

Glossary of Services

A list of support services for veterans, offenders and families. These support services were either involved in this research project or were mentioned by those we interviewed. This is not a full list of the support available in the UK.

Support for Veterans & their Families

Active plus

Area covered: Devon, Somerset, Dorset and Wiltshire

Active plus use the skills, experience and expertise of injured military veterans, and those suffering from PTSD, to deliver courses and activities for people who are unemployed, older people who are lonely or isolated, people with health conditions, including mental ill-health, and young people at risk of leaving school without qualifications or work.

www.activeplus.org.uk 01326 567174

Alabaré: Homes for Veterans

Area: South of England and Wales

Alabaré's Homes for Veterans provide supported accommodation to British Armed Forces Veterans who are homeless or at risk of becoming homeless.

They provide dedicated support to Veterans across the South of England and Wales - specifically; Wiltshire, Hampshire, Gloucestershire, Devon, Dorset as well as North and South Wales.

www.alabare.co.uk 01722 322 882

Care after Combat

Area: National

Care after Combat provides professional assistance for the wellbeing of veterans and their families, with a focus on alcohol misuse and on veterans within the CJS.

They launched project Phoenix in 2015, which offers mentorship to Veterans in Custody during the final 18 months of their sentence and for at least 12 months following release, with the aim of reducing the number of re-offending veterans released from prison.

www.careaftercombat.org 0300 343 0255

Combat Stress

Area: National

A charity specialising in veterans' mental health, supporting those with mental health problems such as anxiety, depression and PTSD.

They offer a range of treatment services in the community, at specialist centres, on the phone and online, and develop a personalised programme for each veteran's individual needs with a combination of psychological and psychiatric treatment, and occupational therapy.

www.combatstress.org.uk 0800 138 1619

Help for Heroes

Help for Heroes offer physical, psychological, career, financial and welfare support to veterans with illnesses and injuries attributed to their service in the Armed Forces, and their families.

They offer a wide range of support including recovery programs, support hubs, grants, career advice, business experience, mental health support and programs for very seriously injured veterans

www.helpforheroes.org.uk 0300 303 9888

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Military Community Veterans Centres

Area: Rotherham & the surrounding area

The aim of the MCVC is to provide an information service to help all serving and ex-service military personnel and their families, with members and volunteers on hand to provide advice on issues such as health care, housing, employment and benefits.

They also run weekly and fortnightly meetings where the veterans of Rotherham and its surrounding areas can get together to share their stories and discuss aspects of their day to day lives.

www.rotherhammccvc.org.uk

NHS Veterans' Mental Health Transition, Intervention and Liaison Service (TILS)

Area: National

This is a dedicated local-community-based service for veterans and those transitioning out of the Armed Forces with a discharge date.

NHS Veterans' Mental Health Complex Treatment Service (CTS)

Area: National

An enhanced local-community-based service for ex-service personnel who have military related complex mental health problems that haven't improved with earlier care and treatment.

www.nhs.uk/using-the-nhs/military-healthcare/nhs-mental-health-services-for-veterans/

Project Nova

Area: East of England, North West, North East and South Yorkshire and Humberside.

Project Nova provides support to Veterans who are arrested or are at risk of arrest. It is delivered as a partnership between The Forces Employment Charity (RFEA) and Walking With The Wounded (WWTW).

The organise support for: accommodation; employment, education and training; drugs and alcohol; finances and debt; mental health; children & families; attitudes and thinking.

www.veteransgateway.org.uk 0800 9177299

PTSD Resolution

Area: National

PTSD Resolution is a charity that offers counselling to UK Armed Forces' Veterans, Reservists and families to relieve mental health problems resulting from military service.

PTSD Resolution therapists also work in prisons, and there is an active programme of engagement with the prison service nationally.

They also offer employers Trauma Awareness Training to support the successful integration of Veterans and Reservists in the workplace.

www.ptsdresolution.org 0300 302 0551

The Ripple Pond

Area: National

A UK wide self-help support network for the adult family members of physically or emotionally injured Service Personnel and Veterans. Offering support in the form of: group meetings; a private online forum; a confidential advice and support from staff members; and a buddy system.

www.theripplepond.org 0333 900 1028

Royal British Legion (RBL)

Area: UK & Overseas

RBL provide a wide range of support for those in the Armed forces, veterans, and their families, from providing expert advice and guidance, to recovery and rehabilitation, through to transitioning to civilian life

They offer direct support to veterans in custody, and their families, whilst in prison and on release.

www.britishlegion.org.uk **0808 802 8080**

SPACES

Area: National

Single Persons Accommodation Centre for the Ex Services, SPACES, is a housing advice and placement service for veterans. They help to secure appropriate accommodation across the UK for those who leave the Armed Forces to reduce the risk of homelessness or rough sleeping.

www.riverside.org.uk/care-and-support/veterans/spaces/ **01748 833797**

SSAFA

Area: UK & Overseas

SSAFA provide a wide range of support for Armed Forces, veterans, and their families. Their focus is on providing direct support to individuals in need of physical or emotional care.

SSAFA has a prison “in-reach” team that work with veterans serving prison sentences and representatives visit prisons through the UK. SSAFA will also provide on-going support on release. They also provide support for families of veterans in custody and on release.

www.ssafa.org.uk **0800 731 4880**

Veterans Contact Point

Area covered: Coventry and Warwickshire

A service created by, staffed by and ran by veterans for veterans.

They provide a confidential and free service for veterans and their families living and working in Coventry and Warwickshire.

www.veteranscontactpoint.co.uk

Veterans Change Partnership

Area: National

The VCP is specifically intended to provide comprehensive and intensive residential programmes of rehabilitation, intervention and support to those former military personnel and their families, who have entered or are at risk of entering the CJS.

www.veteranschangepartnership.co.uk
07779221162

The Veterans’ Gateway

Area covered: National

A partnership between The Royal British Legion, Poppy Scotland, SSAFA, the Armed Forces charity, Combat Stress and service provider Connect Assist. Funded by the Armed Forces Covenant Fund.

They provide the first point of contact to a network of military and non-military partner organisations.

www.veteransgateway.org.uk **0808 802 1212**

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Veterans Outreach Support (VOS)

Area: Portsmouth and the Isle of Wight

VOS has been providing a monthly drop-in facility for ex-serviceman and their direct family members since July 2008. The Drop-In is a welcoming and relaxed place for UK veterans and their direct family members to come for confidential welfare or psychological support or simply to meet for a sociable chat. Representatives from numerous agencies attend the drop in sessions to offer a wide range of support.

www.vosuk.org

023 9273 1767

Warrior Program

Area: National (Residential Courses based in Wiltshire/North Yorkshire)

The warrior program works with serving personnel, veterans and adult family members. They provide residential courses to enable individuals to manage their emotions and to develop resilience, focus and motivation, using a specially developed programme to meet the demands and challenges experienced by members of the Armed Forces and their families.

www.warriorprogramme.org.uk/veterans/
0808 801 0898

Hugh James Solicitors

Area: National. Offices in Cardiff and London.

Hugh James Solicitors have a team specialising in military service legal matters and help military service personal who need to bring a claim against the MoD due to a failure to adequately protect from illness or avoidable injury. They offer also offer advice on wills and probate, and independent financial advice.

www.hughjames.com

033 3016 2222

Support for Fathers / Separated Families

Families Need Fathers (FNF)

Area: National

FNF is a UK charity supporting dads, mums and grandparents to have personal contact and meaningful relationships with their children following parental separation or for those whose children's relationship with them is under threat. They offer information, advice and support services for parents on how to do the best for their children. They offer support via a national telephone helpline, local branch meetings, counselling support groups and online support.

www.fnf.org.uk

0300 0300 36

Separated Dads

Area: National, Web-based

Separated Dads is a web-based resource supporting separated fathers. This site brings together numerous articles and guides covering support topics such as; emotional; financial; legal; negotiation; practicalities; psychology; separation and court processes. They also offer an online forum.

<http://www.separateddads.co.uk/>

Support for Offenders and Families

Prison Visit Centre Services

Visit centre services operate at each prison, offering support and advice to families and prisoners. The centres are run by charities such as PACT, Nepacs, Ormiston Families, Barnardo's or Spurgeons. To find out who provides the service at a specific prison visit the Prison Information page at

www.justice.gov.uk or at www.nicco.org.uk.

Storybook Dads

Prison-based

Story book dads is run within prisons and facilitates and encourages prisoners to make bedtime story discs and other educational and personalised gifts, such as memory books, calendars and pop-up books, to send home to their children.

www.storybookdads.org.uk

Barnardo's Invisible Lives

Area: Essex, South East

This project operates in Essex, providing information, advice and support to children, young people and families affected by parental offending behaviours or the criminal justice system. This involves 1-1 support and group sessions to address the needs and worries of children with a loved one in any stage of the criminal justice system. They also liaise and train relevant agencies, such as schools, to enable them to better support children in their care.

<https://b.barnardos.org.uk/essex-capi-service>
01268558448

