

Army Families Federation - <http://www.aff.org.uk>

The Army Families Federation is the independent voice of Army families and works hard to improve the quality of life for Army families worldwide on any aspect that is affected by the Army lifestyle.

BLESMA (British Limbless Ex Service Men's Association) - www.blesma.org

The national charity for limbless serving and ex service men and women and their dependants and widows.

Be the Boss

The Royal British Legion (RBL) is currently running a scheme called "Be The Boss", which is an MOD funded scheme aimed at service leavers who wish to set up their own business. It offers up to £7.5k grants, soft loans up to £30k plus a mentoring service where a business professional offers free guidance and advice to help the service leaver through the process of starting up and running their own business. Access is through the RBL's www.civvystreet.org website.

Career Transition Partnership (CTP) – www.ctp.org.uk/ctp/

MOD / Right Management contract to provide support to service leavers – resettlement advice / jobsearch / training activity / other things.

CTP deliver free resettlement services to all ranks of the British Armed Forces, and make the transition from military to civilian life as smooth and successful as possible. They teach skills needed to produce a CV, learn interview techniques, research the employment market and apply for jobs.

CTP staff understand the military way of life and the challenges facing people making the transition to civilian life. They aim to meet the needs of the individual Service leaver, and exist to provide flexible, free of charge support. They can provide this support from two years prior to discharge, and up until two years after your discharge.

Citizens Advice Bureaux (CAB) - <http://www.citizensadvice.org.uk> or www.adviceguide.org.uk

Debt, benefits, housing, employment, consumer issues, relationships, family matters, health, education, discrimination, immigration and the law

Benefits and concessions for the Armed Forces, veterans and their families - http://www.adviceguide.org.uk/index/your_money/benefits/benefits_and_concessions_for_the_armed_forces_veterans_and_their_families.htm

NB - when you click on the link it will say "In England" but immediately underneath also says "This information applies to England, Wales and Scotland.

Civvy Street - www.civvystreet.org (Royal British Legion sponsored)

Services delivered via a website - designed to give single gateway access to

services and support that their qualified specialist partners provide, e.g. Information, Advice Guidance on resettlement, learning and work.

- E-learning skills courses to help people get a job
- Help with finding vocational training / education / opportunities for funding
- An on-line job finding and employer matching service
- An e-guidance or helpline service with access to a range of specialist advisers

Service is available to UK Armed Forces service leavers / serving members (regulars or reserves) / dependants / widows / widowers / partners

Combat Stress - <http://www.combatstress.org.uk>

Combat Stress provides effective treatment and support to Veterans of the British Armed Forces who are suffering from mental ill health. Combat Stress is the UK's leading military charity specialising in the care of Veterans' mental health. They treat conditions such as Post Traumatic Stress Disorder (PTSD), depression and anxiety disorders. Services are free of charge and regardless of War Pension/Armed Forces Compensation Scheme status. Veterans do not have to have seen 'active' service in order to qualify for help – but if in any doubt, just ask them.

Combat Stress provides a dedicated service for Veterans whose mental health condition is often complex, chronic and long term. This service is not routinely available in the NHS or elsewhere.

Combat Stress Support Helpline

Round the clock telephone support for veterans with mental health problems is now being provided following the launch, in March, of the Combat Stress Support Helpline, delivered by Rethink Mental Illness and funded by the Department of Health.

AVAILABLE 24 hours a day, seven days a week at 0800 138 1619, the helpline allows veterans and their families to access expert advice from people trained and experienced in dealing with ex-Service personnel and their mental health needs.

The Department of Health is giving £200,000 to fund the running of a one-year pilot of the helpline, which will provide:

- round-the-clock support for veterans;
- advice on ways to access mental health support across various formats, including advice via telephone, text, email and websites;
- support to veterans' families, whose lives can be affected as a result of mental health problems, with improved support to help them to access mental health

services in their local area; and

- assistance in accessing further advice on other social problems affecting veterans, including housing and employment advice.

The launch of the new helpline is supported by a range of psychological therapies that veterans experiencing mental health problems will be able to request to help them improve their mental health and well-being.

Alongside the helpline, the Department of Health is also working with the Royal College of General Practitioners to develop training tools for GPs to better recognise the needs of veterans and provide the best support.

Courses4Forces - <http://www.courses4forces.co.uk>

Courses 4 Forces is the only dedicated in-service publication for those wishing to take up their Enhanced Learning Credit (ELC) entitlement.

Disability North - www.disabilitynorth.org.uk

Area covered: North East of England.

Information, advice, guidance and signposting for disabled veterans.

Enhanced Learning Credits (ELC) - <http://www.enhancedlearningcredits.com/mssql/>

The MoD's Enhanced Learning Credits Scheme (ELC) is an initiative to promote lifelong learning amongst members of the Armed Forces. The ELC scheme provides financial support in the form of a single up-front payment in each of a maximum of three separate financial years. Service leavers, once eligible, may submit a claim up to 10 years after they leave the service.

In outline, individuals join the scheme whilst employed by the MoD, accrue a sufficient amount of service and then submit a claim to draw down cash to support approved learning.

1. Registration for ELC must be made whilst serving in the Armed Forces.

2. Making a claim - Ex Service personnel must have at least four years service to claim the lower tier (currently up to £1000) and at least eight years service to claim the higher tier (currently £2000)

3. Latest date for claims - is ten years after leaving the services.

4. Learning purposes – ELC are available for full-time or part-time study or a qualification at level 3 or above, as defined in the directory *British Qualifications*, with an organisation on the approved providers list held by ELCAS (Enhanced Learning Credits Administration Service).

This might include:

- Foundation degrees
- Postgraduate qualifications
- Other academic qualifications
- Professional self-development
- Accreditation prior to learning
- Vocational training
- Registration and accreditation fee
- Sports qualifications
- Overseas qualifications

For further information, ex-service personnel should read [JSP 898, part 4, chapter 3](#).

Finchale Training College - www.finchalecollege.co.uk

Area covered: North East of England.

Services: Individual programmes of vocational training and support into full-time employment and self-employment for unemployed veterans with multiple barriers to employment.

- Training and national certificates in relation to Accountancy, Construction, Customer Service, Distribution and Warehousing, Electrical Installation and Repair, Fork-lift Truck driving, Horticulture, IT Technicians, and Joinery.
- Specialist support for mental health, PTSD and other disabilities.
- On-site Health Centre and support.
- Specialist support for Literacy, Numeracy and Communication skills.
- Individual specialist support for Anger Management, Sleep Patterns, alcohol and drug addition, etc.
- Housing, debt and legal advice and support.
- Specialist support for ex-offenders.
- Option of Residential attendance.
- Daily transport to the site.

Forces Pensions Society - www.forpen.co.uk

The Forces Pension Society exists to ensure that serving and retired members of the Armed Forces, their widows, widowers, surviving partners, civil partners and dependants receive the pension to which they are entitled and which they deserve; and that any review of public sector pensions must have regard to the unique

nature of military service.

ForceSelect - <http://www.forceselect.com>

ForceSelect is a specialist recruitment consultancy for service leavers and ex-service personnel. They also operate a mentoring and support programme (http://www.forceselect.com/jobseekers/training_support.html) to provide advice and guidance to individuals having left the Armed Forces, enabling a seamless transition from service life into civilian employment. They have also established a charitable Foundation www.forceselect.org that raises money for service charities to apply for.

FUSHIA (Families United Support and Help In Addiction) - www.fushia.org.uk

Area covered: Sunderland

FUSHIA aims to provide support, knowledge and respite to families and carers of substance misusers, to alleviate the everyday problems and distress caused by substance misuse

- An assessment of individual needs
- One to one support
- Telephone support and advice
- Access to Carer Support groups
- Relaxation classes
- Respite from caring for a substance misuser
- Crisis funds
- Information about drugs

Mental Health Care - www.mentalhealthcare.co.uk

Area covered: North East –primarily Tyne & Wear and County Durham

Services: Employability training and supported work placements for people with mental health issues and other socially excluded groups. Training and support is delivered within real, customer facing working environments within the organisation's own range of social enterprise operations. Includes catering, gardening and property maintenance businesses.

Military Mental Health - <http://www.militarymentalhealth.co.uk>

Aimed at veterans who are struggling with resettlement. They provide regular support and/or coaching over the telephone or face to face to help individuals understand and solve their issues. MMH is an organisation run by veterans for veterans who need support from those who understand their situation. They can

also offer advice and support to those suffering from depression or anxiety as a result of their situation

NACRO - www.nacro.org.uk

Nacro provides a range of services across England and Wales: from resettlement to youth projects, education and employment

Navy Families Federation - <http://www.nff.org.uk>

The NFF works with the Chain of Command, service providers and the Government in order to make them fully aware of the consequences their policies and decisions make on the naval Service family as a whole. This representation keeps us in line with the other two Services and ensures that Naval Service families' differences are acknowledged and understood.

North East Council for Addictions (NECA) - www.neca.co.uk

Area covered: North East of England.

Services:

- Advice & Information
- Assessment & Report Writing
- Counselling
- Access to Alternative Therapies
- Assertive Outreach Work
- Supported Housing Schemes
- Needle Exchange Services
- Education & Training Events
- Drink/Drive Rehabilitation
- Community Link Workers (Probation)
- Structured Day Care
- Harm reduction Services,
- Gambling Services,
- Community Integration Services,

- Progress to Work,

- Families/Carers Services and Young People Services- where we offer support to parents of Young People experiencing substance misuses problems

Northern Pinetree Trust - www.northernpinetreetrust.co.uk

Area covered: North East of England.

Services:

- Business start up counselling and Business Training

- Mentoring and ongoing business support post start

- Access to finance - Grants and Loans

Pathfinder International - <http://www.pathfinderinternational.co.uk>

Pathfinder is an ex-military and armed forces resettlement magazine available to Service Leavers and online. It provides comprehensive and constructive information on ex-military, ex-army and ex-Forces jobs available.

Prison in Reach programme –
<http://www.ssafa.org.uk/downloads/PrisonInReach.pdf>

Prison In-Reach aims to ensure that all Veterans who are either in prison or on probation orders or licences, their families and resettlement services are fully aware of the forms and levels of support available to them from the Service and Personnel and Veterans Agency (SPVA) or the ex-Service charities. This includes the help they can get pre- or post-release. Veterans in Custody Support Officers (VICSOs) are being appointed by the Prison Service and this is being mirrored in the National Probation Service by the establishment of Veterans Support Officers (VSOs), allowing for a more streamlined transition from custody and back into the community.

PTSD Resolutions - <http://www.ptsdresolution.org>

A counselling service, provided free of charge, for veterans with Post Traumatic Stress Disorder. There are approx 100 psychotherapists nationally working for PTSD Resolutions

Quest Magazine - <http://www.questonline.co.uk>

Resettlement training, retraining courses and recruitment / jobs for ex armed forces military personnel. Army, Royal Navy and RAF

RAF Benevolent Fund www.rafbf.org

RAF's leading welfare charity providing practical, financial and - in some cases - emotional support to all members of the RAF family, from childhood through to old age. They help with issues from childcare and relationship difficulties to injury and

disability, and from financial hardship and debt to illness and bereavement.

RAF Families Federation - <http://www.raf-ff.org.uk>

The RAF Families Federation represents the views and concerns of RAF personnel and their families on the issues that affect them as part of a RAF family. They operate entirely outside the RAF chain of command, so can always promise an independent and confidential service.

Regular Forces Employment Association (RFEA) - <http://www.rfea.org.uk>

Charitable arm of RFEA - support for service leavers who are not entitled to MOD support delivered by CTP. This service assists those who have been in the military for less than 4 years, or have served for longer but have been discharged early, or are Reservists who have completed at least one operational tour. The former two categories of Service Leavers are termed collectively by the MOD as Early Service Leavers (ESL).

Specialist Employment Consultants (SEC) are able to provide a comprehensive service ranging from signposting to appropriate agencies up to a full job-finding service including advice & guidance, CV development, access to training opportunities, job-matching and access to customised job-boards.

Remploy - <http://www.remploy.co.uk>

Development, training, learning and rehabilitation to help individuals prepare for, gain and remain in sustainable work. Working alongside the Armed Forces Champions within Jobcentre Plus. Remploy have early contact with Service Personnel before they are medically discharged, and work with Specialist Organisations such as CTP for referrals. They also work with Specialist support organisations such as the MAP –Mental Assessment Programme to support both staff and candidates and agencies such as Veterans UK - supporting both candidates and Remploy staff , advising on things such as pensions and housing.

Royal British Legion - <http://www.britishlegion.org.uk>

Help serving and ex-Service personnel and their families. Provides welfare services, campaigns on a range of issues affecting Service people, are custodians of Remembrance, raises funds through the annual Poppy Appeal.

Legionline is the Legion's Helpline and Information Point which is open to all members of the general public. They are able to provide information on all of the Legion's various activities as well as other service-related issues. Legionline is open 9am - 4pm, Monday to Friday, except public holidays - phone 08457 725 725 (local rate) or email: <http://www.britishlegion.org.uk/about-us/contact-us/contact-us-form/general-enquiries/legionline>

Royal British Legion can offer advice and support in a wide range of areas, including:

- War pensions

- Benevolent help
- Benefits
- Housing / care homes
- Resettlement training /employment / benefits and money advice
- Remembrance travel (pilgrimages & battlefield tours)
- Legion membership
- Poppy Appeal
- Fundraising events
- Tracing / research services
- National Memorial Arboretum

Royal British Legion Industries (RBLI) - www.rbli.co.uk

RBLI provides employment, training and support for people, including those with disabilities, plus care and support for ex-Servicemen, women and families.

Soldier On! - <http://www.soldieron.org.uk>

Soldier On! is a charity whose aim is to support the transition of disabled former Armed Forces personnel into civilian employment by providing coaching seminars, hands-on CV assistance and interview training. They offer work experience, permanent placements or internships and placements with employers who recognise the employment value of this group whilst also understanding their ongoing rehabilitation needs. Potential customers can contact them via the website or on 0207 730 4962.

Soldiers, Sailors, Airmen and Families Association (SSAFA) - <http://www.ssafa.org.uk>

Liaison with Welfare Services, CAB and Social Services - We help and support those who serve in our Armed Forces and those who used to serve - even if it was only for a single day. We also care for the families of both. The telephone support line is available 365 days a year and provides a service which is outside the chain of command. The line is open from 10:30am – 10:30pm. Free phone lines operate from the UK: 0800 731 4880

St Dunstan's - www.st-dunstans.org.uk

St Dunstan's is a charity which helps visually impaired ex-servicemen and women to continue to have independent lives. On a practical level, services include rehabilitation, teaching new skills, resolving housing issues, help with benefit claims and access to sporting facilities and social activities

Veterans Agency - <http://www.veterans-uk.info>

The Veterans Agency website has details of many services to ex-service personnel – homelessness, welfare and pensions, those in prison, employment agencies specialising in jobs for ex-military and more.

Veterans Aid - www.veterans-aid.net

Provide direct and immediate help to vulnerable Veterans with hostel accommodation, financial assistance, meal vouchers & clothing and advice and advocacy.

Veterans World Magazine - <http://www.veterans-uk.info/veteransworld.htm>

Veterans World magazine is aimed at raising awareness of the range of help and advice available to veterans. Articles cover initiatives from all kinds of organisations, MoD, DWP and numerous ex-Service organisations. Each edition is available in hard copy, e-newsletter, online or audio version.