

Oct 2018

## Some ex-service charities providing accommodation, support & advice

If you need general support then you can contact the regiment that you were connected with when in service. You may need your service personnel number when contacting some of the below charities. You can request this here: <https://www.gov.uk/get-copy-military-service-records>

**SSAFA – Forces Help** is a national charity helping all veterans and their dependants on a range of welfare issues including housing. It offers impartial advice on a range of housing options including accommodation in care homes, bungalows for the severely disabled, semi-sheltered accommodation and ‘Stepping Stone’ homes as a short term accommodation for separated families. It provides a homelessness guide with useful advice. SSAFA provides financial, practical and emotional assistance to anyone that is currently serving or has ever served in the Royal Navy, Army or RAF and their families. SSAFA also operates the confidential Forces Line where members of the Armed Forces community can discuss issues of concern in confidence.

SSAFA Forces Help  
19 Queen Elizabeth Street  
London SE1 2LP  
Tel: 020 7403 8783                      Fax: 020 7403 8815  
Email: [info@ssafa.org.uk](mailto:info@ssafa.org.uk)                      Website: [www.ssafa.org.uk](http://www.ssafa.org.uk)

Sussex Branch Secretary  
Tel: 0800 169 9060                      Email: [bsec@ssafasussex.uk](mailto:bsec@ssafasussex.uk) or [sussex@ssafa.org.uk](mailto:sussex@ssafa.org.uk)  
Confidential forces line: 0800 731 4880 (operates during office hours)

### Veterans Aid

The objective of Veterans Aid is to relieve distress among ex-service Personnel who are in crisis. Direct and immediate help to those in need is provided through: the provision of hostel or other accommodation for the homeless financial assistance of small grants; provision of meal vouchers, new clothing, footwear and travel warrants; practical advice on benefits, employment, legal and personal problems; and provision of professional help with alcohol or substance abuse issues.

Veterans Aid  
40 Buckingham Palace Road  
London  
SW1W 0RE  
Tel: 020 7828 2468                      Fax: 020 7630 6784  
Email: [info@veterans-aid.net](mailto:info@veterans-aid.net)                      Website: <http://www.veterans-aid.net>

**Royal British Legion** provides lifelong support for the Armed Forces community - serving men and women, veterans, and their families.  
Helpline: 0808 802 8080 (8am to 8pm all week)

Royal British Legion Industries (RBLI)  
Welfare and Housing Office  
Hall Road  
Aylesfords, Kent  
ME20 7NL  
Tel: 01622 795954                      Fax: 01622 716657  
Email: [welfare@rbli.co.uk](mailto:welfare@rbli.co.uk)                      Website: [www.britishlegion.org.uk](http://www.britishlegion.org.uk)

Oct 2018

### **Combat Stress**

Many Veterans leave the Armed Forces with psychological wounds. This can lead to depression, phobias, anxiety, relationship problems and in some cases Post Traumatic Stress Disorder (PTSD). Combat Stress offers effective treatment and support to Veterans of the British Armed Forces and members of the Reserve Forces who are suffering from mental ill health. Combat Stress offers their services free of charge to the Veteran.

Tel: 0800 138 1619 (24 hour helpline) Text: 07537 404719

Email: [combatstress@rethink.org](mailto:combatstress@rethink.org) Website: [www.combatstress.org.uk](http://www.combatstress.org.uk)

**Veterans UK** is part of the Ministry of Defence (MOD). They help ex-service personnel get appropriate support from government, local authorities, independent bodies and the charity sector. They are responsible for:

Armed Forces Compensation Scheme (AFCS)

War Disablement Pension (WDP)

Armed Forces Pensions

Veterans Welfare Service

Tel: 0808 191 4218

Website: [www.gov.uk/government/organisations/veterans-uk](http://www.gov.uk/government/organisations/veterans-uk)

**Veterans' Gateway** is made up of a consortium of organisations and Armed Forces charities, including the Royal British Legion, SSAFA-the Armed Forces charity, Combat Stress and Connect Assist. They are able to assist with signposting to the right organisation. It is possible to talk to a member of their team who are available 24 hours a day, 7 days a week.

Tel: 0808 082 1212 Website: [www.veteransgateway.org.uk](http://www.veteransgateway.org.uk)

**Blesma**, The Limbless Veterans, is dedicated to assisting serving and ex-Service personnel who have suffered life-changing limb loss or the use of a limb, an eye or loss of sight in the honourable service of our country. Their mission is to assist limbless veterans to lead independent and fulfilling lives.

Tel: 020 8590 1124 (Mon-Fri, 9am to 5pm) Website: [www.blesma.org](http://www.blesma.org)

**Haig Homes** is a charitable Housing Trust for ex-Service personnel and their dependants, offering family homes to let at affordable rents and some single accommodation, including for the disabled and frail.

Haig Homes

Alban Dobson House

Green Lane, Morden

Surrey SM4 5NS

Tel: 020 8685 5777

**Stoll** (formerly known as Sir Oswald Stoll Foundation) is a charity with a mission to ensure vulnerable and disabled ex-Servicemen and women live as independently as possible. It has focussed its work on identifying and tackling the problems now facing homeless ex-Service personnel.

Stoll

446 Fulham Road

London SW6 1DT

Tel: 020 7385 2110

Fax: 020 7381 7484

Email: [info@oswaldstoll.org.uk](mailto:info@oswaldstoll.org.uk) Website: [www.stoll.org.uk](http://www.stoll.org.uk)

**Scottish Veterans Residences (SVR)** is Scotland's oldest ex-service charity, founded in 1910 to support independent living for ex-service men and women and their spouses of all ages. The charity

Oct 2018

operates in close association with Scottish Veterans' Housing Association Ltd which owns and manages the two main residences of Whitefoord House located on Edinburgh's historic Royal Mile and Rosendael situated in Broughty Ferry, Dundee. SVR provides the stability to help veterans cope with the changes that are happening in their lives and for them to live with dignity, privacy and understanding to cope with these changes.

Tel: 0131 556 0091

Fax: 0131 557 8734

Email: [info@scronline.org](mailto:info@scronline.org)

Website: [www.svronline.org](http://www.svronline.org)

**Albare** provide dedicated accommodation, training and support for homeless veterans in the South West of England (Plymouth, Bristol, Weymouth).

Albare

33 Brown Street

Salisbury SP1 2AS

Tel: 01722 322929

Email: [enquiries@albare.co.uk](mailto:enquiries@albare.co.uk) Website: [www.albare.co.uk](http://www.albare.co.uk)

**Service personnel and Veterans Agency (SPVA)** is an agency of the MOD, and provides pay, pension, compensation and welfare support to serving personnel and veterans (Veterans Welfare Service). They are able to provide advice and support on various issues from pension and compensation entitlements to medals and veterans badges.

SPVA

Norcross

Thorton Cleveleys

Lancashire FY5 3WP

Freephone: 0800 169 22 22

Website: [www.veterans-uk.info](http://www.veterans-uk.info)

**SPACES (The Single Persons Accommodation Centre for the Ex Services)** is designed to help single persons leaving the Service to find appropriate accommodation. It is an accommodation advice and placement service. The SPACES team will actively seek accommodation for Service personnel within the last six months of service and for ex-Service personnel who have recently been discharged. Through this service the project aims to reduce the likelihood of ex-service personnel becoming homeless or sleeping rough after discharge.

Mike Jackson House – Supported accommodation in Aldershot for single ex-Service personnel at risk of homelessness. It provides short term housing through 25 fully furnished one bedroom flats. It is operated and managed by Riverside English Churches Housing Group. Education, training and employment opportunities are also provided.

The Beacon – a further supported housing project opened in Catterick in September 2011 and provides a 31 bed facility for homeless veterans. Also managed by Riverside ECHG. Education training and employment opportunities are also provided.

Staff in the SPACES schemes will offer help in areas such as applying for benefits, cooking, nutrition, budgeting and paying bills. Some residents may have incurred debt and help will be available to address this, as well as for any resident with a drug/alcohol problem. The project will also provide a breathing space for resident with special needs e.g. those discharged on medical/psychiatric grounds. Staff will also assist residents with job applications, CVS and preparing for job interviews.

Oct 2018

Tel: 01748 833797

Fax: 01748 835774

Email: [spaces@riverside.org.uk](mailto:spaces@riverside.org.uk) Website: [www.spaces.org.uk](http://www.spaces.org.uk)

### **Other useful links**

NHS choices – Armed Forces Community healthcare:

[www.nhs.uk/NHSEngland/Militaryhealthcare/Pages/Militaryhealthcare.aspx](http://www.nhs.uk/NHSEngland/Militaryhealthcare/Pages/Militaryhealthcare.aspx)

Moneyforce website: [www.moneyforce.org.uk](http://www.moneyforce.org.uk)

The War Widows Association: [www.warwidows.org.uk](http://www.warwidows.org.uk)

The Confederation of Service Charities: [www.cobseo.org.uk](http://www.cobseo.org.uk)

The Naval Families Federation: [www.nff.org.uk](http://www.nff.org.uk)

The Army Families Federation: [www.aff.org.uk](http://www.aff.org.uk)

The RAF Families Federation: [www.raf-ff.org.uk](http://www.raf-ff.org.uk)

Forces Help to Buy: [www.gov.uk/guidance/forces-help-to-buy](http://www.gov.uk/guidance/forces-help-to-buy)

Joint Services Housing Advice Office: [www.gov.uk/government/collections/joint-service-housing-advice-office-jshao](http://www.gov.uk/government/collections/joint-service-housing-advice-office-jshao)