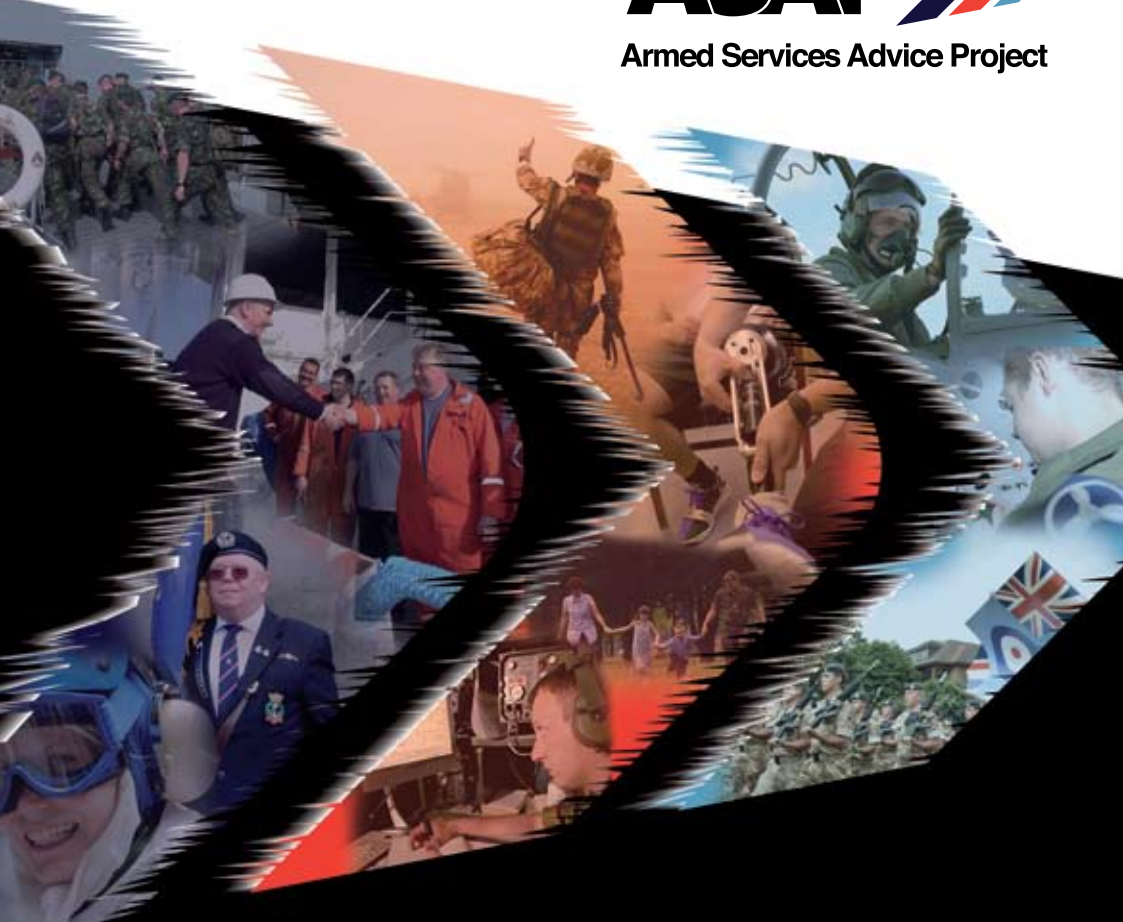


# ASAP

Armed Services Advice Project



**Advice and Information for the  
Armed Forces Community -  
a resource for CAB advisers**

citizens  
advice  
bureau

This resource has been funded by a grant from the Scottish Veterans Fund. This fund is administered by Veterans Scotland on behalf of the Scottish Government.



We would like to express our thanks to all the organisations listed within for providing their contact details, and for the vital work they carry out.

### **Produced by**

Scottish Association of Citizens Advice Bureaux–  
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## about this resource



This booklet has been written for anyone providing advice to the Armed Forces Community, as part of the Armed Services Advice Project (ASAP).

This Community is made up of those who are currently serving in the Armed Forces (and their dependants), those who have previously served in the Armed Forces (and their dependants), both Regular and Reserve, and members of the Merchant Navy (and their dependants) who served in a commercial vessel in support of legally defined UK military operations.

Many organisations exist to meet the needs of the Armed Forces Community and the purpose of this resource is to ensure that you always have at your fingertips a directory of who to contact, and how to do so. There is also a list of organisation names and phone numbers on the inside back cover for easy reference.

The booklet also contains some case studies to illustrate the tremendous and varied support that is available to members of the Armed Forces Community from a wide range of organisations, often collaborating to deliver the right package of assistance for the circumstances in question.

A complementary e-learning resource for CAB advisers, explaining more about the requirements of the Armed Forces Community and how they are met, is available at [www.caslearning.org.uk](http://www.caslearning.org.uk).

# Statutory Support

## Service Personnel and Veterans Agency

This is the sole source of Government-funded help and advice on veterans' issues.

tel: 0800 169 2277

e-mail: [veterans.help@spva.gsi.gov.uk](mailto:veterans.help@spva.gsi.gov.uk)

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

## Veterans Welfare Service

This service runs a network of regional welfare offices. Their phone number is in your local phone directory under "Service Personnel and Veterans Agency", or you can call the Service Personnel and Veterans Agency for details of your nearest office.

tel: 0800 169 2277

## Service and ex-Service organisations

There are many Service and ex-Service organisations that can give help, advice and financial support. Listed here is information about services offered and contact details for many organisations committed to providing support services to the Armed Forces Community.

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### ABF The Soldiers' Charity



The Castle, Edinburgh EH1 2YT

tel: 0131 310 5132/5116

e-mail: [scotland@soldierscharity.org](mailto:scotland@soldierscharity.org)

web: [www.soldierscharity.org](http://www.soldierscharity.org)

ABF The Soldiers' Charity is the Army's national charity and is committed to the welfare of Army and ex-Army personnel and their dependants.



# David's story

**David served for five years with the Argyll & Sutherland Highlanders. He saw service in Northern Ireland and Iraq. He suffers from Post Traumatic Stress Disorder (PTSD) and is under the care of Combat Stress.**

David was unemployed, and struggling with rent arrears and other debts, as well as the cost of furnishings for his one bedroom local authority flat. He was looking to move to somewhere with more space for his partner and 18 month old son.

David got in touch with his local representative from SSAFA Forces

Help who visited him in his own home. At this visit the need was recorded and the information used to raise the required funds.

His ex-regiment, the Argyll & Sutherland Highlanders, were able to pay for the driving lessons David hoped would help him to find a job. ABF The Soldiers' Charity paid his rent arrears and Poppyscotland helped with his other debts and the household goods he needed. He has now moved to a larger flat and ABF The Soldiers' Charity also helped with the cost of new floor coverings.

## **British Limbless Ex-Service Men's Association (BLESMA)**

Ancaster BLESMA Home, Alligan Road, Crieff, Perthshire PH7 3JU

tel: 01764 652480 fax: 01764 652550

e-mail: [crieff@blesma.org](mailto:crieff@blesma.org) web: [www.blesma.org](http://www.blesma.org)

The Association aims to promote the welfare of all those who have lost a limb or limbs, or one or both eyes, or the use of limbs as a result of their service in any branch of the Armed Forces or auxiliary forces. It also aims to help dependants of these people.

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## **Erskine**

Erskine, Bishopton, Renfrewshire PA7 5PU

tel: 0141 812 1100 fax: 0141 812 4569

e-mail: [enquiries@erskine.org.uk](mailto:enquiries@erskine.org.uk)

web: [www.erskine.org.uk](http://www.erskine.org.uk)

Offers ex-Service men and women all over Scotland (Erskine Homes in Bishopton, Edinburgh and Glasgow and through the Erskine Bursary Scheme in Inverness, Aberdeen, Dundee, Perth and Dumfries) nursing, dementia and respite care and support they need to overcome physical and emotional scars, often long after they have left active duty.

Housing and employment opportunities are also available.

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## **Ex-Service Mental Welfare Society (Combat Stress)**

Hollybush House, Hollybush, by Ayr KA6 7EA

tel: 01292 561300 fax: 01292 561351

e-mail: [contactus@combatstress.org.uk](mailto:contactus@combatstress.org.uk)

web: [www.combatstress.org.uk](http://www.combatstress.org.uk)

The Society cares for ex-members of the Armed Forces who have psychiatric disabilities. The Society provides a welfare support team for Scotland through their home at Hollybush House, near Ayr and have two community outreach teams who visit veterans in their own homes.



# Peter's story

**Peter was born in 1927 in Glasgow. He served as a Corporal in the RAF for two years and six months, including postings in England and Egypt. On his return to civilian life, Peter worked at a variety of jobs starting off in John Brown Shipyards and then in Rolls Royce. He met and married his wife and they had two children, and settled in Bishopton.**

After a long and happy life together, during which Peter and his wife travelled extensively, events took a turn for the worse. Sadly, Peter's wife passed away. Whilst on a Mediterranean cruise Peter suffered a stroke. He struggled to look after himself and

then Erskine came to the rescue. Having visited Erskine for 5 weeks' respite, Peter decided to come and live in the Bishopton Home permanently.

It was, he said, the best decision he could have made. When he first arrived he was perilously underweight and could only get about using a Zimmer. Thanks to Erskine care he soon put on weight and graduated from a Zimmer to a stick and now he needs neither! He says the food is "fantastic".

Most days Peter, an avid reader, can be found in the Recreation Hall reading in his comfy chair – that is, when he is not participating in the many outings and visits on offer.

## Forces Pension Society

68 South Lambeth Road, London SW8 1RL

tel: 020 7820 9988

fax: 020 7820 7583

e-mail: [memsec@forpen.co.uk](mailto:memsec@forpen.co.uk)

web: [www.forpen.co.uk](http://www.forpen.co.uk)

The Society protects the pension interests of ex-Service personnel of all ranks and their dependants.

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## Officers Association Scotland (OA Scotland)

New Haig House, Logie Green Road, Edinburgh EH7 4HR

tel: 0131 557 2782

fax: 0131 557 5819

e-mail: [oasadmin@oascotland.org.uk](mailto:oasadmin@oascotland.org.uk)

web: [www.oascotland.org.uk](http://www.oascotland.org.uk)

There are two areas of activity undertaken by OA Scotland. Firstly, it provides grants to relieve financial distress to those who have held a commission in any branch of the Armed Forces, be it Regular or Reserve. Financial assistance is also available to the dependants of those who have served. Secondly, the Association provides support into employment for those who have held a commission.

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## Poppyscotland



New Haig House, Logie Green Road, Edinburgh EH7 4HR

tel: 0131 557 2782

fax: 0131 557 5819

e-mail: [enquiries@poppyscotland.org.uk](mailto:enquiries@poppyscotland.org.uk)

web: [www.poppyscotland.org.uk](http://www.poppyscotland.org.uk)

Poppyscotland provides practical help to ex-Servicemen and women, and their families, across Scotland through direct financial assistance to those in urgent need. They also help to fund specialist services including advice, long term care, housing and the employment of disabled veterans. Poppyscotland also supports ex-Servicemen and women through Small Business Loans and retraining grants, and provides access to respite breaks.



## Kevin's story

**Kevin served for nine years in the Royal Navy, and was based in Hong Kong for a time. Back in this country, he separated from his wife and two daughters but was still lodging in the family home while on the waiting list for a council flat.**

Kevin was unemployed and wanted to undertake several technical courses, almost certain to lead to employment. Unfortunately he couldn't afford the course fees of over £2000.

The Royal Navy and Poppyscotland were able to provide the money for the course. Kevin subsequently engaged with his employment consultant at the Regular Forces Employment Association (RFEA) and found a suitable job. He has been in employment ever since.

## Regular Forces Employment Association

New Haig House, Logie Green Road, Edinburgh EH7 4HQ

tel: 0131 557 1747

fax: 08700 940795

web: [www.rfea.org.uk](http://www.rfea.org.uk)

Assists ex-regular Servicemen and women find employment throughout their working life.

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## The Royal Air Force Benevolent Fund (RAFBF)



20 Queen Street, Edinburgh EH2 1JX

tel: 0131 225 6421

fax: 0131 550 0643

web: [www.rafbf.org](http://www.rafbf.org)

The RAFBF exists to help serving and ex-serving members of the RAF, their children and their dependants.

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## Royal Air Forces Association (RAFA)

20 Queen Street, Edinburgh EH2 1JX

tel: 0131 225 5221

fax: 0131 220 0643

web: [www.rafa.org.uk](http://www.rafa.org.uk)

The Association gives help and advice to ex-RAF and Commonwealth Air Forces personnel and their dependants.



# Ryan's story

**Ryan served in the RAF between 2003 and 2009. During his time in the Air Force, he completed a tour in Iraq before being deployed to Afghanistan as a gunner.**

Ryan was seriously injured when an improvised explosive device (IED) exploded under his vehicle. Two of his colleagues were killed in the attack, one of whom was a very close friend.

Ryan suffered a frontal facial fracture, collapsed eye socket, collapsed lung and neck injury, as well as cognitive impairment.

Married with a young son, Ryan found himself in financial

difficulties after he was medically discharged in December 2009. He didn't know much about the Royal Air Force Benevolent Fund (RAFBF) but his line manager recommended the help he could get.

The RAFBF were able to help clear the family's debts and assist with the cost of their mortgage, a special bed and a car.

Ryan said: "I'll be eternally grateful to the RAFBF. They took away my two big financial headaches and helped me and my family get back on our feet."

## Royal British Legion Scotland (RBLs)

New Haig House, Logie Green Road, Edinburgh EH7 4HR

tel: 0131 557 2782

e-mail: [lao@rblscotland.org](mailto:lao@rblscotland.org) web: [www.rblscotland.org](http://www.rblscotland.org)

The Royal British Legion Scotland exists to promote remembrance and comradeship and in partnership with other ex-Service charities to be responsible for the provision of welfare, benevolence and pension support to ex-Servicemen and women and their dependants throughout Scotland.

Social and emotional support is provided through a nationwide network of Branches and Clubs across Scotland, together with opportunities to take part in sport and piping competitions, ceremonial events such as Acts of Remembrance and ongoing work including welfare support, Branch/Club management and lending support to the annual Scottish Poppy Appeal.

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## Royal Naval Association (RNA)

Room 209, Semaphore Tower, PP70, HM Naval Base, Portsmouth  
PO1 3LT

tel: 02392 722983 fax: 02392 723371

e-mail: [paul@royalnavalassoc.com](mailto:paul@royalnavalassoc.com) (General Secretary)

web: [www.royal-naval-association.co.uk](http://www.royal-naval-association.co.uk)

The Association offers friendship and personal support to its members.

## Royal Naval Benevolent Trust (RNBT)

Castaway House, 311 Twyford Avenue, Portsmouth PO2 8RN

tel: 02392 690112 fax: 02392 660852

e-mail: [rnbt@rnbt.org.uk](mailto:rnbt@rnbt.org.uk) web: [www.rnbt.org.uk](http://www.rnbt.org.uk)

The RNBT exists to give help at times of need to the members of the RNBT family – those who are serving or who have served as Royal Naval ratings or Royal Marine other ranks and their wives, husbands and dependants.

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## Scottish War Blinded, Linburn

Wilkieston, Kirknewton, Midlothian EH27 8DU

tel: 0131 333 1334/1369 fax: 0131 333 4841

e-mail: [enquiries@scottishwarblinded.org.uk](mailto:enquiries@scottishwarblinded.org.uk)

web: [www.scottishwarblinded.org.uk](http://www.scottishwarblinded.org.uk)

Offers assistance to any person who has been a member of the Armed Forces and has suffered a visual impairment. Provides sheltered workshops and housing at Linburn, and an After Care Department attends to the welfare and pension needs of Scottish blinded ex-Servicemen and women and their dependants.



# Jock's story

Jock served in the Black Watch for four and a half years then left the Army and settled in London. His problems began with a car accident. This was followed by an emotional breakdown after which his business failed and his long term relationship ended. Jock ended up rough sleeping in London for six months. He became severely depressed and attempted suicide several times. Realising that he needed help Jock contacted Veterans Aid (VA). Jock says he will never forget the Friday that he visited VA's Buckingham Palace Road centre. Given the chance to return to Scotland, he liked the look of Whitefoord House, run by Scottish Veterans' Residences (SVR), and

accepted a place. He remembers being shown to his en-suite room at Whitefoord just 10 days after first contacting VA. He recollects: "I had lost all confidence and self respect. Just talking to the people at Whitefoord, staff and residents, made a massive difference. They helped me get back my self-esteem. Arriving at SVR was like going back to a family."

Nine months later Jock was back on his feet. He started to help out with driving and maintenance at Whitefoord on a voluntary basis, to give something back to the place that had done so much for him.

'I was at rock bottom when I got to Whitefoord' he recalls, 'but it was the best thing I could have done. I haven't looked back. Veterans Aid and SVR saved my life'.



## Scottish Veterans' Residences

53 Canongate, Edinburgh EH8 8BS

tel: 0131 556 0091 fax: 0131 557 8734

e-mail: [info@svronline.org](mailto:info@svronline.org) web: [www.svronline.org](http://www.svronline.org)

Provides independent living within a supportive caring environment for the ex-Service community in their residences in Edinburgh and Broughty Ferry.

## Soldiers, Sailors, Airmen and Families Association – Forces Help (SSAFA Forces Help)



Queen Elizabeth the Queen Mother House, 19 Queen Elizabeth Street, London SE1 2LP

tel: 0845 1300 975 fax: 0207 403 8815

e-mail: [info@ssafa.org.uk](mailto:info@ssafa.org.uk) web: [www.ssafa.org.uk](http://www.ssafa.org.uk)

SSAFA Forces Help is a national charity that provides a range of services to suit any needs, be it financial, practical or emotional.

## St Dunstan's

12-14 Harcourt Street, London W1H 4HD

tel: 020 7723 5021 fax: 020 7262 6199

e-mail: [enquiries@st-dunstans.org.uk](mailto:enquiries@st-dunstans.org.uk)

web: [www.st-dunstans.org.uk](http://www.st-dunstans.org.uk)

St Dunstan's provide crucial assistance to ex-Service men and women with very significant loss of sight.

## War Widows' Association of Great Britain (WWA)

c/o 199 Borough High Street, London SE1 1AA

tel: 0845 2412 189

e-mail: [info@warwidowsassociation.org.uk](mailto:info@warwidowsassociation.org.uk)

web: [www.warwidowsassociation.org.uk](http://www.warwidowsassociation.org.uk)

The Association exists to improve the conditions of widows and widowers in receipt of a war pension and their dependants in Great Britain.



# Terry's story

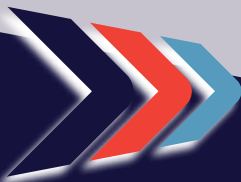
**Terry served as a Chief Petty Officer in the Fleet Air Arm during the Falklands Campaign. While stationed on the flight deck of HMS Antrim, Terry was wounded during an attack by a Mirage jet, and was left completely blind at the age of 37.**

St Dunstan's, a charity supported by Seafarers UK, was able to provide the practical and emotional support he needed to adapt to life without sight. St Dunstan's taught Terry independent living skills, how

to read Braille, touch typing and how to travel with a long cane.

Terry says: "The encouragement and support from St Dunstan's, along with the camaraderie, kept me positive and I found I was able to achieve more each day."

Eventually Terry resumed his career with the Royal Navy as an information officer at the Fleet Air Arm Museum at RNAS Yeovilton.



# The Maritime Charities Funding Group

The Maritime Charities Funding Group is a coalition of maritime charities that makes grants to support organisations working for the welfare of seafarers and their families. We fund projects and services across the Royal Navy and Royal Marines, the Merchant Navy and for fishermen and their families. Our grant support has funded a wide range of research into welfare needs and pilot projects to test out new ways of providing services to serving and former seafarers.

The individual members of the Maritime Charities Funding Group are: Seafarers UK, Royal Navy & Royal Marines Charity, Trinity House, Merchant Navy Welfare Board, Seamen's Hospital Society and Nautilus International. Further information about individual members and their grant making policies can be found on their respective websites.

**For more information about the Maritime Charities Funding Group and the wider maritime charity sector go to the Seafarer Support website [www.seafarerssupport.org](http://www.seafarerssupport.org) or ring 0800 121 4765.**



# Maximising income for veterans

Adjusting to life after the Forces can be difficult in many ways – particularly when it comes to money.

Many ex-Servicemen and women find it difficult to manage their finances when they leave the Forces. The isolation that can come with trying to navigate a new economic landscape can make it seem like there is nowhere left to turn for help. Fortunately, Turn2us is there to help.

For people in financial need, and those who support them, Turn2us provides a free, easy to use website at [www.turn2us.org.uk](http://www.turn2us.org.uk) which helps people access the money available to them from welfare benefits and charitable grants. You can complete an online Benefits Check and search our database of over 3,500 charitable funds to seek appropriate sources of funding based on individual needs and circumstances.

Turn2us also offers a free, confidential helpline service that can carry out benefits checks and grants searches, as well as signposting further sources of help.



**To find out more about Turn2us and the help you may be able to get:**

**Visit us: [www.turn2us.org.uk](http://www.turn2us.org.uk)**

**Email us: [info@turn2us.org.uk](mailto:info@turn2us.org.uk)**

**Call us: 0808 802 2000 freephone**

**Monday to Friday, 8am – 8pm**



Turn2us is part of Elizabeth Finn Care, which is a charity registered in England and Wales:

Registered Charity No. 207812.

# Quick Reference Page

<b>Service Personnel and Veterans Agency</b>	<b>0800 169 2277</b>
<b>Veterans Welfare Service</b>	<b>0800 169 2277</b>
<b>Armed Services Advice Project (ASAP)</b>	<b>0845 231 0300</b>
<b>ABF The Soldiers' Charity</b>	<b>0131 310 5132/5116</b>
<b>British Limbless Ex-Service Men's Association (BLESMA)</b>	<b>01764 652480</b>
<b>Erskine</b>	<b>0141 812 1100</b>
<b>Ex-Service Mental Welfare Society (Combat Stress)</b>	<b>01292 561300</b>
<b>Forces Pension Society</b>	<b>020 7820 9988</b>
<b>Officers Association Scotland (OA Scotland)</b>	<b>0131 557 2782</b>
<b>Poppyscotland</b>	<b>0131 557 2782</b>
<b>Regular Forces Employment Association</b>	<b>0131 557 1747</b>
<b>Royal Air Force Benevolent Fund (RAFBF)</b>	<b>0131 225 6421</b>
<b>Royal Air Forces Association (RAFA)</b>	<b>0131 225 5221</b>
<b>Royal British Legion Scotland (RBLs)</b>	<b>0131 557 2782</b>
<b>Royal Naval Association (RNA)</b>	<b>02392 722983</b>
<b>Royal Naval Benevolent Trust (RNBT)</b>	<b>02392 60112</b>
<b>Scottish War Blinded</b>	<b>0131 333 1334/1369</b>
<b>Scottish Veterans' Residence</b>	<b>0131 556 0091</b>
<b>Seafarers Support</b>	<b>0800 121 4765</b>
<b>Soldiers, Sailors, Airmen and Families Association – Forces Help (SSAFA Forces Help)</b>	<b>0845 1300 975</b>
<b>St Dunstan's</b>	<b>020 7723 5021</b>
<b>War Widows' Association of Great Britain (WWA)</b>	<b>0845 2412 189</b>

# Partners



Armed Services Advice Project



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