



Veterans / Servicemen and women and their families

Your guide to what support is available for Veterans/
Ex Veteran/ Serviceman and women and their families.

Email: veteransadvice@cardiff.gov.uk

Mob: 07980 953539

Tel: 029 2087 1000



This document is available in Welsh -
Mae'r ddogfen hon ar gael yn Gymraeg



Comments from veterans that have used the dedicated service:

“What a wonderful job you do”

“0 suggested improvements to the service”

“100% rated the service as good to excellent”

“It’s a service that’s needed”

“What a brilliant idea”

“Amazing, amazing, amazing”

“You served us, let us serve you”

The Hub now offers specialist advice for Veterans/Armed Forces and their families. We can help with :- Employment, Benefits, Debt, Housing and much more!

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Hubs across Cardiff

Butetown Hub

Plas Iona, Butetown, Cardiff,
CF10 5HW.
029 2053 7060
Butetown.Hub@cardiff.gov.uk

Central Library Hub

The Hayes, Cardiff,
CF10 1FL.
029 2087 1000
advicehub@cardiff.gov.uk

Ely & Caerau Hub

Cowbridge Road West
Ely, Cardiff, CF5 5BQ
029 2087 3800
ely&caerauhub@cardiff.gov.uk

Fairwater Hub

Doyle Avenue, Fairwater
Cardiff, CF5 3HU
029 2078 5583
fairwaterhub@cardiff.gov.uk

Grangetown Hub

Havelock place
Grangetown, Cardiff, CF11 6PA
029 2078 0966
grangetownhub@cardiff.gov.uk

Llandaff North & Gabalfa Hub

Gabalfa Avenue, Cardiff,
CF14 2HU
029 2078 5588
LlandaffNorth&GabalfaHub @
cardiff.gov.uk

Llanedeyrn Hub at the Powerhouse

Roundwood, Llanedeyrn, Cardiff,
CF23 9PN,
029 2054 9650
Powerhouse@cardiff.gov.uk

Llanishen Hub

11 Station Road,
Llanishen, Cardiff, CF14 5LS
029 2087 1060
Llanishenhub@cardiff.gov.uk

Llanrumney Hub

Countisbury Avenue,
Llanrumney, Cardiff, CF3 5NQ
029 2078 0994
Llanrumneyhub@cardiff.gov.uk

Rumney Partnership Hub

Llanstephan Road, Rumney,
Cardiff, CF3 3JA
029 2233 0661
RumneyPartnershipHub@cardiff.gov.uk

Star Community Hub

Muiriton Road, Splott, Cardiff,
CF24 2SL.
029 2078 8505
starhub@cardiff.gov.uk

St Mellons Hub

30 Crickerhowell Road
St Mellons, Cardiff, CF3 0EF
029 2078 0992
stmellonshub@cardiff.gov.uk

Other information

Tickets for troops

Provides free tickets to members of the Armed Forces for a variety of sporting, musical and cultural events.

Rewards For Forces

Provides discount/savings in store or online. Register online.

Defense Discount Service

Discounts both online or on the high street for member of the Armed Forces which can be used in restaurants, venues etc.

IVF

Veterans and families are entitled to 2 free courses of IVF on the National Health Service.

Direct Energy

Direct Energy have a special military rate.

Mobile Contracts

Mobile contracts can be paused whilst in service

Car Insurance

Car Companies waiver the cancellation fee for veterans/ their families.

Dentistry

Will receive dentist on the NHS, and if need to move dentist will be given priority.

Military of Defence: Child Care Vouchers

Childcare Vouchers is a government initiative designed to help working parents. You convert part of your salary before TAX and NI contributions.

You receive childcare vouchers in line with monthly pay, you can receive E-vouchers or paper vouchers.

The Child Care voucher can be used to pay any registered Child Care provider, this includes nannies, play scheme.

Welsh Government: Discretionary Assistance Fund

Emergency Assistance Payment

Assistance in an emergency or when there is an immediate threat to an individual's health and wellbeing.

Individual Assistance Payments

To meet an urgent need that enables a person to live independently in the community.

- You must be over the age of 16
- Need help to meet expenses because of an emergency/ disaster
- Must be in a receipt of a means tested benefit

How to apply

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Mobile: 07980 953539 Landline: 029 2087 1000

E-mail: veteransadvice@cardiff.gov.uk

Cardiff Council Discretionary Housing Payments

Discretionary Housing Payments (DHP) are for people who either receive Housing Benefit or Universal Credit which includes a housing element towards their rent but need extra help with rent or housing costs. We have a limited amount of money to make these payments and can only make payments to those in greatest need.

How to apply

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The Royal British Legion

The Royal British Legion can provide support to serving and ex-Service people and their dependents who are suffering financially.



The Royal British Legion are also there for those who need urgent assistance to get through a temporary crisis, such as homelessness.

Call the helpline on 0808 802 8080 and you will be put through to your local welfare representative.

Or visit the website for more information: www.britishlegion.org.uk/can-we-help/financial-assistance/grantsand-loans

Change Step

Delivered by veterans for veterans, Change Step offers peer mentoring and help to access relevant services — including support with mental health, substance misuse, criminal justice and housing issues.



Forces Help to buy

The Forces Help to Buy scheme enables servicemen and servicewomen to borrow up to 50% of their salary, interest free, to buy their first home or move to another property on assignment or as their family's needs change.



You apply online through the Joint Personnel Administration system, Chain in command would be able to help with this.



If you need any more information please contact:
Email: veteransadvice@cardiff.gov.uk
Mobile: 07980 953539
Telephone: 029 208 71000

Housing Options: Bond and Rent in advance

A Rent in Advance and Bond Scheme, to help people move to safe, affordable accommodation.

To get help through this scheme you must be moving within Cardiff, and have good reasons for needing to move.

Properties are inspected in majority of cases, to ensure a property is in good repair, and you will undergo an 'affordability test' to ensure that you can afford the new rent in your new home.

In Exceptional cases, Cardiff can consider a one-off payment to clear rent arrears, if there are exceptional and compelling reasons to do so.

How to apply

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You will need to attend Housing Options Service:
Hansen Street, Off Tresillian Terrace, Cardiff, CF10 5DW

Telephone: 029 2057 0750

Email: HousingOptionsCentre@cardiff.gov.uk


Advice Hub staff can advise further - Email: veteransadvice@cardiff.gov.uk
Mobile: 07980 953539, Telephone: 029 208 71000

Council Tax relief

Council Tax Relief for service personnel on specified operations



At the end of your tour go to your unit HR staff, they are the people who deal with this – take along your council tax bill for the period in question which confirms that the serving person is counted for council tax at the property and also a letter (or other proof) from the local authority that you haven't been given a discount from them due to being on an operational tour. Payment is calculated on a daily rate and Council Tax Relief will be paid as a lump sum at the end of the Op Tour in your salary.



Council Tax Relief is paid to those serving personnel who pay council tax while they are in the UK – it is not paid to those living in Supported Forces Accommodation who pay contribution of Lieu of Council Tax as this is dealt with separately (unless you can prove that you have paid council tax on a private property in the UK during the tour period). Council Tax Relief is paid for each day that eligible service personnel are in the location where the relief has been declared as payable and includes days out of theatre on Rest & Recuperation and stops being paid the day after they leave the area.

How to apply

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E-mail: veteransadvice@cardiff.gov.uk

Scholarship for children whose parent has died in service

You can apply for help with the cost of further and higher education if all of the following are true.

- One of your parents died as a result of their service
- Your parent died after 1st Jan 1990
- You're 16 or over and in full-time education
- You or a surviving parent receive a bereavement benefits from the Armed Forces such as War Pension scheme.

The scholarship can be used for:-

- A further education course up to 3 years
- Your first undergraduate course at a UK university or college. (This can include a study abroad as part of the course).
- A higher level technical education course at
- Qualification level 4,5 or 6.

How to apply

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E-mail: veteransadvice@cardiff.gov.uk

Energy Trust: Help with fuel debt

Energy Trusts can help you to; Pay gas and energy debts and other household debts e.g. rent arrears, council tax debts.

- Purchase essential household items e.g. washing machines and cookers.
- Provide other forms of financial assistance, e.g. bankruptcy, deposits and funeral expenses.
- Check if your energy supplier runs an Energy Trust – if yes; apply to this trust through the online application. If your supplier does not have an Energy Trust, you will need to apply to the British Gas Energy Trust.

All applications can be found on the energy trust website. If you need help and support visit the Second Floor, Central Library Hub, The Hayes, Cardiff, CF10 1FL. Telephone: 02920 871000 Email: advicehub@cardiff.gov.uk

Nest

If you rent from a private Landlord or own your own home you may be able to apply for energy efficient home improvements. Nest also offer advice on keeping your home energy efficient to help reduce your energy bills.



Contact Nest directly on 0808 808 2244 or
Email your interest to advicewales@nest.org.uk

Dŵr Cymru: Water Sure/ Help u



Cap your water and sewage charge for the year. The amount changes every year.

Who can apply?

To qualify for this scheme you must get one or more of the following benefits:

- Income Support
- Income related Employment and Support Allowance
- Income-based Jobseeker's Allowance
- Pension Credit
- Housing Benefit
- Working Tax Credit
- Child Tax Credit (except families in receipt of the family element only)

AND Receive child benefit for 3 or more children (under 19 years old)

OR Have someone in the house with a medical condition that requires them to use a significant amount of extra water

Download a form from the Welsh Water website www.dwrcymru.com Send the form to the free post

How to apply

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E-mail: veteransadvice@cardiff.gov.uk

Disabled Facilities Grant

A grant that's available from Cardiff Council to make changes to your home.

Disabled Facilities Grant can be used to:-

- Widen doors and install ramps
- Improve access to rooms and facilities e.g stair lifts
- Provide a heating system suitable for your needs
- Adapt heating/lighting controls to make them easier.

***This will not affect your benefits.
It does depend on household income/savings.***

How to apply

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Mobile: 07980 953539 Landline: 029 2087 1000
E-mail: veteransadvice@cardiff.gov.uk

You will need an assessment from Occupational Therapy team (Adults). You can contact them on 029 2023 4222.

This will determine what work is suitable and necessary.

Constant Attendance Allowance

You can claim Constant Attendance Allowance if you get Industrial Injuries benefit or a War Disablement Pension and you need daily care and attention because of disability.

If you have a carer, they could claim carers Allowance.

There are four rates of Constant Attendance Allowance

Rate	Weekly amount
Exceptional rate	£135.80
Intermediate rate	£101.85
Full day rate	£67.90
Part day rate	£33.95

How to apply

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E-mail: veteransadvice@cardiff.gov.uk

Armed Forces Compensation

You can claim under the Armed Forces Compensation where an illness or injury was caused by service on or after April 2005.

You do not need to have left the armed forces before claiming.

You can claim for any injury or illness which has been sustained as a result of service, claims can range from relatively minor fractures to amputation and other more serious conditions such as mental health.

You can submit a claim for any injury or illness which occurs while participating in a service related activity such as Adventurous Training.

There are two types of awards:

Lump Sum Payments

Guaranteed Income Payments

How to apply

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