

Est.
1841

YORK
ST JOHN
UNIVERSITY



ARMED FORCES
COVENANT

EMPLOYER
RECOGNITION
SCHEME

GOLD AWARD

Proudly
supporting
those
who serve

#GAMERS2023

The Military Human™

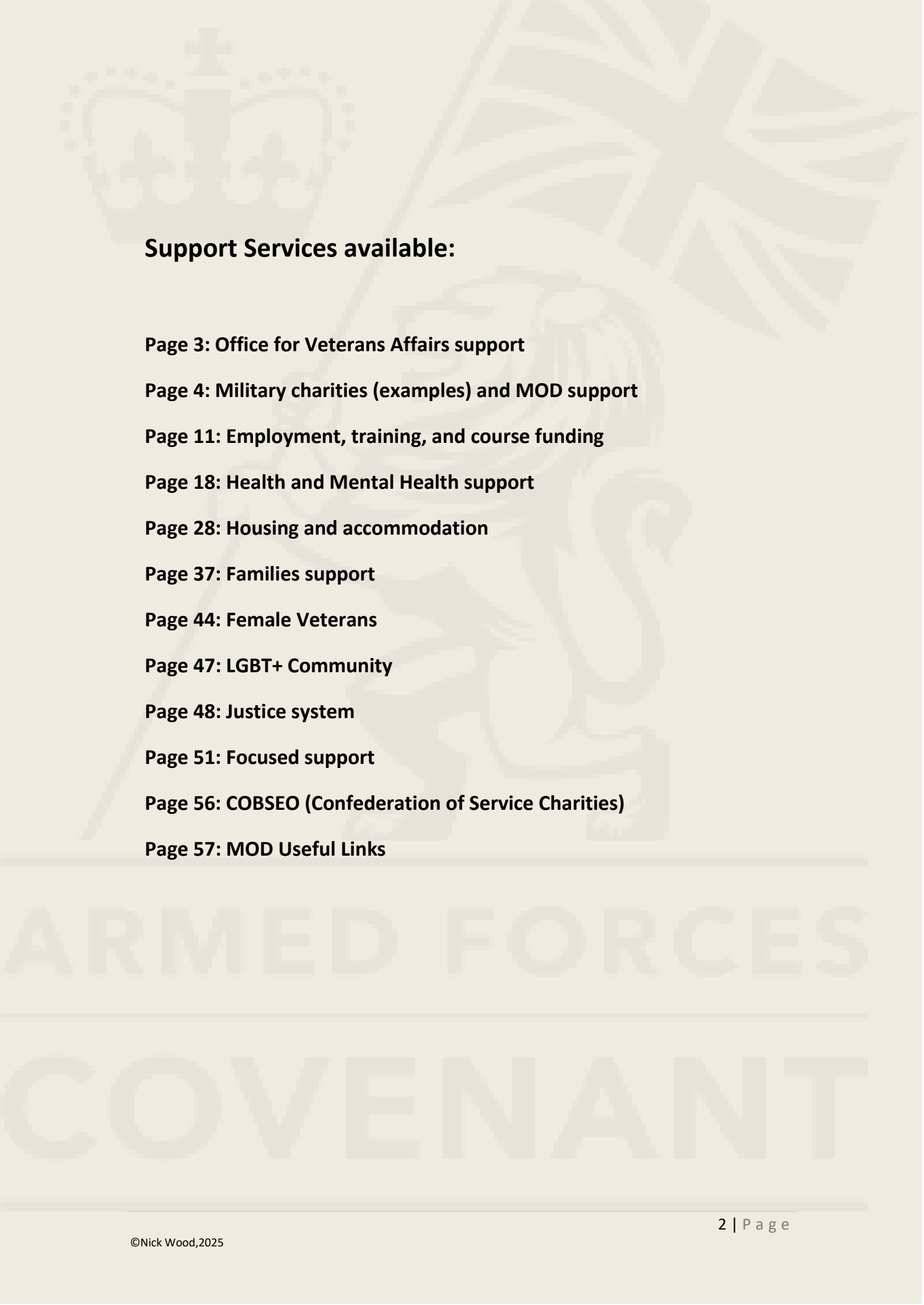
Resources and support information toolkit

Nick Wood

Armed Forces & Uniformed Services Manager

Email: n.wood@yorks.ac.uk

X @MilitaryHuman



Support Services available:

Page 3: Office for Veterans Affairs support

Page 4: Military charities (examples) and MOD support

Page 11: Employment, training, and course funding

Page 18: Health and Mental Health support

Page 28: Housing and accommodation

Page 37: Families support

Page 44: Female Veterans

Page 47: LGBT+ Community

Page 48: Justice system

Page 51: Focused support

Page 56: COBSEO (Confederation of Service Charities)

Page 57: MOD Useful Links



Office for
Veterans' Affairs

Information taken from OVA Veterans and families support 2025:

Office for Veterans' Affairs

This directory lists organisations that provide support to veterans of the UK armed forces and their families.

You can filter results by location and select as many areas of support as you need.

This should not be taken as an exhaustive list of all services on offer to veterans and their families in the UK.

The government is not liable for any services that fail to meet an individual's requirements or standards.

The inclusion of these organisations or services should not be taken as endorsement by the Office for Veterans' Affairs.

Webpage

- Health and Social Care
- Finance
- Legal and Justice
- Employment, education and training
- Housing
- Families and children
- Community and social
- England
- Northern Ireland
- Scotland
- Wales

SSAFA - The Armed Forces Charity

SSAFA provides lifelong support to men and women in the Royal Navy, the Royal Marines, the British Army and the Royal Air Force, and their families. We also work with veterans of all ages to help them settle into life and work outside the Forces.

Who we help:

Our support covers both regulars and reserves in the Royal Navy, the Royal Marines, the British Army and the Royal Air Force and their families, including anyone who has completed National Service. They are all entitled to lifelong support from SSAFA, no matter how long they have served.

Forcesline

Forcesline is a free and confidential telephone helpline and email service that provides support for serving (regulars and reserves), ex-Forces and for their families.

Tel: 0800 731 4880 0900 – 1730 Monday to Friday

Website: <https://www.ssafa.org.uk/>

THE ROYAL BRITISH LEGION

The Legion is here to help members of the Royal Navy, British Army, Royal Air Force, veterans and their families. And we're not going anywhere.

We support serving and ex-serving personnel all year round, every day of the week.

Our support starts after seven days of service and continues through life, long after service is over.

We are here to help

We provide lifelong support to serving and ex-serving personnel and their families.

We've been here since 1921 and we'll be here as long as they need us.

We remember

We remember those who lost their lives on active service in all conflicts; from the beginning of the First World War right up to the present day. We also remember all those who have served and their families.

Tel: 0808 802 8080 - 8am to 8pm 7 days a week

Online chat - 8am to 8pm 7 days a week

Website: <https://www.britishlegion.org.uk/>

COMBAT STRESS (Source Combat Stress,2020)

We are Combat Stress, the UK's leading charity for veterans' mental health. For over a century, we've helped former servicemen and women with mental health problems such as post-traumatic stress disorder (PTSD), anxiety and depression.

Today we provide specialist treatment and support for veterans from every service and conflict, focusing on those with complex mental health issues.

The work we do is life-changing and often lifesaving. No one else does what we do.

If you're currently serving or have served in the UK Armed Forces, you can call Combat Stress' 24-hour mental health helpline.

THE HELPLINE IS AVAILABLE 24 HOURS A DAY, 365 DAYS A YEAR.

- Veterans and their families can call [0800 138 1619](tel:08001381619).
- Serving personnel and their families can call [0800 323 4444](tel:08003234444).

Online Self-help Resources:

Physical Well Being	Managing Anger	Managing Low Mood
Managing Anxiety	Alcohol Misuse	Substance Misuse
Veterans Families	Support for Organizations	Support with PTSD
Sleep during COVID-19	Grief and Loss	

Weblink: <https://www.combatstress.org.uk/mental-health-support-during-covid-19>

PEER TO PEER SUPPORT

- Website Map Locations Link: <https://www.combatstress.org.uk/get-help/how-we-help/peer-support>

TRAUMA-FOCUSED THERAPY

Six-week residential Intensive Treatment Programme.

Support in Your Community:

- COMMUNITY TEAMS
- PSYCHO-EDUCATION GROUPS
- OCCUPATIONAL THERAPY WORKSHOPS

Tel: See Above **Email:** contactus@combatstress.org.uk

Website: <https://www.combatstress.org.uk>

MOD VETERANS WELFARE SERVICE

The Veterans Welfare Service (VWS) is committed to enhancing the quality of life for veterans and beneficiaries of Veterans UK pensions and compensation schemes, and all their dependants. VWS caseworkers offer one to one professional help and guidance by telephone, or if needed, during a home visit.

Contact us:

The VWS has 4 Veterans Welfare Centres, providing advice and support across the UK.

Centurion (London, SE and SW England)

Tel 02392 702232

Email: veterans-uk-vws-south@mod.uk

Kidderminster (South and Central Wales, Midlands and East England)

Tel 01562 825527

Email: veterans-uk-vws-wales-mid@mod.uk

Norcross VWC (NW England, Yorkshire and Humber, North Wales and IOM)

Tel 01253 333494

Email: veterans-uk-vws-north@mod.uk

Glasgow (Scotland, NE England, NI and ROI)

Tel 0141 2242709

Email: veterans-uk-vws-scot-ni@mod.uk

If you are supporting a veteran and need further advice, the VWS may be able to help. To locate your nearest centre, call our Veterans UK helpline on 0808 1914 2 18.

Web: <https://www.gov.uk/government/groups/veterans-welfare-service>

MOD DEFENCE TRANSITION SERVICES (DTS)

Mission: On behalf of Defence, to help Service leavers and their families navigate their transition from Service to civilian life, whomever they are, whenever they discharge, for whatever reason they leave.

Aim: To educate, empower and encourage Service Personnel and their families to plan early and leave well.

Approach: To work with local and national partners to coordinate access to services for clients; and support in-Service providers working with the most vulnerable.

Support with:

- Health
- Accommodation
- Relocation
- Drugs and Alcohol misuse
- Finance and Debt
- Benefits
- Children, family & relationships
- Training & employment
- Supporting agencies

Support clients via case work:

Educate - realistic expectations, useful information, recognise long-term nature of transition.

Empower – case studies, catalyse positive behaviours.

Encourage – coordinate and connect to support.

DTS will provide assistance 2 years prior & post discharge.

There are two ways to make contact with DTS if you, or someone you know, might benefit from DTS's support:

Weblink: <https://www.gov.uk/guidance/help-and-support-for-service-leavers-and-their-families>

1. Complete an in-service referral (DTRP Form 1)
2. A self or third-party referral. (DTRP Form 2)

Email: DBSVets-DTS-Central@mod.gov.uk

BLESMA (The Limbless Veterans)

OUR MISSION

To assist limbless veterans to lead independent and fulfilling lives

Blesma, The Limbless Veterans, is an Armed Forces charity 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 sight. We support these men and women in their communities throughout the UK

Support:

- *Support Officers – North, North West, North East, Midlands, West, South West, Eastern, South, London & South East*
- *Prosthetics*
- *Activities*
- *Grants*
- *Advice*
- *Benefits*
- *Employment*
- *Community programme*

Tel: 020 8590 1124 Email: ChadwellHeath@blesma.org Website: www.blesma.org

BLIND VETERANS UK

Blind Veterans UK helps ex-Service men and women of every generation rebuild their lives after sight loss. Since 1915 we've provided rehabilitation, training, practical advice and emotional support to tens of thousands of blind veterans.

We are here to help anyone who has served in the Armed Forces, or who has done National Service, and who is now living with significant sight loss.

We know that sight loss affects the whole family, so as well as helping veterans to get back on their feet, we offer dedicated support to carers and families.

Tel: 0800 389 7979 Web: www.blindveterans.org.uk

THE POPPY FACTORY

The Poppy Factory is the country's leading employment charity for veterans with physical and mental health conditions

*Our **Getting You Back To Work** service helps hundreds of unemployed veterans every year find the right jobs, enabling them to thrive in the civilian workplace. When veterans start in their new roles, we offer in-work support to help them and their employers make any necessary changes. We find this method of working means that over 70 per cent of our veterans are still employed in their roles 12 months down the line.*

Employment support:

Call: 020 8939 1837 **Email:** gybtw@poppyfactory.org

Web: <https://www.poppyfactory.org/>

DEFENCE MEDICAL WELFARE SERVICE (DMWS)

(Source DMWS 2025)

What We Do – DMWS

Defence Medical Welfare Service (DMWS) is an independent charity providing medical welfare to those who have, and continue to, serve on the frontline. Our services are proven to help people:

- *Have better experiences of healthcare and recover from illness quicker*
- *Feel less stressed and anxious*
- *Access financial support to reduce the stress of money*
- *Feel less lonely and more connected to their communities*
- *Enjoy positive relationships with families and friends*
- *Find and stay in safe housing*
- *Overcome alcohol and drug misuse*
- *Access treatment for mental health illnesses such as PTSD*
- *Stop thoughts of taking their own life*
- *Find meaningful employment or volunteering after service*

Tel: 0800 999 3697 Email: referrals@dmws.org.uk [DMWS Website link](#)

EMPLOYMENT – TRAINING - COURSES

FORCES EMPLOYMENT CHARITY

The Forces Employment Charity was formed from two of the UK's largest and most respected military charities; RFEA – The Forces Employment Charity and the Officers' Association. Founded in 1885 and 1920 respectively, we have the experience and specialist knowledge to bridge the gap between military life and civilian employment.

Helping you succeed throughout your working life.

We provide life-long, life changing support, jobs and training opportunities to veterans, irrespective of circumstances, rank, length of service, or reason for leaving.

The Forces Employment Charity is made up of many veterans and Service family members across the UK. When you speak to us, you are talking to people who can relate to you and both empathise and empower.

Who we help:

- ***Veterans***
- ***Service Leavers***
- ***Reservists***
- ***Military Spouses and partners***
- ***Veterans in the justice system***
- ***Young people from military families***

Programmes:

- ***Ex-Forces Employment Programme***
- ***Executive Programme***
- ***Families Programme***
- ***Military Women Programme***
- ***NOVA Scotland***
- ***Op ASCEND***
- ***Specialist Employment Advice***

Contact Tel: 0121 262 3058

Email: info@forcesemployment.org.uk

Online Registration: [Website link](#)

Website: <https://www.forcesemployment.org.uk/>

CAREER TRANSITION PARTNERSHIP (Source CTP,2025)

The Career Transition Partnership brings together expert personal support, employers and training providers to help those who serve resettlement into civilian life.

With effect from 1st August 2020, Tri-Service Resettlement Policy has been changed by the Ministry of Defence (MOD), to allow all Service leavers regardless of reason for discharge to have access to the full resettlement entitlements they are eligible to receive. The categories for eligibility below are to provide information on what is available.

- 6 or more years - **Core Programme**
- 4 to 6 years - **Employment Support Programme**
- Less than 4 years - **CTP Future Horizons**
- Medical Discharge – **Core Programme**
- Wounded Injured & Sick (WIS) - **Recovery Pathway / CTP Assist / Employment Support**

Service Leavers:

[Clear aims and expert advice - weblink](#)

Employers:

[Fully funded recruitment from the Armed Forces talent pool weblink](#)

Training Providers:

[Support service leavers to train and qualify for civilian work weblink](#)

Resettlement Articles and Guides

The Resettlement Guides include useful reference documents, articles for further reading and comprehensive listings of links to external sites relevant to each topic.

[Resettlement Guides.](#)

Directory of Services:

Discover a range of local and national services that can provide additional support during your resettlement journey - [weblink](#)

CTP Website: <https://www.modctp.co.uk/home>

ENHANCED LEARNING CREDITS

The MOD's Enhanced Learning Credits Scheme (ELC) promotes lifelong learning amongst members of the Armed Forces. The scheme provides financial support in the form of a single up-front payment in each of a maximum of three separate financial years.

You are reminded that ELC funding is only available for pursuit of higher level learning i.e. for courses that result in a nationally recognised qualification at Level three or above on the National Qualifications Framework (NQF) (England, Northern Ireland and Wales), a Level six or above on the Scottish Credit and Qualifications Framework (SCQF) or, if pursued overseas, an approved international equivalent qualification with an approved learning provider.

- *There are several stages to the ELC process. Full information is set out in Joint Service Publications (JSP) 822.*
- *You must have already been registered to become a Scheme Member and have accrued a sufficient amount of service before you can submit a claim. If you have left the forces contact ELCAS as they can make the appropriate checks.*
- *Have a look at Service Personnel Claiming ELC or Service Leaver Claiming ELC respectively as these pages will tell you how to make your claim.*
- *Finally you must complete your Course Evaluation via the Members Area*

Tel: 0845 3005179 **Email:** elcas@m-assessment.com

Website: www.enhancedlearningcredits.com

PATHFINDER MAGAZINE

Pathfinder International magazine has been distributed by the Ministry of Defence to personnel leaving the Armed Forces each and every month since 1991 and is a vital source of information for resettling servicemen and women.

Each month Pathfinder works closely with lead industry and trade bodies to showcase careers in a wide range of sectors and provides Service Leavers with all the information they need in order to make informed choices about the civilian career path that is right for them

Each month, 25,000 copies of Pathfinder are packaged, labelled and dispatched by the MoD's distribution hub in Portsmouth and sent out to military bases across the world. In addition to the website, Pathfinder also sends out two weekly e-newsletters to our readers – these feature jobs, news, courses and have advertising and sponsorship opportunities.

Tel: 0191 442 0198 **Email:** pathfinder@balticpublications.co.uk

Web: <http://pathfinderinternational.co.uk/>

QUEST

QUEST – established for almost two decades as the go-to resettlement guide to careers and training opportunities for those leaving HM Armed Forces – now also incorporates COURSES 4 FORCES, its sister publication providing in-depth information on courses and funding for those still serving. Published monthly, QUEST brings readers the best of both worlds – so, whether they are still in uniform or have already started preparing for life ‘on the outside’, it’s the only guide they’ll need to funding, courses, training, careers and transition.

Whether you’re still in uniform or have already started to prepare for life ‘outside’, QUEST – is your go-to guide to support you along your Forces journey. From your education options while serving, right up to resettlement and into civvy street, it’s the only guide you’ll need to find Funding Options, Training Courses, Enhanced Learning Credits Courses, University Courses, Careers and Transition Advice.

Web: <https://www.questonline.co.uk/> Online contact:
<https://www.questonline.co.uk/contact>

email us at info@questonline.co.uk.

EASY RESETTLEMENT MAGAZINE (Source ERM,2020)

ABOUT:

Easy Resettlement magazine was formed for the sole purpose of giving service leavers the assistance, help, support and advice they required when making the transition back to civilian life. The Easy Resettlement team are either Ex-forces themselves or have been working in the forces market due to family members currently serving. This makes us fully aware of the trials and tribulations that occur when leaving service and becoming a civilian.

Our main aim is to make the process as easy as possible by offering advice from organisations such as elcas and the Career Transition Partnership (CTP) about your entitlements.

The magazines are distributed free of charge to ALL service leavers focusing not only on the Army but also the Navy, RAF and Royal Marines. We cover all topics on resettlement and believe our magazine will benefit you in your resettlement regardless of your sex, age or rank.

Website link: <http://www.easyresettlement.com/>

BRITISH FORCES RESETTLEMENT SERVICES

British Forces Resettlement Services (BFRS) is a Social Enterprise created to help the Armed Forces Community with their transition into civilian life.

We know that your resettlement is more than just the brief time around you leaving the services, and that it isn't just personnel from the regular forces who are affected. This is why our services are open to Service Leavers, reserve forces, Veterans, civilian MOD employees, as well as partners and families, and it doesn't matter how long or how long ago you served

We continue to host successful National Employment & Careers Fairs, Company Recruitment Days across the country and various online packages. Our aim is to continuously introduce the Armed Forces Community to companies and try to ensure they are fully aware of the benefits of employing from this community.

Tel: 02476 939931

Email: info@bfrss.org.uk

Web: www.bfrss.org.uk

JobOppo (Source: JobOppo,2021)

BUILT BY EX-MILITARY, FOR EX-MILITARY

It doesn't matter whether you left yesterday or 20 years ago, after serving 2 days or 22 years— JobOppO is here to help YOU!

We've been where you are now. We know first-hand that the transition from 'Military life to Civilian life' is often not an easy one. The thought of settling into a 9-5 after serving our country was daunting, to say the least. But, it didn't have to be that way - and that's why our founder set up JobOppO.

Partnering with global brands and SMEs, JobOppO grew from an idea into a thriving, online platform which exclusively supports the Ex-Military community in the UK. We connect the Ex-Military community to jobs across a range of sectors in the UK - with one big difference. Every single job we list on our platform is exclusively for people like YOU. (JobOppo,2021)

Job Search Link: [Weblink](#)

Email: info@joboppo.co.uk **Website:** <https://www.joboppo.co.uk/>

Telephone: 0333 242 3857

RESHAPE Resettlement magazine

(Source: Reshape Magazine 2025)

[RESHAPE MAGAZINE weblink](#)

Our Mission:

Our mission is to support and uplift the Armed Forces community by providing valuable insights, inspiring stories, and practical resources through our bi-monthly magazine.

By showcasing businesses and organisations committed to the Armed Forces Covenant and the Defence Employer Recognition Scheme, we aim to foster a strong, connected, and supportive network for Service Leavers, Veterans, Reservists, and their families.

We are excited to share some fantastic news with you! RESHAPE Media Ltd is supporting Catterick Garrison's Veterans iHub creating a monthly magazine aimed at inspiring, informing, and providing advice to our incredible Armed Forces community.

Through this initiative, we hope to shed light on the stories, achievements, and challenges of our Service Leavers, Veterans, Reservists and families while offering valuable insights and guidance.

[Service Leavers to Veterans Support](#)

[Catterick Garrison Veterans Information Hub \(iHub\) and Historical Archive](#)

[The Benefits of In-Service Healthcare for Service Personnel](#)

[The Grass Isn't Always Greener on the Other Side](#)

[Retention in the Armed Forces](#)

Contact weblink

[Reshape magazine contact](#)

ROYAL BRITISH LEGION INDUSTRIES (Lifeworks)

What is LifeWorks?

- A, 4 - 5 day course tailored specifically towards helping ex-Forces personnel secure the future they want.

Who is it for?

- Anyone who has served in the British Armed Forces.

How much does it cost?

- Nothing to you. To date the course has been funded by Charitable Trusts and Foundations, Armed Forces Charities and Covenant Funding

DISCOVER NEW OPPORTUNITIES

- We'll help you identify your strengths as well as potential career or training opportunities.

DEVELOP YOUR EMPLOYMENT SKILLS

- From job searching to CV writing, we'll help you develop the skills you need.

BUILD YOUR CONFIDENCE

- We'll help you manage the impact of a change in situation, increasing your confidence and motivation.

Tel: 0800 319 6844 Email: lifeworks@rbli.co.uk Web: <https://www.wearelifeworks.org.uk/ex-forces/>

ROYAL BRITISH LEGION INDUSTRIES (Lifeworks Families)

What is LifeWorks Families?

- A fully funded support service to help military spouses and partners get the job they want.

Who is it for?

- It's available to all spouses and partners of any serving (or recently discharged) member of the British Armed Forces, including Reserves.

How much does it cost?

- It's completely free. The course is fully funded by Armed Forces charities.

Tel: 0800 319 6844 Email: lifeworks@rbli.co.uk
Web: <https://www.wearelifeworks.org.uk/families/>

X FORCES ENTERPRISES

X-Forces Enterprise is now an award-winning community interest company that has supported 1282 people from the Armed Forces community into entrepreneurship and lent over £12.5million in seed funding. X-Forces' training has been developed to give delegates the knowledge, understanding and enterprise skills to be able to decide if they want to pursue self-employment, and what their unique business journey look will like. X-Forces runs a variety of training courses, either standard or configured to particular beneficiary needs. All of our courses are supported by strategic partners to ensure that delivery is free of charge to the beneficiary.

Start Up Loans: X-Forces Enterprise is an official delivery partner of the Start Up Loans Company, a government backed scheme which offers low interest start-up loans to individuals over the age of 18 who have a viable business idea but no access to traditional finance.

Government Grants: The Department for Business, Energy & Industrial Strategy (BEIS) has created a search tool which provides a list of finance and available support to businesses in the UK on the Gov.UK website.

Tel: 0800 3689533 Email: info@x-forces.com Web: <https://www.x-forces.com/>
Developed in conjunction with The Royal Foundation and Walking With The Wounded,

NHS STEP INTO HEALTH PROGRAMME

Step into Health provides a dedicated pathway for the Armed Forces community to access the numerous career opportunities available in the NHS.

The Step into Health Programme has been created because the NHS recognises the transferable skills and cultural values that Armed Forces personnel develop when serving, and how they are compatible with those required within NHS roles. Step into Health is open to all service leavers, veterans and their families. It is an incredible opportunity in which employers are working with the Armed Forces community to provide career and development opportunities within the NHS.

- **Available dates and locations:** <https://www.militarystepintohealth.nhs.uk/available-dates-locations/>
- **Access the programme:** <https://www.militarystepintohealth.nhs.uk/contact-us/>

For enquiries from employers within the NHS or the media, please contact our team at armedforces@nhsemployers.org for further information

HEALTH AND MENTAL HEALTH

NHS Webpage: <https://www.nhs.uk/using-the-nhs/military-healthcare/>

Priority Healthcare for Veterans

NHS Webpage <https://www.nhs.uk/using-the-nhs/military-healthcare/>

"From 1 January 2008, all veterans should receive priority access to NHS secondary care for any conditions which are likely to be related to their service, subject to the clinical needs of all patients." The current NHS Operating Framework states "The existing arrangements for giving priority access to veterans for service-related conditions, subject to clinical need, is an issue that all PCTs and providers should now be delivering for all referrals." (Source: NHS Choices, 2015)

Website: <https://www.nhs.uk/using-the-nhs/military-healthcare/priority-nhs-treatment-for-veterans/>



[Website: Op Courage](#)

About 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)*
- *the Veterans' Mental Health High Intensity Service (HIS)*

The new name has been developed to make it easier for those leaving the military and veterans to find help.

Op COURAGE: The Veterans Mental Health and Wellbeing Service (NHS,2021)

If you or someone you know is struggling with their mental health or wellbeing, expert help is available from Op COURAGE: The Veterans Mental Health and Wellbeing Service. It does not matter if you're due to leave the armed forces, just left the armed forces or left many years ago.

Op COURAGE are here to help and understand the courage it takes to speak to someone. When you contact Op COURAGE, you'll speak to people who:

- *understand the armed forces and military life*
- *are either from the armed forces community or highly experienced in working with serving personnel, reservists, veterans, and their families*
- *will work with you to make sure you get the right type of specialist care, support, and treatment*

How Op COURAGE: The Veterans Mental Health and Wellbeing Service can help.

The first step to getting help is to contact Op COURAGE: The Veterans Mental Health and Wellbeing Service. You can contact the service yourself or ask your GP, a charity or someone else, such as a family member or friend, to do this for you. The service will arrange for you to have an assessment, to make sure you get the right care and support.

How to contact Op COURAGE: The Veterans Mental Health and Wellbeing Service.

North of England

Call 0300 373 3332 or email OpCourageNORTH@cntw.nhs.uk
[Website:](#)

The Midlands

Call 0300 323 0137 or email mevs.mhm@nhs.net
[Website](#)

East of England

Call 0300 034 9991 or email mevs.mhm@nhs.net
[Website](#)

London

Call 020 3317 6818 or email nlft.veterans@nhs.net
[Website](#)

South East England

Call 0300 365 2000 (option 4) or email gateway@berkshire.nhs.uk
[Website](#)

South West England

Call 0300 034 9986 or email mevs.mhm@nhs.net
[Website](#)



Op RESTORE: The Veterans Physical Health and Wellbeing Service

The veteran's physical health and wellbeing service for those who have served in the UK Armed Force

Op RESTORE is a service for anyone who has served at least one day in the UK Armed Forces and, as a result of their service, acquired a significant, lasting physical illness or injury. Op RESTORE will continue to accept only GP referrals; GPs can obtain a referral form by emailing imperial.oprestore@nhs.net

Op RESTORE uses a network of both civilian and military consultants, along with welfare support from military charities, to support a veteran's health using a holistic approach.

Whilst Op RESTORE cannot shorten NHS waiting times, it seeks to ensure the veteran 'waits well' and is seen by the most appropriate clinician for their needs

For more information, visit www.nhs.uk/armedforceshealth



NHS Veterans Covenant Healthcare Alliance

(Source: VHCA 2025)

The Veterans Covenant Healthcare Alliance (VCHA) is a group of NHS providers, including acute, mental health, community, and ambulance trusts that have agreed to model of the best care for, and support to, the Armed Forces community.

The VCHA is a strategic and continuous quality improvement programme. Its purpose is to:

- improve understanding of the needs of and the services and initiatives available to the Armed Forces community to improve care underpinned by evidence and data; improving healthcare for the Armed Forces community while raising the standards for everyone accessing care within the NHS*
- build trust and understanding amongst healthcare professionals*

- engender support and action from key stakeholders and partners to support delivery of the commitments of the programme to improve the health and wellbeing of the Armed Forces community
- support the NHS to meet its statutory duties relating to the involvement of patients and the public and to ensure no disadvantage, or unwarranted variation, in accessing healthcare for the Armed Forces community, as per The Armed Forces Act, 2021.

The original remit of this programme was to accredit all NHS trusts in England, however this has since been expanded to Hospices and the Independent Care Sector with a similar scheme available for the accrediting of care homes.

Accreditation

Accreditation is available to all NHS trusts in England, hospices and the independent healthcare sector. There is also a similar scheme available for the accrediting of care homes.

[Weblink:](#)

Resources for organisations:

[Weblink:](#)

Veterans Rehabilitation Project:

The veterans rehabilitation project was established in 2021 to undertake a review of musculoskeletal (MSK) rehabilitation services currently available to veterans across England with findings published in the Veterans MSK Rehabilitation Report, 2023.

The project aims to identify gaps and variations in provision, highlight best practice, and develop recommendations for improvement, to support the wider aims of the VCHA Veteran Aware accreditation programme. Following a successful pilot, a range of new resources have been developed to support organisations, providing rehabilitation services, to implement the best practice model,

[Weblink:](#)

Contact us

If you have any questions about Veteran Aware accreditation, please get in touch using the form below. We are unable to offer support / advice to the general public, including the Armed Forces community.

[Weblink](#)



Armed Forces Veterans friendly accredited GP practices

(Source: RCGP Learning 2025)

Improve health outcomes for veterans and benefit your practice:

By becoming a Veteran Friendly practice, staff will have a better understanding of veteran needs, veterans will feel more confident that your GP team will understand their needs, and more veterans may join your practice as a result.

There are 1.74 million Veterans in England and research shows that many may be silently struggling with physical or mental health problems as they worry that they won't be understood by civilian health and care professionals.

Veteran Friendly accreditation sends a strong signal to veteran patients that you are dedicated to supporting them, making it more likely that they will feel comfortable to seek help when they need it.

Resources for your practice and patients:

[Weblink:](#)

Veterans accreditation registration:

[Registration:](#)

Veterans' Health Hub:

[Weblink](#)

Royal College of General Practitioners

Veterans' Healthcare Toolkit

<https://www.rcgp.org.uk/clinical-and-research/resources/toolkits/veterans-healthcare-toolkit.aspx>



NHS England

(Source NHS England, 2019)

Personalised care for Armed Forces personnel in transition

<https://www.england.nhs.uk/personalisedcare/upc/ipc-for-veterans/>

The Armed Forces personnel in transition, Integrated Personal Commissioning for Veterans Framework (IPC4V) is a new personalised care approach for the small number of Armed Forces personnel who have complex and enduring physical, neurological and mental health conditions that are attributable to injury whilst in Service

The process

Individuals who are eligible for IPC4V are proactively identified by medical staff whilst they are on the Defence Recovery Pathway. With the individual's agreement and where appropriate, that of their family, they will then be referred for an assessment. As part of this, a multi-disciplinary and multi-agency steering group is set up to oversee the case and ensure the right people, including the individual, are involved.

Following an initial holistic assessment around the individual and their health and well-being needs, a personalised care and support plan is developed with them (and also their family where appropriate). These arrangements are put into place whilst the individual is still serving, ensuring that Armed Forces aware care and support are provided as they transition to civilian life and beyond.

Personalised care for veterans

<https://www.england.nhs.uk/personalisedcare/upc/ipc-for-veterans/personalised-care-for-veterans/>

NHS England and NHS Improvement, together with the Ministry of Defence (MOD), have published the [Personalised care for veterans in England, a guide for clinical commissioning groups and local authorities](#). The document sets out a new personalised care approach for those veterans who have a long term physical, mental or neurological health condition or disability.

Guide <https://www.england.nhs.uk/publication/personalised-care-for-veterans-in-england-a-guide-for-clinical-commissioning-groups-and-local-authorities/>

COMBAT STRESS (Source: Combat Stress,2020)

We are Combat Stress, the UK's leading charity for veterans' mental health. For over a century, we've helped former servicemen and women with mental health problems such as post-traumatic stress disorder (PTSD), anxiety and depression.

Today we provide specialist treatment and support for veterans from every service and conflict, focusing on those with complex mental health issues.

The work we do is life-changing and often lifesaving. No one else does what we do.

If you're currently serving or have served in the UK Armed Forces, you can call Combat Stress' 24-hour mental health helpline.

THE HELPLINE IS AVAILABLE 24 HOURS A DAY, 365 DAYS A YEAR.

- Veterans and their families can call [0800 138 1619](tel:08001381619).
- Serving personnel and their families can call [0800 323 4444](tel:08003234444).

Online Self-help Resources:

Physical Well Being	Managing Anger	Managing Low Mood
Managing Anxiety	Alcohol Misuse	Substance Misuse
Veterans Families	Support for Organizations	Support with PTSD
Sleep during COVID-19	Grief and Loss	

Weblink: <https://www.combatstress.org.uk/mental-health-support-during-covid-19>

PEER TO PEER SUPPORT

- Website Map Locations Link: <https://www.combatstress.org.uk/get-help/how-we-help/peer-support>

TRAUMA-FOCUSED THERAPY Six-week residential Intensive Treatment Programme.

Support in Your Community:

- COMMUNITY TEAMS
- PSYCHO-EDUCATION GROUPS
- OCCUPATIONAL THERAPY WORKSHOPS

Tel: See Above **Email:** contactus@combatstress.org.uk

Website: <https://www.combatstress.org.uk>

TOGETHER ALL (Formerly BIG WHITE WALL)

Why are we called Togetherall?

Formerly Big White Wall, our new name Togetherall represents our community, which is open and inclusive to all people. We believe it's important to provide a place of safety without judgement for people to get together to support each other, whilst also recognising mental health does not discriminate; we all have to look after it.

What is the service?

The video highlights from all viewpoints how we support populations with their mental health and wellbeing – helping with feels of anxiety, depression, isolation and stress, to relationship problems and lifestyle challenges.

The safety of our members and clinical rigour is at the core of what we do and we have a network of trained professionals providing 24/7 support around the world.

Organisations can commission our Support Network service, or Support Network plus Live Therapy.

Armed Forces

Access provided by the UK Ministry of Defence and NHS England to all serving personnel, veterans and family members.

Access by Registering and using the UK Armed Forces Community link

Weblink: <https://account.v2.togetherall.com/register>

ARMED FORCES
COVENANT

CONTACT (ARMED FORCES)

Contact is a collaboration of military charities working with the NHS and the MOD. The aim of the group is to help members of the Armed Forces community access mental health and wellbeing support. This should be the most suitable and best possible support for each individual, when they need it.

We can Help Categories:

- I have served
- Family and friends
- I am serving
- Healthcare professionals
- Mood assessment tool

Contact Access via online referral:

<https://www.contactarmedforces.co.uk/we-can-help/contact-us/>

Contact partners

<https://www.contactarmedforces.co.uk/about-us/>

HELP FOR HEROES: HIDDEN WOUNDS

WHAT IS HIDDEN WOUNDS?

The Help for Heroes Hidden Wounds service can support you if you are Ex-Service Personnel, or a family member, who is living with anxiety, depression, anger or wishing to change your drinking habits.

We know many Veterans struggling with their mental health have never accessed support before. If you are the loved one of a Veteran who hasn't reached out, particularly if you are worried about the impact of your Veteran's mental health on your own wellbeing, we're here to offer free and confidential advice.

Support is delivered by phone, Skype or face to face

For more information, you can contact the Hidden Wounds team confidentially 9am – 5pm by calling 0808 2020 144 (free from UK landlines) or emailing hidden.wounds@helpforheroes.org.uk

Web: <https://www.helpforheroes.org.uk/get-support/mental-health-and-wellbeing/hidden-wounds-service/>

HEAD START: WALKLING WITH THE WOUNDED

Web: <https://www.contactarmedforces.co.uk/>

Head Start provides 1-2-1 private therapy for ex-service personnel with mild to moderate mental health difficulties such as depression, anxiety, PTSD and adjustment disorder. Therapy is provided via face-to-face and digital sessions. Evidence-based talking therapies including cognitive behavioural therapy (CBT) and Eye Movement Desensitisation Reprocessing (EMDR) are delivered by accredited private therapists within the ex-service personnel's local community. The NHS is central to ex-service personnel receiving support with their mental health and Head Start are referral partners with the NHS specific veteran teams, therefore these teams should be contacted in the first instance. (WWtW, 2019)

Head Start Leaflet

[file:///C:/Users/Home/Downloads/Rurl8C4mxQtJqM2NEyswxgnVzz9O%20\(1\).pdf](file:///C:/Users/Home/Downloads/Rurl8C4mxQtJqM2NEyswxgnVzz9O%20(1).pdf)

TALKING THERAPIES:

- One to one private therapy for ex-service personnel with anxiety, depression and PTSD.

QUICK ACCESS:

- Private therapists can offer appointments without long waiting times.

CONVENIENT:

- Therapy provided close to where you live.

Are you a healthcare professional looking to refer to Head Start?

Web link: <https://www.wwtw.org.uk/Home/About/48>

Head Start team - 01263 863906 or email headstart@wwtw.org.uk. (working hours are Monday to Friday, 9am to 5pm)

ARMED FORCES
COVENANT

HOUSING INFORMATION



(Source: Riverside 2025)

Op FORTITUDE is funded by The Armed Forces Covenant Fund to deliver a centralised referral pathway into veteran specific supported housing. The remit of the team is to work with individual veterans at risk of or experiencing homelessness, supporting them either with advice and guidance to maintain their current home, or into suitable veterans supported housing.

The service is designed to help those veterans who do not have a suitable support network already, the network they do have is struggling to support them, or the veteran struggles to engage with local services.

Op FORTITUDE Service Design Overview

Referrals can come from a range of sources, including, but not limited to, the public, the homelessness sector, the veteran charity sector, Local Authorities, His Majesties Prison and Probation Service (HMPPS) (although in prison referrals are not taken due to the extensive support from the Offender Officer and local authority), The Defence Transition Service (DTS), or directly from the veteran themselves.

Referrals can be made through a dedicated webpage, and telephone access, with referrals going to the team that will facilitate referrals.

Service Hours

The service is open 24 hours a day, 365 days a year. During office out of hours times: Monday-Friday 17:00-09:00 & weekends and bank holidays

An out of hours team will deal with all enquires to:

- *Give advice and help connect to any local authority homeless services*
- *Provide advice about the service*
- *Help with making a referral to the service*

All referrals are requested to make contact with their local authority and report homeless. If the veteran struggles with this, the team can/will help support them with this.

Contact Telephone: 0800 9520 774

Online referral: [Weblink](#)

ALABARE: HOMES FOR VETERANS

(Source: Alabare2025)

Alabaré Homes for Veterans provides supported accommodation to British Armed Forces veterans who are homeless or at risk of becoming so. Support includes help with mental wellbeing and support accessing future employment.

Our Alabaré Homes for Veterans assist ex-Armed Forces personnel who are struggling in their civilian lives and who face homelessness sleeping on sofas or in temporary accommodation, cars or tents. Our teams understand the experiences of serving in our Armed Forces and offer specialised support to help our homeless veterans move on to successful independent lives once more.

Services for and help for homeless veterans across England & Wales

Our teams offer a personalised pathway of support that considers your health, finances and employment goals as well as helping you secure a home to move onto when you are ready. Alongside our homes we have a range of opportunities for veterans living with us, and also those living in the community, across the South, South West and across north and south Wales.

Alabare Homes for Veterans Map [weblink](#)

Accommodation and support

We will provide you with a key worker from our team, and together you will agree on an action plan based on your needs and goals. We can also help you access support and services from other agencies if needed. We will help you look at your options for future housing and support you in finding a suitable new home when you are ready to move on from us

Our Homes for Veterans are grateful for funding from the Office for Veterans' Affairs (OVA), the Armed Forces Covenant Fund Trust under the Reducing Veterans' Homelessness programme. We are proud to work with Op FORTITUDE to end [veteran homelessness](#).

[Information leaflet download](#)

Telephone: 01722 322882

Referral Link: [website](#)

FIRST CHOICE HOUSING ASSOCIATION

'First Choice in partnership with Alabaré will develop supported accommodation and move on schemes for veterans in Wales to deliver accommodation and training initiatives. (Source: First Choice 2016)

Our Mission

Improving quality of life through provision of quality, bespoke accommodation that enables tenants to achieve independence, fulfil their potential and optimise enjoyment of life, and allows staff and family to be part of that journey

Ex Armed Forces Properties

Weblink link: <https://www.fcha.org.uk/ex-armed-forces>

Tel: 029 2070 3758 Email: customerservices@fcha.org.uk

First Choice Housing Association Website: <http://www.fcha.org.uk/>

HAIG HOMES

The object of Haig Housing is to provide housing assistance to ex-Service people and/or their dependants. Currently this object is achieved by letting general needs homes at affordable rents to the ex-Service community and providing tailored housing solutions to suit the individual needs of severely wounded and disabled Veterans. Haig Housing also offers a wide range of housing advice to the Service community and is the Strategic Housing Partner of Help for Heroes.

The Trust has over 1,500 properties throughout the UK which are a mix of family-sized houses, flats, maisonettes and bungalows, built mostly in the 1930s, 1950s and 1990s. The properties are generally on small, well-managed estates ranging in size from six houses up to the largest estate in Morden of over 270 homes. These are located in over 50 different local authorities. Some are subject to the nomination rights of the original Service or regimental organisations which donated the funds for the building. The properties in Jersey are subject to residential qualification for the States of Jersey.

Tel: 020 8685 5777

Website: <http://www.haighousing.org.uk/>

The Single Persons Accommodation Centre for the Ex-Services

Single Persons Accommodation Centre for the Ex Services, SPACES, is a housing advice and placement service for veterans. SPACES targets the most vulnerable of Service leavers, regardless of rank, length of service, or reason for discharge.

SPACES is unique in providing a national network of supported housing options for veterans who have a range of needs. Our links with many other veterans charities and housing providers means that we can match you with the most appropriate accommodation offer – whether that is independent housing or high levels of support within Riverside's own accommodation services.

Tel: 01748 833797/872940/830191

Website: www.spaces.org.uk

THE BEACON CATTERICK

The Beacon offers supported housing to single veterans who are homeless or at risk of homelessness and who have support needs. Based at Catterick Garrison, our team understands the unique needs of veterans transitioning into civilian life. A friendly, warm, safe supportive base, it offers a beacon of hope to veterans of all ages

The Beacon understands the complex needs specific to veterans, from Post-Traumatic Stress Disorder to substance or alcohol misuse. We help you address any needs you may have, and give you the tools to increase your independence, confidence and well-being. Our motto is 'Stronger Together'. We work with you in your transition to Civvy Street and support your goals and ambitions.

Tel: 01748 833797 / 872940 / 830191

Website: <https://www.riverside.org.uk/in-your-neighbourhood/north-yorkshire/care-and-support/the-beacon/>

ARMED FORCES
COVENANT

STOLL FOUNDATION (Source: Stoll,2020)

Some Veterans struggle to adapt to civilian life when they leave the Armed Forces. At Stoll we support the most vulnerable Veterans by assessing an individual's needs and then arranging appropriate support.

A home with Stoll

We provide over 250 Stoll affordable homes for vulnerable Veterans to rent. We currently operate four schemes in West London and we are building 34 new homes in the garrison town of Aldershot. [Find out more...](#)

Veterans' Nomination Scheme

We arrange accommodation for people leaving the Armed Forces and Veterans. We work with housing associations and local authorities across the country to find appropriate accommodation, mainly for single Veterans. We have arranged a home for over 404 Veterans in this way. [Find out more...](#)

Veterans' Drop-In

Every month we co-host the Veterans' Drop at St. Pancras Hospital – In which provides an opportunity for people, especially Service Leavers, to discuss issues with other Veterans and a wide range of Veterans' agencies. [Find out more...](#)

Meeting people's health needs

We work in partnership with leading providers of drug and alcohol, and mental health services to the Veterans community, and we can provide access to these and a wide range of other support services. [Find out more...](#)

Skills and training

Our skills development programmes include English language, CV writing and IT classes to help people build their skills and return to work. [Find out more...](#)

Independent Living Service

At Stoll we also offer tailored support to enable people to live independently. Around sixty of our residents use our daily Independent Living Service. [Find out more...](#)

Support and wellbeing

A comprehensive range of activities and social events is available for residents from tai chi to archery club, from dinners and dances to darts night. [Find out more...](#)

Tel: 020 7385 2110

Email: info@stoll.org.uk

Website: www.stoll.org.uk

HELP 4 HOMELESS VETERANS (Source: H4HV,2020)

HELP 4 HOMELESS VETERANS charity is based in South Yorkshire and the majority of our work is here in the North of England. When possible we will attempt to assist veterans elsewhere too, but they should also seek advice through the Veterans Gateway on alternative support groups in other areas that may be better placed with local networks to assist them.

We support former members of HM FORCES (VETERANS) facing homelessness.

The charity is a member of Cobseo, a signatory to the Corporate Covenant and a member of the Community Covenant Veterans Support Groups in Barnsley and Doncaster. Our annual reports and accounts are available to view on the Charity Commission and Companies House Web sites.

Email: ceohelp4homelessveterans@gmail.com

Tel: 07305 260 798

Website: <https://help4homelessveterans.org/>

VETERANS AID (Source: VA,2020)

HOW WE OPERATE

Veterans Aid provides immediate, practical support to all ex-servicemen and women who have served in HM Armed Forces who are homeless, facing homelessness or in crisis.

The charity is governed by a Board of Trustees and enjoys the Patronage of The Dowager Viscountess Rothermere. It operates from just two locations; a Head Office/Operations Centre in Central London (Victoria) and a residential home ([New Belvedere House](#)) in East London (Stepney) but the charity's reach is international.

THE FACTS

In 2019 Veterans Aid appropriately homed 177 ex-servicemen and women and prevented 122 from becoming homeless. The charity had 2,456 client interactions, supported 95 veterans into employment or onto training courses and put 66 into detox/rehab.

Freephone: 0800 012 68 67 or our landline 020 7828 2468

Website: <https://veterans-aid.net/>

LAUNCHPAD (Source: Launchpad,2020)

What We Do

Launchpad exists to provide accommodation and other support, with the expertise of specialist providers, so these unfortunate veterans can stabilise their lives and make a successful transition from military to civilian life. For some, Launchpad may be a brief stepping-stone, giving them time to adjust quickly, for example those who have just left the armed forces but have left resettlement plans late, or are briefly in transit from one job to another or one location to another.

Our Locations

Our houses provide a warm, welcoming and friendly environment. For some residents, Launchpad might be the first safe place they have slept in for months, even years. We are committed to helping our veterans successfully re-engage with the community and find suitable housing and employment.

Avondale House, Byker Estate, Newcastle-Upon-Tyne. Tel: 0191 265 7039

Email: newcastle@veteranslaunchpad.org.uk

Speke House, Speke, Liverpool. Tel: 0151 425 3886

Email: liverpool@veteranslaunchpad.org.uk

Housing application link: <https://veteranslaunchpad.org.uk/contact/>

Website: <https://www.veteranslaunchpad.org.uk/>

Hull 4 Heroes (Source: Hull 4 Heroes,2021)

Our Veterans Deserve Better:

Increasingly, veterans return from service to find they do not have the support network and resources to meet their most basic needs. When their resources are depleted, these veterans can become homeless and without hope. Hull 4 Heroes aim to ensure that their transition back into civilian life and regular employment is as seamless as possible. Our ever-growing network of support creates homes, provides education and sources employment for veterans that have put their lives on the line in the name of their country and its people. They deserve better and we are here to help. (Hull 4 Heroes,2021)

Help us to build the first transitional Veterans Village:

Planning permission for the Hull 4 Heroes Veterans Village has been approved by both Hull City Council and the East Riding of Yorkshire Council. The countries first transitional Veterans Village will begin construction in 2021 and you can help to build the first house on the site.

HULL 4 HEROES [Weblink here](#)

Get involved: [Weblink here](#) **Get help: Tel: 01482 534483**

SCOTTISH VETERANS' RESIDENCES (Source: SVR,2020)

Referral form: [Weblink here](#)
What We Do

SVR is a Registered Social Landlord. We operate housing support services in Scotland's three largest cities: Edinburgh, Glasgow and Dundee and support more than 200 veterans annually. Every year around a quarter of our veterans are supported to move on, taking up their own tenancies. The age of our residents ranges from early 20s to early 90s and all enjoy the support, security and companionship of our community environment.

Who We Support

SVR supports former members of the UK Armed Forces and former Merchant Mariners who are homeless, at risk of homelessness or in need of supported accommodation. Residents can be of any age and from any part of the UK and need to have completed at least one day's paid service.

Our Supported Housing for Veterans

Scottish Veterans Residences offers three supported residences for veterans offering high quality en-suite accommodation with on-site support services in Edinburgh, Dundee and Glasgow. For those looking for more independence we also have a number of flats available to rent

Tel: 0131 556 0091 **Email:** info@svronline.org

Whitefoord House Tel: 0131 556 6827, **Rosendael** Tel: 01382 477078, **Bellrock**

Close Tel: 0141 766 2580

Webpage link: <https://www.svronline.org/index.php>

ARMED FORCES
COVENANT

BROUGHTON HOUSE (Source: BH,2020)

OUR MISSION & FUTURE VISION

To meet the ever-changing needs of the entire armed forces community throughout every stage of their life. We believe that all veterans and their families should live with support, friendship and dignity

REGISTERED NURSING AND RESIDENTIAL CARE

The strength of Broughton House has been the quality of nursing and residential care provided for aged veterans in a safe and supportive environment.

INDEPENDENT AND ASSISTED LIVING

Coming soon

CONTACT US

Broughton House
Park Lane
Salford
M7 4JD

T: 0161 7402737

E: info@broughtonhouse.com

ARMED FORCES SUPPORT HUB

The Broughton House 'Armed Forces Support Hub' is here for former members of the Armed Forces and their families in the North West. In strategic partnership with Forces Support we will support you from transition, every step of the way. Whatever your age, Service or circumstances they matter not, we are here to help

for general enquiries

Call: 0161 464 9521

Email: hub.support@broughtonhouse.com

for specific support

hub.support@broughtonhouse.com

ARMED FORCES
COVENANT

FAMILIES SUPPORT

NAVAL FAMILIES' FEDERATION (Source: NFF,2020)

Our vision is for all Naval Service Families to be able to have their views heard by those in positions of power; feel valued and be treated with fairness and respect; and thrive in their communities of choice.

Sometimes it can be difficult to find the help, support or advice you need. That's why we're here. Our website has the answers to questions we're often asked. But if you need something else, our friendly team is ready to help, or to introduce you to someone else who can.

We're a totally confidential service, we understand the challenges of Navy life but aren't a formal part of the Naval Service. Whether you need help with schools, where you live or work, your finances, your future, a posting overseas, relationships or your health, our concern is always for you, our Naval Service family.

Tel: 02392 654374 Email: contactus@nff.org.uk Website: <https://nff.org.uk/>

RAF FAMILIES' FEDERATION (Source: RAFFF,2020)

*The RAF Families Federation provides an independent voice for **all** personnel (single, married or in a partnership) and all of your families. We work to improve quality of life around the world – at work or at home.*

This could include resolving problems with access to education or healthcare for children and young people, sorting out problems with accommodation, benefits and visas, or helping military spouses find [meaningful employment](#) – all issues that arise from having a mobile lifestyle.

The team can provide [practical support and advice](#), as well as lobbying for change with politicians, the Chain of Command and policy makers in the British Government and across Scotland, Wales and NI.

We work hard with a multitude of other organisations and agencies – from the NHS to the big banks – to ensure that you and your family are [treated fairly](#) and that you do not face disadvantage because of the unique nature of service life.

Tel: 01780 781650 Website: www.raf-ff.org.uk

THE ARMY FAMILIES' FEDERATION (Source: AFF,2020)

The Army Families Federation (AFF) is the 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. AFF is independent of the Army and offers confidential advice. We will deal with your enquiry without revealing your identity.

AFF is often pivotal in achieving improvements for Army families such as changes to Government and military policy and changes to how things are provided for families. AFF does not do this by itself; our role is to highlight problems to the chain of command or service providers, and to work with them and other agencies to improve the support they provide to Service families.

AFF also provides a signposting service to help you find the right person to speak to, as well as providing useful information for Army families through its website and magazine, [Army&You](#).

Tel: 01264 382324

E mail: us@aff.org.uk

Website: www.aff.org.uk

THE RIPPLE POND (Source: TRP,2020)

A UK wide self-help support network for the adult family members of physically or emotionally injured Service Personnel and Veterans. At The Ripple Pond every members views and experiences are equally valued. How much support you give and receive can depend in what feels right for you at different times.

Members may focus on talking and discussion or may choose to do activities together such as beach walks, theatre trips and coffee meets.

The Ripple Pond team are available 9.30am-2.30pm Monday to Friday.

ACCESS PEER SUPPORT

Self-referral form webpage: <https://theripplepond.org/>

Tel: 0333 90001028

Email: admin@theripplepond.org

Web: <https://www.theripplepond.org/>

SCOTTY'S LITTLE SOLDIERS (Source: SLS,2020)

Scotty's Little Soldiers is a charity dedicated to supporting bereaved British Forces children and young people. Inspired by the experience of Army widow Nikki Scott, the charity honours husband Corporal Lee Scott's memory – both as a loyal soldier and a loving father – and provides a practical yet personal way for the public at large to show their appreciation for those brave individuals who make the ultimate sacrifice in the service of their country.

The charity's assistance is divided into 3 distinct programmes.

'Smiles' offers the children that opportunity to smile again through a wide range of fun activities and gifts. This includes holiday breaks, group events, special experiences and gifts at difficult times of the year. The 'Support' programme aims to assist with the more emotional side of bereavement and includes access to professional counselling and a family support network. Finally, the 'Strides' programme is designed to help with the charity's beneficiaries' personal development and includes a range of activity and educational grants

Tel: 08000 928 571

Email: hello@scottyslittlesoldiers.co.uk **Website link:** _

For the Fallen (Source: FTF,2021)

<https://www.scottyslittlesoldiers.co.uk/>

For The Fallen is formed in memory of Lance Corporal Dave Jukes & is dedicated to the memory of a brave man, a father, a husband & a soldier. We do what we do so that other families of the fallen are not alone in their hour of need, but also to make permanent changes to the way serving and veteran HM Armed Forces personnel are treated. (FTF, 2021)

If you are affected by military suicide, join with us here at For The Fallen CIC. We know what you are going through. Together we can overcome and you will find people through our organisation who understand you and will be able to advise and support you in the hardest of times. (FTF,2021)

Email: info@forthefallen.co.uk

Website: <https://forthefallen.co.uk/>

The War Widows Association (Source: TWWA,2021)

The War Widows' Association is the United Kingdom's leading representative organisation for widows and widowers of Armed Forces Personnel where death has been caused by or hastened by service. Three core values: Campaign – Care – Remembrance.

The War Widows' Association is a membership organisation; a Full member is anyone who meets the criteria of war widow war widower irrespective of the age, rank, service of the deceased or marital status. Regional organisers throughout the UK arrange meetings in their area and maintain contact with members locally.

Email: info@warwidows.org.uk **Website:** <https://www.warwidows.org.uk/>
Telephone: 09452 412189

Army Widows Association (Source: AWA, 2021)

The Army Widows' Association was formed by widows in 2004. We are a volunteer run Organisation and Charity. Our aim is to offer comfort, support and friendship to the widows and widowers of service men and women.

We aim to offer help on your terms when you need it. We know that despite all the love and support from family and friends, widows/widowers can feel very alone.

All the members have lost their husbands, wives or partners, under a variety of different circumstances, and are able to offer support and sympathy to those who have been recently widowed. (AWA,2021)

Email: info@armywidows.org.uk **Website:** <https://www.armywidows.org.uk/>
Telephone: 0300 666 0136

ARMED FORCES
COVENANT

The Royal Navy & Royal Marines Widows Association (RNRMA,2021)

The Royal Navy Royal Marines Widows' Association was formed in 2008 by a group of volunteers most of whom are widowed.

Aims of the Association:

- *To offer support and friendship to the bereaved whose spouse/recognised partner was serving in the Royal Navy or Royal Marines at the time of their death.*
- *To help the bereaved and their children to address issues with Royal Navy and Royal Marine organisations.*
- *To work with the Royal Navy and Royal Marines and Ministry of Defence to improve their approach to the bereaved widows/widowers/recognised partners.*
- *To ensure representation in relevant forums such as the Defence Bereaved Families Working Party meetings.*

Email: chairmanrnmwa@aol.com

Website: <https://www.rnmwidows.org/>

Telephone: 07462 376850

RAF Widows Association (RAFWA,2021)

The RAF Widows' Association (RAFWA) is a national charity for women and men who have lost their spouse or partner whilst serving in the RAF at the time of their death or who died within two years of leaving the RAF.

The Association is run by a network of volunteers who themselves are RAF widows and widowers, so they do really understand what the members are going through.

The RAFWA was founded in 1992 and aims to provide friendship, practical and emotional support to men and women – married or not, with or without children, whatever their sexual orientation as they adjust to life after the death of their spouse or partner.

Email: raf.widows@gmail.com

Website: <https://www.rafbf.org/raf-widows>

Telephone: 0870 5143 901

FORCES FAMILIES' JOBS (Source: FFJ,2020)

About us

Recent Tri-Service research conducted by Warwick Institute for Employment Research resulted in a key recommendation, the need to create a central portal for employment and training opportunities for military spouses and family members.

We know that being a military family member often means moving with your service person, gaps in your CV and regularly changing jobs and/or career. We also know you have a wealth of knowledge, skills, expertise and work ethic to share with employers.

Who is eligible to use the site?

- *Spouses and partners of currently serving and reserve personnel, and adult children (aged 18-25).*
- *Spouses and partners of service personnel who have left the Armed Forces within the last 12 months, and adult children (aged 18-25).*
- *Bereaved spouses and partners for up to two years post service, and adult children (aged 18-25).*

Registration weblink: <https://www.forcesfamiliesjobs.co.uk/contact/>

Email: help@forcesfamiliesjobs.co.uk

RECRUIT FOR SPOUSES (Source: RFS,2020)

About:

Recruit for Spouses is an independent social enterprise dedicated to supporting, championing and finding gainful employment for an untapped talent pool of spouses and partners to members of our Armed Forces. We work to overcome outdated perceptions about mobility and suitability and provide the tools for spouses to return to the workplace and excel in their chosen path.

We provide unparalleled understanding and support of the employment situation of military spouses and provide a supportive community for spouses to get back into the workplace.

The RfS Career Academy aids the spouse to prepare for their journey back into work by providing tools such as coaching and mentoring, CV workshops and Interview techniques . These free to use resources help people to focus on what they want to achieve and increase their confidence in going out to get it.

Registration weblink: <https://recruitforspouses.co.uk/contact/>

Phone: [0333 2020 996](tel:03332020996)

Email: info@recruitforspouses.co.uk

Webpage link: <https://recruitforspouses.co.uk/>

MILITARY CHARITIES (examples)

Royal Navy & Royal Marines Charity

Tel: 023 9387 1520 Email: theteam@rnrmc.org.uk Web: <https://www.rnrmc.org.uk/>

RAF Association

Tel: 0800 0182 361 Website: www.rafa.org.uk

ABF The Soldiers Charity

Tel: 020 7901 8900 Email: supportercare@soldierscharity.org Website: www.soldierscharity.org

Regional Offices link https://soldierscharity.org/about-us/our-work-in-the-regions/?_ga=2.99172445.2141460711.1568038556-891967730.1568038556

Help for Heroes Band of Sisters

Tel: 01980 844280 Email: getsupport@helpforheroes.org.uk

Web: <https://www.helpforheroes.org.uk/get-support/beneficiary-support-network/band-of-sisters/>

Help for Heroes Band of Brothers

Tel: 01980 844280 Email: bandofbrothers@helpforheroes.org.uk

Web: <https://www.helpforheroes.org.uk/get-support/beneficiary-support-network/band-of-brothers/>

FEMALE VETERAN'S

Female Veteran's Transformation Programme

[FVTP Weblink](#)

The Female Veterans' Transformation Programme will produce an online toolkit for use by service providers in the commercial, statutory, and charitable sectors, helping transform service provision for female veterans. The toolkit will be supported by a communications package raising knowledge and awareness across the sectors.

The 3-year, UK-wide programme is funded by the Armed Forces Covenant Fund Trust, the Office for Veterans' Affairs, and NHS England, in partnership with the Cobseo Female Veterans Cluster and the Women's Royal Army Corps Association.

[Publication resources Weblink](#)

[What Good Looks Like checklist Weblink](#)

[Get involved with FVTP weblink](#)

Contact Email

liza.jarvis@wraca.org.uk

staceydenyer@fvtp.org.uk

ARMED FORCES
COVENANT

The Centre for Military Women's Research (CMWR)

[CMWR Weblink](#)

'In June 2021 Anglia Ruskin University's Veterans and Families Institute for Military Social Research (VFI) published the nationally recognised 'We Also Served' Report, bringing together everything that was known in the UK about the health and well-being of women veterans. This report identified numerous gaps in our understanding of women's experiences in the military community and the impact of these experiences on their civilian lives'.

'Subsequently, the Centre for Military Women's Research (CMWR)'s was launched by the VFI, with a core mission to inform and improve the wellbeing of women in the military and veteran community through world-leading collaborative research and evaluation. By embedding principles of co-production with members of the military community, and collaboration with partners and stakeholders (academic, charity, third sector, policymakers) into all research projects, the centre undertakes high quality research to deepen understanding and improve provision for women in the military and veteran community'.

Source: CMWR webpage 2025

[Research Projects weblink](#)

[Getting involved with CMWR research: Take part and collaborate weblink](#)

Women Veterans Research Advisory Group contact:

female.veteran@aru.ac.uk

Salute Her (Forward Assist) (Source: Forward Assist, 2021)

‘Empowering Women Veterans: Forward Assist recognise that women veterans are a hidden, marginalised and frequently ignored and forgotten population.

We are actively campaigning for gender specific mental health support services for women who were harassed and sexually abused during military service. Salute Her aim to ensure that all ‘Women Veterans’ have a choice in both service design and delivery. Team Salute Her are the only UK ‘gender specific’ support service, to offer, tri-service, trauma informed, mental health therapy and interventions for survivors of in-service sexual abuse. We also provide, needs led wrap around holistic care to women service personnel and veterans in a single sex environment. We know from research in the USA that multiple traumas contribute to suicidal ideation, suicide attempts, or death by suicide in women veterans’.

Webpage: <https://www.forward-assist.com/salute-her>

Online contact form: <https://www.forward-assist.com/contact>

T: 0191 250 4877

E: admin@forward-assist.com

ARMED FORCES
COVENANT

LGBT+ Community

Fighting with Pride (Source: Fighting with Pride, 2021)

‘Fighting With Pride (FWP) is a new military charity, created on the 20th anniversary of the complete lifting of the ban on LGBT+ service – the ‘gay ban’.

We are here to support LGBT+ Veterans, serving personnel and their families, particularly those who were affected by the ‘gay ban’, ultimately lifted on 12th January 2000. Before then, thousands of LGBT+ service personnel were removed or forced from service and abandoned, after serving with pride. In the years ahead it is our aim to restore the military covenant and bring this community back into the military family.

We are working with Veteran supporting organisations to build capacity for LGBT+ Veteran support, to recognise their service and help resolve the challenges they face in their lives beyond military service. FWP is a ‘lived experience’ LGBT+ charity, supporting those seeking help and a resource for those who seek to help them’.

Webpage: <https://www.fightingwithpride.org.uk/>

Email: info@fightingwithpride.org.uk

Get in touch Online: <https://www.fightingwithpride.org.uk/get-in-touch/>

JUSTICE SYSTEM

Op NOVA (Source: Forces Employment Charity 2025)



'Op NOVA, delivered by the Forces Employment Charity and commissioned by NHS England, provides support for veterans who are in contact with the justice system, enabling them to access the services they need.'

Op NOVA's specialist team is drawn from those who have served in the Armed Forces, as well as partners, children and parents of those who serve or have served. Other members of the team have worked in the police, probation, prisons or charity sector. Our team is trained in Information Advice and Guidance, Level 4, and Mental Health First Aid.

Care After Combat is our subcontractor, linking with veterans in prison so that they can be supported across the crisis point of prison release.

We are able to identify and engage with veterans because we understand their unique circumstances' NOVA works across all needs and delivers practical and emotional support. We work to engage veterans in healthcare including registration with GPs and, for those with mental health needs, referrals into the NHS's specialist veterans mental health provision – Op COURAGE'.

Op NOVA Partner Referral form: [Weblink](#)

Contact: England 0800 917 7299 or Email

opnova@forcesemployment.org.uk

Secure justice email address for Police, Probation

Service and Liaison and Diversion use

only: opnova@forcesemployment.cjsm.net

Scotland: Freephone 0800 917 7299

or by email at novascotland@forcesemployment.org.uk

CARE AFTER COMBAT (Source: CAC,2025)

Helping Veterans in the Justice System

Project Phoenix

Project Phoenix has been developed by Care after Combat, it aims to empower veterans to make good choices for their future, to aid, prepare, build resilience and restore pride and purpose. Veterans are supported to be ready for a successful reintegration back into the community due to the dedicated one-to-one mentorship they receive in prison and for a period post release in the community.

The trust that is developed between mentor and mentee as they work together as part of a structured support plan, contributes greatly to an environment that enables the Veteran to be heard so that they take as much control of their situation as is possible. The result being that the Veteran improves their life choices and outcomes, and importantly, the risk of reoffending is reduced.

The effectiveness of Project Phoenix cannot be underestimated. Due to the dedication, determination and professionalism of staff and Volunteers, over 1000 veterans have received a one-to-one mentorship from Care after Combat, resulting in a decrease of the reoffending rate of veterans mentored by Care after Combat, to 1/5th of the national average.

Monthly Forums

Care after Combat also holds monthly forums in prison where possible, where all veterans in custody are welcome to attend. The forums provide veterans with the opportunity to socialise with like-minded people and are also introduced with a psychoeducational aspect throughout each session.

Head Office: 01636 557 543

Advice Helpline: 0300 343 0258

Message link - [website](#)

Care After Combat Webpage link: <http://www.careaftercombat.org/>

SSAFA: Veterans in the Criminal Justice System (Source: SSAFA,2020)

Veterans in the Criminal Justice System

Who we are:

The SSAFA VCJS Support Service is committed to giving veterans and their families a service that delivers. Our aim is to ensure that we offer a recognised and consistent service nationwide whilst meeting our five strategic objectives: effective support, awareness and understanding, sustainable resource, and collaborative working.

What we do:

Our network of in-reach volunteers provides advice and information - not only to those in custody, on probation or in the community, but also to their families. The support offered is non-judgemental and holistic and includes:

- Practical and emotional support
- Signposting to services
- Financial support
- Family support
- Travel assistance
- Accommodation

Contact form weblink:

<https://www.ssafa.org.uk/get-help/veterans-in-the-criminal-justice-system/vcjs-contact-form>

Tel: VCJS service team on 020 7463 9337

Email: VCJS.SupportServices@ssafa.org.uk

Focused Support

TOM HARRISON HOUSE (Source: THH, 2020)

‘Tom Harrison House is a specialist facility providing a 12-week addiction recovery programme exclusively to military veterans, reservists, emergency personnel, and their families. In meaningful partnership with other agencies, we provide trauma-informed addiction therapy through a “sensory and wellbeing” model of care, support, therapy and education.

Our philosophy emphasises safety, respect, empowerment, personal integrity, and the healing power of relationships within a community of veterans in recovery.

Staff members reinforce these values by providing a structured programme over 7 days each week. Our programme includes personal recovery planning, group work, assignments and reintegration work alongside equine therapy, art, nutrition, physical fitness, yoga and mindfulness. Education and therapies initiate the changes to behaviour and thinking that are required to develop and sustain a life of abstinence-based recovery.

On completion of the primary programme a second stage of continued support is available, providing a steppingstone between primary care and a return to independent living’.

Tel: 0151 909 8481

Email: info@tomharrisonhouse.org.uk

Website: <http://tomharrisonhouse.org.uk/>

Combat Stress Substance Misuse Service (Source: Combat Stress, 2020)

'We know it can be difficult to ask for help. Our specialist substance misuse teams can give you advice on how and where to get help with alcohol or drug problems

When you contact us we'll arrange to meet you. We'll talk about your current circumstances and what you can do to improve your situation. We'll help you access specialist services in your local area so that you can manage your addiction. We can also help you access services related to mental health, housing, criminal justice, employment and benefits, education and training, and healthcare. (Combat Stress, 2019)

Free 24-hour helpline on **0800 138 1619**

Website: <https://www.combatstress.org.uk/get-help/how-we-help/substance-misuse>

RIGHT TURN (WE ARE WITH YOU) (Source: WAWY, 2020)

'Our Right Turn programme provides specialist support for military veterans and their families who have substance misuse issues, helping them to lead fulfilling lives that are not hindered by addiction. It does this by acknowledging the specific experiences of people in the armed forces community, capitalising on the strengths of military identity and using this to enhance their recovery.

To find out more about Right Turn contact:

- Hannah Snart, Right Turn Coordinator (North) - 07970 203340
- Lee Flowers, Right Turn Coordinator (South) - 07970 038116

Website: <https://www.wearewithyou.org.uk/about-us/our-programmes/>

STAND TO (DAAS) (Source: DAAS, 2020)

STAND TO is an alcohol service dedicated to Derbyshire's Ex-Forces community.

'Whether you were Regular or Reserve forces, served 22 years or 22 days (or less!) STAND TO are here to help. We cover the whole of Derbyshire (with the exception of Derby City).

Our dedicated, experienced, and highly trained staff (most of whom have direct experience of the Armed Forces) have a particular awareness of the issues veterans and their families may experience.

We acknowledge, understand, and appreciate the sacrifices that ex-forces personnel and their families have made.

We understand some of the challenge's individuals may face in admitting their alcohol use is a problem and the conflict often felt in asking for support.

We work closely with other organisations in the local area to deliver a comprehensive service for those affected by alcohol misuse'.

Contact Form: <https://daas.uk.com/stand-to-ex-forces.html>

Tel: 01246 206 514

Webpage link: <https://daas.uk.com/stand-to-home.html>

ARMED FORCES
COVENANT

ARMED FORCES AND VETERANS BREAKFAST CLUBS (Source: AFVBC, 2020)

Armed Forces & Veterans Breakfast Clubs are free with over 300 clubs in 14 countries.

There are no fees or subs, Breakfast Clubs exist simply to facilitate veterans, families and serving personnel to meet in a safe, relaxed and social environment.

By simply entering a location in the **‘Enter your Location’** search bar you are taken to a list of Breakfast Clubs who have individual pages and contact information.

Enter you Location weblink: <https://www.afvbc.net/find-a-club/>

Website Link: <http://afvbc.co.uk/>

ARMED FORCES COVENANT

THE WARRIOR PROGRAMME (Source: TWP, 2020)

‘Our programme enables individuals to manage their emotions and to develop the resilience, focus and motivation to succeed in today’s world. The programme has been developed over the last ten years to meet the demands and challenges experienced by past and present members of the armed forces and their families.

Support:

- *Serving Personnel*
- *Families of Serving Personnel*
- *Veterans*
- *Veterans’ Families*

We do this through a 12-month programme, commencing with a 3 day intensive foundation course, followed by regular refresher sessions and online interaction. During the programme you will be introduced to coaching techniques that will enable you to stay grounded, build resilience, deal positively with day to day life and ensure that you remain focused and motivated to achieve what you want.

The 12-month programme is fully funded, including food and accommodation, however participants will need to make their own travel arrangements to the course’.

Website: thewarriorprogramme **Tel:** 0808 801 0898 **Email:** Enquires@warriorprogramme.org.uk

ARMED FORCES
COVENANT

COBSEO (The Confederation of Service Charities)

‘Cobseo, as the Confederation of Service Charities, provides a single point of contact for interaction with Government, including local government and the Devolved Administrations; with the Royal Household; with the Private Sector; and, of course, with other members of the Armed Forces Community.

This allows Cobseo Members to interact with all interested parties and especially to cooperate and collaborate with others in order to provide the best possible level of support to beneficiaries’.

The stated objectives of Cobseo are to represent, promote, and further the interests of the Armed Forces Community by:

- Exchanging and coordinating information internally.
- Identifying issues of common concern and coordinating any necessary and appropriate action.
- Acting as a point of contact for external agencies to the Members of Cobseo.
- Representing and supporting the needs and opinions of its Member organisations, individually and collectively at central and local government levels and with other national and international agencies

Website: <https://www.cobseo.org.uk/>

Ministry of Defence (MOD)

Ministry of Defence(source: MOD,2019)

Weblink: [Useful links for the service community](#)

Weblink: [JSP 100 Defence Holistic Transition Policy](#)

Weblink: [Service Leavers Guide](#)

Weblink: [British Army Transition to Civilian Life \(including sheet 2 – emotional pathway\)](#)

ARMED FORCES

COVENANT
