



# **Health and Wellbeing of Serving and ex-serving UK Armed Forces Personnel: A Cohort Study**

## **Signposting Booklet**

General Information on support services  
for Serving and ex-Service personnel



*Disclaimer: We do not personally recommend these charities or services. Whilst we try to ensure information is correct, details may change.*

V/0122/1

# Contents

<b>1. National Mental Health Services and Advice</b>	<b>2</b>
<b>2. Regional/local Mental Health Service and Advice</b>	<b>6</b>
<b>3. General Advice and Support</b>	<b>10</b>
<b>4. Alcohol, Drugs, Gambling</b>	<b>12</b>
<b>5. Jobs and Employment</b>	<b>13</b>
<b>6. Grants for Courses/Education</b>	<b>14</b>
<b>7. Help Claiming Benefits</b>	<b>16</b>
<b>8. Housing</b>	<b>17</b>
<b>9. Relationship Guidance and Family Support</b>	<b>18</b>
<b>10. Counselling and Support</b>	<b>20</b>
<b>11. Information on Equality and Rights</b>	<b>21</b>
<b>Index</b>	<b>22</b>

# 1. National Mental Health Services and Advice

**For those of you still serving** you can get help for your mental health from your Medical Officer. You could also speak with your Chain of Command; the Padre or Welfare or call the Combat Stress Helpline (<https://combatstress.org.uk/helpline>, phone: 0800 138 1619).

**For veterans** the first port of call is your GP; however you can use the Combat Stress Helpline too or contact the Veterans Gateway ([https://support.veteransgateway.org.uk/app/get\\_help](https://support.veteransgateway.org.uk/app/get_help) – phone: 0808 802 1212). See 1.11 for further details.

**For reservists** you can contact your GP or the Veterans and Reserves Mental Health Programme (0800 032 6258). Further details can be found at 1.5. You can also speak to your reserve unit Chain of Command.

---

## 1.1. Togetherall (Previously Big White Wall)

An anonymous peer support network that encourages you to be open about what is on your mind, to learn more about yourself and what is troubling you. It is available 24/7 and is free for serving personnel, veterans and their families. You can talk anonymously through your troubles with the whole community, or a selected group or individual. Trained mental health professionals can help small groups of members to resolve problems like stress, anxiety and depression.

**Open:** 24hrs/365 days a year

**Web:** <https://togetherall.com/>

## 1.2. Combat Stress 24 Hour Helpline

Provides confidential help and advice on any mental health issues to the military community and their families

**Open:** 24hrs/365 days a year

**Helpline:** 0800 138 1619

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

**Text:** 07537 404719

(standard charges may apply)

## 1.3. Combat Stress

Combat Stress specialises in the treatment and support of British Armed Forces Veterans who have mental health problems.

Contact head office for details of your local office.

**Open:** Mon-Fri, 09:00-17:00.

**Tel:** 01372 587 000 (Head Office)

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

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

## 1.4. Forcesline

As part of Soldiers, Sailors, Airmen and Families Association (SSAFA) this support line offers totally confidential, non-judgemental, guidance on all personal/welfare issues including sexual harassment, discrimination, bullying, racism, drugs, depression,

alcohol, debt, relationship counselling and suicide to the Army community from anywhere in the world. It is completely independent of the military chain of command. Open Monday to Friday, 09:00 – 17.30.

**From UK:** 0800 260 6767 (freephone)

**From Cyprus:** 800 91065 (freephone)

**Falkland Islands:** #6111 (freephone)

**Rest of the World:** +44(0) 207 463 9292

**Website:** [www.ssafa.org.uk/how-we-help/forcesline](http://www.ssafa.org.uk/how-we-help/forcesline)

### 1.5. The Veterans and Reserves Mental Health Programme (VRMHP)

The Veterans and Reserves Mental Health Programme (VRMHP) (*formerly the Medical Assessment Programme*) provides mental health assessments for veterans and reservists who have concerns about their mental health as a result of service.

The Medical Assessment Programme has moved from St Thomas' Hospital, London to Chilwell, Nottingham and the service is now co-located with Reservist Mental Health Programme and renamed the VRMHP.

The VRMHP investigates patients' mental health concerns and, so far as possible, it provides a diagnosis if the veteran has a mental health disorder, and recommends appropriate management through the NHS, if required. Advice will also be provided on the extensive support network that is available to veterans and their families in the UK.

The **Veterans Mental Health Programme** is available to veterans who have deployed since 1982 and are experiencing mental health challenges as a result of military service. The service will remain the same; a full mental health assessment by a consultant psychiatrist with accompanying guidance on care and treatment for the veteran's local clinical team. Referrals to the VRMHP will preferably be made by the individual's GP however self-referrals will now be accepted for this service.

The **Reserves Mental Health Programme**, run in partnership with the NHS, is open to all current or former members of the UK Volunteer and Regular Reserves who have been demobilised since 1 January 2003, following operational deployment overseas as a Reservist and who believe that their deployment may have affected their mental health.

**Helpline:** 0800 032 6258

**Email:** [dphce-dcmhcol-vmhp@mod.uk](mailto:dphce-dcmhcol-vmhp@mod.uk)

**Web:** [www.gov.uk/support-for-war-veterans#the-veterans-and-reservesmental-health-programme](http://www.gov.uk/support-for-war-veterans#the-veterans-and-reservesmental-health-programme)

### 1.6. MIND

Mind's telephone helplines offer a range of advice on mental health issues and legal information. The website also has links to a wide range of booklets and leaflets and provides details of local Minds across England and Wales.

**Open:** Mon–Fri, 09:00–18:00

**Web:** [www.mind.org.uk](http://www.mind.org.uk)

**Infoline:** 0300 123 3393

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

**Legal Line:** 0300 466 6463

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

**General Enquiries:****Tel (England):** 020 8215 2243**Tel (Cymru):** 029 2039 5123**Email:** supporterrelations@mind.org.uk

MIND do not currently work in Scotland or Northern Ireland. If you are from either of these areas and are looking for mental health information, advice or support, you may find the following organisations helpful:

[The Scottish Association for Mental Health](#)

[The Northern Ireland Association for Mental Health](#)

**1.7. NHS 111 Online**

Call or email health professionals for advice about mental and physical health.

**Open:** 24hrs/365 days a year**Web:** <https://111.nhs.uk/>**1.8. Samaritans**

Someone to talk to 24 hours a day.

**Open:** 24hrs/365 days a year**Tel:** 116 123**Email:** [jo@samaritans.org](mailto:jo@samaritans.org)**Web:** [www.samaritans.org](http://www.samaritans.org)**1.9. Veterans UK: The Service Personnel and Veterans Agency**

Aims to be a first-stop for veterans providing information on the various services offered by other organisations in one place.

The Veterans UK Helpline provides advice on many topics.

**Open:** Mon-Fri, 08:00-16:00**Helpline:** 0800 1914 218**Overseas:** +44 (0)1253 866043**Textphone:** 0800 169 3458**Email:** [veterans-uk@mod.gov.uk](mailto:veterans-uk@mod.gov.uk)**Web:** [www.veterans-uk.info](http://www.veterans-uk.info)**1.10. Royal British Legion**

Provides financial, social and emotional support to all those who have served and are currently serving in the Armed Forces, as well as their families.

**Open:** Everyday, 08:00–20:00.**Helpline:** 0808 802 8080**Web:** [www.britishlegion.org.uk](http://www.britishlegion.org.uk)

There are 2,500 local branches around the UK and overseas providing support for people in their local communities and also a meeting place to get together.

### 1.11. Veterans Gateway

Veterans Gateway is the first point of contact for veterans seeking specific or general support. It is an online portal, chat and telephone service where ex-servicing personnel can seek help and be triaged to different organisations. With many organisations supporting the Armed Forces community, Veterans' Gateway facilitates access to the right support quicker and easier, no matter where individuals are or what they need. More specifically, it puts ex-serving personnel and their families in touch with organisations (e.g., Armed Forces charities, general charities or NHS support) best placed to help with the information, advice and support they may need (e.g., healthcare, housing, employability, finances, personal relationships).

**Phone:** 0808 802 1212

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

## 2. Regional/local Mental Health Service and Advice

Please note that the list of regional/local services is not exhaustive. If you cannot find an appropriate service listed below, please contact:

**Combat Stress 24 hour helpline** (0800 138 1619, see section 1.2)

**Veterans UK Helpline** (0800 1914 218, see section 1.9)

**Veterans Gateway** – this is a single point of contact for veterans seeking specific or general support. It is an online portal, chat and telephone service where ex-servicing personnel can seek help and be helped to find organisations that should be able to help them with their specific needs. Please see 1.11 above for details.

---

### Services in Scotland

#### 2.1. Veterans First Point (V1P)

Aims to provide a one-stop shop for veterans and their families, working with organisations that might be able to help a veteran or their family to resolve whatever issue they may have. There are currently six Veterans First Points in Scotland.

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

**Tel:** 0131 220 9920

**Information about local services:** <https://www.veteransfirstpoint.org.uk/where-to-find-us>

**General enquiries:** [V1P.Scotland@nhslothian.scot.nhs.uk](mailto:V1P.Scotland@nhslothian.scot.nhs.uk)

### Services in Wales

#### 2.2. Veterans NHS Wales

This is a service for veterans who need psychological support, treatment and advice. The service also provides help to access employment, benefits and housing advice.

Open to any veteran living in Wales who has served at least one day with the British Military as either a regular service member or as a reservist who has a service related psychological injury. Self-referral or referral by GP.

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

**For regional contact information:** <https://www.veteranswales.co.uk/contact>

## Services in Northern Ireland

### 2.3. Northern Ireland Veterans Support Office (NIVSO)

The lead support and signposting service for veterans in Northern Ireland.

**Tel:** 07534 656823/ 02895 216784

**Email:** Please use the webform on the website

**Web:** <https://nivso.org.uk/mental-health-support-across-northern-ireland>

## Services in England

### 2.4. Op COURAGE: The Veterans Mental Health and Wellbeing Service

This is the new name for the Veterans' Mental Health Transition, Intervention and Liaison Service (TILS), the Veterans' Mental Health Complex Treatment Service (CTS), and the Veterans' Mental Health High Intensity Service (HIS).

Web: [www.nhs.uk/nhs-services/armed-forces-and-veterans-healthcare/veterans-nhs-mental-health-services/](http://www.nhs.uk/nhs-services/armed-forces-and-veterans-healthcare/veterans-nhs-mental-health-services/)

**Contact the OP COURAGE for your local area:**

**North of England:** Call 0800 652 2867 or email [VTILS@cntw.nhs.uk](mailto:VTILS@cntw.nhs.uk)

**The Midlands:** Call 0300 323 0137 or email [mevs.mhm@nhs.net](mailto:mevs.mhm@nhs.net)

**The East of England:** Call 0300 323 0137 or email [mevs.mhm@nhs.net](mailto:mevs.mhm@nhs.net)

**London:** Call 020 3317 6818 or email [veteransservice@candi.nhs.uk](mailto:veteransservice@candi.nhs.uk)

**Southeast England:**

**Sussex, Surrey, Kent:** Call 020 3317 6818 or email [veteransservice@candi.nhs.uk](mailto:veteransservice@candi.nhs.uk)

**Hampshire, the Isle of Wight, Berkshire, Oxfordshire, Buckinghamshire:**

Call 0300 365 2000 or email [gateway@berkshire.nhs.uk](mailto:gateway@berkshire.nhs.uk)

**Southwest England:** Call 0300 365 2000 or email [gateway@berkshire.nhs.uk](mailto:gateway@berkshire.nhs.uk)



## Other Services in England

### Northern England

#### 2.5. NHS Humber Veterans Outreach Service

Mental health triage and assessment for military veterans registered with GPs across Yorkshire and the Humber.

**Tel:** 01482 335 479      **Email:** [HNF-TR.veteransoutreachservice@nhs.net](mailto:HNF-TR.veteransoutreachservice@nhs.net)

**Web:** <https://www.humber.nhs.uk/Services/veterans-tils.htm>

#### 2.6. Lancashire & South Cumbria NHS Foundation Trust Veterans Mental Health

Website dedicated to increase NHS staff awareness of veteran mental health problems and needs. Aims to provide ease of access to resources relevant to veterans and their families. The service is provided by NHS Pennine Military Veterans' Service (please see below).

**Tel:** 0300 323 0707 (Mon-Fri, 09:00-17:00)

**Web:** <https://www.lscft.nhs.uk/military-veterans-mental-health-services>

**Email:** [mviapt.nw.referrals@nhs.net](mailto:mviapt.nw.referrals@nhs.net)

#### 2.7. NHS Pennine Military Veterans' Service

Service to improve the mental health and emotional wellbeing of ex-service personnel and their families. Service covers the whole Northwest, working closely with local services. Self referral or referral through GP.

**Tel:** 0300 323 0707 (Mon-Fri, 09:00-17:00)      **Email:** [the.MVS@nhs.net](mailto:the.MVS@nhs.net)

**Web:** <https://www.penninecare.nhs.uk/services/types/military-veterans>

### The Midlands

#### 2.8. West Midlands Regional Veterans Mental Health Network

Network of eight Mental Health Trusts has been established across the West Midlands region to support the identification and engagement of veterans into services

**Web:** <https://www.bsmhft.nhs.uk/service-user-and-carer/veterans-mental-health/veterans-for-veterans/>

#### 2.9. South Staffordshire & Shropshire Veterans' Mental Health Services

**Tel:** 0800 500 3113

**Email:** [mevs.mhm@nhs.net](mailto:mevs.mhm@nhs.net)

**Web:** <https://mentalhealthpartnerships.com/project/joining-forces/>

## **2.10. Lincolnshire Partnership NHS Foundation Trust Veterans' Mental Health Services**

Across the Midlands and East

**Tel:** 0300 323 0137 (24/7 helpline – 0300 323 0139)

**Email:** [mevs.mhm@nhs.net](mailto:mevs.mhm@nhs.net)

**Web:** [lpft.nhs.uk/our-services/adults/veterans-mental-health](http://lpft.nhs.uk/our-services/adults/veterans-mental-health)

## **London and Southern England**

### **2.11. South West Veterans Mental Health Partnership Service**

Provides help to military veterans across the whole of the South West of England. Referrals from veterans themselves, their families or carers, from any health or social care professional or recognised charity.

**Tel:** 0300 365 2000 (option 4)

**Email:** [gateway@berkshire.nhs.uk](mailto:gateway@berkshire.nhs.uk)

**Web:** <http://www.awp.nhs.uk/services/specialist/veterans/>

### **2.12. The Veterans Mental Health and Wellbeing Service (London and Southeast)**

Mental Health Service for veterans in London, Sussex, Surrey, and Kent. Self-referral or referral by charity or GP

**Tel:** 0203 317 6818

**Email:** [veteransservice@candi.nhs.uk](mailto:veteransservice@candi.nhs.uk)

**Web:** <https://www.candi.nhs.uk/our-services/veterans-service> and <https://www.veteransservicelse.nhs.uk/>

## 3. General Advice and Support

### 2.1. Citizens Advice Bureau

The national centre can give you the number of your local office.

**Tel: Adviceline:** 0800 144 8848 (England), 0800 702 2020 (Wales)

**Web:** [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

### 2.2. Debt Advice Line

Leave a message to request an information pack or factsheet.

**Web:** <https://www.debtadvice.org>

**Freephone:** 0800 014 2314

### 2.3. HIVE

Tri-Service information network offering range of advice to all members of the service community.

**Web:** <https://www.army.mod.uk/people/support-well/hive/>

### 2.4. RAF Community Website

For RAF personnel and their families. Information on a wide range of topics, including family separation, housing and support groups.

**Web:** <https://www.raf.mod.uk/serving-families/contact-raf-community-support/>

### 2.5. Royal British Legion

Provides financial, social and emotional support to all those who have served and are currently serving in the Armed Forces, as well as their families.

**(See section 1)**

### 2.6. Royal Navy Community

For RN personnel and their families. Information on a wide range of topics, including family wellbeing, community support and support services as well as a help desk for advice.

**Web:** <https://www.royalnavy.mod.uk/community-and-support/community>

## **2.7. The Site**

Online guide for 16-25 year-olds in the UK providing information on many topics including relationships, health and wellbeing, housing, money, work and study, crime and addiction.

**Web:** [www.thesite.org](http://www.thesite.org)

## **2.8. Veterans UK: The Service Personnel and Veterans Agency**

Aims to be a first-stop for veterans providing information on the various services offered by other organisations in one place.

**(See section 1)**

## **2.9. Regimental Admin Officer**

Can offer advice for those still serving.

## **2.10. Cobseo (The Confederation of Service Charities)**

Cobseo provides details of charities providing services for members of the Armed Forces community, including ex-serving personnel and their families:

<https://www.cobseo.org.uk/members/directory/>

## 4. Alcohol, Drugs, Gambling

### 4.1. We are with you (formerly Addaction)

Information website about coping with alcohol and drug dependency.

**Web:** <https://www.wearewithyou.org.uk/>

### 4.2. Alcoholics Anonymous

A fellowship of men and women who share their experience, strength and hope with each other to help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking.

**Tel:** 0800 9177 650

**Web:** [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

### 4.3. Al-Anon

Provides support to anyone whose life is, or has been, affected by someone else's drinking as they believe alcoholism affects the whole family, not just the drinker.

**Open:** 365 days a year, 10:00- 22:00

**Email:** [helpline@al-anonuk.org.uk](mailto:helpline@al-anonuk.org.uk)

**Helpline:** 0800 008 6811

**Web:** [www.al-anonuk.org.uk/](http://www.al-anonuk.org.uk/)

### 4.4. Drinkline

Drinkline is a national alcohol helpline offering free, confidential information and advice on alcohol, whether you are worried about your own or someone else's drinking.

**Open:** Mon – Fri, 09:00-20:00 and Sat-Sun, 11:00-16:00

**Tel:** 0300 123 1110

### 4.5. National Drugs Helpline - FRANK

FRANK is a confidential service to speak to a professionally trained advisor about drugs.

**Open:** 24hrs/365 days a year

**Tel:** 0300 123 6600

**Web:** [www.talktofrank.com](http://www.talktofrank.com)

### 4.6. Turning Point

National health and social care provider to help people find a new direction in life and help tackle substance misuse, mental health issues or employment difficulties

**Email:** [info@turning-point.co.uk](mailto:info@turning-point.co.uk)

**Web:** [www.turning-point.co.uk](http://www.turning-point.co.uk)

### 4.7. Gamblers Anonymous

**National Tel:** 0330 094 0322

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

**Web:** [www.gamblersanonymous.org.uk](http://www.gamblersanonymous.org.uk)

## 5. Jobs and Employment

### 5.1. Employment Service (Job Centre Plus)

**Open:** Mon-Fri, 08:00-18:00 and Sat, 09:00-13:00.

**Tel:** 0845 6060 234

**Textphone:** 0845 6055 255

**Web:** [www.gov.uk/browse/working/finding-job](http://www.gov.uk/browse/working/finding-job)

### 5.2. NACRO

Works with and supports a range of people across education, resettlement, health and wellbeing and housing – including support for ex-offenders.

**Open:** Mon-Fri, 09:00-17:00.

**Information/advice for ex-offenders and families:** 0300 123 1999

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

**Web:** [www.nacro.org.uk](http://www.nacro.org.uk)

## 6. Grants for Courses/Education

### 6.1. Adult Learning Grant

Financial assistance to help adults back into education.

**Information on advanced learning loans:**

[www.direct.gov.uk/en/EducationAndLearning/AdultLearning/FinancialHelpForAdultLearners/index.htm](http://www.direct.gov.uk/en/EducationAndLearning/AdultLearning/FinancialHelpForAdultLearners/index.htm)

**For further source of financial help with childcare contact the learner support helpline: 0800 121 8989**

### 6.2. Army Education Centre

Available to those still serving.

### 6.3. Royal British Legion

The British Legion has grants and scholarships available for ex-service personnel and their dependants, spouses of ex-service personnel and their dependants. Please see section 1.

### 6.4. Army Benevolent Fund

Offers a range of financial grants for care in the home, holidays, bursaries, annuities and practical support to serving and ex-service personnel and their families.

**Tel:** 020 7901 8900 (Head Office)      **Web:** [www.soldierscharity.org](http://www.soldierscharity.org)

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

### 6.5. Princes Trust

For help with setting up your own business or with money for courses, for those aged 18-25.

**Tel:** 0800 842 842      **Web:** [www.princes-trust.org.uk](http://www.princes-trust.org.uk)

### 6.6. RAF Benevolent Fund

For former RAF personnel or their families. Offers a wide range of practical, financial and emotional support.

**Helpline:** 0300 102 1919 (Mon-Thurs 09:00-17:00, Fri 09:00-16:00)

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

**Web:** [www.rafbf.org.uk](http://www.rafbf.org.uk)

For those still serving, contact should be made through Chief Clerk or Flight Commander.

### **6.7. Royal Navy Benevolent Trust**

Offers a range of help, including grants and advice, for serving and ex-serving members of the Royal Navy and Royal Marines and their families, including those who are separated or divorced and now living with a new partner.

Tel: For help/advice 02392 660296, Headquarters 02392 690112 (Mon-Fri, 08:00-16:00)

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

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

**Service family members can also get basic skills training at their local Armed Forces education facility. Ask at your local facility for details.**



## 7. Help Claiming Benefits

### 7.1. GOV.UK - Benefits Information

<https://www.gov.uk/browse/benefits>

### 7.2. SSAFA

SSAFA (Soldiers, Sailors, Airmen and Families Association)

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

**General Enquiries:** 020 7463 9200

**(For help, support, advice contact Forcesline: 0800 260 6767 (Mon-Fri, 09:00-17:00))**

### 7.3. Royal British Legion

The British Legion also has funding available for families of ex-service personnel in need.

**Open:** 08:00-20:00, everyday

**Tel:** 0808 802 8080

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

## 8. Housing

### 8.1. Government Housing information

**Web:** [www.communities.gov.uk/housing](http://www.communities.gov.uk/housing)

### 8.2. Haig Homes

Lets rental property to ex-Service personnel.

**Open:** Mon - Fri, 09:00 – 17:00.

**Tel:** 020 8685 5777

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

**Web:** <https://www.haighousing.org.uk/>

### 8.3. Joint Service Housing Advice Line (JSHAO)

Provides civilian housing information, advice and, where possible, placement to service persons and their dependants and to ex-service personnel still occupying service accommodation.

**Tel:** 07814 612120

**Web:** <https://www.gov.uk/government/collections/joint-service-housing-advice-office-jshao>

### 8.4. SPACES

Assistance for single ex-Service personnel in finding housing.

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

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

**Web:** [www.spaces.org.uk](http://www.spaces.org.uk)

### 8.5. SSAFA: Housing Advice

SSAFA offer housing advice. Please see 1.4 and 7.2.

### 8.6. Stoll Foundation

Provides temporary and permanent housing for ex-service personnel.

**Open:** Mon - Fri, 09:00 – 17:00.

**Tel:** 020 7385 2110

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

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

### 8.7. Veteran's Aid

Provides help for veterans who are homeless or are likely to become homeless. This includes help with hostel accommodation, financial assistance, meal vouchers and clothing, advice and advocacy.

**Freephone:** 0800 012 6867 or 020 7828 2468

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

## 9. Relationship Guidance and Family Support

### 9.1. Army Families Federation

Helps still serving military families sort out a range of problems.

**Open:** 08:00-19:00 (Mon-Thurs), 08:00-17:00 (Fri)

**Tel:** 01264 554 004 **Email:** [contact@aff.org.uk](mailto:contact@aff.org.uk)

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

### 9.2. Army Welfare Service

Offers professional and confidential welfare support for servicemen and women and their families.

**Tel:** 01904 882053 (Civ) / 94777 3053 (Mil)

**Email:** [RC-AWS-IAT-OMailbox@mod.gov.uk](mailto:RC-AWS-IAT-OMailbox@mod.gov.uk)

**Web:** <https://www.army.mod.uk/people/support-well/the-army-welfare-service-aws/>

### 9.3. Naval Families Federation

A range of information for Royal Naval and Royal Marines families.

**Tel:** 02392 654374 (Mon-Thurs 09:00-17:00, Fri 09:00-13:00)

**Email:** [contactus@nff.org.uk](mailto:contactus@nff.org.uk) **Web:** [www.nff.org.uk](http://www.nff.org.uk)

### 9.4. RAF Families Federation

Information and support for RAF families.

**Open:** Mon-Fri, 10:00 – 15:00. **Tel:** 01780 781650

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

### 9.5. Relate

Offers phone counselling, internet counselling and/or appointments for face to face counselling.

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

### 9.6. Working Families

Helping children, working parents and carers and their employers find a better balance between responsibilities at home and work.

**Helpline:** 0300 012 0312

**Admin enquiries:** Tel:020 7253 7243 and **Email:** [office@workingfamilies.org.uk](mailto:office@workingfamilies.org.uk)

**Web:** [www.workingfamilies.org.uk](http://www.workingfamilies.org.uk)

### **9.7. Children's Education Advisory Service**

Provides expert advice about the education of Service children, both in the UK and overseas.

**Email:** [RC-DCS-HQ-CEAS@mod.gov.uk](mailto:RC-DCS-HQ-CEAS@mod.gov.uk)

**Web:** <https://www.gov.uk/government/groups/the-childrens-education-advisory-service-ceas>

# 10. Counselling and Support

## 10.1. Cruse

Cruse supports people through bereavement.

**Helpline:** 0808 808 1677 (Mon & Fri 09:30-17:00, Tues to Thurs 09:30am-20:00, Sat-Sun 10:00-14:00)

**Web:** [www.cruse.org.uk](http://www.cruse.org.uk)

## 11. Information on Equality and Rights

### 11.1. Equality and Human Rights Commission

Specially trained staff provide information and guidance on discrimination and human rights issues.

**Open:** Mon-Fri, 09:00-19:00, Sat 10:00-14:00

**Tel:** 0808 800 0082      **Textphone:** 0808 800 0084

**Website:** [www.equalityhumanrights.com](http://www.equalityhumanrights.com)

### 11.2. Mankind Initiative

The Mankind Initiative is a national charity that provides support for male victims of domestic abuse. It runs a helpline and can provide referrals to refuges and local authorities where appropriate.

**Open:** Mon-Fri, 10:00 – 16:00

**Helpline:** 01823 334244

**Web:** <http://www.mankind.org.uk/>

### 11.3. Men's Advice Line

A confidential helpline for all men experiencing domestic violence by a current or ex-partner.

**Open:** Mon-Fri, 09:00-20:00

**Freephone:** 0808 8010 327

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

**Web:** [www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)

### 11.4. Refuge National Domestic Abuse Helpline

For women experiencing domestic violence or abuse from a current or ex-partner.

**Free 24-hour National Domestic Abuse Helpline: 0800 2000 247**

**Web:** [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)

# Index

Addiction .....	12	Men's Advice Line .....	21
Adult Learning Grant.....	14	MIND .....	3
Al-Anon .....	12	NACRO .....	13
Alcoholics Anonymous.....	12	National Drugs Helpline.....	12
All Wales Veterans Health and Wellbeing Service.....	6, 7	Naval Families Federation.....	18
Army Benevolent Fund .....	14	NHS Direct .....	4
Army Education Centre.....	14	NHS Humber Veterans Outreach Service.....	8
Army Families Federation .....	18	NHS Pennine Military Veterans' Service.....	8
Army Welfare Service .....	18	Princes Trust .....	14
Benefits Agency .....	16	RAF Benevolent Fund .....	14
Big White Wall.....	2	RAF Community Website .....	10
Citizens Advice Bureau.....	10	RAF Families Federation.....	18
Combat Stress .....	2	Regimental Admin Officer .....	11
Combat Stress 24 Hour Helpline .....	2	Relate .....	18
Cruse .....	20	Royal British Legion .....	4, 5, 10, 14, 16
Debt Advice Line.....	10	Royal Navy Benevolent Trust.....	15
Drinkline .....	12	Royal Navy Community Website.....	10
Employment Service Direct.....	13	Samaritans .....	4
Equality and Human Rights Commission.....	21	South Staffordshire & Shropshire Veterans' Mental Health Services .....	8, 9
Forcesline .....	2	South West Veterans Mental Health Partnership Service.....	9
FRANK.....	12	SPACES.....	17
Government Housing information .....	17	SSAFA.....	2, 16, 17
Haig Homes .....	17	Stoll Foundation .....	17
HIVE.....	10	The Site .....	11
Job Centre .....	13	Turning Point.....	12
JSHAO.....	17	Veteran's Aid .....	17
Lancashire Care NHS Foundation Trust Veterans Mental Health .....	8	Veterans Agency .....	See Veterans UK
London Veterans' Community Mental Health Service.....	9	Veterans and Reserves Mental Health Programme .....	3
Mankind Initiative .....	21	Veterans F1rst Point.....	6
		Veterans UK .....	4, 11
		West Midlands Regional Veterans Mental Health Network .....	8
		Working Families.....	18