**Veterans and Military Resource Sheet**

There are a wide range of services listed in this resource sheet that point the way to available support, specifically to former and serving military, plus their families. This listing may not be exhaustive and other resources sheets published within our [Library](https://inclusioncornwall.co.uk/library/) may provide additional, useful links to other support available, for example Families, Health, Wellbeing and Disabilities, Housing, Transport, free online learning and more.

**Armed Forces Covenant - Guidance and Support**

The Armed Forces Covenant is a promise from the nation that those who serve or have served in the armed forces, and their families, are treated fairly. The government is committed to supporting the armed forces community by working with a range of partners who have signed the covenant.

**Covenant Duty**

The covenant is a national responsibility that involves government, businesses, local authorities, charities and the public. Organisations that are subject to the statutory Covenant Duty include those bodies responsible for providing local services in the areas of healthcare, education and housing.

**Due Regard**

Specific bodies should think about and place an appropriate amount of weight on the principles of the Armed Forces Covenant when they consider all the factors relevant to how they carry out relevant functions. Whilst this Duty is not prescriptive about the actions specified bodies should take in order to comply with their legal obligations, and it does not mandate specific public service to deliver specific outcomes, bodies should pay due regard to their Covenant Duty when drawing on their experience and practice in the process of decision making.

**Guidance**

Members of the armed forces community should face no disadvantage compared to other citizens, in the provision of public and commercial services. The Covenant Duty also means that special consideration is appropriate in some cases. This is especially true for those who have given the most such as the injured or the bereaved.

For example, service personnel and their families can experience a far higher level of mobility than other citizens. They can therefore, as they move to a new area, find themselves moved to the bottom of health or social housing waiting lists. Alternatively, they may need to find a school place at short notice. The Covenant does not provide any special advantage. However, it does ensure that key policies are flexible enough to pay due regard to the realities of life in the Armed Forces. These key policies are in housing, healthcare and education.

* <https://www.gov.uk/government/collections/armed-forces-covenant-supporting-information>

**Statutory support across Cornwall**

1. **Cornwall Council**

Cornwall Council is a member of the Armed Forces Covenant. The link below provides information about the Armed Forces covenant in Cornwall and to help and support available for members of the Armed Forces and their families, including Health and Welfare (including finding a GP or Dentist), Education, Housing, Employment and Training, as well as for Funding and Grants.

* <https://www.cornwall.gov.uk/people-and-communities/support-for-hm-armed-forces-personnel-veterans-and-their-families/>

1. **NHS Cornwall Partnership NHS Foundation Trust**

The NHS Cornwall Partnership NHS Foundation Trust has been awarded the Ministry of Defence Employer Recognition Scheme Bronze Award and all our Staff are["Veteran Aware"](https://veteranaware.nhs.uk/background/).This means that, for conditions associated with their time within the armed forces (service-related), all veterans are recognised as entitled to priority access to NHS care, including hospital, primary or community care. To enable NHS Staff to provide the most appropriate care, you are actively encouraged to inform any NHS Service if you have served or are a member of the Armed Forces Community. This is obviously subject to clinical need and does not entitle anyone to jump the queue ahead of someone with a higher clinical need.

* <https://www.cornwallft.nhs.uk/armed-forces-covenant>

1. **Cornwall and Isles of Scilly Integrated Care Board**

As a signed-up Member of the Armed Forces Covenant the ICB also recognizes the priority afforded to Veterans and provides specific links to advice for Veterans when being considered for Personalized Care and Personal Health Budgets

* <https://www.cios.icb.nhs.uk/health/personalised-care>

1. **Citizens Advice**

Citizens’ Advice Cornwall have the contract for help to claim, to support anyone to claim benefit, up until their first correct benefit payment.They providesign-posting to specific information on benefits, concessions and financial help for people in the armed forces, veterans, and their families. They also provide additional information, for those in the reserve forces, around benefits entitlements.

* <https://www.citizensadvice.org.uk/benefits/armed-forces-and-veterans/>

**General support tailored for veterans**

1. **Armed Services Drop-In Centres - Veterans Regroup**

There is an increasing number of Drop-In locations around the UK that support veterans of the Armed Forces, merchant marine, emergency services and their families.  Often called Hubs or Centres, between them they offer their Service Users social interaction, general welfare (eg: legal, financial, housing and employment advice) and wellbeing, including mental health support. This takes place routinely under one roof, all at the same time and in an informal, relaxed environment. The Association of ex-Service Drop-In Centres network aims to link these Drop-Ins together for their mutual benefit and make them more accessible to Service Users. It should be noted that there is also a network of ex-Service Breakfast Clubs; these tend to be more social than welfare-oriented, but some locations fall into both categories. Whatever the title, the benefit to the overall well-being of the Service User remains paramount.

* + Website: [www.asdic.org.uk/about-asdic](http://www.asdic.org.uk/about-asdic)
  + Email: [admin@asdic.org.uk](mailto:admin@asdic.org.uk)
  + Phone: 01622 278110

1. **Veterans Regroup**

Holistic welfare support, online financial capability workshops, family outdoor bushcraft and woodland activities and food parcels. Providing an informal and relaxed veteran drop-in for social interaction, welfare support, refreshments, a healthy lunch and food boxes to take home. From 1000 until 1400 on the last tuesday of each month at the Civic Centre in Redruth and the second tuesday of each month in Court Room 2 at Bodmin Town Council Bodmin.

* + Website: <https://www.asdic.org.uk/members/veterans-regroup-redruth>
  + Phone: 01209 212579

1. **Royal British Legion**

Helping members of the Royal Navy, British Army, Royal Air Force, veterans and their families, from day one of service, on a lifelong basis. The Legion provides resources around finance, benefits, compensation, housing mental wellbeing, physical health, living independently, employability and social support on their Knowledge Base, as well as links to local groups in Cornwall.

In addition, cost of living support, up to £2,400 a year, has been routinely available to support people struggling with energy bills. Full details on the website.

* Main website: [www.britishlegion.org.uk](https://www.britishlegion.org.uk/)
* Specific Support available: [www.support.britishlegion.org.uk](https://support.britishlegion.org.uk/)
* Cornwall page: [www.counties.britishlegion.org.uk/counties/cornwall](http://counties.britishlegion.org.uk/counties/cornwall/)
* Your Local Branch: [www.counties.britishlegion.org.uk/counties/cornwall/branches](https://counties.britishlegion.org.uk/counties/cornwall/branches/)
* Helpline: 0808 802 8080, 8am-8pm, 7 days/week

1. **SSAFA (Soldiers, Sailors and Air Force Association)**

Information for members of the armed forces community around: transitioning out of the military, families, older veterans, welfare and benefits, disability support and mental wellbeing. Specialist support for the Gurkha community, in Nepali. Specialist support for veterans and their families in the criminal justice system.

* Website: [www.ssafa.org.uk](http://www.ssafa.org.uk)
* Forces Line Online Contact Form: https://www.ssafa.org.uk/get-help/forcesline
* Forces Line Helpdesk: 0800 260 6767

1. **Veterans’ Gateway**

[Veterans’ Gateway](https://www.veteransgateway.org.uk/) is a single point of contact for veterans seeking advice and support including housing, finances, employment, living independently, mental and physical health, family and community and living outside of the military.

Veterans’ Gateway is made up of a consortium of organisations and Armed Forces charities, including The Royal British Legion, SSAFA – the Armed Forces charity, Poppy-Scotland, Combat Stress and Connect Assist. There is a self-help section for visitors to the website to browse, or veterans can be given individual support by a training team member.

* Website: [www.veteransgateway.org.uk](http://www.veteransgateway.org.uk/)
* Self Help: [www.veteransgateway.org.uk/self-help](https://www.veteransgateway.org.uk/self-help/)
* Phone: 0808 802 1212
* Text: 81212

1. **Armed Forces Pension Schemes**

Veterans may either be receiving a [service pension](https://www.gov.uk/guidance/pensions-and-compensation-for-veterans#pensions), or are waiting to receive one once they have reached a certain age. How much that pension is, and when it is paid, depends on the pension scheme to which they belong. If they not receiving any money, they may also have an unclaimed pension. Contact Veterans UK Helpline for clarification:

**Veterans UK helpline**

Veterans UK  
Ministry of Defence  
Norcross  
Thornton Cleveleys  
FY5 3WP  
United Kingdom

* Email: [veterans-uk@mod.gov.uk](mailto:veterans-uk@mod.gov.uk)
* Freephone (UK only): 0808 1914 2 18

**Health, Mental Health & PTSD support**

1. **Community Veterans’ Service**

The community veterans service treats ex-service personnel who served in the British Armed Forces and who are subsequently experiencing problems with their mental health. You can be referred to the service by your GP, who will make contact via community mental health services.

* Website: [www.cornwallft.nhs.uk/community-veterans-service](https://www.cornwallft.nhs.uk/community-veterans-service)

1. **Turn to Starboard**

A registered charity using sail training to support Armed Forces personnel affected by military operations. They help retired and serving personnel and their families.

* Website: [www.turntostarboard.co.uk](https://www.turntostarboard.co.uk/)
* Phone: **01326 314262**
* Email: [info@turntostarboard.co.uk](mailto:info@turntostarboard.co.uk)

1. **Help for Heroes**

Supporting men and women who have had to leave their career in the Armed Forces as a result of physical or psychological wounds, and their families. Rehabilitation and recovery, including physical, psychological, financial and welfare support for as long as necessary.

* Website: [www.helpforheroes.org.uk](https://www.helpforheroes.org.uk/)
* Online Contact Form: [www.helpforheroes.org.uk/about-us/contact-us](http://www.helpforheroes.org.uk/about-us/contact-us)
* Phone: [0300 303 9888](callto:0300%20303%209888)

1. **Combat Stress**

Combat Stress is the UK's leading veterans' mental health charity, the work they do is life-changing and often lifesaving. Their services are provided across the UK, in-person and online. At a time that can be isolating and daunting, they are here to help, by providing clinical treatment and support for veterans from the British Armed Forces, with a focus on those with complex mental health issues. When some military personnel leave service, their experiences can’t easily be left behind. Without treatment, psychological trauma can eventually tear lives apart. Here to help 24/7.

* Website: [www.combatstress.org.uk](https://combatstress.org.uk/)
* Email: helpline@combatsress.org.uk
* Helpline: 0800 138 1619
* Text-line: 07537 173 683

1. **PTSD Resolution**

A charity that helps Veterans, Reservists and Families who are struggling to reintegrate into a normal work & family life because of trauma suffered during service in the armed forces. The programme is community-based, with treatment and support provided locally through a nationwide network of 200 therapists.

* Website: [www.ptsdresolution.org](https://ptsdresolution.org/)
* Contact Info: www.ptsdresolution.org/contact.php
* Phone: 0300 302 0551

1. **We Are With You – Addiction Support**

Free, confidential support to members of the armed forces community who are experiencing issues with drugs and alcohol.

* Website: [www.wearewithyou.org.uk/what-we-do/armed-forces](https://www.wearewithyou.org.uk/what-we-do/armed-forces/)
* Support near you: [www.wearewithyou.org.uk/services](https://www.wearewithyou.org.uk/services/)
* Email:  [armed.forces@wearewithyou.org.uk](mailto:armed.forces@wearewithyou.org.uk)

1. **Operation RESTORE: The Veterans Physical Health and Wellbeing Service**

The Veterans Trauma Network (VTN) is now called Op RESTORE: The Veterans Physical Health and Wellbeing Service.  This brings the service in line with other Armed Forces healthcare services provided by the NHS in England:

* 1. Op COURAGE: The Veterans Mental Health and Wellbeing Service
  2. Op NOVA; Supporting Veterans in the Justice System
  3. Op COMMUNITY: Armed Forces Community Support, helping to build a recognisable suite of services.

Whilst there are some things that the NHS will not be able to restore in full, it aims to support veterans to restore their health and quality of life as much as possible. 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. Please be aware this service is only available in England.

**About the service**

The new name has been developed by engagement with veterans who wanted something that was meaningful and relevant. Op RESTORE supports veterans with service attributable physical health conditions, regardless of how long they served for and when they left the Armed Forces. It is accessed via GP referral. GPs can obtain a referral form by email:

* Email: [imperial.oprestore@nhs.net](mailto:imperial.oprestore@nhs.net)

1. **Operation NOVA**

Op NOVA is delivered by the Forces Employment Charity and commissioned by the NHS. It operates across England. The service helps veterans who are in contact with the justice system by providing emotional and practical support. Veterans can access specialist support in areas such as health, housing and employment. The support is available pre and post custody across all of England. Op NOVA provides practical and emotional support across a wide range of areas, including:

* Education and employment
* Accommodation
* Living skills and self-care
* Mental health and wellbeing
* Relationships and family
* Parenting and caring
* Drugs and alcohol

Op NOVA is open 8am - 8pm Monday to Friday and 8am - 2pm Saturday:

* Email: [opnova@forcesemployment.org.uk](mailto:opnova@forcesemployment.org.uk)
* Freephone: 0800 9177299

**Employment and adjustment support in Cornwall**

1. **Department for Work and Pensions – Armed Forces Champions**

Armed Forces Champions deliver employment support and benefits advice to former servicemen and women. Many of the Jobcentre staff who are Armed Forces Champions have previously served in the forces and draw upon their own experiences to help veterans move forward.

The DWP armed forces champion provides support to:​

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* Veterans & families​
* Service leavers & their families​
* ​Serving Personnel & their families within their resettlement period​
* ​Spouses, Civil Partners and estranged/former partners of serving and ex-service personnel​

1. **Active Plus**

Truro based Community Interest Company that uses the skills, experience and expertise of injured and retired military veterans to deliver unique programmes that build confidence, improve motivation, generate a sense of belonging and self-worth; helping people to unlock and fulfil their potential.

* <https://activeplus.org.uk/>
* Email: [admin@activeplus.org.uk](mailto:admin@activeplus.org.uk)
* Phone: 01326 567174

1. **Cornwall Rural Community Charity – Veteran Support**

Support for anyone over 18 who has completed at least one day of service with any of the armed forces and who is involved in the care of a loved one.

The service also supports the families and carers of veterans. Support includes help with getting online, improving wellbeing and finances and getting a carers assessment.

* Email: [veterans@cornwallrcc.org.uk](mailto:veterans@cornwallrcc.org.uk)
* Tel:01872 243535

1. **Remembering our Roots**

Offering support online and in person, indoors and outdoors, developing a connection with nature, for victims of crime, vulnerable children & adults, military service personnel, veterans and their families, fathers, children in care and care leavers.

* Website: <https://ror.services>

1. **Battling On**

Supports members of the British Armed Forces struggling to adjust to civilian life. For many this transition is a difficult and painful experience with many reporting feelings of frustration, isolation and anger. Battling On offers wrap around resettlement support from helping deal with emotional and behavioural issues resulting from serving in combat zones to training and employability skills.

* Website: <https://www.battling-on.com>

1. **Armed Forces & Veterans Breakfast Clubs**

The Armed Forces & Veterans Breakfast Clubs (AFVBC) are the heart of veteran camaraderie in the Community. This is a worldwide network of Veterans Breakfast Clubs, they are dedicated to fostering connections, offering support, and providing a welcoming and safe space for veterans in Cornwall. Join your local Armed Forces Veterans Breakfast Club, where the spirit of "By Veterans, For Veterans" thrives. All services are welcome Royal Navy, Royal Marines, Army and Royal Air Force etc (serving or veterans).

* Website:
* <https://www.afvbc.com>

**Housing and practical support**

1. **Shelter**

Help if you are a homeless Veteran, including an extensive list of the support that’s available through the MOD and others.

* Website: [www.shelter.org.uk](https://www.shelter.org.uk/)

1. **Veterans Aid**

Immediate practical support to all former UK servicemen and women who are homeless, facing homelessness or in crisis.

* Website: [www.veterans-aid.net](https://veterans-aid.net/)
* Online Contact Form: [www.veterans-aid.net/contactform](https://veterans-aid.net/contact/?nature=I%20need%20help%20and%20support)
* Phone: freephone 0800 012 6867 or landline 0207 828 2468.

Open 9am - 3pm, Monday to Friday.

1. **Operation Fortitude**

Op FORTITUDE is the pathway for veterans at risk of or experiencing homelessness into supported housing or to keep them in their current home.

* Online Referral Form: [www.riv.org.uk/opfortitude](https://riv.org.uk/opfortitude)
* Phone: **0800 9520774**

1. **Hague Housing**

Haig Housing is proud to have served the British Veteran community **for over 100 years**. As the leading housing provider for ex-Service personnel in the UK, the charity now owns over **1,500 properties** across [**50 locations**](https://www.haighousing.org.uk/properties/).

The Trust endeavours to help eligible Veterans in housing need, whether they are transitioning into civilian life or are simply in need of a helping hand.

* Website: [www.haighousing.org.uk](https://www.haighousing.org.uk/)

There are many support groups online and in person, and other signposting services to veterans’ services and/or discounts & benefits. We have not been able to include them all but have chosen well-respected local and national organisations.

**If you spot anything that needs removing, amending or adding, please email** [**andrew.harry@cornwall.gov.uk**](mailto:andrew.harry@cornwall.gov.uk)