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## The Apprenticeship Guide

The Apprenticeship Guide contains concise summaries of every apprenticeship framework offered in England, plus general careers advice, real life stories, employer advertising, and a regional directory of training providers.

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

## The British Forces Resettlement Services (BFRS)

BFRS is a social enterprise created to help the Armed Forces community with their transition into civilian life. BFRS 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, they served.

Their main aim is to bring the Armed Forces community together with employers and training providers who recognise their unique skill sets, as well as support services who can help them further.

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

**Tel:** 02476 939931

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

## Career Transition Partnership

The Career Transition Partnership (CTP) (a partnership between the Ministry of Defence and Right Management) provides resettlement services for those leaving the Royal Navy, Army, Royal Air Force, and Marines. They offer services such as resettlement support, career transition advice, and training opportunities, for up to two years post-discharge.

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

## Civvy Street

Civvy Street is the Royal British Legion's employability programme for Service personnel transitioning to civilian life. It is a service available to you whether you are currently in the Armed Forces or whether you have already served and are looking for qualifications, funding, or a new job.

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

**Tel:** 0800 009 8015

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

## Do-It

Do-It is a database of UK volunteering opportunities.

[www.do-it.org](http://www.do-it.org)

## Find an Apprenticeship

Find an Apprenticeship is a search facility to find an apprenticeship in a location of your choice.

[www.gov.uk/apply-apprenticeship](http://www.gov.uk/apply-apprenticeship)

## Future Horizons Programme

The Future Horizons Programme has been developed to improve resettlement provision to Early Service Leavers (ESLs). The programme is open to ESLs across all the services, regardless of how long they have served or the reasons they have for leaving. The programme has been designed and is delivered by the RFEA (The Forces Employment Charity) with the support of the CTP (Career Transition Partnership).

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

## Guide to Higher and Degree Apprenticeships

Provides information on Apprenticeship opportunities available – there are around 75 different higher and degree apprenticeships, from accounting to aerospace engineering. The site provides a complete guide to higher and degree apprenticeships.

[www.gov.uk/government/publications/higher-and-degree-apprenticeships](http://www.gov.uk/government/publications/higher-and-degree-apprenticeships)

## Jobcentre Plus

All former Service personnel, and partners of currently serving and ex-Service personnel, have access to the full range of Jobcentre Plus services. As well as this, a person who has served in the Armed Forces for any time within the last three years can be considered for early access to the Work Programme. Partners of currently serving and ex-Service personnel can also be considered for early access to the Work Programme from three months into their claim for Jobseeker's Allowance.

Each JCP is supported by an Armed Forces Champion.

[www.gov.uk/contact-jobcentre-plus](http://www.gov.uk/contact-jobcentre-plus)

### **More info on Armed Forces access to Jobcentre Plus services:**

[www.gov.uk/government/publications/jobcentre-plus-services-for-the-armed-forces-and-their-families/armed-forces-enhanced-access-to-jobcentre-plus-services-and-armed-forces-champions](http://www.gov.uk/government/publications/jobcentre-plus-services-for-the-armed-forces-and-their-families/armed-forces-enhanced-access-to-jobcentre-plus-services-and-armed-forces-champions)

**Tel:** 0800 169 0190

## Lifeworks Ex-Armed Forces

Lifeworks Ex-Armed Forces is a fully funded five day course provided by the Royal British Legion Industries. It equips ex-Armed Forces personnel with the tools to get into and maintain a civilian job that is appropriate for them.

[www.wearelifeworks.org.uk/ex-forces](http://www.wearelifeworks.org.uk/ex-forces)

**Tel:** 0800 319 6844

**Email:** [lifeworks@rbli.co.uk](mailto:lifeworks@rbli.co.uk)

## Lifeworks Families

Lifeworks Families is a fully funded support service to help military spouses and partners get the job they want. It's available to all spouses and partners of any serving (or recently discharged) member of the British Armed Forces, including Reserves.

[www.wearelifeworks.org.uk/families](http://www.wearelifeworks.org.uk/families)

**Tel:** 0800 319 6844

## Regular Forces Employment Agency (RFEA)

RFEA helps Service leavers and ex-Armed Forces personnel find and remain in appropriate, rewarding employment for the rest of their working lives.

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

**Tel:** 0121 262 3058

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

## Recruit for Spouses

Recruit for Spouses is an award-winning, independent social enterprise, run largely by people whose spouses are serving in the Armed Forces. They exist to help military spouses find a job or start a business that works for them.

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

**Tel:** 0333 2020 996

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

## Solihull My Life

Solihull My Life provides information on volunteering and getting involved in the Solihull area.

[www.solihull.mylifeportal.co.uk/volunteer](http://www.solihull.mylifeportal.co.uk/volunteer)

## Supporting the Unsung Hero - Dependant's Business Start-Up Programme

The Dependant's Business Start-Up Programme has been developed specifically for Armed Forces families to provide them with the transferable skills and support required to start and maintain a business that will not be restricted to a geographical area, allowing families to become more financially stable, and break the cycle of being unable to work.

[www.wlv.ac.uk/study-here/hm-armed-forces/supporting-the-unsung-hero/armed-forces-business-start-up-programme](http://www.wlv.ac.uk/study-here/hm-armed-forces/supporting-the-unsung-hero/armed-forces-business-start-up-programme)

**Tel:** 01902 321272

**Email:** [SUH@wlv.ac.uk](mailto:SUH@wlv.ac.uk)

## Voluntary Action Coventry

Voluntary Action Coventry offers an easy to access, friendly advice service on volunteering in Coventry.

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

**Tel:** 024 7622 0381

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

## Volunteering Matters

Volunteering Matters has been leading and supporting UK volunteering for more than 50 years.

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

**Tel:** 020 3780 5870

**Email:** visit [www.volunteeringmatters.org.uk/contact-us](http://www.volunteeringmatters.org.uk/contact-us) to contact VM by email.

## Warrior Programme

The Warrior Programme is a three day motivation and training programme with 12 months structured support and signposting.

The Warrior Programme runs residential programmes in across the UK for Veterans and adult family members of Veterans. The programme is ideally suited to individuals who are: not fulfilling their potential, stuck, frustrated, angry, guilty, unsure, lacking in confidence, struggling with the transition post operations, in Civvy Street, or returning to 'normality'.

The three day coaching programme provides participants with practical and effective tools, techniques, and coaching strategies to improve performance and motivation, and overcome their issues.

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

**Tel:** 0808 801 0898

**Email:** [enquiries@warriorprogramme.org.uk](mailto:enquiries@warriorprogramme.org.uk)

## Warwickshire Community and Voluntary Action

Warwickshire Community and Voluntary Action (WCAVA) are the gateway to thousands of volunteer roles available across the county.

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

## X-Forces

X-Forces supports the self-employment of ex-Armed Forces personnel through business start-up support, enterprise skills training, mentoring, and start-up loans.

[www.x-forces.com](http://www.x-forces.com)

**Tel:** 0800 368 9533

**Email:** [info@x-forces.com](mailto:info@x-forces.com)

# Finance

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## Citizens Advice

Citizens Advice has detailed and independent advice on managing all money issues including dealing with debt, mortgage and rent arrears, insurance, loans, pensions, and banking.

[www.citizensadvice.org.uk/debt-and-money](http://www.citizensadvice.org.uk/debt-and-money)

## Financial Aspects of Resettlement Briefings

These are courses run by the Career Transition Partnership (CTP) and Forces Pension Society (FPS), providing comprehensive advice on the four Armed Forces Pension Schemes, as well as financial advice on transition.

The courses are available to all serving personnel and their spouses and civil partners during the resettlement period. The website has a list of dates and locations. You can book places through your local Resettlement Centre.

[www.forcespensionsociety.org/how-we-can-help-you/resettlement-briefings](http://www.forcespensionsociety.org/how-we-can-help-you/resettlement-briefings)

## Forces Pension Society

FPS is a pension watchdog and advisory service, fighting for the interests of the Armed Forces and their families. This includes holding the government and Ministry of Defence to account and providing a range of member services on individual Service pension problems.

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

**Tel:** 020 7820 9988

**Email:** [memsec@forpen.co.uk](mailto:memsec@forpen.co.uk)

## MoneyForce

MoneyForce is a joint initiative between the Standard Life Charitable Trust, the Royal British Legion, and the Ministry of Defence. The website aims to help all Service personnel, their partners, families, and dependants, to be better equipped to manage their money and financial affairs. Whether they're dealing with debt, interested in investments, or puzzled about payday loans, MoneyForce will give them all the information they need to get MoneyFit.

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

## National Debtline

ND is an independent charity, dedicated to providing free debt advice by phone, web chat, and online, to people across the UK.

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

**Tel:** 0808 808 4000

**Webchat:** Visit the 'Get in touch' section of the website to chat to an advisor.  
(Monday to Friday 9am - 8pm, Saturday 9:30am - 1pm)

## Royal British Legion

The Royal British Legion's Benefits, Debt, and Money Advice Service provides free, confidential advice about benefits that you may be entitled to, assistance in making an appeal against a benefit decision, and comprehensive advice for those in unmanageable debt.

[www.support.britishlegion.org.uk/app/answers/detail/a\\_id/80](http://www.support.britishlegion.org.uk/app/answers/detail/a_id/80)

**Tel:** 0808 802 8080

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

## SSAFA Debt Advice

SSAFA debt advice will let you know about qualified debt advisers working in your area. Once you have received specialist advice, SSAFA can then look for ways to help with any priority debts where you are at risk of losing your home or supplies of essentials such as gas or electricity.

[www.ssafa.org.uk/help-you/veterans/debt-advice](http://www.ssafa.org.uk/help-you/veterans/debt-advice)

**Tel:** 0800 731 4880

**Email:** Visit the website to contact SSAFA by email.

## Turn 2 Us

Turn 2 Us: Support for Veterans provides a benefits calculator, a grant search, and information about various Armed Forces pension and compensation schemes, as well as a 'Find an Advisor' service.

[www.turn2us.org.uk](http://www.turn2us.org.uk)



# Housing and Homelessness

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## Alabare

Alabare is a charity that supports vulnerable, homeless, and marginalised people. It helps them transform their lives, providing accommodation, and helping them gain the skills, confidence, and opportunities to live a fulfilled life.

Alabare offers support to over 3000 people in need through its homes and services across the South and South West of England and Wales.

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

**Tel:** 01722 322 882

**Email:** Visit [www.alabare.co.uk/contact](http://www.alabare.co.uk/contact) to contact Alabare by email.

## Citizens Advice

Citizens Advice has dedicated information for the Armed Forces community on housing options.

[www.citizensadvice.org.uk/housing/finding-a-place-to-live/housing-options-for-people-leaving-the-armed-forces-veterans-and-their-families](http://www.citizensadvice.org.uk/housing/finding-a-place-to-live/housing-options-for-people-leaving-the-armed-forces-veterans-and-their-families)

## Haig Housing

The objective of Haig Housing is to provide housing assistance for ex-Service people and/or their dependants. They do this by letting general needs homes at affordable rent prices to the ex-Service community, and providing tailored housing solutions to suit the specific and individual needs of severely wounded and disabled Service and ex-Service people.

Haig housing also offer a wide range of housing advice to the Service community and is Help for Heroes' housing partner.

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

**Tel:** 020 8685 5777

**Email:** [enquiries@haighousing.org.uk](mailto:enquiries@haighousing.org.uk)

## Help to Buy

Help to Buy: Shared ownership offers the chance of buying a share of a home (25-75%) and payment of rent on the remaining share. Bigger shares of the home can be bought when they can be afforded.

[www.helptobuy.gov.uk/shared-ownership](http://www.helptobuy.gov.uk/shared-ownership)

Help to Buy equity loan is where the Government lends up to 20% of a newly built home, with the homeowner paying a 5% deposit and securing a mortgage for the remaining 75%. The 20% loan from the government incurs no fees for the first 5 years of the loan.

[www.gov.uk/affordable-home-ownership-schemes/help-to-buy-equity-loan](http://www.gov.uk/affordable-home-ownership-schemes/help-to-buy-equity-loan)

## Homeless Link

Homeless Link provides a search facility to identify local homeless services.

[www.homeless.org.uk/search-homelessness-services](http://www.homeless.org.uk/search-homelessness-services)

## Housing Options Scotland

HOS is Scotland's housing advice charity for disabled people, military veterans, and older people, supporting them through the complex design, financial, and legal processes involved in buying or renting a property.

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

**Tel:** 0131 247 1400

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

## The Joint Service Housing Advice Office

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

[www.gov.uk/government/collections/joint-service-housing-advice-office-jshao](http://www.gov.uk/government/collections/joint-service-housing-advice-office-jshao)

**Tel:** 01252 787574

**Email:** [rc-aws-jshao-0mailbox@mod.gov.uk](mailto:rc-aws-jshao-0mailbox@mod.gov.uk)

## Local Authority Housing and Homelessness Support

Local Authority Homelessness Departments in this region are:

- Coventry City Council – [www.coventry.gov.uk/housing](http://www.coventry.gov.uk/housing)
- North Warwickshire Borough Council – [www.northwarks.gov.uk/housing](http://www.northwarks.gov.uk/housing)
- Nuneaton & Bedworth Borough Council – [www.nuneatonandbedworth.gov.uk/info/20021/housing](http://www.nuneatonandbedworth.gov.uk/info/20021/housing)
- Rugby Borough Council – [www.rugby.gov.uk/info/20067/housing](http://www.rugby.gov.uk/info/20067/housing)
- Solihull Metropolitan Borough Council – [www.solihull.gov.uk/resident/housing](http://www.solihull.gov.uk/resident/housing)
- Stratford-on-Avon District Council – [www.stratford.gov.uk/homes-properties/homelessness.cfm](http://www.stratford.gov.uk/homes-properties/homelessness.cfm)
- Warwick District Council – [www.warwickdc.gov.uk/info/20162/housing\\_help\\_and\\_advice/174/homelessness](http://www.warwickdc.gov.uk/info/20162/housing_help_and_advice/174/homelessness)

To find your local council, go to: [www.gov.uk/find-local-council](http://www.gov.uk/find-local-council)

## Military Matters

MM is a specialist project within Housing Options Scotland focusing on housing issues affecting people serving in the military in Scotland, Service personnel transitioning into civilian life, and veterans. MM provides housing information, advice, and support to family members too. Including veterans' families and existing service personnel is a key part of their work.

You can find the MM leaflets 'Housing Advice' and 'Finding a home when you leave the armed forces' in the resources section of this module.

[www.housingoptionsscotland.org.uk/projects-introduction/military-matters](http://www.housingoptionsscotland.org.uk/projects-introduction/military-matters)

**Tel:** 0131 247 1400

## MoneyForce

MoneyForce has some good guidance for those looking at either renting or buying options.

Renting: [www.moneyforce.org.uk/managing-money/spend/renting-a-property](http://www.moneyforce.org.uk/managing-money/spend/renting-a-property)

Buying: [www.moneyforce.org.uk/managing-money/spend/buying-a-property](http://www.moneyforce.org.uk/managing-money/spend/buying-a-property)

## MoneySavingExpert.com

MoneySavingExpert.com provides information for all buyers, with a free first time buyers' guide, cheap mortgage finder, and a stamp duty calculator.

[www.moneysavingexpert.com/mortgages](http://www.moneysavingexpert.com/mortgages)

## Scottish Veterans Residences

SVR was established in 1910 in reaction to the sight of veterans sleeping rough on the streets of Edinburgh. SVR's operational arm is Scottish Veterans Housing Association (SVHA) which provides high quality, supported accommodation for veterans who are homeless or in need. They house ex-Service men and women of all ages in residences in Edinburgh, Dundee, and Glasgow.

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

**Tel:** 0131 556 0091

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

## Shelter

Shelter provides detailed information about social housing, types of tenancies, your rights, and your options. You can speak to an advisor on the phone, by email, and through live webchat.

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

[www.shelter.org.uk/housing\\_advice/council\\_housing\\_association](http://www.shelter.org.uk/housing_advice/council_housing_association)

**Helpline:** 0808 800 4444

**Emergency helpline:** 0800 1644 660

**Live webchat:** [www.shelter.org.uk/get\\_help](http://www.shelter.org.uk/get_help)

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

### **Private Renting**

Detailed independent information about privately renting a home, including understanding tenancy agreements, rights and responsibilities, costs of renting, and dealing with problems.

[www.shelter.org.uk/housing\\_advice/private\\_renting](http://www.shelter.org.uk/housing_advice/private_renting)

### **Houses in multiple occupation (HMO)**

Good information on renting in a HMO.

[www.shelter.org.uk/housing\\_advice/private\\_renting/houses\\_in\\_multiple\\_occupation\\_hmo](http://www.shelter.org.uk/housing_advice/private_renting/houses_in_multiple_occupation_hmo)

### **First time buyers**

Shelter also provides information for first time buyers covering the home-buying process, choosing a mortgage, and the costs associated with buying a home.

[www.shelter.org.uk/housing\\_advice\\_shared\\_ownership\\_leasehold](http://www.shelter.org.uk/housing_advice_shared_ownership_leasehold)

### **Homeless ex-Armed Forces**

Advice and information, as well as specific information on homelessness.

[www.shelter.org.uk/housing\\_advice/homelessness/your\\_situation/ex\\_services](http://www.shelter.org.uk/housing_advice/homelessness/your_situation/ex_services)

[www.shelter.org.uk/housing\\_advice/homelessness](http://www.shelter.org.uk/housing_advice/homelessness)

## SPACES

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.

[www.riverside.org.uk/care-and-support/veterans/spaces](http://www.riverside.org.uk/care-and-support/veterans/spaces)

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

**Email:** [spaces@riverside.org.uk](mailto:spaces@riverside.org.uk)

## SSAFA Housing Advisors

SSAFA Housing Advisors can offer impartial advice and guidance for those who have left the Armed Forces. Their guidance includes homelessness, housing benefits, accessing Social Housing, tenants' rights, mortgage arrears, and eviction.

[www.ssafa.org.uk/help-you/veterans/housing-advice](http://www.ssafa.org.uk/help-you/veterans/housing-advice)

## Stoll

Stoll is a leading veterans' charity and housing association that has been helping ex-Service personnel since 1916. Stoll provides safe, high quality housing, and access to services that enable vulnerable and disabled veterans in need of support to live fulfilling, independent lives. Stoll also provides a Veterans Nomination Scheme to find housing through other Housing Associations and Local Authorities.

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

**Tel:** 020 7385 2110

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

## Veterans Aid

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.

[www.veterans-aid.net](http://www.veterans-aid.net)

**Tel:** 0800 012 6867

**Email:** Visit the 'Contact us' section of the website to get in touch by email.

## Veterans Contact Point

VCP is a service created for veterans, run by veterans, and is based in Nuneaton. They are available for advice and guidance for all veterans, no matter what the question or issue is.

The VCP also provides a gateway service to other sources of support and may be able to provide Peer Support to help you access them.

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

**Tel:** 02476 343793

**Email:** [contactus@veteranscontactpoint.co.uk](mailto:contactus@veteranscontactpoint.co.uk)

## Welsh Government: National Housing Pathway

The Welsh Government has worked with Armed Forces stakeholders to produce a Housing Pathway to provide clarity and support for ex-Service personnel and their families to help them find accommodation.

[www.gov.wales/topics/housing-and-regeneration/services-and-support/homelessness/national-housing-pathway-for-ex-service-personnel](http://www.gov.wales/topics/housing-and-regeneration/services-and-support/homelessness/national-housing-pathway-for-ex-service-personnel)

## Welsh Government: Support for the Armed Forces Community

These booklets, produced by the Welsh government, outline the support and services available when you are serving, such as specialist healthcare, and access to free swimming at local leisure centres. For those with families, it also includes information about the range of support and services available to you, such as early education and free childcare.

[www.gov.wales/topics/people-and-communities/safety/armedforces/package-of-support](http://www.gov.wales/topics/people-and-communities/safety/armedforces/package-of-support)

# Mental Health

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## Big White Wall

Big White Wall is an online mental health and wellbeing service offering self-help programmes, creative outlets, and a community that cares. The site has focused courses, assessments, personalised suggestions, and allows you to connect with others who are experiencing similar issues – 24/7, anonymously.

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

## CALM: The Campaign Against Living Miserably

CALM is a registered charity that exists to prevent male suicide in the UK. It offers support to men of any age who are feeling down, or are in crisis. They have a helpline and a webchat service, and online information on a range of issues.

[www.thecalmzone.net](http://www.thecalmzone.net)

**Tel:** 0800 58 58 58 (5pm – midnight, 365 days a year)

**Webchat:** [www.thecalmzone.net/help](http://www.thecalmzone.net/help) (5pm - midnight, 365 days a year)

## Combat Stress

Combat Stress is the UK's leading veterans' mental health charity. It currently helps more than 4400 veterans to rebuild their lives, by offering free of charge treatment and support services. It supports veterans with a wide range of mental health issues, offering two integrated services:

- Short-stay clinical treatment at one of their specialist centres in Ayrshire, Shropshire, or Surrey
- Community outreach, to bring clinical care and welfare support to veterans in their local areas

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

**Tel:** 0800 138 1619 (24/7)

**Text:** 07537 404 719

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

## **Help for Heroes Hidden Wounds service**

The Help for Heroes Hidden Wounds service () can support Ex-Service Personnel, or a family member, who is living with anxiety, depression, anger or wishing to change their drinking habits. Support is delivered by phone, Skype or face to face.

[Help for Heroes Hidden Wounds](#)

## **It's Good to Talk - BACP**

It's Good to Talk is a website from the British Association of Counselling and Psychotherapy (BACP). The BACP have over 40,000 members, who are counsellors and/or psychotherapists, working within a range of settings, including the NHS, schools and universities, workplaces and private practice, as well as third sector environments like voluntary, community, and pastoral settings. The BACP site allows you to search for a counsellor or therapist who suits your needs.

[www.bacp.co.uk/search/therapists](http://www.bacp.co.uk/search/therapists)

## **Moodzone**

Moodzone from NHS Choices offers practical advice, interactive tools, videos, and audio guides to help you feel mentally and emotionally better.

[www.nhs.uk/conditions/stress-anxiety-depression](http://www.nhs.uk/conditions/stress-anxiety-depression)

## **Transition, Intervention and Liaison Mental Health Service**

The transition, intervention, and liaison mental health service (TILS) for veterans and Armed Forces personnel approaching discharge provides:

- Increased access to local care and treatment across England
- Self-referrals for veterans and service leavers
- A single point of contact for veterans to access support
- An enhanced range of treatment, advice, and care, in a range of locations and settings
- Tailored care packages that can help with employment, alcohol misuse, housing, and social support.

The service operates across England through NHS Mental Health trusts.

[www.england.nhs.uk/commissioning/armed-forces/veterans-mental-health-services](http://www.england.nhs.uk/commissioning/armed-forces/veterans-mental-health-services)

[www.nhs.uk/nhsengland/militaryhealthcare/veterans-families-reservists/pages/veterans-mental-health.aspx](http://www.nhs.uk/nhsengland/militaryhealthcare/veterans-families-reservists/pages/veterans-mental-health.aspx)



## **Veterans First Point (Scotland)**

Veterans First Point has been developed by Veterans for Veterans, and is staffed by an alliance of clinicians and Veterans. The service they provide is free at the point of access, and provided as part of the NHS.

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

**Tel:** 0131 221 7090

## **Veterans: NHS mental health services**

NHS Mental Health Services provide a range of mental health services for veterans. These include TILS (see above) and the NHS Veterans' Mental Health Complex Treatment Service.

[NHS Mental Health Services for Veterans](#)

## **Veterans' NHS Wales**

The primary aim of Veteran's NHS Wales is to improve the mental health and wellbeing of veterans with a service related mental health problem.

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

**Tel:** 029 2183 2261

Each Local Health Board (LHB) has appointed an experienced clinician as a Veteran Therapist (VT) with an interest or experience of military (mental) health problems. The VT will accept referrals from health care staff, GPs, veteran charities, and self-referrals from ex-service personnel. The appropriate VT can be contacted by going to their LHB page on the Veterans' NHS Wales website.

[www.veteranswales.co.uk/health-boards.html](http://www.veteranswales.co.uk/health-boards.html)

# Personal Growth and Development

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## Mind Tools

Mind Tools is one of the world's most popular on-demand career and management learning solutions.

Mind Tools provide a wide range of free career skills on their website, and you can discover new, useful management and career techniques every week by subscribing to their free newsletter. This helps you to make personal development an ongoing part of your life, keeping your skills fresh and up to date.

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

Subscribe to the Mind Tools Newsletter: [www.mindtools.com/subscribe.htm](http://www.mindtools.com/subscribe.htm)

## The Resiliency Quiz

The Resiliency Quiz was developed by Al Siebert to help people assess their own progress toward becoming more resilient. This self-assessment is meant to bring awareness of the traits, beliefs, and behaviours found in life's most resilient people.

[www.resiliencyquiz.com/index.shtml](http://www.resiliencyquiz.com/index.shtml)

## i-resilience

i-resilience is a self-assessment tool that provides a comprehensive understanding of personal resilience, and gives example of how this could impact on users' responses to demanding work situations. The personal i-resilience report allows users to build on existing areas of strength, and also allows them to manage any potential areas of risk.

[www.robertsoncooper.com/iresilience](http://www.robertsoncooper.com/iresilience)

## Future Learn

Owned by the Open University, Future Learn offers a diverse selection of free online courses from leading universities and cultural institutions from around the world. These are delivered one step at a time, and are accessible on mobile, tablet, and desktop, so you can fit learning around your life.

Future learn have 141 partners from around the world. These include many of the best UK and international universities, as well as institutions with a huge archive of cultural and educational material, such as the British Council, the British Library, the British Museum, and the National Film and Television School.

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

# Physical Injuries

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## BLESMA

BLESMA is dedicated to helping serving and ex-service men and women who have suffered life-changing limb loss or use of a limb, an eye, or loss of sight. BLESMA supports these people in their communities throughout the UK.

BLESMA works for members when the conflicts that have affected their lives are no longer the focal point in the nation's media. Modern medicine transforms the physical injury, but it is a complicated process to treat the emotional trauma and related lifelong problems.

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

**Tel:** 020 8590 1124 (Mon-Fri, 9am – 5pm)

## Blind Veterans UK

Blind Veterans UK provide vision-impaired armed forces and national service veterans with person-centred services and tailored support. Their work ranges from helping veterans relearn vital life skills and providing them with the tools they need to be independent in their own homes, to offering new learning, training, and recreation opportunities and providing long-term nursing, residential, and respite care.

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

**Tel:** 0800 389 7979

## Help for Heroes

Help for Heroes has recovery centres in Tidworth (Wiltshire), Catterick, Colchester, and Plymouth. The recovery centres offer the next stage of care after clinical treatment. They aim to inspire, enable, and support injured or sick people through life skills courses, education and training for employment, welfare support, and physical activity.

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

**Tel:** 0845 673 1760

**Email:** [getsupport@helpforheroes.org.uk](mailto:getsupport@helpforheroes.org.uk)

## **Veterans' Trauma Network**

The Veterans' Trauma Network network is being established by NHS England and service charities following feedback from veterans, their families and GPs. Located in ten major trauma centres across England, the network is linked in with NHS veterans' mental health services and a number of military charities to provide a complete package of care.

Referrals to the network should be made via a GP to:  
[england.veteranstraumanetwork@nhs.net](mailto:england.veteranstraumanetwork@nhs.net).

# Relationships and Family

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## Relate

Relate is the UK's largest provider of relationship support, and every year help over a million people of all ages, backgrounds, and sexual orientations to strengthen their relationships.

Relate have a network of Relate Centres across the UK, and a group of licensed local counsellors who provide face-to-face counselling and support.

They also provide phone, email, webcam, and free live chat counselling, so you can choose the support that works for you.

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

Find your nearest Relate: [www.relate.org.uk/find-your-nearest-relate](http://www.relate.org.uk/find-your-nearest-relate)

**Tel:** 0300 003 0396 (Appointment booking line)

**Email:** Go to [www.message.relate.org.uk](http://www.message.relate.org.uk) to talk to a counsellor by email/message.

**Webcam:** [www.relate.org.uk/relationship-help/talk-someone/webcam-counselling](http://www.relate.org.uk/relationship-help/talk-someone/webcam-counselling)

**Live chat:** [www.relate.org.uk/relationship-help/talk-someone/live-chat-counsellor](http://www.relate.org.uk/relationship-help/talk-someone/live-chat-counsellor)

## It's Good to Talk – BACP

It's Good to Talk is a website from the British Association of Counselling and Psychotherapy (BACP). The BACP have over 40,000 members, who are counsellors and/or psychotherapists, working within a range of settings, including the NHS, schools and universities, workplaces and private practice, as well as third sector environments like voluntary, community, and pastoral settings. The BACP site allows you to search for a counsellor or therapist who suits your needs.

[www.bacp.co.uk/search/therapists](http://www.bacp.co.uk/search/therapists)

## Family Information Services

Most Local Authorities provide a Family Information Service (FIS). The FIS offers free help and advice on all aspects of family life to parents, carers, young people, and anyone working with families in the Local Authority area. The FIS holds information on a range of subjects, but if they can't help directly, they will put the enquirer in touch with someone who can. The services vary across the UK, so different areas will provide a different range of services.

[www.findyourfis.familyandchildcaretrust.org](http://www.findyourfis.familyandchildcaretrust.org)

## The Naval Families Federation (NFF)

The NFF, established in 2003, wants Royal Navy and Royal Marines families to feel valued and to be heard. They talk directly with families of all shapes and forms, across the UK and overseas, through their Portsmouth based and regional teams, enquiries desk, and social media. Their job is to 'take the temperature' of families' views on different subjects.

They aim to ensure that Naval Service families have the best quality of life possible, and have access to the resources they need to make good choices and to achieve positive outcomes. They have information and resources on a range of topics on their website.

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

**Tel:** 02392 654374

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

## The Army Families Federation

The Army Families Federation (AFF) is the independent voice of Army families and works hard to improve the quality of life for Army families around the world – on any aspect that is affected by the Army lifestyle. The AFF is independent of the Army and offers confidential advice. Their website also has information and resources on a range of topics.

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

## The RAF Families Federation

The RAF FF represents all Royal Air Force personnel, whether Regular, Reserve, single, married, or in a partnership, together with their families. The RAF FF provides a voice for the issues and concerns they have about life in the RAF. It also has direct access to senior RAF and Ministry of Defence staff, as well as government ministers.

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

**Tel:** 01780 781650

## Little Troopers

Little Troopers is a registered charity supporting children with parents serving in the British armed forces, Regular or Reserve.

It provides fundamental resources and events to ease and aid repeated separation periods, and aims to keep parent and child connected and bonded, even when apart.

[www.littletroopers.net](http://www.littletroopers.net)

## National Domestic Violence Helpline

The Freephone 24-hour National Domestic Violence Helpline, run in partnership by Women's Aid and Refuge, is a national service for women experiencing domestic violence, and their family, friends, colleagues, and others calling on their behalf.

The Helpline can give support, help, and information over the telephone, wherever the caller might be in the country. The Helpline is staffed 24 hours a day by fully trained female helpline support workers and volunteers. All calls are completely confidential.

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

**Helpline:** 0800 2000 247

## The Ripple Pond

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

The organisation empowers each member to seek support when they need it most, in ways that are helpful for them – whether that is through group meetings, 'buddies', or through their secret Facebook page.

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

## Scotty's Little Soldiers

Scotty's Little Soldiers is a charity dedicated to supporting children and young people who have lost a parent who was serving in the British Armed Forces. The charity is currently providing assistance to hundreds of bereaved Forces children around the UK. Support offered to the children includes fun activities such as holiday breaks and group events, personal development assistance through educational grants, and access to professional bereavement counselling.

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

**Tel:** 08000 928 571

## Winston's Wish

Winston's Wish provides information that will be helpful to families and also professionals who come into contact with children and young people from Armed Forces families who have been bereaved.

Bereaved AF families face added difficulties around the issues of funerals and other memorials and may feel the Armed Forces system takes over when they would prefer to take control for themselves. Winston's Wish aims to support children who have been bereaved by providing specialist child bereavement support services across the UK, including in-depth therapeutic help in individual, group, and residential settings.

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

**Tel:** 01242 515157

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

**Freephone Helpline:** 08088 020 021