



Directory of support for Veterans in the North East of England

October 2013

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1. Introduction.

For the purposes of this Directory, Veterans are defined as people who have spent a proportion of their life serving their country in the Armed Forces as a regular or reserve.

The Directory is designed to advise individuals, families, government agencies and individual organisations as to support services that are available to Veterans in the North East of England. It focuses on the most common issues that Veterans may experience in making a transition from military to sustained civilian employment and consequent economic and social integration of the individual in the community. However, advice and support can be provided on a wide range of additional issues.

This Directory of Services lists the main types of services available, and organisations are included under their core support service for Veterans. Some will provide additional services which are listed under each type entry. Many other organisations, too numerous to list, provide general services that Veterans can and will access but are not designed specifically for Veterans.

2. General advice:

Whether a long-term Veteran, Service Leaver or Reservist **Regimental Associations** can advise on pensions, financial support and other matters

You can find a list of regimental associations by following the web link:

<http://www.cobseo.org.uk/member-organisations/regimental-associations/>

Local Authorities in the North East provide a wide range of support and advice for Veterans, including advice on employment, housing, benefits and homelessness, etc.

You can contact your Local Authority to access support using the details below.

Darlington Borough Council

General enquiries: 01325 380651

Website: <http://www.darlington.gov.uk/Generic/veterans.htm>

Durham County Council

General enquiries: 03000 260000

Website: <http://www.durham.gov.uk/>

Gateshead Council

General enquiries: 0191 433 3000

Armed Forces community support line: 0191 4334545

Email: customerservices@gateshead.gov.uk

Website: <http://www.gateshead.gov.uk/ArmedForces>

Hartlepool Borough Council

General enquiries: 01429 266522

Email: customer.service@hartlepool.gov.uk

Website: <http://www.hartlepool.gov.uk/>

Middlesbrough Council

General enquiries: 01642 245432

Email: contactcentre@middlesbrough.gov.uk

Website: <http://www.middlesbrough.gov.uk/index.aspx?articleid=3453>

Newcastle City Council

General enquiries: 0191 2787878

Website: <http://www.newcastle.gov.uk/people-and-communities/support-groups/support-and-help-veterans-newcastle>

North Tyneside Council

General enquiries: 0345 2000 101

Armed Forces line: 0345 2000 101

Website: http://www.northtyneside.gov.uk/browse.shtml?p_subjectCategory=1510

Northumberland County Council

General enquiries: 0845 6006400

Website: <http://www.northumberland.gov.uk/>

Redcar and Cleveland Borough Council

General enquiries: 01642 774774

Website: <http://www.redcar-cleveland.gov.uk/>

South Tyneside Council

General enquiries: 0191 427 7000

Website: <http://www.southtyneside.info/article/16325/armed-forces-support-in-south-tyneside>

Stockton on Tees Borough Council

General enquiries: 01642 393939

Armed forces and ex-service personnel helpline: 01642 528334

Email: customercomments@stockton.gov.uk

Website: <http://www.stockton.gov.uk/help/helpforexservice/>

Sunderland City Council

General enquiries: 0191 5205555

Email: enquiries@sunderland.gov.uk

Website: <http://www.sunderland.gov.uk/>

- **Early, Normal and Medically Discharged Service Leavers**

Preparatory programmes and support are provided in advance of a Veteran's leaving date. **SPACES**, based at Catterick Garrison, can provide support for those veterans from all three Services who require accommodation. Employment support is provided by the Career Transition Partnership and contact will be maintained for up to two years on leaving the Armed Forces. Remploy will work with any Service Leavers who are identified as being disabled. Further employment support is also available as required throughout a Veteran's civilian life from the Regular Forces Employment Association. Support is available to all Veterans from their Regimental Associations. All medically discharged Service Leavers will be referred automatically to the Veterans Welfare Service and they will be contacted by letter.

For further details please contact:

Veterans Welfare Service (VWS):

Part of the Service Personnel Veterans Agency (SPVA) – Statutory support to the Veteran

Veterans Welfare Centre covering NE England

Tel: 0141-224-2709 E-Mail: spva-vwsglasgowmailbox@mod.uk

National Helpline: 0800-169-2277 Web Site: www.veterans-uk.info

Career Transition Partnership:

Ian Wilkinson (Centre Manager.) Catterick Garrison, DL9 3PE.

Tel: 01748 872930 E-mail: rrccatterick@ctp.org.uk

Regular Forces Employment Association:

Newcastle:

Gareth Barnes. C/O The Queen's Own Yeomanry, Fenham Barracks, Barrack Road, Newcastle Upon Tyne, NE2 4NP

Tel: 0191 2220654

E-mail: gbarnes@ctp.org.uk

Darlington : Gavin Ball. 67 Duke St, Darlington, Co Durham, DL3 7SD

Tel : 01325 286480

E-mail : gball@ctp.org.uk

Riverside ECHG:

Trevor Morris.
SPACES, Catterick Garrison, DL9 3PE

Tel: 01748 872940 & 833797

E-mail: trevor.morris@riverside.org.uk

- **Reservists**

Reserve Forces Units have a Regimental Operational Support Officer (the ROSO) who is responsible for welfare issues, including post operational stress management. Similar support is available for Royal Navy and Royal Airforce Reservists. He / she is the first contact for reservists experiencing problems and their employers as a result of their service. The support officer can then access a comprehensive support service. If the Reservist has been demobilised from full time service responsibility for treatment of any residual medical issues primarily falls to the NHS.

During mobilisation the Reservist's employer can claim from the Ministry of Defence (MOD) the cost of covering the work normally undertaken by that employee, e.g. hiring an agency worker.

All individuals, including Reservists, who need support to remain in work e.g. a special chair, keyboard, etc, can make use of the Access to Work funds about which advice can be found at the local Jobcentre Plus office.

In addition, **Combat Stress** have a dedicated support service for members of the UK Reserve Forces:

Free call: 0800 138 1619.

Text: 07537 404 719

E-mail: combat.stress@rethink.org

- **Ex-services**

For some Veterans problems do not emerge until many years after they leave military employment and, as such, they do not have access to, or have lost touch with the support provided to Service Leavers. Combat Stress has suggested that on average veterans seek help for conditions including post-traumatic stress, alcoholism and depression 14 years after leaving the Forces. Any and all of the organizations listed in this Directory will give advice at any time as to who might be available to help.

3. Services to Veterans – main categories of support.

The following services are available to all Veterans who have undertaken service with the Royal Navy, the Army, and the Royal Air Force.

To access these services you can:

- Contact the organisations directly, using the contact information provided below.
- Contact the NE Veterans Network for guidance:
E-mail: veterans@finchalecollege.co.uk

This Directory can be found on the Website: www.northeastveterans.net

- Contact the statutory support to the Veteran supplied by the Veterans Welfare Service part of the SPVA. Contact details below.
- Visit or telephone your local CAB (Citizens Advice Bureau) office as listed below.
- Visit your local Health Centre or GP who will have access to the contact information
- Visit or telephone your local Jobcentre Plus office, details of which can be found in the telephone directory.

3.1. Advice and Guidance:

Any or all of the services listed in this Directory will be able to refer you to an organisation that can provide you with general advice and guidance. Your Regiment will also have details of organisations that may be able to help. However, for more specific issues you can contact the following – please note that agencies/organisations are listed alphabetically – fuller information can be found by contacting the agency/organisation and my accessing the associated Websites:

Organisation Name:	About Turn CIC
Area Covered:	North East of England
Services:	<ul style="list-style-type: none"> • Peer-led support and guidance for Veterans living in the community or serving custodial sentences supervised by qualified and registered ex forces Social workers. • Weekly ‘mutual support’ groups in Sunderland, Newcastle upon Tyne and Northumberland. • Assistance to navigate and access civilian support agencies/organisations. • A safe environment in which to meet with other Veterans. • A ‘wrap around’ support plan addressing housing, health (physical and mental), benefits, support networks, training and employment through referral and chaperoning. • Mentoring and access to specialist training during group work sessions. • Recreational activities for group members.
Drop-in:	Yes
Address:	Postal - C/O Sage (UK) Ltd, North Park, Newcastle upon Tyne, NE13 9AA Office – C/O Sage (UK) Ltd, Building 3, Benton Park Rd, South Gosforth (Behind Wickes), Newcastle upon Tyne, NE7 7LX
Contact:	-
Tel:	0191 2943539 or 07889795877
E-mail:	admin@aboutturncic.co.uk
Website:	www.aboutturncic.co.uk

Organisation Name:	Veteran Welfare Service (VWS) - SPVA
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Area Covered:	UK coverage – A team of Welfare Managers covering NE England
Services:	War Pension Scheme (WPS), Armed Forces Compensation Scheme (AFCS) DWP Benefits, housing, employment, Gateway to 3 rd Sector Support
Drop-in:	NO. Home visit an option
Address:	Service Personnel and Veterans Agency, Veterans Welfare Service, Tomlinson House, Norcross, Thornton-Cleveleys, FY5 3WP
Contact:	<p>The Veterans Welfare Service (VWS) gives support to Veterans, those who are eligible to claim for the SPVA pension and compensation schemes and their dependants. The focus of the service is to provide assistance following a change in situation that may have resulted in a welfare need, such as: Leaving the services, Bereavement, Changes in disablement, Changes affecting income or finances, Changes affecting housing.</p> <p>Who we can assist: Veterans (anyone who has served in HM Armed Forces, regular or reserves including National Servicemen), their families and dependants. Anyone who is eligible for, or in receipt of, compensation from the Armed Forces, Compensation Scheme (AFCS) or the War Pensions Scheme (WPS), Service Personnel who are to be Medically Discharged or have a welfare requirement on discharge. Bereaved families of Service personnel.</p> <p>How we can help: Help and guidance can be given through either telephone contact or a dedicated visiting service via a national network of Welfare Managers.</p> <p>Support can include: Identifying when someone is eligible to claim or apply for a benefit, compensation or other service, Help with completing application forms, Help when making contact with other organisations.</p> <p>Initial contact should be made by telephone, to one of our Veterans Welfare Centres. Once contact has been made, a Welfare Manager will be allocated to become the individual's caseworker. The Welfare Manager will either make further contact by telephone or if appropriate a home visit will be arranged.</p> <p>They will: Ask about the situation and identify any welfare needs. Using this information, identify what type of assistance is needed and available from different sources. Provide advice and practical help towards meeting the needs identified.</p> <p>Things we can do include: Help with applying for the War Pension Scheme (WPS) and the Armed Forces Compensation Scheme (AFCS). Help with applying for any Armed Forces Pension which there may be entitlement to. Give information and advice about benefits available through the Department for Work and Pensions (DWP) and help with applications for them. Make referrals to Social Services, Local Authorities, ex-Service organisations or other voluntary organisations to apply for the services they provide.</p>
Tel:	0141-224-2709 or 0800 169 2277
E-mail:	spva-vwsglasgowmailbox@mod.uk or veterans.help@spva.gsi.gov.uk
Website:	www.veterans-uk.info

Organisation Name:	Citizens Advice Bureaus (CAB)
Area Covered:	North East of England
Services:	Debt, benefits, housing, employment, consumer issues, relationships, family matters, health, education, discrimination, immigration and the law.
Drop-in:	Yes
Address:	-
Contact:	The number of bureaus is too large to list here. You can either: <ul style="list-style-type: none"> - get on-line advice at www.adviceguide.org.uk. - contact your local bureau which can be found by going on-line to www.citizensadvice.org.uk and following the link <i>Get Advice to Find my Bureau</i> by entering your postcode, town or county (advice session times for locations are also shown on this site) - contact your local bureau through information provided by your nearest library.
Tel:	-
E-mail:	-
Website:	www.citizensadvice.org.uk

Organisation Name:	Gateshead Council Debt Advice Service
Area Covered:	Gateshead Borough wide
Services:	Prevention of Homelessness through debt advice. Benefit entitlement checks, negotiation of affordable payments with creditors, debt relief orders and insolvency.
Drop-in: Yes/No	No, Appointment System.
Address:	Housing services, Gateshead Council, 1 st floor, Civic centre, Gateshead, NE8 1HH
Contact:	Alf Armstrong
Tel:	0191 433 3994
E-mail:	fionalillie@gateshead.gov.uk libbieowens@gateshead.gov.uk
Website:	www.gateshead.gov.uk

Organisation Name:	Disability North
Area Covered:	North East of England
Services:	Information, advice, guidance and signposting for disabled veterans
Drop-in:	Yes
Address:	The Dene Centre Castle Farm Road Newcastle Upon Tyne Tyne and Wear NE3 1PH
Contact:	Dianne Cowen
Tel:	0191 284 0480
E-mail:	dianne.cowen@disabilitynorth.org.uk
Website:	www.disabilitynorth.org.uk

Jobcentre Plus

Jobcentre Plus will provide advice and support relating to benefits, employment training and in-work support.

For further information contact your local Jobcentre.

Jobcentre Plus also has designated Armed Forces Champions in each District who will be able to provide specialist advice and support, i.e.:

Northumbria Tyne and Wear (Berwick to Sunderland):

Jon Clapham
Partnership Manager
Tel: 0191 293 8147
Mail to: Jon.Clapham@jobcentreplus.gsi.gov.uk

Durham and Tees Valley:

Peter Clark
Specialist Support Manager
Tel: 01642 413 737
Mail to: peter.clark@jobcentreplus.gsi.gov.uk

Organisation Name:	The Royal British Legion
Area Covered:	North East of England
Services:	<p>If you served in the Regular or Reserve Forces for at least 7 days or are the dependant of someone who has served, the Royal British Legion's range of services is available to help you.</p> <p>This includes:</p> <ul style="list-style-type: none"> - Advice on War Pensions, Compensation Claims, Benefits and Money matters and also careers advice for those leaving the Forces. - Funds in a temporary crisis, such as homelessness, or assist with grants and loans for property repairs/disabled adaptations and grants for household goods - Short and long-term care for Veterans and their dependants - A free dedicated handy person service to those unable to carry out small repairs and minor alterations in their homes. - Holiday breaks. <p>The Civvy Street website provides Veterans and their dependants with information, advice and guidance on resettlement, learning and work. Opportunities for funding may also be available to those who qualify for assistance.</p>
Drop-in:	No
Contact:	Call 08457 725 725 between 8am and 8pm, 7 days a week or email: info@britishlegion.org.uk
Tel:	For Civvy Street services call: free phone on 0800 169 4073.
Website:	General: www.britishlegion.org.uk & Civvy Street: www.civvystreet.org

Organisation Name:	SSAFA (the Soldiers, Sailors, Airmen and Families Association)		
Area Covered:	North East of England		
Services:	<ul style="list-style-type: none"> - Support Groups - Housing: from simple advice, to care home accommodation. - Accommodation for separated families and offer them 'breathing space' and time to reflect. They are open to women, with or without children, who are serving, ex-Service or dependants of Service or ex-Service personnel in need of somewhere to live. - Supporting Prisoners and their Families: assistance with immediate needs, essential household items, children's clothing and practical advice and information on housing and resettlement. - Prison In-reach: Providing a confidential Case Worker. 		
Contact:			
<ul style="list-style-type: none"> • Cleveland: SSAFA Forces Help Office TA Centre Drill Hall Stockton Road Middlesbrough TS5 4AD Tel: (01642) 217 440 Fax: (01642) 351122 E-mail: Cleveland@ssafa.org.uk Office Hours: Mon - Fri, 10.00am -12.00pm		<ul style="list-style-type: none"> • Co Durham: SSAFA Forces Help Office RFCA 53 Old Elvet Durham DH1 3JJ Tel: (0191) 383 9452 E-mail: Durham@ssafa.org.uk Office Hours: Mon & Thurs, 10.00am - 1.00pm	
<ul style="list-style-type: none"> • Northumberland: Tel: (01661) 825267, with ansafone		<ul style="list-style-type: none"> • Tyne and Wear: SSAFA Forces Help Office MEA House Ellison Place Newcastle Upon Tyne NE1 8XS Tel: (0191) 232 6218, with ansafone E-mail: Tyne.Wear@ssafa.org.uk Office Hours: Mon - Fri, 10.00am - 3.30pm.	

3.2. Alcohol/drug abuse.

See also:

- About Turn CIC
- The Cyrenians
- NACRO
- Norcare
- SHAID

Organisation Name:	FUSHIA (Families United Support and Help In Addiction)
Area Covered:	Sunderland
Services:	<ul style="list-style-type: none">- An assessment of individual needs- One to one support- Telephone support and advice- Access to Carer Support groups- Relaxation classes- Respite from caring for a substance misuser- Crisis funds- Information about drugs
Drop-in:	Yes
Address:	Suite 1, Bridge House, Sunderland, SR1 1TE.
Contact:	-
Tel:	0191 567 0581 0780 921 4685 (out of hours)
E-mail:	care@fushia.org.uk
Website:	www.fushia.org.uk

Organisation Name:	North East Council for Addictions (NECA)
Area Covered:	North East of England
NECA Services A matter of substance To promote the prevention, recognition and treatment associated to use and misuse of substances including alcohol, drugs and gambling.	
Services:	<ul style="list-style-type: none"> - Advice & Information - Assessment & Report Writing - Counselling - Access to Alternative Therapies - Assertive Outreach Work - Supported Housing Schemes - Needle Exchange Services - Education & Training Events - Drink/Drive Rehabilitation - Structured Day Care - Harm reduction Services - Recovery Centres - AA & NA Groups - Gambling Services - Community Integration Services - Work Programme - Families/Carers Services and Young People Services - where we offer support to parents of Young People experiencing substance misuses problems.
Drop-in:	Yes
Address:	
Contact:	See website (Contact Us – Area Offices).
Tel:	0191 4146446
E-mail:	info@neca.co.uk
Website:	www.neca.co.uk

3.3. Employment training and support.

See also:

- About Turn CIC
- The Cyrenians
- NACRO
- Norcare

Organisation Name:	Create Foundation
Area Covered:	Sunderland, Newcastle, Washington, Durham, Hartlepool, Middlesbrough, Darlington
Services:	12 week Employability Course: <ul style="list-style-type: none">- communication skills- Interview techniques- body language- time management- CV building- Job Search- gaining valuable skills and qualifications in catering and hospitality
Drop-in:	No
Address:	14 Lombard Street, Sunderland, SR1 2HS
Contact:	Danielle Hanson/ Lindsay Newby/ Dannielle Johnston
Tel:	0191 567 0806
E-mail:	Dannielle.johnston@createfoundation.co.uk Lindsay.newby@createfoundation.co.uk Danielle.hanson@createfoundation.co.uk
Website:	www.createfoundation.co.uk or www.foodbycreate.co.uk

Organisation Name:	Finchale Training College
Area Covered:	North East of England
Services:	<ul style="list-style-type: none"> • Individual transition pathways programmes covering the North East region and leading to full-time and part-time employment, voluntary work, Higher and Further education and training, including: <ul style="list-style-type: none"> - Specialist support for mental health, PTSD and conditions. - On-site Health Centre and support. - Specialist support for Literacy, Numeracy and Communication skills. - Individual specialist support for Anger Management, Sleep Patterns, alcohol and drug addiction, etc. - Housing, debt and legal advice and support. - Specialist support or ex-offenders. - Option of Residential attendance. - Daily transport to the site. - Outreach programmes delivered in the community. • Customised support for early Service leavers returning to County Durham. • Customised support for Reservists from County Durham. • Health improvement support through a Health Trainer Service for Veterans living in County Durham and Darlington. • Individual programmes of vocational training and support into full-time employment and self-employment for unemployed ex-Military personnel with multiple barriers to employment. Vocational programmes include Accountancy, Construction, Customer Service, Distribution and Warehousing, Electrical Installation and Repair, Fork-lift Truck driving, Horticulture, IT Technicians, and Joinery.
Drop-in:	Yes. Opening times 8.30am – 5.00pm Mon-Fri.
Address:	Finchale Training College, Durham, DH1 5RX
Contact:	Chris Lloyd or Andy Wildish
Tel:	0191 3862634 Ext: 406
E-mail:	chris.lloyd@finchalecollege.co.uk or andrew.wildish@finchalecollege.co.uk .
Website:	www.finchalecollege.co.uk

Organisation Name:	LookwideUK
Area Covered:	North East of England
Services:	<p>Training and volunteering opportunities in activity based learning for young people aged 18 – 25:</p> <ul style="list-style-type: none"> • NVQ Activity Leadership Levels 1 and 2 • Food Safety • First Aid • Support with job search, application and interview preparation
Drop-in:	Yes: 8.30am – 16.30pm Mon – Fri
Address:	West Fifteen, Whickham View, Newcastle upon Tyne, NE15 6UN. Croft House, Waterloo Rd, Blyth, Northumberland NE24 1BY.
Contact:	Heather Wallace – 01670 540404 Jeff High – 0191 2743335
E-mail:	info@lookwide.org.uk
Website:	www.lookwide.org.uk

Organisation Name:	Mental Health Care
Area Covered:	North East England –primarily Tyne and Wear and County Durham
Services:	Employability training and supported work placements for people with mental health issues and other socially excluded groups. Training and support is delivered within real, customer facing working environments within the organisation’s own range of social enterprise operations. Includes catering, gardening and property maintenance businesses.
Drop-in:	No
Address:	Unit 9 - 10 Defender Court, Sunderland Enterprise Park, Sunderland, SR5 3PE
Contact:	Suzanne Devine
Tel:	0191 549 6500
E-mail:	sb@mentalhealthcare.co.uk
Website:	www.mentalhealthcare.co.uk

Organisation Name:	Northern Pinetree Trust
Area Covered:	North East of England
Services:	<ul style="list-style-type: none"> - Introduction to enterprise – coaching, business ideas generation and evaluation - Business start up counselling and Business Training - Self employment mentoring and ongoing business support, pre and post start - Access to finance - Grants and Loans - Social enterprise coaching
Drop-in:	Yes. Outreach provision
Address:	Northern Pinetree Trust, Pinetree Centre, Durham Rd, Birtley, DH3 2TD
Contact:	Michael Leithrow
Tel:	01914 928219 / 07751 964024
E-mail:	manager@pinetree-centre4.co.uk
Website:	www.northernpinetreetrust.co.uk

Organisation Name:	The Poppy Factory
Area Covered:	England, Wales, Northern Ireland, Channel Islands
Services:	Wounded, Injured and Sick Employment support
Drop-in:	Yes see website for details
Address:	20 Petersham Road, Richmond, Surrey, TW10 6UR
Contact:	Various please see website
Tel:	0208 939 1837
E-mail:	shaunjohnson@poppyfactory.org
Website:	www.poppyfactory.org

Organisation Name:	Remploy
Area Covered:	North East of England
Services:	Development, training, learning and rehabilitation to help individuals prepare for, gain and remain in sustainable work
Drop-in:	Yes - Opening times: 9am to 5pm, Mon-Thurs
Address:	Princess Square, Newcastle, NE1 8ER
Contact:	-
Tel:	0300 456 8034
E-mail:	newcastle.branch@remploy.co.uk
Website:	www.remploy.co.uk

Organisation Name:	Thrive
Area Covered:	Gateshead, Sunderland, Newcastle, North Tyneside, South Tyneside, Northumberland, Durham, Tees Valley
Services:	<p>The Down to Earth Project, based in the peaceful setting of Saltwell Park in Gateshead, offers a structured programme for veterans to learn about gardening, build confidence and developed key horticultural skills.</p> <p>Gardeners will receive a City & Guilds in Level II Work Based Horticulture and help to find further volunteering and employment opportunities.</p> <p>We offer a supportive, outdoor environment in which to grow, amongst friendly, understanding folk.</p>
Drop-in:	No
Address:	The Stable Block, East Park Road, Saltwell Park, Gateshead NE9 5AX
Contact:	Amanda Hannen / Sharon Bartle
Tel:	07585 957 478 or 07415 202 454
E-mail:	Amanda.hannen@thrive.org.uk Sharon.bartle@thrive.org.uk
Website:	www.thrive.org.uk

3.4. Ex-offenders:

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

For support to Ex-offenders see also:

- About turn CIC
- Finchale Training College
- NECA
- Norcare
- Northern Pinetree Trust.
- Remploy
- Royal British Legion
- Shelter
- SSAFA

Organisation Name:	National Association for the Care and Resettlement of Offenders (NACRO)
Area Covered:	North East of England
Services:	<ul style="list-style-type: none">- Housing.- Education and employment.- Support in and during the transition from prison
Drop-in:	Yes
Address:	Hutchinson St, Stockton-on-Tees, TS18 1RW
Contact:	Gordon Fenwick
Tel:	01642 615554
E-mail:	gordon.fenwick@nacro.org.uk
Website:	www.nacro.org.uk

Organisation Name:	Veterans' Employability Skills Project (VESP)
Area Covered:	Northumberland, Newcastle, North Tyneside, South Tyneside, Gateshead, Sunderland
Services:	<p>VESP is an education, training and employment project offered by Northumbria Probation Trust for ex-military personnel in the criminal justice system. The project is staffed by ex-forces advisers.</p> <p>Employment – reskilling, retraining, c.v. writing, job applications, interview techniques, volunteer opportunities</p> <p>Education & Training – literacy/numeracy, vocational training</p> <p>Signposting – VESP work with a network of organisations to offer support in accommodation, finance, health and addictions</p>
Drop-in:	No
Address:	Northern Learning Trust, Wear House, Tankerville Terrace, Newcastle Upon Tyne
Contact:	Peter Mawer and Roger Smith
Tel:	07918627763 or 07918627770
E-mail:	pmawer@northernlearningtrust.org.uk or rsmith@northernlearningtrust.org.uk
Website:	N/A

3.5. Family support:

For Family support see also:

- CAB
- Combat Stress
- FUSHIA
- Military Mental Health
- NECA
- The Royal British Legion
- SSAFA

Organisation Name:	Brothers in Arms
Area Covered:	Sunderland
Services:	Advice, guidance and support to families of veterans
Drop-in:	No
Address:	3 Erin Square, Carley Hill Estate, Sunderland
Contact:	Janice Murray
Tel:	07525 060209
E-mail:	murrayroyals@aol.com
Website:	-

3.6. Housing:

For Housing/Homelessness see also:

- About Turn CIC
- CAB
- NACRO
- NECA
- Royal British Legion
- SSAFA.

Organisation	County Durham Housing Solutions
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Name:	
Area Covered:	County Durham
Services:	Housing Solutions/Homelessness Advice If housing is a problem for you it is important that you seek advice and support as soon as possible. Durham County Council Housing Solutions Service has developed a range of services to help people find and keep a home.
Address details etc:	<p>Sedgefield/ Wear Valley/ Teesdale, Civic Centre, Crook. County Durham, DL15 9ES. Office; 03000 260792, Out of Hours; 01388 722 538 Email; housingsolutions@durham.gov.uk</p> <p>Spennymoor Surgery, Green lane, Spennymoor, County Durham, DL16 6JQ. Office; 03000 260 792, Out of Hours; 01388 722 538 Appointments available Tuesday & Thursday</p> <p>Teesdale Surgery, Teesdale House, Galgate, Barnard Castle, DL12 2SD Office; 03000 260 792, Out of Hours; 01388 722 538 Appointments available Thursday only</p> <p>Stanhope & Old Bank Chambers Office; 03000 260 792, Out of Hours; 01388 722 538 Tellytalk only</p> <p>Durham City, 17 Claypath, Durham City, DH1 1RH. Office; 03000 260 792, Out of Hours; 01388 722 538 Appointments available</p> <p>Chester-le-Street surgery, Civic Centre, Newcastle Road, Chester-le-Street, DH3 3UT. Office; 0191 387 2111, Out of Hours; 01388 722 538 Appointments available Monday, Wednesday, Thursday & Friday.</p> <p>Derwentside surgery, Consett Customer Access Point, 36-38 Front Street, Consett, DH8 5AQ. Office; 0191 387 2111, Out of Hours; 01388 722 538 Appointments available Tuesday & Thursday.</p> <p>Easington/Seaham/Peterlee surgery, Seaham Services Centre, Sophia Street, Seaham, Co Durham, SR7 7JE. Office; 0191 387 2111, Out of Hours; 01388 722 538 Appointments available Monday, Wednesday & Thursday.</p>
Contact:	Housing Solutions
E-mail:	housingsolutions@durham.gov.uk
Website:	www.durham.gov.uk

Organisation Name:	The Cyrenians
Area Covered:	Newcastle, Gateshead, North Tyneside, South Tyneside, Durham, Middlesbrough, Sunderland
Services:	Structured Day Services, Supported Housing, Specialist Addictions Services, Specialist Criminal Justice Services, Training and Employability
Drop-in:	Day Services
Address:	Central Office, Architectural House, Plummer Street, Newcastle. NE4 7AB
Contact:	Alex Winter
Tel:	0191 256 2911
E-mail:	a.winter@tcuk.org
Website:	www.thecyrenians.org

Organisation Name:	Gateshead Tenancy Support Service
Area Covered:	Gateshead
Services:	Floating Tenancy Support Services
Drop-in:	Civic Centre, Gateshead
Address:	Regent Street, Gateshead, NE8 1HH
Contact:	David Turpin
Tel:	0191 433 2731
E-mail:	tenancysupportservice@gateshead.gov.uk
Website:	http://www.gateshead.gov.uk/Housing/helpsupportadvice/HousingSupport/tenancy.aspx
Helpline:	(0191) 433 3717 (Single point of contact)

Organisation Name:	Norcare
Area Covered:	North East of England
Services:	<ul style="list-style-type: none"> - Supported housing. - Therapeutic interventions. - Employment advice and preparation. - Support for ex-offenders. - Support for drug and alcohol abuse. - Debt and Financial Advice - Family Link Worker
Drop-in:	Yes
Address:	87 Bentinck House Rd, Newcastle, NE4 6UX
Contact:	Phil Thompson
Tel:	0191 597 9028
E-mail:	phil.thompson@norcare-ltd.com
Website:	www.norcare.co.uk

Organisation Name:	Riverside ECHG
Area Covered:	North East of England
Services:	<p>The Galleries is situated in the town of Richmond and provides supported housing designed exclusively for single ex service personnel facing homelessness, comprising of 13 self-contained fully furnished studio flats, each with its own living space, shower room with wash basin and wc, and a fully fitted kitchen containing all white goods, microwave, toaster, kettle, crockery and cutlery.</p> <p>The Beacon provides 31 fully furnished high quality flats in a contemporary building, providing holistic support exclusively for veterans, both male and female from all 3 Services. Within the building is also a Health Resource Facility, Training, Education and Employment Centre, Technology Suite, Multi Function Room, Training Bakery and Kitchen, Fitness Area, Coffee Point and spacious social areas. Maximum length of stay will be 18 months and in that period staff and other agencies will work with the veterans to help with the move into permanent accommodation.</p>
Tel:	01748 833797 / 872940
Website:	www.spaces.org.uk

Organisation Name:	Shelter North East
Area Covered:	North East of England
Services:	<p>Shelter provides free, independent and confidential advice to people with housing debt or welfare benefits issues. Advice is available from the office in Newcastle City Centre and telephone advice can be available in special extenuating circumstances.</p> <p>The service also delivers a project in Sunderland working with single people or couples who are homeless but not priority need with the local authority to provide advice and assistance with finding accommodation. Appointments can be booked through our main office.</p>
Drop-in:	Yes - Office Opening Hours: Monday to Friday - 9.00am to 5.30pm
Address:	Shelter North East, 1-2 Blackfriars Court, Dispensary Lane , Newcastle upon Tyne, NE1 4XB
Contact:	Tracy Guy – Service Manager
Tel:	0344 515 1601
E-mail:	shelternortheast@shelter.org.uk
Website:	http://www.shelter.org.uk
Helpline:	<p>0808 800 4444 (housing advice- calls free from a landline)</p> <p>Monday to Friday - 8.00am to 8.00pm Saturday & Sunday - 8.00am to 5.00pm</p>

Organisation Name:	Single Homeless Action Initiative in Derwentside (SHAID)
Area Covered:	Northeast of England
Services:	Supported Accommodation with additional support from a Drug and Alcohol team, Mental Health Team, New College Durham, a Royal British Legion Caseworker, and a CAB Worker
Drop-in:	Yes
Address:	St Peter's Court, Front Street, Sacriston, County Durham, DH7 6FB
Contact:	Tony Hammond
Tel:	0191-3719813
E-mail:	tony.shaid@fsmail.net
Website:	www.stpeterscourt-shaid

Organisation Name:	The Single Gateway scheme
Area Covered:	Gateshead borough
Services:	Re-housing and support for a range of vulnerable or excluded groups. Brokering in tenancy support from partner agencies and re-housing applicants into Local authority tenancies.
Drop-in: Yes/No	No, it is a 9-5 service but a drop in is offered at Northumbria Probation offices fortnightly in conjunction with Norcare Ltd
Address:	Housing services, Gateshead Council, 1 st floor, Civic centre, Gateshead, NE8 1HH
Contact:	Fiona Lillie/Libbie Owens
Tel:	0191 4332643/0191 4333112
E-mail:	fionalillie@gateshead.gov.uk libbieowens@gateshead.gov.uk
Website:	www.gateshead.gov.uk

Organisation Name:	Waddington Street Centre
Area Covered:	County Durham
Services:	<ul style="list-style-type: none"> - Waddington Street Centre works to deliver effective support and meaningful opportunities to people living in the community with established mental health needs who are receiving support from a mental health care professional - The Centre provides supported accommodation through 2 houses located in Durham City for up to 6 male service users with diagnosed mental health needs - Also on the housing front, the Centre offers 4 floating support places these not being linked to any particular housing provider - The accommodation or floating support available could be in relation to setting up and maintaining a home or tenancy, managing finances and benefit claims, developing domestic/life skills etc. - In addition to its housing remit above, Waddington Street Centre through the provision of a range of services focusing on training and education in partnership with a local further education college, aims to support an individual's personal development and recovery, reduce isolation and combat social exclusion. Again referrals to the Resource Centre are via mental health care professionals
Drop-in:	<p>Day opening times: Monday to Friday, 9.30am to 3.30pm</p> <p>Evening drop-in: Referral not necessary as these are open sessions. Monday and Thursday, 7pm to 9pm including bi-weekly Monday Music Nights.</p>
Address:	3 Waddington Street, Durham, DH1 4BG
Contact:	Steve Wakefield, Manager
Tel:	0191 386 0702
E-mail:	swakefield@waddingtoncentre.co.uk
Website:	www.waddingtoncentre.co.uk

3.7. Health and Mental Health support:

See also:

- About Turn CIC
- Finchale Training College
- Remploy
- Royal British Legion Industries
- SHAID
- Waddington St Centre.

Organisation Name:	Combat Stress
Area Covered:	National with North East of England representatives
Services:	<ul style="list-style-type: none"> - Specialist clinical treatment at three short-stay treatment centres in Shropshire, Surrey and Ayrshire. - A community outreach service assisting with War Pension claims and other non-means tested Benefits; representing Veterans at Tribunals; assisting those nearing the end of a prison sentence with their arrangements; or merely being an understanding listener. This is now being expanded to include community-based clinicians.
Drop-in:	No
Address:	-
Contact:	Welfare Support Team Scotland/Borders Welfare Support Team North Welfare Support Team South
Tel:	Scotland/Borders – 01292 561350 North – 01952 822750 South - 01372 587080
E-mail:	OutreachScotland@combatstress.org.uk OutreachNorth@combatstress.org.uk OutreachSouth@combatstress.org.uk
Website:	www.combatstress.org.uk

Organisation Name:	Military Mental Health CIC
Area Covered:	North East Region
Services:	<ul style="list-style-type: none"> - Public sector awareness raising. - Stress management. - Anger management. - Anxiety and panic attack management. - Veterans Mental Health Awareness Intervention for Families & Friends
Drop-in:	No
Address:	-
Contact:	Gary Cameron
Tel:	07740 145328
E-mail:	gary@militarymentalhealth.co.uk
Website:	www.militarymentalhealth.co.uk

Organisation Name:	Mind	
Services:	<ul style="list-style-type: none"> - Advice and Information - Day services - Education and training - Outreach services - Support groups - Writing groups 	
Area Covered & contact details:		
Chester-le-Street Mind Tel: 0191 3883411 Email: clsmind@btconnect.com Contact: Helen McCaughey	Sunderland Mind Tel: 0191 5657218 Email: dgardmal@yahoo.co.uk Contact: Dorothy Gardiner	
Mind in Gateshead Tel: 0191 4774545 Email: admin@mindingateshead.org.uk Contact: Susan Storey Website: http://www.mindingateshead.org.uk	Derwentside Mind Tel: 01207 284723 Tel: 01207 290439 Email: mind@derwentside.org.uk Website: http://www.derwentsidemind.co.uk	
Newton Aycliffe Mind Tel: 01325 300121 Email: aycliffemind@googlemail.com Contact: Muriel Gordon	Mind in North Tyneside Tel: 0191 257 6976 Email: mindnorthtyne@btconnect.com Contact: Michael Mclean	
Hartlepool Mind Tel: 01429 269303 Email: hartlepoolmind@tinyworld.co.uk Contact: Catherine Wakaling	Darlington Mind Tel: 01325 283169 Email: gemerson.mind@hotmail.co.uk Contact: Gary Emerson Website: http://www.darlingtonmind.org.uk	
Middlesbrough & Stockton Mind Tel: 01642 649 099 Email: info@middlesbroughandstocktonmind.org.uk Website: http://www.middlesbroughandstocktonmind.org.uk/	Redcar and Cleveland Mind Tel: 01642 296052 Email: chiefexec@randcmind.org Contact: Sam Picknett Website: http://www.randcmind.org	
Eden Mind Tel: 01768 899002 Email: enquires@edenmind.org.uk Contact: Chris Wood Website: http://www.edenmind.org.uk	Washington Mind Tel: 0191 417 8043 Email: info@washingtonmind.org.uk Contact: Jacqui Reeves Website: www.washingtonmind.org.uk	
Drop-in:	Yes	

Organisation Name:	New Horizons (Teesside)
Area Covered:	Teesside
Services:	<p>We are a small local Mental Health charity operating across four boroughs in Teesside (Middlesbrough, Hartlepool, Stockton on Tees and Redcar and Cleveland) and 2012 is our 40th anniversary. We provide floating support and supported housing for people living with mental health issues both through contract and the personal budget agenda.</p> <p>We have a community drop in Stockton on Tees offering a selection of services including listening support, counselling, various courses such as anger management and confidence building as well as social activities.</p> <p>We also operate a befriending service in Middlesbrough for those people with mental health issues who are socially isolated. This service is being rolled out in partnership with the Families Plus initiative and will cover families with complex needs.</p>
Drop-in:	Stockton-on-Tees
Address:	Parkside Community Mental Health Resource Centre Park Road North Middlesbrough Ts1 3LF
Contact:	Julia Page-Gibson
Tel:	01642 217 847
E-mail:	: enquires@newhorizonsteesside.com
Website:	http://www.newhorizonsteesside.com

NHS Mental Health Support

<ul style="list-style-type: none"> Northumberland, Tyne and Wear NHS Foundation Trust 	
Area Covered:	Northumberland, Tyne and Wear
Services:	The trust offers a full range of mental health and wellbeing, learning disability and specialist services to a local and national service users. Full details of each service can be found on the trust's website www.ntw.nhs.uk . The trust has appointed a post to lead on veterans' mental health practice development and to enhance staff capability within this arena. An understanding of military culture and the mental health issues some military veterans may face will enable staff throughout the Trust to help those who have served in the HM Armed Forces address any mental health difficulties they may have.
Drop-in:	See trust's website for further information about accessing services
Address:	Northumberland, Tyne & Wear NHS Foundation Trust. St Nicholas Hospital, Jubilee Road, Gosforth, Newcastle upon Tyne, NE3 3XT
Contact:	Anna Burke
Tel:	08448 115522
E-mail:	veterans@ntw.nhs.uk
Website:	http://www.ntw.nhs.uk/section.php?l=3&p=664

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<ul style="list-style-type: none"> Tees, Esk and Wear Valleys NHS Foundation Trust 	
Area Covered:	County Durham, Darlington, Teesside, Hartlepool and North East Yorkshire
Services:	<p>As well as providing a range of mental health services which are available to everyone, including veterans, the trust also provides two specialist services for veterans.</p> <p>Community Veterans Mental Health Service Approximately 300 of our staff across over 80 teams have been specially trained in military culture and mental health awareness so they can better understand and treat the mental health illnesses of people who have served in the Armed Forces. These can include depression and other mood problems, anxiety, alcohol and drug misuse, post traumatic stress disorder and adjustment difficulties.</p>

Contact us via phone or email for more information or ask your GP, local veteran support organisation or council's social services department to refer you. You can even self refer.

Veterans Wellbeing Group

The Veterans Wellbeing Group aims to help protect and improve your mental health as well as aid your transition to civilian life. It provides an introduction to various mental health topics, such as depression, anxiety and post traumatic stress disorder (PTSD), as well as how to manage them and maintain your wellbeing. So we can best understand and help you, the group is run by NHS staff who are either veterans themselves or who have been specially trained in veteran issues.

The Veterans Wellbeing Group is set out like a course, but there are no exams or essays! At the end of each session there will be a free period, for group members to discuss any issues or problems they are experiencing which the group may be able to help with.

The course is run in modules which include:

- Alcohol and drugs, depression and sleep
- Worry and social anxiety
- Anger
- Employment, education and training - facilitated by the Regular Forces Employment Agency
- Managing the military identity – a special module that looks at the transition from service life to civilian life.

They're run on a loop so you can join the group at the start of any module – there's no waiting for the beginning of a new course to join. The last module is a personal one to one session.

The group is based in Darlington but open for all across County Durham, Teesside and North Yorkshire. It's easily accessible by public transport. The Veterans Wellbeing Group is provided by the NHS free of charge

Drop-in:	No; contact for appointment or to join the group
Address:	St Aidans House, 2a St Aidans Walk, Bishop Auckland DL14 6SA
Contact:	Symon Day
Tel:	01388 646800 / 831
E-mail:	veterans@tevw.nhs.uk or symon.day@tevw.nhs.uk
Website:	www.tevw.nhs.uk/veterans

Organisation	Neuro Partners
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Name:	
Area Covered:	North East of England
Services:	Specialist support for individuals living with the consequences of brain injury, neurological conditions and mental health issues. This support is delivered either in the Community, Education or Employment setting.
Drop-in:	No
Address:	Buddle Work Village, Buddle Rd, Newcastle upon Tyne, NE4 8AW.
Contact:	Kelly Geleman
Tel:	0191 226 7393
E-mail:	kgeleman@neuropartners.co.uk
Website:	www.neuropartners.co.uk

Organisation Name:	Talking Changes
Area Covered:	Tees, Esk and Wear Valleys
Services:	As a Service a large percentage of the workforce has received veterans training and we collect data on all veterans who come into contact with the service and our part of the Tees, Esk and Wear Valleys NHS Foundation Trust provision. We would not record ex spouse of a veteran or serving officer in the MDS section only within the assessment documentation.
Drop-in:	No
Address:	Talking Changes/Primary Care Mental Health Bede House Unit 3 Belmont Business Park Durham DH1 1TW
Contact:	Gail Richardson Service Manager
Tel:	0191 3740065
E-mail:	Gailrichardson1@nhs.net
Website:	http://www.talkingchanges.org.uk

Organisation Name:	Veterans at Ease
Area Covered:	North East of England
Services:	<ul style="list-style-type: none"> - Free One to One NLP Psychotherapy which covers:- - Implementing effective strategies dealing quickly with PTSD and other combat related mental health issues. - Working with veterans and the families of veterans helping them find effective ways of progressing to a point where they are living a “normal life” - Life coaching skills to increase future success and employability through - workshops delivered by HR professionals. - Sign posting to other veterans organisation/ agencies to increase chances of success in a particular area for each beneficiary. - On going individual mentoring on an as needed basis. - Volunteering opportunities to assist in beneficiaries re-engaging in local community projects.
Drop-in:	Via prior appointment first please
Address:	3 Red Hill Villas, Durham, DH1 4BA
Contact:	Garreth Murrell
Tel:	07584 056181
E-mail:	info@veteransatease.org
Website:	www.veteransatease.org and www.facebook.com/pages/Veterans-at-Ease/188497624496142

Organisation Name:	Wayout in Gateshead (WinG)
Area Covered:	North East – Primarily Gateshead but varies between courses
Services:	<p>Various FREE outdoor development courses being run currently.</p> <p>At present I do not work intentionally with veterans but do work with adults with a range of personal and emotional difficulties. Therefore the various outdoor personal development courses that I have on offer may be of great benefit to ex-service personnel or veterans.</p>
Drop-in:	No
Address:	<p>WinG (Wayout in Gateshead) The Courtyard off Durham Road Low Fell NE9 5AW</p>
Contact:	<p>Nick Coates Senior Instructor</p>
Tel:	<p>0191 487 9356 07837 537 144</p>
E-mail:	nickcoates.wing@yahoo.co.uk
Website:	www.wing.org.uk

4. National contacts:

BLESMA (British Limbless Ex Service Men's Association)

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

185-187 High Road,
Chadwell Heath,
Romford,
Essex RM6 6NA

Tel: 0208 590 1124

Email: headquarters@blesma.org

Website: www.blesma.org

Forces Pensions Society

The Forces Pension Society exists to ensure that serving and retired members of the Armed Forces, their widows, widowers, surviving partners, civil partners and dependants receive the pension to which they are entitled.

68 South Lambert Road
Vauxhall
London
SW8 1RL

Telephone Number: 0207 820 9988

Fax Number: 0207 820 7583

E-mail: memsec@forpen.co.uk

Website: www.forpen.co.uk

Joint Service Housing Advice Office (JSHAO)

(JSHAO) provides Service Personnel, Service Leavers and ex Service Personnel still occupying Service Family Accommodation with comprehensive advice on housing options including civilian housing information, advice and where possible placement into social housing.

Headquarters Land Forces
Erskine Barracks
Wilton
Salisbury
Wiltshire
SP2 0AG

Tel: Civ: 01722 436575
Mil: 94331 2575

Fax: 01722 436577

Website: www.mod.uk/DefenceInternet/DefenceFor/ServiceCommunity/Housing

Medical Assessment Programme (MAP)

Veterans who have concerns about their mental health should seek a referral to the MAP via their GP or prison doctor.

GPs should write to:
Dr Ian Palmer
Head of Medical Assessment Programme
Baird Medical Centre - Gassiott House
St Thomas Hospital
Lambeth Palace Road
London SE1 7EH

Freephone Helpline: 0800 169 5401

E-mail: map@gstt.nhs.uk

The purpose of the MAP is to assess, and attempt to understand, the physical and psychological difficulties experienced by ex-Service personnel resulting from operations: to provide advice to individuals and health professionals about the mental and physical health of veterans in their care and where possible, to provide diagnoses and management strategies for individuals and the medical and mental health professionals involved in their care.

Medical Records

GPs seeking advice on how to request medical records can contact the records departments via these numbers.

RAF: 01494 497 410

Royal Navy & Marines: 02392 768 063

Army: 08456 009 663

NGVFA (National Gulf Veterans and Families Association)

NGVFA
Building E, Office 8
Chamberlain Business Centre
Chamberlain Road
Hull
HU8 8HL

Tel: 0845 257 4853 (0845 257 GULF)

E-mail : info@ngvfa.org.uk

Prison In Reach - Reaching Veterans in Prison

DCDS Pers Pension, Compensation & Veterans
Ministry of Defence
Main Building: 7.I.20
Whitehall, SW1A 2HB

Civ: 0207 218 0295

Mil: 962180295

Website: www.veterans-uk.info/vets_issues/prisonsinreach.html

Prison In-Reach (PIR) is an initiative that aims to ensure all Veterans that are prison or probation offenders, their families and resettlement services are fully informed of the forms and levels of support available to them whether from the SPVA or the ex-Service charities. This includes the help they can get before as well as after release.

PTSD Link.

Area covered: Cumbria and the North West of England

Services:

PTSD Link helps to support the effects of traumatic incidents with the aim of empowerment and a better quality of life whilst searching for information, advice, therapies and answers.

- Person-centered support.
- Focusing in on individual priorities in relation to health and social wellbeing matters.
- Regular monitoring and scrutiny of achievements/successes with needs being re-evaluated into work plans.

Drop-in facility: No.

Contact: Evelyn Bitcon.

Address: 47 Shaw Wood Rd, Thursby, Carlisle, Cumbria, CA5 6QH.

Tel: 016973 49978.

E-mail: evelynbitcon@btinternet.com

Remount

Remount is free to all service personnel and it offers a series of residential conversion and personal realisation courses at Brathay Hall near Lake Windermere. The Remount Programme aims to help service people to enjoy a smooth and fruitful transition into civilian life, and to help them plan to cope with the stress which can often arise from undergoing such significant personal change. Programmes include recognise the relevance of the qualifications gained during military service. Learning about PTS its causes, symptoms, effects, treatments and how to manage it as well as managing alcohol and drug abuse

12 Carne Place
Barnwood
Glos GL4 3BE

Tel: 01452 505686/ 07800 510420

Reserves Mental Health Programme (RMHP)

Open to anyone who has seen active service as a volunteer or reservist since January 1 2003, is now demobilised, and has mental health problems that might be linked to service on operations. Self referral or GP referrals

Tel: 0800 0326 258

Web: www.army.mod.uk/rtmc/rmhp.htm

The Royal Naval Benevolent Trust

Services: Grant making charity to help serving and ex-serving Sailors and Royal Marines (Warrant Officer and below) and their dependants at times of need and distress

Address: Castaway House, 311 Twyford Avenue, Portsmouth PO2 8RN

Contact: The Grants Administrator

Tel: 023 9266 0296

E-mail: rnbt@rnbt.org.uk

Website: www.rnbt.org.uk

Blind Veterans UK

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

12-14 Harcourt Street
London
W1H 4HD

Freephone: 0800 389 7979 - for Applicants only
Tel: 020 7723 5021

Fax Number: 020 7262 6199

E-mail Address: enquiries@blindveterans.org.uk

Website: www.blindveterans.org.uk

Service Personnel and Veterans Agency,

Service Personnel and Veterans Agency, department of the MOD

The Service Personnel & Veterans Agency (SPVA) provides pay, pension, support services, Medals, Service Records, and Badges to both Military Personnel and the Veterans Community.

Service Personnel & Veterans Agency
Norcross
Thornton Cleveleys
Lancashire, FY5 3WP.

SPVA Veteran UK Helpline: 0800 169 22 77

Service Pension Helpline JPAC – 0800 085 3600

www.veterans-uk.info

South Atlantic Medal Association 1982

SAMA82 will investigate any case of hardship or distress amongst South Atlantic Veterans in which direct financial assistance is sought or recommended.

PO Box 82
Blackwood
Gwent NP2 0YE

Website: www.sama82.org

Veterans Aid

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

40 Buckingham Palace Road,
Victoria,
London, SW1W 0RE

Free Phone 0800 012 68 67

Website: www.veterans-aid.net

Veterans UK

Veterans-UK is the single brand covering a variety of different veteran's services such as welfare, pensions and compensation, remembrance and special support services

Website: www.veterans-uk.info

Veterans Welfare Service (VWS)

The Veterans Welfare Service (VWS) part of the Service Personnel & Veterans Agency (SPVA) a department of the MOD. Our role is to provide free and confidential advice, information and support to Veterans, War Pensioners, their partners and dependants.

Service Service Personnel & Veterans Agency
Veterans Welfare Service
Norcross
Thornton Cleveleys
Lancashire, FY5 3WP.

SPVA Veteran UK Helpline: 0800 169 22 77

E-mail: veterans.help@spva.gsi.gov.uk

www.veterans-uk.info

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