

# 10 years of the Armed Services Advice Project 2010-2020

**ASAP**   
Armed Services Advice Project



# 10 years of the Armed Services Advice Project

## 2010-2020

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**“Collaboration and partnership working lies at the heart of everything we do and the coalition of funders working together with Citizens Advice Scotland has brought about remarkable results. I want to thank all the ASAP workers across Scotland over the last decade for their hard work and dedication. And our message today to all military personnel, veterans and their families is that ASAP is here to help you too with any problem you have.”**

Mark Collins, Interim Chief Executive, Poppyscotland

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**“The Armed Services Advice Project has gained a fantastic £17.6 million for clients and it has advised more than 15 thousand people over the past decade. The financial gain has been crucial to help clients and is one way of measuring the huge success of the project. However, the money that ASAP has put back into clients’ pockets is just one of the ways that this service has helped them and it doesn’t include the practical and emotional one-to-one support our advisers have also given. I want everyone in the Armed Forces community in Scotland to know that if they are having problems of any kind, our help is just a phone call or an email away.”**

Derek Mitchell, Chief Executive, Citizens Advice Scotland

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## of the Armed Services Advice Project

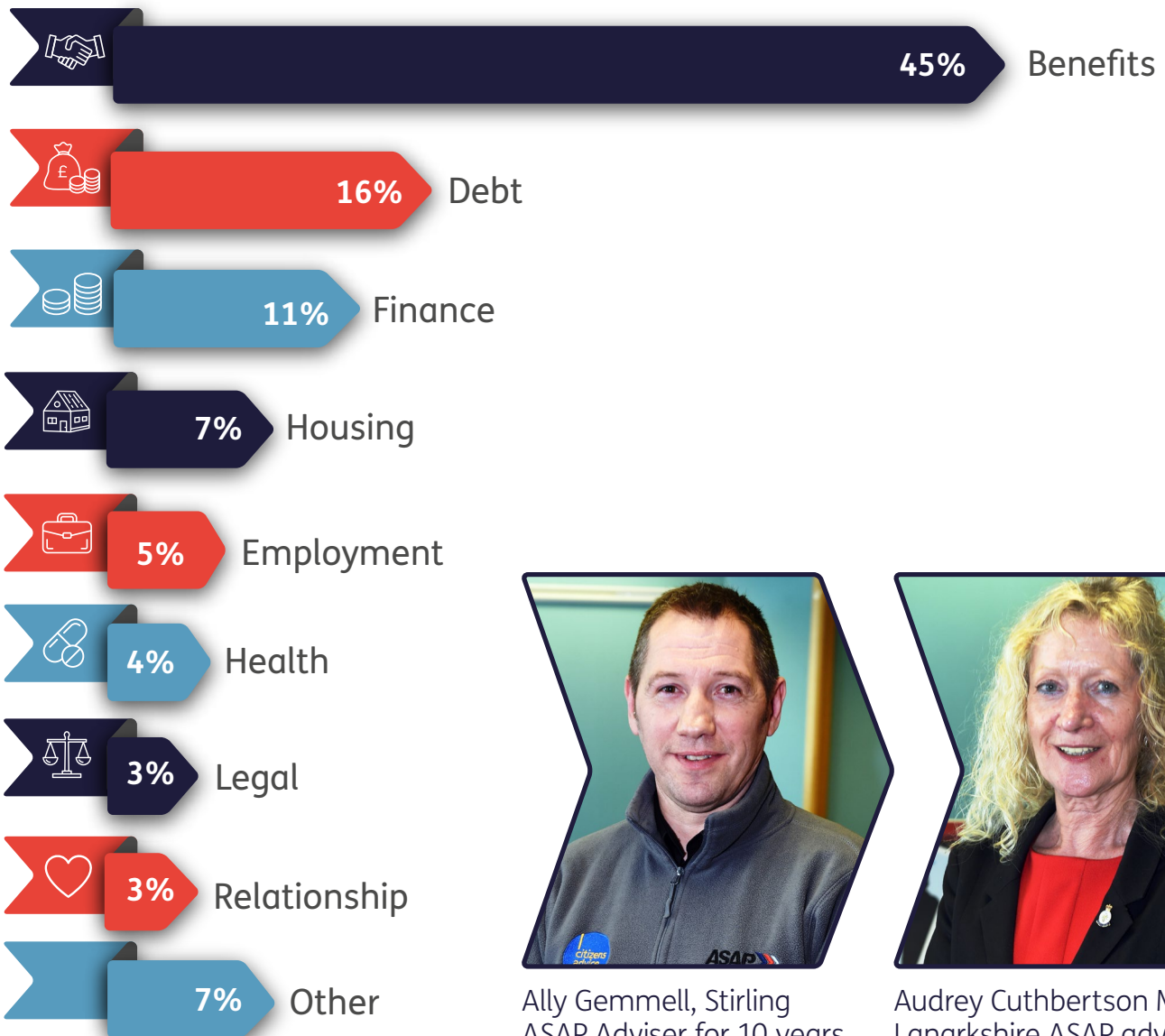


We helped **15,950** people



We gave advice **92,134** times

### Issues that ASAP clients have sought help with:



Ally Gemmell, Stirling  
ASAP Adviser for 10 years



Audrey Cuthbertson MBE,  
Lanarkshire ASAP adviser

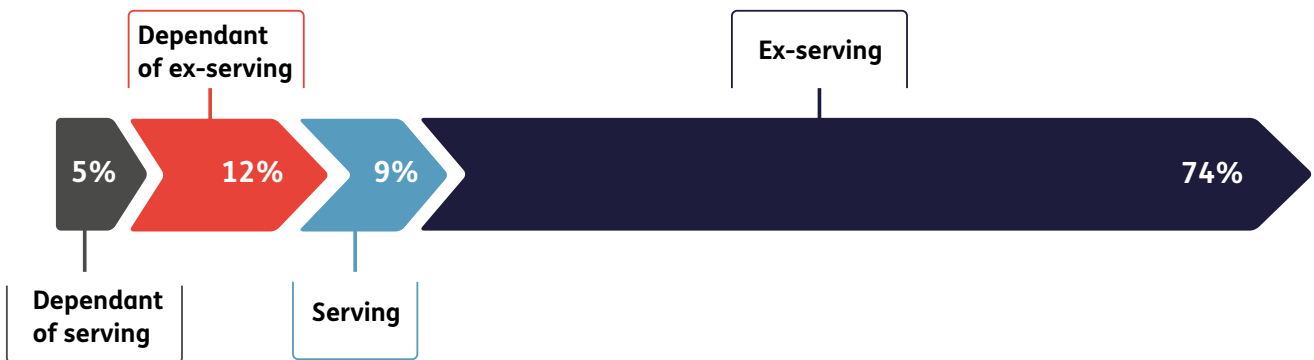


## of the Armed Services Advice Project

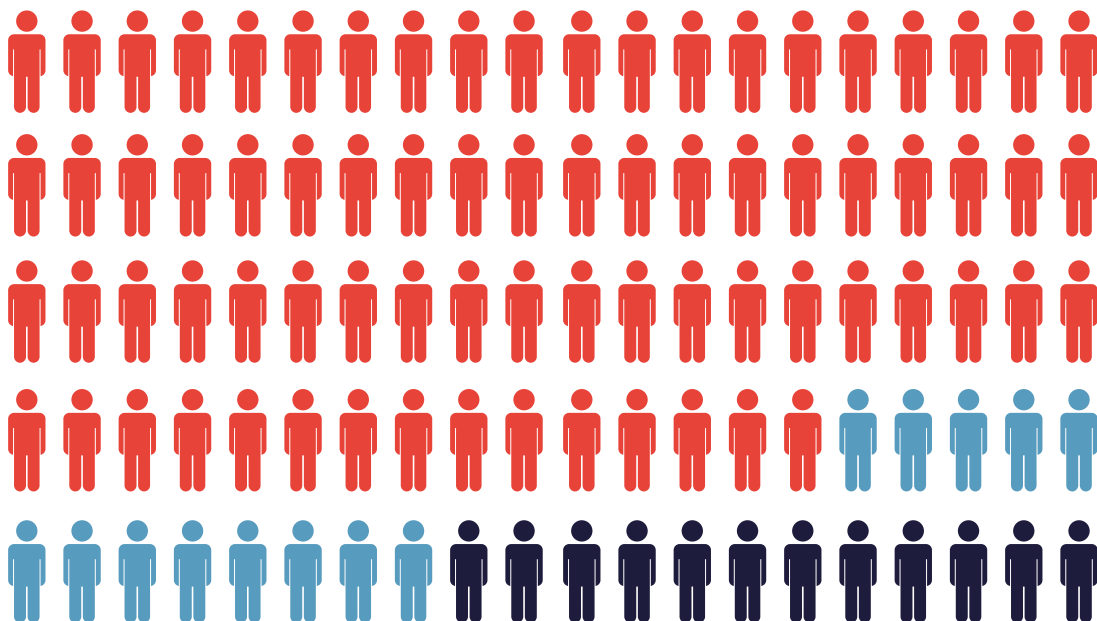


We secured **£17.6 million** in financial gain for 5,431 clients

We support all members of the Armed Forces community:



ASAP users since 2010 Forces Breakdown:



Army 75%

RAF 13%

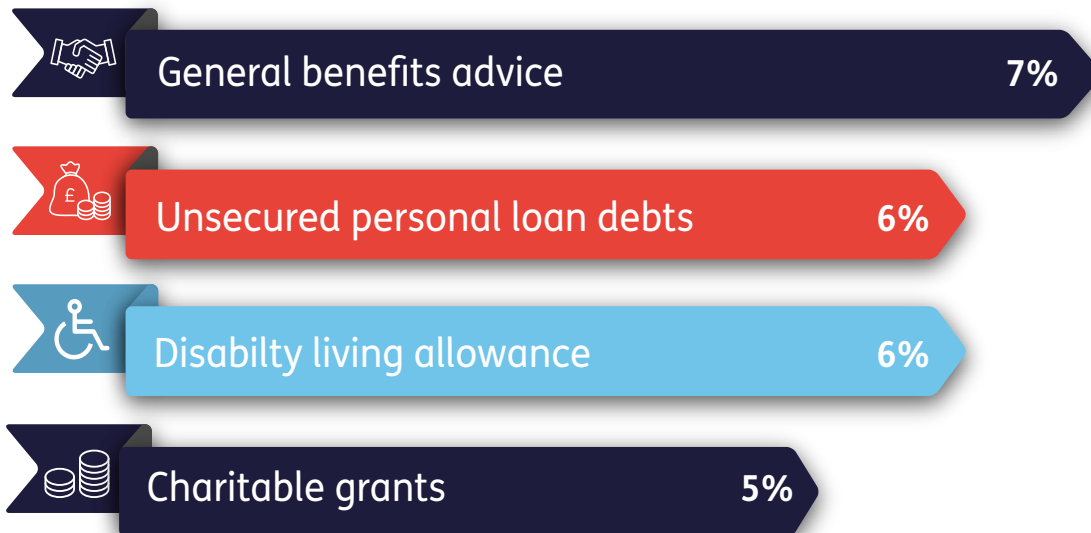
Navy 12%



## of the Armed Services Advice Project

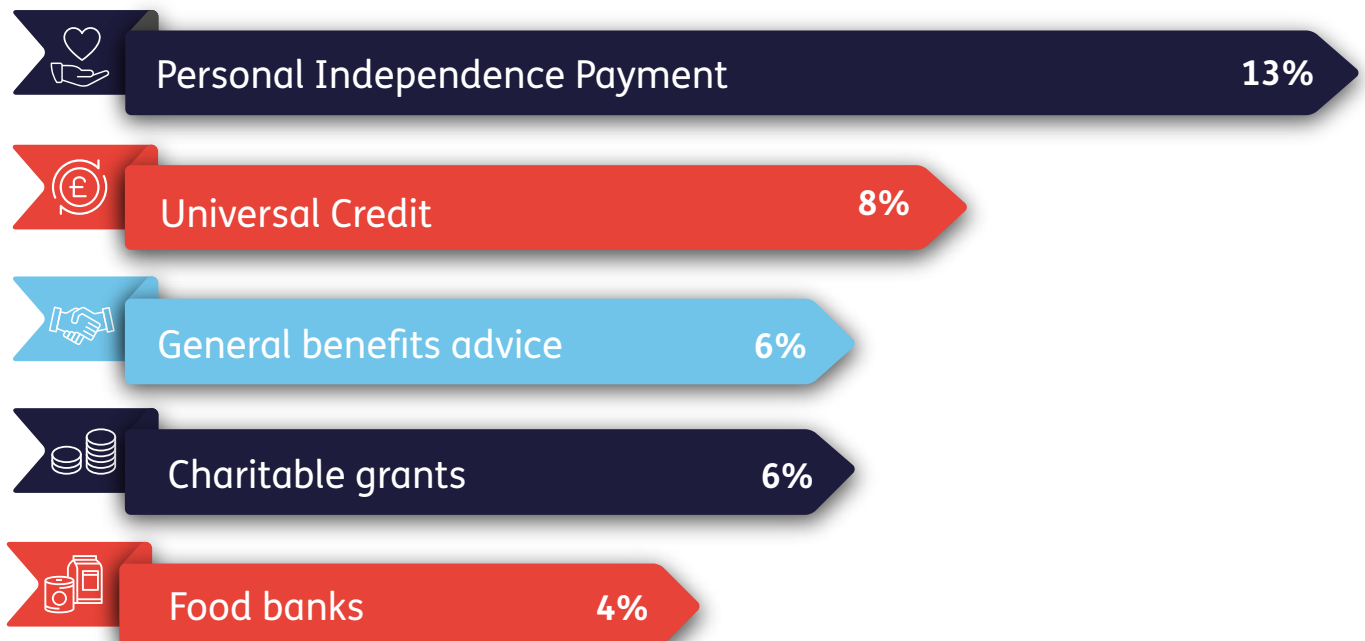
# The advice we gave **then**

In 2010, the top issues we gave advice on, as a percentage of all advice, were:



# and now

In 2020 the support available to those who need help has changed, and so has our advice:





## of the Armed Services Advice Project

**‘Our partnership with ASAP has always been very successful. Since the Erskine Reid Macewen Activity Centre opened 3 years ago our veterans have been supported with a weekly drop in service which provides specialist advice for the many issues that they face. We have always had great working relationships with the Support Officers who attend and find them keen to help out where ever required.’**

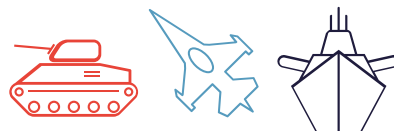
Debra Dickson at the Erskine Reid Macewen Activity Centre

**“With the struggles I am going through at the moment health wise, the help I received from ASAP-RSO is like a lifeline. Thank you so much for your help with my forms, I couldn’t have done it without your help.”**

Client - Aberdeen

**“Very effective and helpful, friendly”**

Client - Dundee



**“I have been dealing with my adviser and the work that they’ve done for me to sort out my benefits is outstanding, and the local office is outstanding, totally amazing. The staff are fantastic, the help given to me is totally above and beyond.”**

Client - Dundee

**Call our helpline free on 0808 800 1007  
or find us online at [www.adviceasap.org.uk](http://www.adviceasap.org.uk)**

**With thanks to the following for their ongoing funding support for ASAP:**

