

# ARMED FORCES COVENANT OUTREACH

Charnwood, Melton & Rushcliffe



## Resource Library (National)

ARMED FORCES  
COVENANT

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COVENANT**

# 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](mailto: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
<b>Veterans Gateway</b>	Web: <a href="http://www.veteransgateway.org.uk">www.veteransgateway.org.uk</a> Text: 81212 Tel: 0808 802 1212	First point of contact for veterans/serving personnel/families
<b>Physical Health</b>		
<b>Blesma – The Limbless Veterans</b>	Web: <a href="http://www.blesma.org">www.blesma.org</a> Email: <a href="mailto:ChadwellHeath@blesma.org">ChadwellHeath@blesma.org</a> 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.
<b>Blind Veterans UK</b>	Web: <a href="http://www.blindveterans.org.uk">www.blindveterans.org.uk</a> Tel: 0800 389 7979	Served in Armed Forces & National Service – living with sightloss
<b>Change 4 Life</b>	Web: <a href="http://www.nhs.uk/change4life">www.nhs.uk/change4life</a>	Support for you and family to lead a healthy lifestyle.
<b>Help For Heroes</b>	Web: <a href="http://www.helpforheroes.co.uk">www.helpforheroes.co.uk</a> Email: <a href="mailto:getsupport@helpforheroes.co.uk">getsupport@helpforheroes.co.uk</a> Tel: 01206 814880	Mental health, alcohol misuse, sports recovery and injury advice.
<b>NHS 24/7</b>	Web: <a href="http://www.nhs.uk">www.nhs.uk</a> Tel: 111	Range of services. Emergencies contact 999
<b>Royal British Legion (7 days a week – 8am-8pm)</b>	Web: <a href="http://www.britishlegion.org.uk">www.britishlegion.org.uk</a> Email: <a href="mailto:info@britishlegion.org.uk">info@britishlegion.org.uk</a> Tel: 0808 8028080 (served at least one week)	Bereavement, mobility, physical health, hearing aids, care
<b>SSAFA (Soldiers, Sailors, Airmen &amp; Families Association)</b>	Web: <a href="http://www.ssafa.org.uk">www.ssafa.org.uk</a> Email: <a href="mailto:welfare@ssafa.org.uk">welfare@ssafa.org.uk</a> Tel: 0800 731 4880	Mental health, mobility, bereavement
<b>Stop Smoking Services</b>	Web: <a href="http://www.nhs.uk">www.nhs.uk</a>	See NHS Choices for services to support smoking cessation.

<b>UK Veterans Hearing Help</b>	Web: <a href="http://www.uk-veterans-hearing-help.co.uk">www.uk-veterans-hearing-help.co.uk</a> Tel: 01455 234600	RBL – funding for private hearing aids.
<b>Mental Health</b>		
<b>All Call Signs</b>	Web: <a href="http://www.allcallsigns.org">www.allcallsigns.org</a>	All Call Signs is a peer-to-peer chat service, manned exclusively by volunteers who have experienced life in uniform. If you need to talk, head to <a href="http://allcallsigns.org">allcallsigns.org</a> and we'll connect you to someone who has been there, done that and got the tour shirt.
<b>Big White Wall</b> 24 Hours	Web: <a href="http://www.bigwhitewall.com">www.bigwhitewall.com</a>	Online mental health and wellbeing services.
<b>Combat Stress</b>  24 Hours	Web: <a href="http://www.combatstress.org.uk">www.combatstress.org.uk</a> Email: <a href="mailto:helpline@combatstress.org.uk">helpline@combatstress.org.uk</a> Tel: Veterans/Families – 0800 138 1619 Serving Personnel/Families – 0800 323 4444	Mental Health Drugs/Alcohol Peer Support
<b>Help For Heroes</b>	Web: <a href="http://www.helpforheroes.co.uk">www.helpforheroes.co.uk</a> Email: <a href="mailto:getsupport@helpforheroes.co.uk">getsupport@helpforheroes.co.uk</a> Tel: 01206 814880	Mental health, alcohol misuse, sports recovery and injury advice.
<b>Icarus Online</b>	Tel: 0333 9875055 <a href="http://www.icarusonline.net">www.icarusonline.net</a> Email: <a href="mailto:hello@icarusonline.net">hello@icarusonline.net</a>	Icarus Online provide people with Post traumatic stress, insomnia, flashbacks, nightmares, anxiety & panic attacks, addictions, depression, isolation & loneliness, suicidal thoughts and attempts, anger, fears and family relationships Inspire & Support We Inspire and support people to overcome their initial difficulties, and to assist them in identifying on-going medical and general help and assistance and to work towards their general rehabilitation and a return to normal life. We provide a free, independent and non-aligned service

<b>Mind Charity</b>	<a href="http://www.mind.org.uk/about-us/what-we-do/">www.mind.org.uk/about-us/what-we-do/</a> Tel: 0300 123 3393 Email: info@mind.org.uk	Mind provide advice and support to empower anyone experiencing a mental health problem. We campaign to improve services, raise awareness and promote understanding. We won't give up until everyone experiencing a mental health problem gets support and respect.
<b>Mood Juice</b>	Web: <a href="http://www.moodjuice.scot.nhs.uk">www.moodjuice.scot.nhs.uk</a>	Provides a range of self-help tools, designed to help you think about emotional problems and work towards solving them.
<b>NHS – Mental Health TILS – Transition, Intervention and Liaison Service CTS – Complex Treatment Service</b>	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.
<b>PTSD UK</b>	Web: <a href="http://www.ptsduk.org">www.ptsduk.org</a>	On-line site with information on PTSD (post-traumatic stress disorder), treatments, research and local support services.
<b>Samaritans</b>	Web: www.samaritans.org.uk Tel : 116123	Listening support
<b>SANEline</b>	Web: <a href="http://www.sane.org.uk">www.sane.org.uk</a> Tel: 0300 304 7000	SANEline is a national out-of-hours mental health helpline offering specialist emotional support, guidance and information to anyone affected by mental illness, including family, friends and carers. We are open every day of the year from 4.30pm to 10.30pm.
<b>Sapper Support</b>	Web: <a href="http://www.sappersupport.com">www.sappersupport.com</a> Tel: 0800 040 7876 / 0800 040 7783 Text: 07860 018733 Email: info@sappersupport.com	Sapper Support is the only 24/7 PTSD helpline staffed by veterans and 999 personnel. We give emotional and physical support to sufferers of PTSD and other associated mental health issues.  We are able to also speed up the process of recovery by financing that all important diagnosis.
<b>Seed</b>	Web: <a href="http://seedeatingdisorders.org.uk/">seedeatingdisorders.org.uk/</a> Email: <a href="mailto:hello@seedeatingdisorders.org.uk">hello@seedeatingdisorders.org.uk</a> Tel: 01482 718130	Eating disorder support service that provides advice and planning to beat eating disorders.

<b>Speak Out</b>	Tel: (Civ) 0306 770 4656 (Mil) 96770 4656	Confidential bullying, harassment and discrimination helpline.
<b>SSAFA Forcesline</b>	Web: <a href="http://www.ssafa.org.uk/help-you/forcesline">www.ssafa.org.uk/help-you/forcesline</a> Tel: 0800 731 4880	Free confidential helpline and e-mail service providing support independent of the military chain of command. Open 09.00 – 17.30 Monday to Friday
<b>Warrior Programme</b>	Web: <a href="http://www.warriorprogramme.org.uk">www.warriorprogramme.org.uk</a> Email: <a href="mailto:enquiries@warriorprogramme.org.uk">enquiries@warriorprogramme.org.uk</a> 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 •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

Addictions (including drug/alcohol misuse, gambling)

<b>AA (Alcoholics Anonymous)</b>	Web: <a href="http://www.alcoholics-anonymous.org.uk">www.alcoholics-anonymous.org.uk</a> Tel: 0800 9177 650 Email: <a href="mailto:help@aamail.org">help@aamail.org</a>	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.
<b>Addaction</b>	Web: <a href="http://www.addaction.org.uk">www.addaction.org.uk</a> Tel: 0207 251 5860	This service works with people experiencing difficulties with alcohol and substance misuse. Addaction support veterans to work through addiction.
<b>FRANK</b>	Web: <a href="http://talktofrank.com/">talktofrank.com/</a> Tel: 0300 123 6600	Provides friendly, confidential drugs advice. Open 24/7
<b>Gamblers Anonymous</b>	Web: <a href="http://gamblersanonymous.org.uk/">gamblersanonymous.org.uk/</a>	A support group for men and women, sharing experiences and providing a safe place to discuss issues relating to gambling.
<b>Be Gamble Aware</b>	Web: <a href="http://www.begambleaware.org">www.begambleaware.org</a> National Gambling Helpline Freephone :	We provide information to help people make informed decisions about their gambling. We will help you to find out more about

	0808 8020 133 8am-midnight 7 days a week	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.
<b>Gamcare</b>	Web: <a href="http://www.gamcare.org.uk">www.gamcare.org.uk</a> Tel: 0808 8020 133 Email: <a href="mailto:info@gamcare.org.uk">info@gamcare.org.uk</a>	The National Gambling Helpline provides confidential advice, information and emotional support throughout Great Britain to anyone experiencing problems with gambling.  Available: 8am to midnight, seven days a week.
<u>Domestic Violence</u>		
<b>Men's Advice Line</b>	Web: <a href="http://www.mensadviceline.org.uk">www.mensadviceline.org.uk</a> Email: <a href="mailto:info@mensadviceline.org.uk">info@mensadviceline.org.uk</a> Tel: 0808 801 0327	Advice, support and information for men experiencing domestic violence and abuse.
<b>SARCs (Sexual Assault Referral Centre)</b>	Web: <a href="http://thesurvivorstrust.org">thesurvivorstrust.org</a> Email: <a href="mailto:info@thesurvivorstrust.org">info@thesurvivorstrust.org</a> Tel: 01788 550554	Provides services to victims/survivors of rape or sexual assault regardless of whether the victim/survivor chooses to report the offence to the police or not.
<b>Women's Aid</b>	Web: <a href="http://womensaid.org.uk">womensaid.org.uk</a> Email: <a href="mailto:helpline@womensaid.org.uk">helpline@womensaid.org.uk</a> Tel: 0808 2000 0247	Advice, support and information on domestic abuse and violence.
<u>Bereavement</u>		
<b>Army Widows Association</b>	Web: <a href="http://www.armywidows.org.uk">www.armywidows.org.uk</a> Email: <a href="mailto:info@armywidows.org.uk">info@armywidows.org.uk</a> 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.
<b>Cruse Bereavement Care</b>	Web: <a href="http://www.cruse.org.uk">www.cruse.org.uk</a> 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.
<b>Scotty's Little Soldiers</b>	Web: <a href="http://www.scottyslittlesoldiers.co.uk">www.scottyslittlesoldiers.co.uk</a> Email: <a href="mailto:hello@scottyslittlesoldiers.co.uk">hello@scottyslittlesoldiers.co.uk</a> Tel: 08000 928 571	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 Armed Forces. Assistance is available to families from the British Army, Royal Navy or RAF and is not limited to those



		<p>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.</p>
<p><b>Veterans Bereavement Support</b></p>	<p>Web: <a href="http://www.veteransbereavementsupport.com">www.veteransbereavementsupport.com</a>                      Email: <a href="mailto:info@veteransbereavementsupport.co.uk">info@veteransbereavementsupport.co.uk</a></p>	<p>Veterans Bereavement Support is a community-based organisation providing free advice and information for all those who have served or have served in the Armed Forces and Merchant Navy over the years.</p>
<p><b>War Widows Association of Great Britain</b></p>	<p>Web: <a href="http://www.warwidows.org.uk">www.warwidows.org.uk</a>                      Email: <a href="mailto:info@warwidows.org.uk">info@warwidows.org.uk</a>                      Tel: 0845 2412 189</p>	<p>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.</p>
<p><b>Winston's Wish</b></p>	<p>Web: <a href="http://www.winstonswish.org">www.winstonswish.org</a>                      Email: <a href="mailto:info@winstonswish.org">info@winstonswish.org</a>                      Tel: 08088 020021</p>	<p>Winston's Wish supports bereaved children, their families, and the professionals who support them.</p>



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## EMPLOYMENT

SERVICE	CONTACT	INFORMATION
<b>Veterans Gateway</b>	Web: <a href="http://www.veteransgateway.org.uk">www.veteransgateway.org.uk</a> Text: 81212 Tel: 0808 802 1212	The first point of contact for veterans seeking support.
<b>Transition</b>		
<b>ABF – Soldiers Charity (Army Benevolent Fund)</b>	Web: <a href="http://www.soldierscharity.org">www.soldierscharity.org</a> Tel: 0207 901 8900 East Midlands: Tel: 0115 957 2103 Email: <a href="mailto:eastmidlands@soldierscharity.org">eastmidlands@soldierscharity.org</a>	Transition support.
<b>Career Transition Partnership (CTP)</b>	Web: <a href="http://www.ctp.org.uk">www.ctp.org.uk</a> Central Support Team (CST) Tel: 0121 236 0058 Email: <a href="mailto:RightJobSupport@ctp.org.uk">RightJobSupport@ctp.org.uk</a>	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.
<b>Future for Heroes</b>	Web: <a href="http://www.f4h.uk">www.f4h.uk</a> Tel: Enquires / Course Booking 01452 505 686 Email: <a href="mailto:j.paton@f4h.org.uk">j.paton@f4h.org.uk</a>  Administration/Outreach Tel: 07702 596 226 Email: <a href="mailto:k.hartley@f4h.org.uk">k.hartley@f4h.org.uk</a>	F4H' aim is to help leavers and veterans to realise their ambitions and build a successful life or a second career on their retirement from the forces. We engage our delegates to reflect on their experiences, skills and knowledge, to consider the options available to them in new and liberating ways and to focus on achieving sustainable change. Alongside resettlement programmes offered by the armed forces, for some individuals there is a need for a structured recovery pathway to help navigate the transition to civilian life. As an adjunct to what is formally provided, Future for Heroes helps such individuals take that next step on their journey to a changed future.

		Our programme helps individuals improve self-esteem as well as reacquire previously attained skills and self-assurance. These can be the first steps in regaining confidence to make the positive changes associated with leaving the armed forces. Our courses are designed to tackle such life-affirming issues and we work with our delegates to set them on the journey to a positive and successful future. Mentoring is available to those that may wish it for up to 12 months or such time that it may not be required further.
<b>Hire a Hero</b>	Web: <a href="http://www.hireahero.org.uk">www.hireahero.org.uk</a> Tel: 01495 366670 Email: <a href="mailto:info@hireahero.org.uk">info@hireahero.org.uk</a>	Transition support into civilian employment
<b>Veterans Employment Service (Enable)</b>	Web: <a href="http://www.veteransemployment.co.uk">www.veteransemployment.co.uk</a>	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

<b>Careers for Heroes</b>	Web: <a href="http://www.careersforheroes.org.uk">www.careersforheroes.org.uk</a> Email: <a href="mailto:info@careersforheroes.org.uk">info@careersforheroes.org.uk</a> Tel: 02034 883 985	The leading organisation in the UK providing career support for all ex-service personnel
<b>Forces Employment Charity (RFEA)</b>	Web: <a href="http://www.rfea.org.uk">www.rfea.org.uk</a> Email: <a href="mailto:info@rfea.org.uk">info@rfea.org.uk</a> Tel : 0121 2623058	Job finding advice and job search
<b>Forces Families Employment</b>	Web: <a href="http://www.forcesfamiliesjobs.co.uk">www.forcesfamiliesjobs.co.uk</a> Email: <a href="mailto:help@forcesfamiliesjobs.co.uk">help@forcesfamiliesjobs.co.uk</a>	Forces Families Jobs is the go-to place for training and employment for family members of currently serving UK military personnel. Apply for jobs and access employment and training opportunities with companies and organisations who are forces family friendly.

<b>High Ground</b>	Web: <a href="http://www.highground-uk.org">www.highground-uk.org</a> Email: <a href="mailto:anna@highground-uk.org">anna@highground-uk.org</a> Tel: 07951 495 272	Provide jobs, careers and vocational opportunities for Service Leavers, Reservists and Veterans in the land-based sector
<b>Job Centre Plus</b>	Web: <a href="http://www.gov.uk">www.gov.uk</a>	Full list of local job centres and advice on employment
<b>Remploy</b>	Web: <a href="http://www.remploy.co.uk">www.remploy.co.uk</a> Tel: 0300 456 8110 Email: <a href="mailto:employmentservices.osc@remploy.co.uk">employmentservices.osc@remploy.co.uk</a>	Disability specialist, transforming lives through sustainable employment
<b>Royal British Legion – Lifeworks</b>	Web: <a href="http://www.rbli.co.uk/supportforveterans">www.rbli.co.uk/supportforveterans</a> Email: <a href="mailto:enquiries@rbli.co.uk">enquiries@rbli.co.uk</a> Tel: 01622 795900	Provide employment support to Veterans who are struggling to find work or want to change career.
<b>Royal British Legion – The Poppy Factory</b>	Web: <a href="http://www.poppyfactory.org">www.poppyfactory.org</a> Email: <a href="mailto:admin@poppyfactory.org">admin@poppyfactory.org</a> Tel: 020 8940 3305	The Poppy Factory is the country's leading employment charity for veterans with health conditions or impairments.
<b>Salvation Army</b>	Web: <a href="http://www.salvationarmy.org.uk">www.salvationarmy.org.uk</a> Email: <a href="mailto:info@salvationarmy.org.uk">info@salvationarmy.org.uk</a> Tel: 0207 367 4500	Support with getting job ready
<b>Sorted</b>	Web: <a href="http://www.sorted.org.uk">www.sorted.org.uk</a> Email: <a href="mailto:info@sorted.org.uk">info@sorted.org.uk</a> Tel: 0800 319 6845	Sorted comprises of seven well established Armed Forces charities. They provide a wide range of employment related services and support for the Armed Forces Community. Life skills, CV writing, interview techniques, employment support
<b>Veterans Next Step</b>	Web: <a href="http://www.veteransnextstep.co.uk">www.veteransnextstep.co.uk</a> Tel: 0333 577 3220 Email: <a href="mailto:info@veteransnextstep.co.uk">info@veteransnextstep.co.uk</a>	Veteran's Skills & Trades Register An online directory that showcases the professional skills and trades of self-employed, retired service veterans. Fees apply.
<b>Walking with the Wounded</b>	Web: <a href="http://www.walkingwiththewounded.org.uk">www.walkingwiththewounded.org.uk</a> Email: <a href="mailto:info@wwtw.org.uk">info@wwtw.org.uk</a> 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

<b>Access Training Academies</b>	Web: <a href="http://www.accesstraininguk.co.uk">www.accesstraininguk.co.uk</a> Email: <a href="mailto:info@accesstraininguk.co.uk">info@accesstraininguk.co.uk</a> 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
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		<p>simply learn some basic DIY skills, we will deliver a flexible, hands-on training course that's specifically suited to your circumstances.</p>
<b>Building Heroes</b>	<p>Web: <a href="http://www.buildingheroes.org.uk">www.buildingheroes.org.uk</a>                      Email: <a href="mailto:info@buildingheroes.org.uk">info@buildingheroes.org.uk</a>                      Tel: 01798 874521</p>	<p>Building Heroes provides skills training to Military Veterans and support into employment in the building trades.</p>
<b>Courses 4 Forces – Quest (Home of Everything ELC)</b>	<p>Web: <a href="http://www.questonline.co.uk">www.questonline.co.uk</a>                      Email: <a href="mailto:info@questonline.co.uk">info@questonline.co.uk</a></p>	<p>Your independent resource for the latest information on education, resettlement and recruitment. For all ranks of serving personnel and veterans.</p>
<b>Disabled Veterans Scholarship Fund</b>	<p>Web: <a href="http://www.open.ac.uk/courses/choose/veterans">www.open.ac.uk/courses/choose/veterans</a>                      Tel: 0300 303 5303</p>	<p>The Open University is the leading UK University in helping those with disabilities access education. This reflects our core values of education being open to all. The Disabled Veterans' Scholarships Fund will offer 50 disabled veterans, injured in, or due to, military service, access to free Open University education.</p> <p>In addition to free study, applicants will be offered further specialist careers and disability support.</p>



## FINANCE & BENEFITS

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

<b>National Debtline</b>	Web: <a href="http://nationaldebtline.org/">nationaldebtline.org/</a> Tel: 0808 808 4000	Free and confidential debt advice service.
<b>RAF Association</b>	Web: <a href="http://www.rafa.org.uk">www.rafa.org.uk</a> Email: Tel: 0800 018 2361	Advice and support.
<b>Royal British Legion</b>	Web: <a href="http://www.britishlegion.org.uk">www.britishlegion.org.uk</a> Email: <a href="mailto:info@britishlegion.org.uk">info@britishlegion.org.uk</a> Tel: 0808 8028080 (served at least one week)	Advice and support with finances and debt.
<b>Royal British Legion Women's Section</b>	Web: <a href="http://www.rblwas.org.uk">www.rblwas.org.uk</a> Email: <a href="mailto:women@britishlegion.org.uk">women@britishlegion.org.uk</a> 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
<b>Royal Navy &amp; Royal Marines Charity</b>	Web: <a href="http://www.rnrmc.org.uk">www.rnrmc.org.uk</a> Tel: 023 9387 1520 Email: <a href="mailto:theteam@rnrmc.org.uk">theteam@rnrmc.org.uk</a>	Support for services to improve the lives of serving and veteran community.
<b>SSAFA (Soldiers, Sailors, Airmen &amp; Families Association)</b>	Web: <a href="http://www.ssafa.org.uk">www.ssafa.org.uk</a> Email: <a href="mailto:welfare@ssafa.org.uk">welfare@ssafa.org.uk</a> Forces Line: 0800 731 4880	Advice and support around financial issues.
<b>Veterans Badge</b>	Web: <a href="https://www.gov.uk/apply-medal-or-veterans-badge">https://www.gov.uk/apply-medal-or-veterans-badge</a>	You can get an armed forces veterans badge if you've served in any of the UK armed forces - there's no fee.
<b>Winter Fuel Payment</b>	Web: <a href="http://www.gov.uk/winter-fuel-payment">www.gov.uk/winter-fuel-payment</a>	If you were born on or before 5 November 1953 you could get between £100 and £300 to help you pay your heating bills.



<b>Working Families</b>	Web: <a href="http://www.workingfamilies.org.uk">www.workingfamilies.org.uk</a> Tel: 0300 012 0312 Email: <a href="mailto:advice@workingfamilies.org.uk">advice@workingfamilies.org.uk</a>	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.
<b>Pension Advice</b>		
<b>Armed Forces Pension Scheme</b>	Web: <a href="https://www.gov.uk/guidance/pensions-and-compensation-for-veterans">https://www.gov.uk/guidance/pensions-and-compensation-for-veterans</a>	Information on pensions for veterans
<b>Department for Work and Pensions</b>	Web: <a href="http://www.gov.uk">www.gov.uk</a>	Signposting information on Job Centre Plus, pensions and benefits.
<b>Forces Pension Society</b>	Web: <a href="http://www.forcespensionsociety.org">www.forcespensionsociety.org</a> Tel: 020 7820 9988 Email: <a href="mailto:memsec@forpen.co.uk">memsec@forpen.co.uk</a>	The Forces Pension Society is your independent not-for-profit pension watchdog, fighting for the interests of the Armed Forces and their families.
<b>Veterans UK</b>	Web: <a href="https://www.gov.uk/government/organisations/veterans-uk">https://www.gov.uk/government/organisations/veterans-uk</a> Email: Tel: 0808 1914 218	Help and support for veterans around pensions compensation and service records.
<b>Debt Advice</b>		
<b>Advice UK</b>	Web: <a href="http://www.adviceuk.org.uk">www.adviceuk.org.uk</a>	AdviceUK is a registered charity supporting the UK's largest network of independent advice services.
<b>Citizen's Advice Bureau</b>	Web: <a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a> Tel: 03444 111 444	Free, impartial and confidential advice on a range of issues.



<b>Debt Support Trust</b>	Web: <a href="http://www.debtsupporttrust.org.uk">www.debtsupporttrust.org.uk</a> Tel: 0800 085 0226 Email: <a href="mailto:contact@debtsupporttrust.org.uk">contact@debtsupporttrust.org.uk</a>	Debt Support Trust provides debt advice through the UK and debt solutions will vary depending on where you are based.
<b>National Debtline</b>	Web: <a href="http://www.nationaldebtline.org">www.nationaldebtline.org</a> Tel: 0808 808 4000	Get free, confidential and independent advice on dealing with debt problems in the UK.
<b>Step Change</b>	Web: <a href="http://www.stepchange.org">www.stepchange.org</a> Tel: 0800 138 1111	Debt advice.
<b>Turn To Us</b>	Web: <a href="http://www.turn2us.org.uk">www.turn2us.org.uk</a>	Turn2us is a national charity helping people when times get tough. They provide financial support to help people get back on track.



**ARMED FORCES  
COVENANT**

## HOUSING & ACCOMMODATION

SERVICE	CONTACT	INFORMATION
<b>Veterans Gateway</b>	Web: <a href="http://www.veteransgateway.org.uk">www.veteransgateway.org.uk</a> Text: 81212 Tel: 0808 802 1212	The first point of contact for veterans seeking support.
<b>Housing</b>		
<b>AFF – Army Families Federation</b>	Web: <a href="http://www.aff.org.uk">www.aff.org.uk</a> Email: <a href="mailto:eastmids@aff.org.uk">eastmids@aff.org.uk</a> 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
<b>AFV-Launchpad</b>	Web: <a href="http://www.veteranslaunchpad.org.uk">www.veteranslaunchpad.org.uk</a> Tel: 0300 1111 238	Support for veterans with own housing. Apply on-line – housing available in Newcastle and Liverpool
<b>Forces for Warmth</b>	Email: <a href="mailto:helen.carter@nea.org.uk">helen.carter@nea.org.uk</a> Tel: 07715 527102	Energy Advice for service personnel and their families.
<b>Haig Housing</b>	Web: <a href="http://www.veteransupport.co.uk">www.veteransupport.co.uk</a> Email: <a href="mailto:enquiries@haighousing.org.uk">enquiries@haighousing.org.uk</a> 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.
<b>Housing Association</b>	Web: <a href="http://www.gov.uk/housing-association-homes">www.gov.uk/housing-association-homes</a>	General advice and information on housing associations
<b>Joint Service Housing Advice Office</b>	Web: <a href="http://www.gov.uk">www.gov.uk</a> Email: <a href="mailto:rc-aws-jshao-0mailbox@mod.gov.uk">rc-aws-jshao-0mailbox@mod.gov.uk</a> JSHAO Advice Line: 01252 787574	Civilian housing options; information for service personnel and their dependants.

<b>Naval Families Federation</b>	Web: <a href="http://www.nff.org.uk">www.nff.org.uk</a> Email: <a href="mailto:contactus@nff.org.uk">contactus@nff.org.uk</a> Tel: 02392 654374/ Emergency Contact Numbers	Useful information for naval personnel and their families.
<b>RAF Families Federation</b>	Web: <a href="http://www.raf-ff.org.uk">www.raf-ff.org.uk</a>	Useful information regarding RAF support for families, employment in the RAF and transition.
<b>Riverside</b>	Web: <a href="http://www.riverside.org.uk">www.riverside.org.uk</a> Email: <a href="mailto:info@riverside.org.uk">info@riverside.org.uk</a> 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.
<b>Royal British Legion</b>	Web: <a href="http://www.britishlegion.org.uk">www.britishlegion.org.uk</a> Email: <a href="mailto:info@britishlegion.org.uk">info@britishlegion.org.uk</a> Tel: 0808 8028080 (served at least one week)	Support with housing bonds, furniture/white goods. Must meet criteria.
<b>SSAFA (Soldiers, Sailors, Airmen &amp; Families Association)</b>	Web: <a href="http://www.ssafa.org.uk">www.ssafa.org.uk</a> Email: <a href="mailto:welfare@ssafa.org.uk">welfare@ssafa.org.uk</a> Tel: 0800 731 4880	Support and advice.
<b>Stoll Housing</b>	Web: <a href="http://www.stoll.org.uk">www.stoll.org.uk</a> Email: <a href="mailto:info@stoll.org.uk">info@stoll.org.uk</a> 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.
<b>SPACES (Single Persons Accommodation Centre for the Ex-Services)</b>	Web: <a href="http://www.riverside.org.uk">www.riverside.org.uk</a> Email: <a href="mailto:spaces@riverside.org.uk">spaces@riverside.org.uk</a> Tel: 01748 833797 / 872940 / 830191	SPACES, is a housing advice and placement service for veterans.
<b>Veterans Aid</b>	Web: <a href="http://www.veterans-aid.net">www.veterans-aid.net</a> Email: Tel: 0800 012 6867 / Landline: 0207 828 2468	Crisis housing advice for veterans.

Homelessness

<b>Shelter</b>	Web: <a href="http://www.england.shelter.org.uk">www.england.shelter.org.uk</a> Email: Tel: Emergency: 0808 1644 660 Helpline: 0808 800 4444	At risk of homelessness, housing support and advice.
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## WELFARE

<b>SERVICE</b>	<b>CONTACT</b>	<b>INFORMATION</b>
<b>Veterans Gateway</b>	Web: <a href="http://www.veteransgateway.org.uk">www.veteransgateway.org.uk</a> Text: 81212 Tel: 0808 802 1212	The first point of contact for veterans seeking support.
<b>ABF – Soldiers Charity (Army Benevolent Fund)</b>	Web: <a href="http://www.soldierscharity.org">www.soldierscharity.org</a> Tel: 0207 901 8900 East Midlands: Tel: 0115 957 2103 Email: <a href="mailto:eastmidlands@soldierscharity.org">eastmidlands@soldierscharity.org</a>	Generally support offered in conjunction with RBL and SSAFA. To have completed basic training.
<b>Age UK</b>	Web: <a href="http://www.ageuk.org.uk">www.ageuk.org.uk</a> Tel: 0800 055 6112	Advice and welfare support.
<b>Care After Combat</b>	Web: <a href="http://www.careaftercombat.org">www.careaftercombat.org</a> Tel: 0300 343 0258	Well-being services for veterans and families.
<b>Carers UK – Upfront</b>	Web: <a href="http://www.carersuk.org/upfront">www.carersuk.org/upfront</a> Email: <a href="mailto:advice@carersuk.org">advice@carersuk.org</a>	This is a simple tool for carers who are new to the maze of benefits and entitlements. Fill in your details, spend a couple of minutes answering questions and we'll guide you to the information you need.
<b>Citizens Advice Bureau</b>	Web: <a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a> Tel: 03444 111 444	Free, impartial and confidential advice on a range of issues.
<b>Family Fund</b>	Web: <a href="http://www.familyfund.org.uk">www.familyfund.org.uk</a> Tel: 01904 550055	Grants for families raising disabled and seriously ill children. Apply on-line.
<b>Forces Support</b>	Web: <a href="http://www.forcessupport.org.uk">www.forcessupport.org.uk</a> 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

<b>Gingerbread</b>	Web: <a href="http://www.gingerbread.org.uk">www.gingerbread.org.uk</a> Email: <a href="mailto:groups@gingerbread.org.uk">groups@gingerbread.org.uk</a> Tel: 0207 428 5400	A national charity working with single parent families. They provide expert advice, practical support and campaign for single mums and dads.
<b>Help for Heroes</b>	Web: <a href="http://www.helpforheroes.co.uk">www.helpforheroes.co.uk</a> Email: <a href="mailto:getsupport@helpforheroes.co.uk">getsupport@helpforheroes.co.uk</a> Tel: 01206 814880	Support for veterans and families
<b>The Not Forgotten Association</b>	Web: <a href="http://www.nfassociation.org">www.nfassociation.org</a> Email: <a href="mailto:info@nfassociation.org">info@nfassociation.org</a> 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.
<b>RAF Association</b>	Web: <a href="http://www.rafa.org.uk">www.rafa.org.uk</a> Email: Tel: 0800 018 2361	Advice and support.
<b>Royal British Legion</b>	Web: <a href="http://www.britishlegion.org.uk">www.britishlegion.org.uk</a> Email: <a href="mailto:info@britishlegion.org.uk">info@britishlegion.org.uk</a> Tel: 0808 8028080 (served at least one week)	Support for veterans and families.
<b>SSAFA (Soldiers, Sailors, Airmen &amp; Families Association)</b>	Web: <a href="http://www.ssafa.org.uk">www.ssafa.org.uk</a> Email: <a href="mailto:welfare@ssafa.org.uk">welfare@ssafa.org.uk</a> Tel: 0800 731 4880	Support and advice.
<b>Veterans UK</b>	Web: <a href="https://www.gov.uk/government/organisations/veterans-uk">https://www.gov.uk/government/organisations/veterans-uk</a> Email: Tel: 0808 1914 218	Advice and support to veterans and families
<b>Walking with the Wounded</b>	Web: <a href="http://www.walkingwiththewounded.org.uk">www.walkingwiththewounded.org.uk</a> Email: <a href="mailto:info@wwtw.org.uk">info@wwtw.org.uk</a> Tel: 01263 863 900	Advice and support.

