

ARMED FORCES COVENANT OUTREACH

Charnwood, Melton & Rushcliffe



Resource Library (National)

ARMED FORCES
COVENANT

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Armed Forces Covenant Outreach Project

INTRODUCTION

Charnwood, Melton and Rushcliffe Borough Councils (CMR) are working together to support community partners including Citizen's Advice to ensure that the needs of the service community are more widely understood and awareness of Armed Forces specific services is shared.

We are working with services both locally and nationally in areas such as housing, finance, health, employment and welfare to help improve the lives of the Armed Forces community.

Charnwood, Melton and Rushcliffe Borough Councils (CMR) are working together to provide the following:

- Support for veterans across the boroughs using mobile information hubs. The hubs will offer signposting and guidance to specialist services
- Work with communities and community groups who can offer support and companionship to veterans
- Deliver training to services within the community to raise awareness of the needs of veterans and sources of support. To encourage services to be Armed Forces friendly

For further information please contact:

Project Email Address: cmrarmedforcescovenant@charnwood.gov.uk

- Project Lead - Victoria Coomber – 07540 454838
- Outreach Officer - Zoe Richardson – 07753 309560

*** The information provided in this resource library is current and up-to-date at point of receipt. Please note that all organisations in this Resource Pack can be accessed via self-referral unless stated.

*** The Veterans Gateway is the first point of contact for veterans needing information on services specifically related to service life.

HEALTH

SERVICE	CONTACT	INFORMATION
Veterans Gateway	Web: www.veteransgateway.org.uk Text: 81212 Tel: 0808 802 1212	First point of contact for veterans/serving personnel/families
Physical Health		
Blesma – The Limbless Veterans	Web: www.blesma.org Email: ChadwellHeath@blesma.org Tel: 020 8590 1124	Blesma, The Limbless Veterans, is dedicated to assisting serving and ex-Service men and women who have suffered life-changing limb loss or the use of a limb, an eye or loss of sight in the honourable service of our country.
Blind Veterans UK	Web: www.blindveterans.org.uk Tel: 0800 389 7979	Served in Armed Forces & National Service – living with sightloss
Change 4 Life	Web: www.nhs.uk/change4life	Support for you and family to lead a healthy lifestyle.
Help For Heroes	Web: www.helpforheroes.co.uk Email: getsupport@helpforheroes.co.uk Tel: 01206 814880	Mental health, alcohol misuse, sports recovery and injury advice.
NHS 24/7	Web: www.nhs.uk Tel: 111	Range of services. Emergencies contact 999
Royal British Legion (7 days a week – 8am-8pm)	Web: www.britishlegion.org.uk Email: info@britishlegion.org.uk Tel: 0808 8028080 (served at least one week)	Bereavement, mobility, physical health, hearing aids, care
SSAFA (Soldiers, Sailors, Airmen & Families Association)	Web: www.ssafa.org.uk Email: welfare@ssafa.org.uk Tel: 0800 731 4880	Mental health, mobility, bereavement
Stop Smoking Services	Web: www.nhs.uk	See NHS Choices for services to support smoking cessation.

UK Veterans Hearing Help	Web: www.uk-veterans-hearing-help.co.uk Tel: 01455 234600	RBL – funding for private hearing aids.
Mental Health		
Big White Wall 24 Hours	Web: www.bigwhitewall.com	Online mental health and wellbeing services.
Combat Stress 24 Hours	Web: www.combatstress.org.uk Email: helpline@combatstress.org.uk Tel: Veterans/Families – 0800 138 1619 Serving Personnel/Families – 0800 323 4444	Mental Health Drugs/Alcohol Peer Support
Help For Heroes	Web: www.helpforheroes.co.uk Email: getsupport@helpforheroes.co.uk Tel: 01206 814880	Mental health, alcohol misuse, sports recovery and injury advice.
NHS – Mental Health TILS – Transition, Intervention and Liaison Service CTS – Complex Treatment Service	Web: www.nhs.uk Email: mevs.mhm@nhs.net Tel: 0300 323 0137	The service provides a range of treatment, from recognising the early signs of mental health problems and providing access to early support, to therapeutic treatment for complex mental health difficulties and psychological trauma.
PTSD UK	Web: www.ptsduk.org	On-line site with information on PTSD (post-traumatic stress disorder), treatments, research and local support services.
Samaritans	Web: www.samaritans.org.uk Tel : 116123	Listening support

Warrior Programme	Web: www.warriorprogramme.org.uk Email: enquiries@warriorprogramme.org.uk Tel: 0808 801 0898	Equip you with more tools and techniques to help you manage your emotions so that you can be more resilient to life challenges <ul style="list-style-type: none"> •Help you to understand what's important so that you focus on the 'right stuff' •Improve your confidence and self-respect •Improve your ability to socialise and reconnect with friends and family •Provide you with a new opportunity to refresh your thinking and assess what you want with the support of executive coaches
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Addictions (including drug/alcohol misuse, gambling)

AA (Alcoholics Anonymous)	Web: www.alcoholics-anonymous.org.uk Tel: 0800 9177 650 Email: help@aamail.org	Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking. There are no dues or fees for AA membership; we are self-supporting through our own contributions.
Be Gamble Aware	Web: www.begambleaware.org National Gambling Helpline Freephone : 0808 8020 133 8am-midnight 7 days a week	We provide information to help people make informed decisions about their gambling. We will help you to find out more about gambling and what safer gambling means, to understand and recognise problem gambling, and show you where to go for further information, help and support should you need it.

Bereavement

Army Widows Association	Web: www.armywidows.org.uk Email: info@armywidows.org.uk Tel: 0300 666 0136	The Army Widows' Association was formed by widows in 2004. They are a volunteer run Organisation and Charity. Their aim is to offer comfort, support and friendship to the widows and widowers of service men and women.
Cruse Bereavement Care	Web: www.cruse.org.uk Tel: 0808 808 1677	Cruse is here to support you after the death of someone close. Find out how get help for yourself or for a child by reading our articles, or contacting us for telephone, email, or face-to-face services.
Scotty's Little Soldiers	Web: www.scottyslittlesoldiers.co.uk Email: hello@scottyslittlesoldiers.co.uk	Scotty's Little Soldiers aims to provide relief from the effects of bereavement to young people up to and including the age of 18 years who have suffered the loss of a parent serving with the British

	Tel: 08000 928 571	Armed Forces. Assistance is available to families from the British Army, Royal Navy or RAF and is not limited to those killed in action. Children who have lost a parent through illness or accident are also eligible as long as their parent was a serving member of the British Forces at the time of their death, or was medically discharged due to a condition which eventually led to their death. Both Regular and Reserve (TA) forces are catered for.
War Widows Association of Great Britain	Web: www.warwidows.org.uk Email: info@warwidows.org.uk Tel: 0845 2412 189	The War Widows' Association is essentially a pressure group and exists to improve the conditions of War Widows and their dependants in Great Britain. Its work encompasses those who have suffered bereavement as a result of World War II and all conflicts since then including Iraq and Afghanistan. The WWA also represents those who have suffered the loss of their partner and in peacetime, when the death was attributable to their service life.
Winston's Wish	Web: www.winstonswish.org Email: info@winstonswish.org Tel: 08088 020021	Winston's Wish supports bereaved children, their families, and the professionals who support them.



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EMPLOYMENT

SERVICE	CONTACT	INFORMATION
Veterans Gateway	Web: www.veteransgateway.org.uk Text: 81212 Tel: 0808 802 1212	The first point of contact for veterans seeking support.
Transition		
ABF – Soldiers Charity (Army Benevolent Fund)	Web: www.soldierscharity.org Tel: 0207 901 8900 East Midlands: Tel: 0115 957 2103 Email: eastmidlands@soldierscharity.org	Transition support.
Career Transition Partnership (CTP)	Web: www.ctp.org.uk Central Support Team (CST) Tel: 0121 236 0058 Email: RightJobSupport@ctp.org.uk	The Career Transition Partnership (CTP) is the Ministry of Defence working with Right Management. Leave the Royal Navy, Army, Royal Air Force or the Royal Marines at any rank and you can benefit from resettlement support, career transition advice and training opportunities. We're the official provider of Armed Forces resettlement.
Hire a Hero	Web: www.hireahero.org.uk Tel: 01495 366670 Email: info@hireahero.org.uk	Transition support into civilian employment
Veterans Employment Service (Enable)	Web: www.veteranemployment.co.uk	VETS - Veterans Employment Transition Support - is a social enterprise that brings together charities, businesses and the MOD to improve employment outcomes for veterans, employers and the UK economy.
Employment		
Careers for Heroes	Web: www.careersforheroes.org.uk Email: info@careersforheroes.org.uk Tel: 02034 883 985	The leading organisation in the UK providing career support for all ex-service personnel

Civvy Street	Web: www.civvystreet.org Tel: 0800 009 8015 Email: info@civvystreet.org	It is an online service that is available to you whether you are currently in the Armed Forces and are planning your future civilian career or whether you have already served and are looking for qualifications, funding or a new job.
Forces Employment Charity (RFEA)	Web: www.rfea.org.uk Email: info@rfea.org.uk Tel : 0121 2623058	Job finding advice and job search
High Ground	Web: www.highground-uk.org Email: anna@highground-uk.org Tel: 07951 495 272	Provide jobs, careers and vocational opportunities for Service Leavers, Reservists and Veterans in the land-based sector
Job Centre Plus	Web: www.gov.uk	Full list of local job centres and advice on employment
Remploy	Web: www.remploy.co.uk Tel: 0300 456 8110 Email: employmentservices.osc@remploy.co.uk	Disability specialist, transforming lives through sustainable employment
Royal British Legion – Lifeworks	Web: www.rbli.co.uk/supportforveterans Email: enquiries@rbli.co.uk Tel: 01622 795900	Provide employment support to Veterans who are struggling to find work or want to change career.
Royal British Legion – The Poppy Factory	Web: www.poppyfactory.org Email: admin@poppyfactory.org Tel: 020 8940 3305	The Poppy Factory is the country's leading employment charity for veterans with health conditions or impairments.
Salvation Army	Web: www.salvationarmy.org.uk Email: info@salvationarmy.org.uk Tel: 0207 367 4500	Support with getting job ready
Sorted	Web: www.sorted.org.uk Email: info@sorted.org.uk Tel: 0800 319 6845	Life skills, CV writing, interview techniques, employment support
Walking with the Wounded	Web: www.walkingwiththewounded.org.uk Email: info@wwtw.org.uk Tel: 01263 863 900	Walking With The Wounded supports a pathway for vulnerable veterans to re-integrate back into society and sustain their independence. At the heart of this journey is employment.

Learning

Access Training Academies	Web: www.accesstraininguk.co.uk Email: info@accesstraininguk.co.uk Tel: 0800 345 7492	Offer a huge variety of accredited trade courses for beginners and seasoned professionals alike - whether you want to become a professional electrician, earn your Gas Safe certificate, or simply learn some basic DIY skills, we will deliver a flexible, hands-on training course that's specifically suited to your circumstances.
Building Heroes	Web: www.buildingheroes.org.uk Email: info@buildingheroes.org.uk Tel: 01798 874521	Building Heroes provides skills training to Military Veterans and support into employment in the building trades.
Courses 4 Forces – Quest (Home of Everything ELC)	Web: www.questonline.co.uk Email: info@questonline.co.uk	Your independent resource for the latest information on education, resettlement and recruitment. For all ranks of serving personnel and veterans.
Skillforce	Web: www.skillforce.org Tel: 01623 827651 Email:- enquiries@skillforce.org	Provide training and opportunities for ex-service personnel to become qualified Skillforce Instructors in schools for young people.



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FINANCE & BENEFITS

<u>SERVICE</u>	<u>CONTACT</u>	<u>INFORMATION</u>
Veterans Gateway	Web: www.veteransgateway.org.uk Text: 81212 Tel: 0808 802 1212	The first point of contact for veterans seeking support.
Financial and Benefit Services		
ABF – Soldiers Charity (Army Benevolent Fund)	Web: www.soldierscharity.org Tel: 0207 901 8900 East Midlands: Tel: 0115 957 2103 Email: eastmidlands@soldierscharity.org	Generally support offered in conjunction with RBL and SSAFA. To have completed basic training.
Age UK	Web: www.ageuk.org.uk Tel: 0800 055 6112	Information and advice regarding benefits and services.
Defence Discount Card	Web: www.defencediscountservice.co.uk Tel: 01509 233446	The official MoD discount service for the Armed Forces, Veterans and Armed Forces Community.
Help for Heroes	Web: www.helpforheroes.co.uk Email: getsupport@helpforheroes.co.uk Tel: 01206 814880	Financial grants and advice
Household Quotes	Web: www.householdquotes.co.uk/help-for-veterans/	Housing and financial help for veterans
Money Advice Service	Web: www.moneyadvice.service.org.uk Tel: 0800 138 7777	Financial advice on a wide range of issues.
Money Force	Web: www.moneyforce.org.uk	On-line advice around money related issues.

RAF Association	Web: www.rafa.org.uk Email: Tel: 0800 018 2361	Advice and support.
Royal British Legion	Web: www.britishlegion.org.uk Email: info@britishlegion.org.uk Tel: 0808 8028080 (served at least one week)	Advice and support with finances and debt.
Royal British Legion Women's Section	Web: www.rblwas.org.uk Email: women@britishlegion.org.uk Tel: 0808 802 8080	The Royal British Legion Women's Section is a membership organisation for women which provides care and support to the Serving and ex-Service community. For over 90 years, our distinct and specially tailored welfare schemes have helped thousands of Servicemen and women, veterans, military wives and dependants, who are in financial hardship or in need of extra support
Royal Navy & Royal Marines Charity	Web: www.rnrmc.org.uk Tel: 023 9387 1520 Email: theteam@rnrmc.org.uk	Support for services to improve the lives of serving and veteran community.
SSAFA (Soldiers, Sailors, Airmen & Families Association)	Web: www.ssafa.org.uk Email: welfare@ssafa.org.uk Forces Line: 0800 731 4880	Advice and support around financial issues.
Veterans Badge	Web: https://www.gov.uk/apply-medal-or-veterans-badge	You can get an armed forces veterans badge if you've served in any of the UK armed forces - there's no fee.
Winter Fuel Payment	Web: www.gov.uk/winter-fuel-payment	If you were born on or before 5 November 1953 you could get between £100 and £300 to help you pay your heating bills.
Working Families	Web: www.workingfamilies.org.uk Tel: 0300 012 0312 Email: advice@workingfamilies.org.uk	Information for working parents and carers on their employment rights, Tax Credits and in-work benefits, maternity and paternity leave, flexible working options and maternity discrimination. Includes information for parents of disabled children.

Pension Advice

Armed Forces Pension Scheme	Web: https://www.gov.uk/guidance/pensions-and-compensation-for-veterans	Information on pensions for veterans
Department for Work and Pensions	Web: www.gov.uk	Signposting information on Job Centre Plus, pensions and benefits.
Forces Pension Society	Web: www.forcespensionsociety.org Tel: 020 7820 9988 Email: memsec@forpen.co.uk	The Forces Pension Society is your independent not-for-profit pension watchdog, fighting for the interests of the Armed Forces and their families.
Veterans UK	Web: https://www.gov.uk/government/organisations/veterans-uk Email: Tel: 0808 1914 218	Help and support for veterans around pensions compensation and service records.

Debt Advice

Advice UK	Web: www.adviceuk.org.uk	AdviceUK is a registered charity supporting the UK's largest network of independent advice services.
Citizen's Advice Bureau	Web: www.citizensadvice.org.uk Tel: 03444 111 444	Free, impartial and confidential advice on a range of issues.
Debt Support Trust	Web: www.debtsupporttrust.org.uk Tel: 0800 085 0226 Email: contact@debtsupporttrust.org.uk	Debt Support Trust provides debt advice through the UK and debt solutions will vary depending on where you are based.
National Debtline	Web: www.nationaldebtline.org Tel: 0808 808 4000	Get free, confidential and independent advice on dealing with debt problems in the UK.

Step Change	Web: www.stepchange.org Tel: 0800 138 1111	Debt advice.
Turn To Us	Web: www.turn2us.org.uk	Turn2us is a national charity helping people when times get tough. They provide financial support to help people get back on track.



HOUSING & ACCOMMODATION

SERVICE	CONTACT	INFORMATION
Veterans Gateway	Web: www.veteransgateway.org.uk Text: 81212 Tel: 0808 802 1212	The first point of contact for veterans seeking support.
Housing		
AFF – Army Families Federation	Web: www.aff.org.uk Email: eastmids@aff.org.uk Tel: 07587 456280	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
AFV-Launchpad	Web: www.veteranslaunchpad.org.uk Tel: 0300 1111 238	Support for veterans with own housing. Apply on-line – housing available in Newcastle and Liverpool
Forces for Warmth	Email: helen.carter@nea.org.uk Tel: 07715 527102	Energy Advice for service personnel and their families.
Haig Housing	Web: www.veteransupport.co.uk Email: enquiries@haighousing.org.uk Tel: 020 8685 5777	Haig Housing is the leading UK provider of rental housing for ex-Service people and the strategic housing partner for Help for Heroes.
Housing Association	Web: www.gov.uk/housing-association-homes	General advice and information on housing associations
Joint Service Housing Advice Office	Web: www.gov.uk Email: rc-aws-jshao-0mailbox@mod.gov.uk JSHAO Advice Line: 01252 787574	Civilian housing options; information for service personnel and their dependants.

Naval Families Federation	Web: www.nff.org.uk Email: contactus@nff.org.uk Tel: 02392 654374/ Emergency Contact Numbers	Useful information for naval personnel and their families.
RAF Families Federation	Web: www.raf-ff.org.uk	Useful information regarding RAF support for families, employment in the RAF and transition.
Riverside	Web: www.riverside.org.uk Email: info@riverside.org.uk Tel: 0345 111 0000	Provide housing, care and support services. Revitalise neighbourhoods by building new homes, creating and maintaining green spaces and bringing people together through community engagement programmes.
Royal British Legion	Web: www.britishlegion.org.uk Email: info@britishlegion.org.uk Tel: 0808 8028080 (served at least one week)	Support with housing bonds, furniture/white goods. Must meet criteria.
SSAFA (Soldiers, Sailors, Airmen & Families Association)	Web: www.ssafa.org.uk Email: welfare@ssafa.org.uk Tel: 0800 731 4880	Support and advice.
Stoll Housing	Web: www.stoll.org.uk Email: info@stoll.org.uk Tel: 0207 385 2110	Provides affordable, high-quality housing and support services to over 600 people each year. Their work enables vulnerable and disabled Veterans to lead fulfilling, independent lives.
SPACES (Single Persons Accommodation Centre for the Ex-Services)	Web: www.riverside.org.uk Email: spaces@riverside.org.uk Tel: 01748 833797 / 872940 / 830191	SPACES, is a housing advice and placement service for veterans.
Veterans Aid	Web: www.veterans-aid.net Email: Tel: 0800 012 6867 / Landline: 0207 828 2468	Crisis housing advice for veterans.

Homelessness

Shelter	Web: www.england.shelter.org.uk Email: Tel: Emergency: 0808 1644 660 Helpline: 0808 800 4444	At risk of homelessness, housing support and advice.
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WELFARE

SERVICE	CONTACT	INFORMATION
Veterans Gateway	Web: www.veteransgateway.org.uk Text: 81212 Tel: 0808 802 1212	The first point of contact for veterans seeking support.
ABF – Soldiers Charity (Army Benevolent Fund)	Web: www.soldierscharity.org Tel: 0207 901 8900 East Midlands: Tel: 0115 957 2103 Email: eastmidlands@soldierscharity.org	Generally support offered in conjunction with RBL and SSAFA. To have completed basic training.
Age UK	Web: www.ageuk.org.uk Tel: 0800 055 6112	Advice and welfare support.
Care After Combat	Web: www.careaftercombat.org Tel: 0300 343 0258	Well-being services for veterans and families.
Citizens Advice Bureau	Web: www.citizensadvice.org.uk Tel: 03444 111 444	Free, impartial and confidential advice on a range of issues.
Family Fund	Web: www.familyfund.org.uk Tel: 01904 550055	Grants for families raising disabled and seriously ill children. Apply on-line.
Forces Support	Web: www.forcessupport.org.uk Email: on-line contact form Tel: 01562 742798	Get Support – Support for the Bereaved We provide general maintenance around the home and garden. We complete the jobs that have built up overtime while a family grieves or the work the lost family member would have done for his or her family. We provide professional maintenance personnel to carry out the work required all are direct employees of the charity
Help for Heroes	Web: www.helpforheroes.co.uk Email: getsupport@helpforheroes.co.uk Tel: 01206 814880	Support for veterans and families

The Not Forgotten Association	Web: www.nfassociation.org Email: info@nfassociation.org Tel: 0207 730 2400	The Not Forgotten Association provides recreation, leisure and entertainment to serving personnel and veterans of any age. We support any serving man or woman who is wounded, injured or sick and any veteran with a disability, illness or infirmity; whatever the cause and whenever it arose.
RAF Association	Web: www.rafa.org.uk Email: Tel: 0800 018 2361	Advice and support.
Royal British Legion	Web: www.britishlegion.org.uk Email: info@britishlegion.org.uk Tel: 0808 8028080 (served at least one week)	Support for veterans and families.
SSAFA (Soldiers, Sailors, Airmen & Families Association)	Web: www.ssafa.org.uk Email: welfare@ssafa.org.uk Tel: 0800 731 4880	Support and advice.
Veterans UK	Web: https://www.gov.uk/government/organisations/veterans-uk Email: Tel: 0808 1914 218	Advice and support to veterans and families
Walking with the Wounded	Web: www.walkingwiththewounded.org.uk Email: info@wwtw.org.uk Tel: 01263 863 900	Advice and support.

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