



# Armed Forces

## Directory of Support South East Wales



## Disclaimer

The information provided in this book is designed to provide helpful information on the subjects discussed. Every attempt has been made to ensure the accuracy and reliability of the information provided. However, the information is provided "as is" and subject to change. The information provided was located from 'open sources' and assumes no responsibility for errors or omissions of the contents.

This booklet may contain links to external websites that are not provided or maintained by or in any way affiliated with any organisation. Please note it does not guaranteed the accuracy, relevance, timeliness, or completeness of any information on these external websites.

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# Introduction

It is clear that economic, social, and political shifts are causing the nature of military service and consequently the demographics of the Armed Forces Community to change. At the same time, the role that the Armed Forces play, their purpose and their presence in the national consciousness, is also changing. This impacts the way in which Ex-Service personnel are perceived by the general public. Although it is well recognised that Ex-Service personnel's experiences of their transition from military to civilian roles vary greatly, much is dependent on the individual's attitude to this transition, alongside the extent of support available to them as they re-enter civilian life. To be truly effective, those organisations which provide support must respond to a dynamic environment.

- FiMT LIFT LIFTING OUR SIGHTS Beyond 2030 – the impact of future trends on the transition of our Armed Forces Community from military to civilian life (2020)

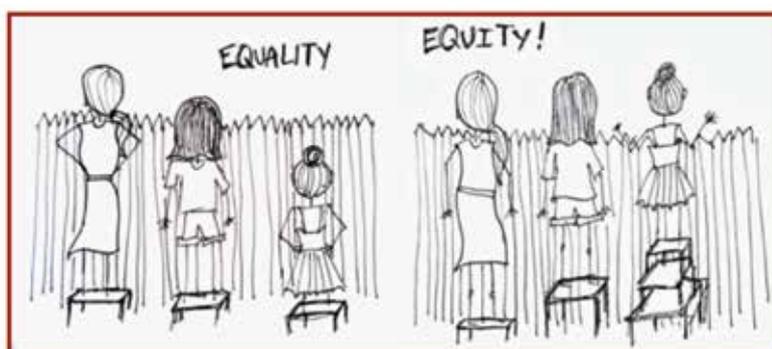
This directory is collated to inform departments and organisations of the plethora of support available for the Armed Forces Community, at the same time informing the Armed Forces Community what services are available in their area.

## The Armed Forces Covenant

*The Armed Forces Covenant is supported at a local level by a partnership agreement between statutory, military and voluntary sector agencies who work together to honour and implement the national Armed Forces Covenant.*

The Covenant at a local level aims to:

- encourage communities to support the Armed Forces community in their areas and to nurture public understanding and awareness among the public of issues affecting the Armed Forces community
- recognise and remember the sacrifices faced by the Armed Forces community, including an individual's commitment when serving to potentially be placed in harm's way
- encourage activities which help to integrate the Armed Forces community into local life
- encourage the Armed Forces community to help and support the wider community, by participating in events and joint projects, or other forms of engagement.



# Introduction

## Strengthening the Covenant in Legislation

The Armed Forces Covenant was enshrined in law December 2021. The legislation will impose a new Duty on relevant public bodies, when exercising certain aspects of their public functions in the areas of housing, healthcare and education to have due regard to the three principles of the AF Covenant:

- the unique obligations of, and sacrifices made by, the Armed Forces;
- the principle that it is desirable to remove disadvantages arising for service people from membership, or former membership, of the Armed Forces; and
- the principle that special provision for Service People may be justified by the effect on such people of membership, or former membership, of the Armed Forces.

This will mean that in the future service providers will have to demonstrate that they have considered the principles of the Covenant when making decisions in these key areas.

This is due to take effect late 2022.



## Armed Forces Covenant Training Package

The vast majority of the 2.8 million ex-Servicemen and women living in Britain today have successfully adapted to civilian life, putting the skills and experience they acquired while serving in the Armed Forces to good use. However, a significant minority can be in need of support either at the point of discharge or many years afterwards.

[https://covenantfund.org.uk/wp-content/uploads/articulate\\_uploads/the-armed-forces-covenant-induction-2-1/index.html](https://covenantfund.org.uk/wp-content/uploads/articulate_uploads/the-armed-forces-covenant-induction-2-1/index.html)

If you would like bespoke training for your department please contact your Regional Armed Forces Covenant Officer.

# Introduction

## Welsh Government Armed Forces Support



Llywodraeth Cymru  
Welsh Government

The Welsh Government is the overarching Governmental body in Wales and has devolved powers from the UK Government. This means transfer of powers by a central government (the UK Government) to the Government of Wales. It means that there are distinct legislatures and governments in Wales, Scotland and Northern Ireland which have powers over a range of policy areas which have previously been the responsibility of the UK Government. In Wales devolved powers include health, social care, education, housing and local government. The UK Government currently retains responsibility for defence, foreign policy and most benefits.

As a Government we work closely with the Armed Forces sector. We have an Armed Forces Expert Group which is chaired by the Minister with portfolio responsibility for the Armed Forces community in Wales. The membership consists of the Tri-services and partners in the public and third sectors to ensure services meet your needs as members of the Armed Forces community. The Expert Group advises us and helps us ensure you are supported and have a voice.

### Support for Serving Armed Forces personnel and their families

The Welsh Government, working with 160th (Welsh) Brigade and the CTP have produced a new guide for Serving personnel and their families leaving the Services and settling in Wales. You can view it here:

English: <https://gov.wales/support-serving-armed-forces-personnel-and-their-families-2021>

For additional support, there is also **Welcome to Wales** which provides key information for those military personnel and families coming to Wales, in areas such as childcare, housing and education:

English: <https://gov.wales/support-serving-armed-forces-personnel-and-their-families>

### Armed Forces Covenant – Wales Annual report

The Welsh Government published an annual report to highlight progress of delivery of the Armed Forces Covenant in Wales. You can read the 2020 report here:

English: <https://gov.wales/armed-forces-covenant-annual-report-2020>

### Veterans scoping exercise / Veterans strategy

Work continues on delivery of the recommendations of the Veterans scoping exercise which was published in January 2020 following consultation with over 1,000 veterans, families and support organisations. Outcomes to date include a 35% uplift in Veterans NHS Wales funding, publication of the first Wales Resettlement guide, funding of Armed Forces Liaison Officers to 2023, a Wales Employment event and funding for SSCE Cymru and service children. Delivery will continue against the remaining recommendations including roll out of GP accreditation in Wales, further work in the criminal justice system and assessing current housing support.

English: <https://gov.wales/veterans-and-armed-forces-scoping-exercise-strategy-report>

# Introduction

## Armed Forces Covenant Liaison Officers

**Blaenau Gwent, Caerphilly, Monmouthshire, Newport and Torfaen**

**Lisa Rawlings: [armedforces@caerphilly.gov.uk](mailto:armedforces@caerphilly.gov.uk) 01443 864447**

**Cardiff and Vale of Glamorgan**

**Abigail Warburton: [veteranservice@valeofglamorgan.gov.uk](mailto:veteranservice@valeofglamorgan.gov.uk)  
07725704655**

**RCT and Merthyr Tydfil**

**Jamie Ireland: [Jamie.L.Ireland@rctcbc.gov.uk](mailto:Jamie.L.Ireland@rctcbc.gov.uk) 07747485619**

## Local Authority Armed Forces Champions

### Cardiff

**Cllr Huw Thomas  
(Council Leader)**

**Email: [huw.thomas@cardiff.gov.uk](mailto:huw.thomas@cardiff.gov.uk)**

### Vale of Glamorgan

**Cllr Eddie Williams**

**Email: [edwilliams@valeofglamorgan.gov.uk](mailto:edwilliams@valeofglamorgan.gov.uk)**

### Blaenau Gwent

**Cllr Derrick Bevan**

**Email: [derrick.bevan@blaenau-gwent.gov.uk](mailto:derrick.bevan@blaenau-gwent.gov.uk)**

### Caerphilly

**Cllr Teresa Heron**

**Email: [heront1@caerphilly.gov.uk](mailto:heront1@caerphilly.gov.uk)**

### Monmouthshire

**Cllr Peter Strong**

**Email: [peterstrong@monmouthshire.gov.uk](mailto:peterstrong@monmouthshire.gov.uk)**

### Newport

**Cllr Mark Spencer**

**Email: [mark.spencer@newport.gov.uk](mailto:mark.spencer@newport.gov.uk)**

### Torfaen

**Cllr Jon Horlor**

**Email: [jon.horlor@torfaen.gov.uk](mailto:jon.horlor@torfaen.gov.uk)**

### Merthyr

**Cllr Andrew Barry**

**Email: [andrew.barry@merthyr.gov.uk](mailto:andrew.barry@merthyr.gov.uk)**

### RCT

**Cllr Maureen Webber**

**Email: [maureen.webber@rctcbc.gov.uk](mailto:maureen.webber@rctcbc.gov.uk)**

# 1 Community & Veteran Groups

## Veteran Hubs

### Armed Forces Partners Group

2nd and 4th Barry Scouts, Dyfan Road, Barry, CF63 1DP  
Saturdays, 12:00pm to 2:00pm

A new Veterans Hub up for the partners of serving and ex-serving members of the Armed Forces. A place where partners can come for a chat and receive help and advice, there will be tea and cakes. In association with Change Step Charity. If you would like some more information about the group, please contact: 07725 704655

### Barry Veteran Group

The Barry Veteran Group formed over 7 years ago. We are a group of around 40 strong, we meet every Saturday 10am to 1pm we offer breakfast rolls and refreshments and every 1st Saturday join us for a full breakfast. The Group offer support and comradery, and all are welcome. Every week we have support from Change Step and the Veteran Advice Officer/AFLO from the Vale Council and other guests such as DWP Armed Forces Champion. We are currently building a Veterans garden for the group to enjoy, please join us at 2nd & 4th Barry Scouts, Witchill Community Hall Dyfan Road Barry CF63 1DP – Saturday 10:00am to 13:00pm  
Email: [armedforces@caerphilly.gov.uk](mailto:armedforces@caerphilly.gov.uk)

### Caerphilly Veterans Support Hub

The Caerphilly Veteran Support Hub is established to deliver high quality, veterans and serving personnel to veterans from the military and ex-military community. It empowers veterans and those in transition from military to civilian life, to help themselves and to integrate into local communities.

The Hub helps to:

1. Develop a greater awareness of the support and services available to service and ex-service personnel and their families in their local community.
2. Provide veterans and service personnel with the confidence, knowledge and skills to access the help they need, where and when they need it.
3. Reinforce people's self-reliance, confidence, esteem and self-empowerment after they leave the services and improve the long-term health and well-being of the ex-services community.
4. Be a place where veterans feel they "belong" (comradeship)
5. Offer opportunities to engage with the local community and undertake activities.

This Hub is vital in reducing social isolation within the Armed Forces Community.

The sessions are held in the heart of the borough in the Centre of Sporting Excellence in Ystrad Mynach, Caerphilly which is easily accessible by car, train and bus routes. In addition to a brew and breakfast sandwich we have available support group sessions and training on issues such as Stress Management, Panic and Anxiety, managing difficult thoughts and mindfulness.

Every Saturday 1000-1200  
Ramsey Suite  
Centre of Sporting Excellence  
Ystrad Mynach  
Caerphilly  
CF82 7EP

## Cardiff Veteran Advice Service

The Hub offers Specialist advice for Veterans/Armed Forces and their families.

We can help with :-

- Benefits – completing applications, advising on benefit entitlements specific to the Armed Forces
  - Housing – Help you get onto the Common Waiting list for council and social properties and help you find private rental properties
  - Employment – helping you source training, help with CVs and finding work
- We help with much more! Just get in contact with us!

We work with multiple charities so if we can't help we know someone who can.

Please contact the veteran specialists.

For more information contact us on 029 2087 1071 or 07980 953539  
or email [veteransadvice@cardiff.gov.uk](mailto:veteransadvice@cardiff.gov.uk)

Our Hubs are based at Canton Library, Cathays Branch and Heritage Library, Central Library Hub, Ely and Caerau Hub, Fairwater, Grangetown Hub, Llandaff North and Gabalfa Hub, Llanishen Hub, Llanrumney Hub, Pen Y Lan Library, Radyr Library, Rhiwbina Library, Rhydypennau Hub, Rumney partnership Hub, STAR Hub, St Melons Hub, The Powerhouse Hub, Tongwynlais Library, Whitchurch Hub. Please book an appointment.

# 1 Community & Veteran Groups

## CCFC Veterans Hub

Our Veterans Project delivers valuable mental health support to the veteran community across South Wales, with a focus on addressing the high levels of social isolation and loneliness that exist within this community. This project is run by a veteran and builds on our established and respected veteran's work.

Our Veterans Project consists of several bespoke but interlinked provision strands, providing a holistic support offer which act as prevention and treatment for mental health problems that exist within the veteran community.

### Programme of activities:

- Monday:** Online catch Up 10am – 11am  
Bridgend Hub Catch Up at Brackla Community Centre  
12:30 – 2:30pm
- Tuesday:** Cardiff City Stadium Memorial Garden maintenance  
11am – 2pm
- Wednesday:** Catch Up at the Cardiff City Stadium 10am – 12pm
- Friday:** Online Catch Up 10am – 11am

[www.cardiffcityfcfoundation.org.uk/our-projects/project/positive-pathways-armed-forces-veterans](http://www.cardiffcityfcfoundation.org.uk/our-projects/project/positive-pathways-armed-forces-veterans)

## Cynon Valley Veterans

Cynon Valley Veterans group meets 10:00am till 12:00pm every Monday at Darran Las Community Centre, Mountain ash. All members of the Armed Forces Community are welcome to join us. The group is run by Veterans for Veterans. Various Armed Forces charities attend our group to provide support to our members. The group is supported by Rhondda Cynon Taf Council Veteran Advice Service, who provide free advice and support to members of the Armed Forces Community.

Phone: 07960 411039

## Emergency Helplines

If you need emergency help or someone to talk to when we're not open, there are a range of services and charities available for you to talk to.

Samaritans Cymru: 02920 116123  
The Samaritans of Bridgend: 0845 790 9090  
Icarus Online: 03339875055  
NHS: 111  
Mind: 0300 123 3393  
Saneline: 0845 767 8000  
(C.A.L.L.): 0800 123 737 (open 24/7)  
The Mix (for under 25's): 0808 808 4994 (Sunday-Friday 2pm-11pm)  
Veterans Mental Health Emergency Team – 24/7: 0800132737  
Rethink: 0800 138 1619

## Group 617

Group 617 got its name from the exploits of the WWII Lancaster crews, many who lost their lives, dropping their now famous Bouncing Bomb to knock out 2 of the 3 Ruhr Dams on the 16 / 17 May 1943. The last surviving Dambuster crewmember, George "Johnny" Johnson honoured us by becoming our president over the last 8 years. We are a group of service veterans who pride ourselves as a bunch of misfits, that fit. Some who carry the mental scars of their time serving their Queen and Country.

Our regular Tuesday meetings take place in the Penarth Pavilion, ground floor, starting at 1000 hours and going through to 1200 hours. We share the comradeship so missed amongst service veterans, now we have left the military life behind. Group 617 regularly give presentations to various organizations about the raid on the Ruhr dams and the outcome that almost certainly helped to shorten the war. Our chairman, Russ Kitley, can be contacted on 0785 363692, should any service veteran wish to come along and join in the banter.

## Libanus Veterans Drop-in

Every Tuesday 10.30 – 12.30  
Libanus Road  
Blackwood  
NP12 1EQ

## Merthyr Veterans

Merthyr Veterans group meets every 2 weeks on a Tuesday at Merthyr Labour club 10:00am till 12:00pm. Veterans, members of the armed forces and their families are all welcome to attend for a casual get together, with guest speakers, raffle prizes and support from Armed Forces organisations.

For more information, please contact Rick Smith on: 07853 317954

# 1 Community & Veteran Groups

## Monmouthshire Veterans Support Hub

The Monmouthshire Veteran Support Hub is established to deliver high quality, veterans and serving personnel to veterans from the military and ex-military community. It empowers veterans and those in transition from military to civilian life, to help themselves and to integrate into local communities.

This Hub is vital in reducing social isolation within the Armed Forces Community.

**The sessions are held: Every Monday 1000-1200  
Abergavenny Library, 11A Market Street, Abergavenny NP7 5SD**

## Newport Veterans' Hub

Newport Veterans' Hub (NVH) is a CIC formed 24th August 2021 by a small group of veterans who had themselves experienced mental health difficulties. The Hub operates in partnership with several local organisations to provide mental health and wellbeing support and signposting for veterans and their families.

With the support of Newport County AFC and Newport RFC, NVH provide up to 10 free match day tickets to every home league game available to veterans and their families in addition to one to one support offered on match days. NVH has created a partnership with Newport Live and now has the use of a room and facilities at Newport Stadium and provide free food between 16:00-17:00.

We are open every Thursday 15:00-20:00 at Newport stadium NP19 4PT. Our drop in Hub holds coffee evenings where veterans can come together in a non-threatening, comfortable environment, allowing our specialist volunteers to identify those most at risk, offer them wellbeing strategies, and signpost them to alternative therapies and treatments. Funding for facilities hire is provided by The Community Foundation Wales.

We have activity sessions available every Thursday 17:00-18:00 at the Geraint Thomas National velodrome of Wales NP19 4PT funding is provided by the National Lottery Community Fund.

For more information please email [info@newportveteranshub.org.uk](mailto:info@newportveteranshub.org.uk)

Phone: 07735 301163

Newport Stadium

Newport International Sports Village

Stadium Way

Newport

NP19 4PT

Opening times: 15:00-20:00 every Thursday.

## Rhondda Hub for Veterans

Rhondda Hub for Veterans is set up to assist in rebuilding veterans' lives by promoting healthier lifestyles and providing suitable accommodation. Although we are based in the Rhondda Valleys, we can also provide housing outside this area. By providing suitable accommodation, it is hoped that there will be continuity, sustainable employment and opportunities, an improved quality of life and a reduction in reoffending. This service is prioritised for veterans with connections to Wales.

Room F  
The Court House  
Llwynypia road  
Llwynypia  
CF40 2HZ  
Office Hours: 9.30am-3.15pm Monday – Thursday  
Open to the public Monday-Thursday  
Telephone: 01443 303 100  
Email: [info@rhonddahub.org.uk](mailto:info@rhonddahub.org.uk)

## Taff Ely Veterans

Taff Ely Veteran Group meets 10:00am till 12:00pm every Wednesday at Rhydyfelin Community Centre, Pontypridd. All members of the Armed Forces Community and retired members of the emergency services (Blue Light) are welcome to join us for a chat, breakfast roll and hot drink. We work with Armed Forces charities and Rhondda Cynon Taf Council Veteran Advice service to provide free advice and support to all our members. Our group offers a range of activities including walking, allotments, and social trips.

Phone: 07913 355911  
@TaffElyVeteranGroup

## Vale of Glamorgan Veteran Advice Service

The Veteran Advice service provides free, impartial, dedicated information, advice and support to members of the Armed Forces Community within the Vale of Glamorgan.

The service covers a range of areas, including Benefits, Council tax, Adult Social Care, Finances, Employment and Housing.

Whether you're currently serving in the armed forces, or have previously served, you and your family can access our service for advice and support.

Please contact Abi 07725704655 – Mon to Fri 08:30 to 17:00  
Email – [veteranservice@valeofglamorgan.gov.uk](mailto:veteranservice@valeofglamorgan.gov.uk)

# 1 Community & Veteran Groups

## Valley Veterans

Valley Veterans is a veteran-led organisation based in the heart of the Rhondda Valley. Founded over 10 years ago as an informal support group for PTSD sufferers, Valley Veterans is now a vibrant hub with more than 140 active participants. Current organised activities include a weekly breakfast club that is hosted in the Ton Pentre Community Centre and attracts up to 60 veterans every Thursday 10:00am till 12:00pm. Valley Veterans also provides daily equine activities at the adjacent yard that attract up to a dozen regular daily participants.

**Website:** [www.valleyveterans.org](http://www.valleyveterans.org)

**Email:** [enquiries@valleyveterans.org](mailto:enquiries@valleyveterans.org)

**Phone:** 07733 896128

## Woody's Lodge

Woody's Lodge is a meeting place for those who've served in the Armed Forces or Emergency Services. At Woody's Lodge you will find expert advice & support, friendship & camaraderie as well like-minded people who have similar experiences to you. With locations in North, South and West Wales, we provide Armed Forces support across Wales.

Woody's Lodge are also on hand to help the families and loved ones of those who have served. It can take some time and compromising to re-adjust to normal life after active service has ended. Our meeting space provides a neutral space to get the help veterans and their families back on track.

Woody's Lodge can help with Housing & Support, Benefits, Pensions & Finance, Agency & NHS Referrals and Socialising & Friends. From one-to-one assistance with form-filling with a brew & a biscuit to Family Days and activities, our team are on-hand to ensure you receive the help and support that you need.

**[www.woodyslodge.org](http://www.woodyslodge.org)**

If you're looking for expert advice or perhaps have some spare time to volunteer, contact us here at Woody's Lodge.

## Woody's Lodge North Wales

Eirias Park  
Abergele Road  
Colwyn Bay  
LL29 8BN  
Tel: 01492 533954

## Woody's Lodge Penlan Farm

Woody's Lodge  
Penlan Farm  
Penrhiwpal  
Llandysul  
SA44 5QH  
Tel: 01559361328

Email: [support@woodyslodge.org](mailto:support@woodyslodge.org)  
[www.woodyslodge.org](http://www.woodyslodge.org)  
Charity No: 1173752

## Woody's Lodge South Wales

Amelia Trust Farm  
5 Mile Lane  
Barry  
CF62 3AS  
Tel: 01446 781792

# 1 Community & Veteran Groups

## Military Associations

### Royal Naval Association

The Royal Naval Association is the biggest collective group of Royal Naval Veterans and serving personnel. We provide those with a link to the Royal Navy access to a life-long community of like-minded and supportive individuals. Our community provides companionship, resilience, comradeship and unity to anyone and everyone with a Naval story, supporting them through life's highs and lows. For more information go to: <https://royal-naval-association.co.uk/about-us/> where you can also apply for FREE membership.

### Royal Naval Association Area No 7 Cardiff

**Address** RNA Cardiff Branch, The United Services Mess, 4 Wharton Street, Cardiff, Glamorgan, CF10 1AG

**Meeting Time** are held on the first Monday of each month at 19.30hrs

**Contact** Dave Adams

Email [cardiffRNAhonsec@gmail.com](mailto:cardiffRNAhonsec@gmail.com)

Phone 07770 693 683

Facebook <https://www.facebook.com/pages/category/Charity-Organization/Cardiff-Royal-Naval-Association-167749753278332/>

### Chepstow & District

**Address** RNA Chepstow & District Branch, Conservative Club & RBL, 10 Moor Street, Chepstow, Gwent, NP16 5DD

**Meeting Time** We meet on the second Thursday of every month at 8pm. (Except August)

**Contact** Secretary Ken Davies

Email [kendavies131@yahoo.co.uk](mailto:kendavies131@yahoo.co.uk)

Phone 01291 621485

### Merthyr Tydfil

**Address** RNA Merthyr Tydfil Branch, Ex Servicemens Club, 10 Lower High Street, Merthyr Tydfil, CF47 8ES

**Meeting Time** Meetings We meet on the second Thursday of every month 1930 for 2000 with the exception of January and August, when no meetings are held.

**Contact** Secretary Selwyn Davies

Email [honsecmerthyrtidfilrna@gmail.com](mailto:honsecmerthyrtidfilrna@gmail.com)

Phone 07469081929

## Monmouth

**Address** RNA Monmouth Branch, Monmouth Conservative Club, Priory House, Whitecross Street, MONMOUTH, Monmouthshire, NP25 3BY

**Meeting Time** We meet on the second Wednesday of every month at 19.30

**Contact** Secretary Adrian Hamilton

Email [adrian.hamilton@tiscali.co.uk](mailto:adrian.hamilton@tiscali.co.uk)

Phone 01873 880555

Facebook: <https://www.facebook.com/rna.club.3>

## City of Newport

**Address** RNA Newport Branch, Maindee Conservative Club, 26-28 Fair oak Terrace, Newport

**Meeting Time** Branch meeting 1st Tuesday of the month at 19.30 hrs.

**Contact** Secretary Peter Gray

Email [newportrnahonsec@gmail.com](mailto:newportrnahonsec@gmail.com)

Phone Mobile 07772856853

## Rhondda Branch

**Address** RAFA Pub, 137 Bute Street, Treorchy, CF42 6BB

**Meeting Time** 2nd Wednesday of every month, muster 1915 Start 1930

**Contact** Secretary Graham Warner

Email [secretary@rnar.org.uk](mailto:secretary@rnar.org.uk)

Phone 07954 412262

Website <http://www.royal-naval-association-rhondda.org.uk/>

Facebook <https://www.facebook.com/Royal-Naval-Association-Rhondda-240193186186658/>

## Torfaen Branch

**Address** Panteg House, Griffithstown

**Meeting Time** Thursday 19.30hrs

**Contact** Secretary Peter Gray

Email: [chairman@rna-7area.org](mailto:chairman@rna-7area.org)

Phone: Gordon Williams 07454 800804

# 1 Community & Veteran Groups

## The Royal Welsh Regiment Association

For nearly one hundred years, comrades associations, through their network of local branches, have provided a focal point for former members of the regiment to meet regularly. They also co-ordinate support for soldiers of the regiment who find themselves in difficult circumstances through illness and family hardship.

The Constituent regiments of The Royal Welsh have active network of association branches. It is expected that over time, gradual integration of branches will take place and joint events held. Should you wish to contact the local branches, please do so through Regimental Headquarters, Cardiff.

### Aberdare

**Address** Cynon Valley Club and Institute, Victoria Square, Aberdare, Mid Glamorgan, CF44 7LB

**Meeting Time** 1st Thursday every month at 7.30pm

**Contact** Mr P Roberts (Toby)

Tel: Home 01685 876769  
aberdarebranch@hotmail.co.uk

### Abergavenny

**Address** Conservative Club, Park Lane, Abergavenny, Monmouth, NP7 5TR

**Meeting Time** Last Friday every month at 7.00pm

**Contact** Mr D Clissold (Don)

Tel: Home 01873 854880  
abergavennybranch@hotmail.co.uk

### Abertillery

**Address** TA Centre, Abertillery, NP13 2PP

**Meeting Time** 2nd Monday every month at 7.00pm

**Contact** Mr A Baghurst (Tony)

Tel: Home 01873 832435  
Tel: Mob 07909 177764  
abertillerybranch@hotmail.co.uk

## Band & Drums

**Address** TA Centre, Raglan Barracks, Newport, NP20 5XE

**Meeting Time** 1st Wednesday every month at 7.30pm

**Contact** Mr CT Young (Terry)

bandanddrumsbranch@outlook.com

Tel: Home 02920 799140

## Bargoed & Blackwood District

**Address** Capel Pub, Park Place, Gilfach, Bargoed, CF81 8LW

**Meeting Time** 1st Friday every month at 8.00pm - Except August and September

**Contact** Mr PA Davies MBE (Paul)

Tel: Home 01443 822034

bargoedandblackwooddistrictbranch@outlook.com

## Caerphilly

**Address** Llanbradach Social Club, Rear Of High St, Caerphilly, CF83 3LP

**Meeting Time** Last Sunday every month at 7.30pm

**Contact** Mr P Bevan (Peter)

Tel: 02920 831112

caerphillybranch@outlook.com

## Cardiff

**Address** Combined WOs' and Sgts' Mess Maindy Barracks, Cardiff

**Meeting Time** 3rd Friday every month at 7.30pm

**Contact** Mr JI Condon (Jeff)

cardiffbranch1@outlook.com

Tel: Home 02920 549577

Postcode: CF14 3YE

# 1 Community & Veteran Groups

## Cardiff (RWF)

**Address** Ex Serviceman's Club, 44 Charles St, St Davids Centre, Cardiff, CF10 2GE

**Meeting Time** 1st Tuesday every month at 8.00pm

**Contact** Mr K May (Keith)

Tel: Home 02920 617448

Tel: Mob 07881 656869

cardiffbranch2@outlook.com

## Islwyn

**Address** Blackwood Rugby Club, Glan-yr-Afon Park, Hall St, Caerphilly, NP12 1NY

**Meeting Time** 1st Monday every month at 7.30pm

**Contact** Mr P Meredith (Paul)

Tel: 01443 830177

islwynbranch@outlook.com

## Merthyr Tydfil

**Address** Ex-Servicemen's Club, 10 Lower High Street, Merthyr Tydfil, CF47 8EB

**Meeting Time** 1st Thursday every month at 8.00pm

**Contact** Mr M Price (Mike)

Tel: 01685377995

merthyrtydfilbranch1@outlook.com

## Merthyr Tydfil RWF

**Address** Ex-Servicemen's Club, 10 Lower High Street, Merthyr Tydfil, CF47 8EB

**Meeting Time** 2nd Thursday every month at 7.30pm

**Contact** Mr B Davies (Brian)

Tel: Mob 07852494214

merthyrtydfilbranch2@outlook.com

## Mountain Ash

**Address** RAFA Club, 15 Oxford Street, Mountain Ash, CF45 3PL

**Meeting Time** 2nd Wednesday every month at 7.30pm

**Contact** Mr L Smith (Lyn)

Tel: Home 01443 475981

mountainashbranch@outlook.com

## Newport

**Address** Maindee Conservative Club, 26-28 Fair oak Terrace, Maindee, Newport, Gwent, NP19 8FG

**Meeting Time** 2nd Wednesday every month at 7.30pm

**Contact** Mr P Taylor (Phil)

Tel: 01873 855089

newportbranch@outlook.com

## Pontypool

**Address** T A Centre in 100 Field Squadron, Ty Coch Way, Cwmbran, Gwent NP44 7HB

**Meeting Time** Last Monday every month at 8.00pm

**Contact** Mr DJ Thomas (David)

Tel: Home 01495 763460

pontypoolbranch@outlook.com

## Pontypridd

**Address** C Company R WELSH TA Centre, Broadway, Pontypridd CF37 1BW

**Meeting Time** 1st Monday every month at 7.30pm

**Contact** Mr P Blizco (Paul)

Tel: Mob 07855 961418

pontypriddbranch@outlook.com

# 1 Community & Veteran Groups

## Rhondda

**Address** Maerdy Royal British Legion Club, 5A Richards Street, Maerdy, CF43 4AU

**Meeting Time** 2nd Monday every month at 7.00pm

**Contact** Mr C Jones( Cliff)

Tel: 01443 730292

rhonddabbranch@outlook.com

## Tonypandy and District

**Address** Mid Rhondda Central Working Men's Club, Primrose Street, Tonypandy, CF40 1BQ

**Meeting Time** Last Sunday every month at 6.45pm

**Contact** Mr P Thomas (Ben)

Tel: Home 01443 422757

tonypandyanddistrictbranch@outlook.com

## 1st Queen's Dragoon Guards Association - Sandbaggers Branch

**Description** Sandbaggers have been set up with touring in mind. The members each have their own motorhome or caravan which are taken to nominated campsites/fields for the sole purpose of maintaining the social gathering. For those less fortunate not to own a unit will not stop you from attending as between us we can certainly come up with a plan to accommodate you. There is always room at the Inn!-

**Address** Various Throughout the Year

**Meeting Time** Contact branch secretary for more details

**Contact** Branch Secretary: Mr Neil (Chuck) Berryman

**Postcode** CF32 7NW

## 1st Queen's Dragoon Guards Association - South Wales Branch

The Regimental Comrades Association is a community that helps bind the Regimental family together. It fosters esprit de corps, comradeship and preserves the values, standards and traditions of this fine Regiment. It cares for those serving today, and those who have served, in 1st The Queen's Dragoon Guards and its antecedents. It is a well connected network that benefits all its members.

**Address** Contact branch secretary for more details

**Meeting Time** Contact branch secretary for more details

**Contact** Branch Secretary: Major Mark Evans

**Postcode** CF14 3YE

Email: [ast-curator2@cardiffcastlemuseum.org.uk](mailto:ast-curator2@cardiffcastlemuseum.org.uk)

## Welsh Guards Association

**Description** The purposes of the Welsh Guards Association are: To promote the efficiency of the Welsh Guards by fostering esprit de corps and by such other means as the trustees shall from time to time determine. To assist persons who are currently serving or who have served in the Welsh Guards and the dependants of such persons who are in conditions of need, hardship or distress. To commemorate and remember those members, or former members, of the Welsh Guards who have lost their lives or suffered injury, or put themselves at risk of loss of life or injury, in service to the public.

## Cardiff

**Address** United Services Mess, 4 Wharton St, Cardiff, CF10 1AG

**Meeting Time** First Monday of each month 1930 hrs

**Contact** Terry O'Shea (24047142)

Tel: 07973-255527

[terenceoshea8@gmail.com](mailto:terenceoshea8@gmail.com)

## East Glamorgan

**Address** Gelliswastad Club, Gelliwastad Road, Pontypridd CF37 2BP

**Meeting Time** 2nd Wednesday of month 1930 hrs

**Contact** Ken Haines (23523287), Trevone, Dyffryn Road, Rhydfelin, Pontypridd CF37 5RW

Tel (Home) 01443 492316

(Mobile) 07973 577 834

# 1 Community & Veteran Groups

## Merthyr Tydfil & Aberdare

**Address** Ex- Serviceman's Club, 10 Lower High St, Merthyr Tydfil CF47 8EB

**Meeting Time** 1st Monday of month

**Contact** Errold Jones (24581438), 18 Marshall Crescent, Penydarren, Merthyr Tydfil CF47 9JA

errold438@yahoo.co.uk

## Monmouthshire

**Address** Alternating between the Abergavenny Angel Hotel, 15 Cross St, Abergavenny NP7 5EN and Constitutional Club, 1/2 Hanbury St, Glan Y Nant, Pengam, Blackwood NP12 3XW

**Meeting Time** 2nd Thursday month 2000 hrs

**Contact** Steve Liversage BEM (24141822), 7 Shaw Close, Hill Top, Ebbw Vale, Gwent NP23 6QQ

Tel: 07968-643371

vicar54@outlook.com

## Welsh Guards Reunited

**Address** <http://www.welshguardsreunited.co.uk/>

**Contact** Dennis "Knocker" Knowles (24122474)

**Postcode** CF45 4EX

Tel: 01443-477510

knowles781@btinternet.com

## Royal Air Force Association

Meet new friends and old through our network of Branches and Branch Clubs. Our branches and clubs provide a great opportunity for members to meet socially. A place where we can provide welfare advice and assistance locally, participate in ceremonial events and help rally local fundraising support.

## Bargoed/Blackwood

**Address** The Royal Air Forces Association, Bargoed & Blackwood Branch. 1 Beili Glas Road, Fleur de Lis, Blackwood, Caerffili, NP12 3UU

**Meeting Time** Committee Meeting: 4th Tuesday of month at 19:30hrs held at The Capel Hotel, Gilfach, Bargoed. Social Meetings: As Required

**Contact** <https://membership.rafa.org.uk/>

## Chepstow & District RMG

**Address** Chepstow Athletic Club, Mathern Road Bulwark, Chepstow, Sir Fynwy NP16 5JT

**Meeting Time** No information

**Contact** <https://membership.rafa.org.uk/>

## Cwmbran

**Address** The Royal Air Forces Association Club, Greenhill Road, Cwmbran, Torfaen NP44 3DQ

**Meeting Time** Branch meetings 8pm every 3rd weds of month. Social meetings Mon, Wed, Thurs, Fri, Sat evenings and Sun lunch. Club Opening Times: Sunday midday - 6pm Monday: 7pm-11pm Wed-Sat - 7pm-11pm with extension on Fri & Sat until midnight.

**Contact** <http://www.cwmbranrafa.co.uk>

## Llandaff & Ely

**Address** The Royal Air Forces Association, Riverside Terrace, Cardiff, Caerdydd CF5 5AS

**Meeting Time** 1st Monday each month at 8pm Club Opening Times: Mon - Fri 7pm - midnight Sat & Sun midday - midnight

**Contact** <http://www.rafa.org.uk/llandaff-ely>

## Penarth

**Address** The Royal Air Forces Association, 40-42 Windsor Road, Penarth, Vale of Glamorgan CF64 1JJ

**Meeting Time** Arranged at branch meetings or call Linda 01446-730894

**Contact** <https://membership.rafa.org.uk/>

## Treorchy

**Address** 137 Bute Street, Treorchy, Rhondda Cynon Taff, CF42 6BB

**Meeting Time** Committee Meeting: 1st or 2nd Monday of the month Social Meeting: 7pm - 9pm

**Contact** <https://membership.rafa.org.uk/>

# 1 Community & Veteran Groups

## Breakfast Clubs

### AFVBC

Armed Forces Veterans Breakfast Clubs facilitate veterans and serving personnel to meet in a relaxed, safe, social environment, enjoy breakfast and banter, to combat loneliness and allow veterans' to 'return to the tribe'. There are no fees or subs, just pay for your own breakfast.

### Cardiff Breakfast Club

We are a group for veterans, serving members of the armed forces and their families to gather, have a chat, some breakfast and meet new like minded friends for a breakfast and a chat, with the usual banter everyone enjoyed during service life. The group was started in May 2015 when there were only 15 armed forces breakfast clubs in the U.K. we have grown from strength to strength and our members enjoy the relaxed safe atmosphere we offer. There are no subs, no commitments so veterans can pop in anytime.

Meet Saturday mornings:

The Toby Carvery (previously known as The Masons Arms), Tyn y Parc Road,  
Whitchurch CF14 6BG  
Time 0830hrs-1130hrs.

**Contact** Annie Powell 07894 581940

Veterans and families are all welcome

### Merthyr Tydfil

**Venue Number** +44 (0)1685 384111

**Address** Redhouse Cymru, Old Town Hall, High Street CF47 8AE

**Contact** <https://www.afvbc.net/>

### Newport

**Address** The Potters Pub, 22-24 Upper Dock Street, Newport NP20 1 DL

Phone: 01633 223311

Email: [Newport\\_AFVBC@outlook.com](mailto:Newport_AFVBC@outlook.com)

Facebook: <https://www.facebook.com/groups/298214247258657/?ref=share>

## Torfaen

**Venue Number** +44 (0)1633 864380

**Address** The Crows Nest, Llangorse Rd, Llanyraven, Cwmbran NP44 8HU

**Contact** <https://www.afvbc.net/>

## Vale Of Glamorgan

**Venue Number** +44 (0)2920 530629

**Address** Sully Sports & Social Club, South Road CF64 5SP

**Contact** <https://www.afvbc.net/>

## Combined Armed Forces and Veterans Breakfast Clubs

We are a group of veterans & serving members of Her Majesty's Armed Forces, & like other Veteran's Breakfast Clubs around the country, & overseas. Our ethos is mutual support; it works because we all have a similar humour & outlook, & the social life we now enjoy is like our service days.

## Aberdare

## Abergavenny

## Bridgend

## Caerphilly

## Cardiff

## Carmarthen

## Cwmbran & Pontypool (combined)

## Ebbw Vale

## Llanelli

## Monmouth & Ross (combined)

# 1 Community & Veteran Groups

Newport

Pembroke Dock

Pontypridd

Swansea

All organisations can be found on Facebook by searching for location, followed by Combined Armed Forces and Veterans Breakfast Club.

## Community Groups

### Armed Forces Bikers

The **Armed Forces Bikers (AFB)** is a United Kingdom based motorcycle charity which aims to assist former serving members of the armed forces in charitable need as a result of injury or other harmful experience suffered during their service, to resettle and rehabilitate into civilian life, also to relieve the needs of former members of the armed forces and their dependants.

The AFB has an online grant form and grant policy.

<https://www.armedforcesbikers.co.uk>

### Change Step

Change Step offers effective support for veterans, their families and carers in Wales, delivered by Adferiad Recovery – enabling them to access vital support services and tackle serious stress and related issues.

Our team of peer mentors use their own experiences to help fellow veterans and their loved ones confront challenges in their lives and manage their journeys of recovery.

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

## Community Councils

County and county boroughs in Wales (also known as 'principal areas') are divided into community areas for which there may be an elected community council. Many councillors in parts of Wales are also town or community councillors for their area. It is important that councillors and town and community councillors work together in representing their communities and, likewise, councils and town and community councils are encouraged to work closely together and may hold regular liaison meetings and have established protocols on communication and consultation arrangements.

## Comrades of the Great War (Pontypool) Club

Meet the first Tuesday of every month in the comrades' club at 7pm  
Market Street, Pontypool NP4 6JN

## Help for Heroes in Wales

Help for Heroes supports veterans and serving personnel, who have received physical or psychological wounds because of their service, to recover and get on with their lives by providing physical, psychological, financial and welfare assistance for as long as they need it. It also supports families, too, because they can also be affected by their loved one's wounds.

Working with local organisations and other charity partners, the Charity's experts deliver tailored holistic support at accessible locations within the community. The Charity believes people deserve a fair deal from the country they risked everything for. With almost no funding from the Government, it relies on the generosity of the great British public, its partners and volunteers to keep going. It has already supported more than 26,500 people and won't stop until every wounded veteran gets the support they deserve.

**Telephone** 01443 808910

**Web** [helpforheroes.org.uk/get-support](http://helpforheroes.org.uk/get-support)

**Community Hubs** Newport Sports Village – sporting activity and one-to-one advice  
Second Tuesday of the month, 11:00-13:00

Rhydyfelin Football Club – model making and one-to-one advice  
Second Wednesday of the month, 11:00-13:00

# 1 Community & Veteran Groups

## Help for Heroes – Band of Brothers

The Help for Heroes Band of Brothers is a network open to Veterans, Service Personnel and those who have served alongside our Armed Forces who have been wounded, injured or sick during, or as a result of, their Service and resulting in an ongoing need for support.

If you would like to sign up to the Band of Brothers, we would love to hear from you. Please, could you send an email to [getsupport@helpforheroes.org.uk](mailto:getsupport@helpforheroes.org.uk) letting us know you would like to become a member and whether you are currently serving or a Veteran, and one of the team will be in touch with you as soon as possible.

### What We Offer

The Help for Heroes Band of Brothers membership offers the opportunity to become part of a group that provides mutual support and a sense of belonging alongside others with shared experiences. Any sense of social isolation is reduced by accessing events and opportunities organised and run by our network of passionate Regional Coordinators who cover every part of the UK providing a listening ear, advice and some laughs in a safe, non-judgemental environment.

It offers a gateway into the wider Recovery provision, and alongside that support, there is the opportunity to make new friends as an individual or with your family.

Membership is free, confidential and comes with some amazing benefits and opportunities such as:

- Mutual support and advice from others in a similar situation to yourself
- A wide range of regular regional events and activities for you and the family: meals, visits, seasonal events, breakfast meetups, coffee mornings, with many of these taking place in the evenings or weekend
- Complimentary tickets to sporting and musical events, family breaks and once in a lifetime opportunities, such as marching at The Cenotaph, attending a Buckingham Palace Garden Party or flying a British Airways simulator
- Discounts with use of your Band of Brothers membership card
- Access to further support from other Help for heroes services, including welfare, career support, psychological wellbeing, and clinical advisors

## Band of Sisters

### Who Can Join Our Band Of Sisters Fellowship?

Our Band of Sisters fellowship is open to close family members (including partners who have been together for over 12 months or are living together) of Armed Forces veterans and service personnel who have been physically or psychologically wounded as a result of their service.

If you'd like to join, we'd love to hear from you. Please email: [getsupport@helpforheroes.org.uk](mailto:getsupport@helpforheroes.org.uk) and we'll be in touch as soon as possible.

## What We Offer

The Help for Heroes Band of Sisters membership offers the opportunity to become part of a group that provides mutual support and a sense of belonging alongside others with shared experiences for both men and women over 18 years of age. Any sense of social isolation is reduced by accessing events and opportunities organised and run by our network of passionate Regional Coordinators who cover every part of the UK providing a listening ear, advice and some laughs in a safe, non-judgemental environment. It offers a gateway into the wider Recovery provision, and alongside that support there is the opportunity to make new friends as an individual or with your family.

Membership is free, confidential and comes with some amazing benefits and opportunities such as:

- Mutual support and advice from others in a similar situation to yourself
- A wide range of regular regional events and activities for you and the family: meals, visits, seasonal events, breakfast meetups, coffee mornings, with many of these taking place in the evenings or weekend
- Band of Sisters Respite weekends
- Complimentary tickets to sporting and musical events, family breaks and once in a lifetime opportunities, such as marching at The Cenotaph, attending a Buckingham Palace Garden Party or flying a British Airways simulator
- Discounts with use of your Band of Brothers membership card
- Access to further support from other Help for Heroes services

...and much more

All applicants will be required to provide confirmation of their loved one's service and details of their injury and/or illness as part of the application process.

## Royal British Legion

The Royal British Legion is here to help members of the Royal Navy, British Army, Royal Air Force, veterans and their families. We support serving and ex-serving personnel all year round, every day of the week. Our support starts after one day of service and continues through life, long after service is over.

# 1 Community & Veteran Groups

## RBL Branches

The Royal British Legion is the UK's leading Armed Forces charity and one of its largest membership organisations. Members get together through the network of branches and clubs all over the country and overseas to participate in social, fundraising and welfare activities.

**Abercarn** Branch meets on the last Wednesday of every month at 7:30pm at Abercarn Workingmens Club in Abercarn

**Aberdare** Branch meets at 7.30pm on the last Monday of every month at the RAF Association Club in Aberdare.

**Blackwood & District** Branch meets at 7.30pm on the third Thursday of every month at Moose Hall, Pentwyn Road, Blackwood, Gwent NP12 1HN.

**Blaina** Branch meets at 19:00 every first Monday of the month at the Cons High Street, Blaina

**Caldicot & District** Branch meets at 7:30pm every month on the Second Tuesday, at the The Severn View Social Club in Station Road, Caldicot, Monmouthshire.

**Dowlais** Branch meets every first Tuesday of the month at the Morlais Tavern, Dowlais, Merthyr Tydfil.

**Merthyr Tydfil** Branch meets at 7:00pm every month except August at the Penydarren Social Club in Alexandra Road, Merthyr Tydfil CF47 9AF.

**Newbridge** Branch meets at 19.30hrs every 1st Tuesday of new month at the St Paul's Church hall in Newbridge.

## Royal British Legion Band of Wales

The Royal British Band of Wales is a symphonic wind band, licensed by the Royal British Legion since 2018.

To book the band, please contact the Honorary Secretary:

Terry Young

Terryyoung49@hotmail.co.uk

07814 008664

## The Not Forgotten Association

Through social activities and challenge holidays, The Not Forgotten combats isolation and loneliness amongst the Armed Forces community.

We support any serving man or woman who is wounded, injured or sick and any veteran with a disability, illness or infirmity; whatever the cause and whenever it arose. Any serving or former member of The Royal Navy, The Royal Marines, The British Army, The Royal Air Force and The Merchant Navy, both Regular and Reserve Forces, may be eligible for our help.

Our motto 'From Comradeship To Challenge' illustrates the variety and breadth of the support we offer. Some of our activities provide a physical challenge and the opportunity to develop self-confidence, others are of a more social nature aimed at fostering camaraderie and friendship; many offer both challenge and comradeship. Each of our events and activities is intended to restore confidence, enhance wellbeing, boost morale and improve the chances of the serviceman or woman and their family enjoying a normal, if not better, life.

<https://thenotforgotten.org>

The Not Forgotten  
1st Floor  
14 Buckingham Palace Road  
London  
SW1W 0QP

Phone us: 0207 730 2400

E-mail us: [info@thenotforgotten.org](mailto:info@thenotforgotten.org)

## Fighting With Pride

### LGBT+ Support

### Fighting With Pride – The LGBT+ Veterans Charity

Fighting With Pride is a 'lived experience' LGBT+ charity, supporting those seeking help and a resource for those who seek to help them.

We want to connect service charities and organisations to those LGBT+ veterans who have been left behind, to recognise their service and help resolve the challenges they face in their lives beyond military service.

### Support

Fighting With Pride supports the health and wellbeing of LGBT+ Veterans, service personnel and their families – in particular those most affected by the ban on LGBT+ personnel serving in the Armed Forces prior to January 2000.

#### Contact Details:

[info@fightingwithpride.org.uk](mailto:info@fightingwithpride.org.uk)

[www.fightingwithpride.org.uk](http://www.fightingwithpride.org.uk)

# 1 Community & Veteran Groups

## Blesma

### About Blesma

The First World War led to the birth of nearly 18,000 charities, of which around 10 still exist today. Blesma is one.

Blesma is dedicated to assisting serving and ex-Service men and women who have suffered life-changing limb loss or the loss of use of a limb, an eye or loss of sight. We work tirelessly for our Members when the conflicts that have affected their lives are no longer a focal point in the nation's media. Since 1932, we have been the only national Service charity that supports limbless veterans for the duration of their lives.

### What we do in Wales and West

#### Fellowship

Members have helped each other since the first days of Blesma. This lies at the heart of what we do and applies our knowledge of Members' experiences, of traumatic injury, recuperation, and eventual stability. This type of fellowship is not enough for everyone though, so our Welfare Team offers precise professional support when it is needed.

#### Prosthetics

Blesma does not pay for Members' prosthetics, but we do help prosthetists develop their skills at undergraduate and PhD level. We also work closely with the NHS to ensure the latest advances in the relevant medical fields are converted into practical solutions that can benefit all our Members.

#### Welfare, Advocacy and Advice

We are experts in War Pension and Armed Forces Compensation Scheme (AFCS), as well as a whole range of other allowances. Our Lead and Support Officer offers advice and assistance on applications for entitlements, benefits and allowances and aid our Members and Widows at War Pension Tribunals and AFCS Hearings. We believe prosthetics and disabled provision should meet the needs of every individual Member. Our advocacy networking to local and national representatives ensures this is the case.

#### Grants

We offer members financial assistance with additional costs and hardships of disability. We regularly contribute to provision of wheelchairs, stair lifts, and home/garden adaptations to maintain mobility and independence. Blesma can also be contacted by partners and Regt Associations for grant funding.

#### Employment

Since our inception, Blesma has campaigned successive governments for equal employment rights, opportunities, and practices. Today, we still strive to help Members find fulfilling employment.

## Outreach and Member Activity

Staying active after injury is essential to continued health and well-being. Our activities and courses range from the cerebral to the adrenaline-fuelled and are specifically targeted at our Members' needs.

## Membership Eligibility

Ordinary Membership includes those who lost limbs in Service and those who have lost the use of limbs as a result of Service. It is also open to those who suffer a permanent loss of speech, hearing or sight of an eye. Service must have been in any branch of Her Majesty's Forces or Auxiliary Forces.

Associate Membership is open to all men and women of civilian status who lose a limb, or the loss of use of a limb, or an eye as a result of War Service or enemy or terrorist action against HM Forces with which those of civilian status are employed, or volunteer, to provide direct support.

All ex-Service men and women, who served in any Branch of HM Forces or Auxiliary Forces, who have lost a limb or an eye, or the use of a limb through traumatic incident, other than through Service-related causes.

## Out in the field (113 Home & Other Visits between Nov 21 to May 22)

Our Blesma Lead and Support Officer will visit Members and Widows in their own home at limb centres, veterans' hubs or at other venues at their request or to support priority need. Blesma Wales and West completed over 3,500 communications and contacts between Nov 21 and May 22.

Our Members' range from the youngest amputee veterans to those who fought in WWII, some having lived with limb loss for more than half a century. Modern medicine may have come a long way since then, but there is still a vital need for Blesma to support the younger generations, and their families, who have survived complex trauma injuries and will need our specialized support as they face a long journey ahead.

## The Team in Wales and West

### Blesma Lead and Welfare Support:

Tom Hall

Office Telephone: 020 8548 7098

Mobile: 07780 165085

Email: [bsowest@blesma.org](mailto:bsowest@blesma.org)

### Outreach Lead:

Jason Suller

Telephone: 07741 744141

Email: [outreachw@blesma.org](mailto:outreachw@blesma.org)

### Referrals

Clinicians and Partners can contact Tom or refer Veterans to Blesma using our website [www.blesma.org](http://www.blesma.org) or using the Blesma Wales and West Referral Form – supplied on request by contacting the above.

## 2 Education

### Definition of a Service child

Schools and education settings should consider identifying and supporting all children that have a connection to the Armed Forces.

The Welsh Government definition of a Service child

A 'Service child' has parent(s) – or person(s) with exercising parental responsibility – who is/are Service personnel:

- In HM Regular Armed Forces
- In full commitment as part of the full-time Reserve service
- Is a veteran who has been in service within the last two years
- One of their parents died whilst serving in the Armed Forces and the pupil receives a pension under the Armed Forces Compensation Scheme or the War Pensions Scheme.

**Education in Wales is devolved.** This means that the Welsh Government can make laws and decisions regarding education in Wales that are made separately from the UK Government. Service families moving into Wales will experience a different curriculum and, therefore, some differences in education and assessments. There are also many similarities between the Welsh system of education and the other devolved systems used in the rest of the UK.

### Compulsory education in Wales is for pupils between 5 and 16 years of age. Schools are divided into:

- Local authority-maintained (community/ comprehensive) – owned and run by the local authority, which sets the admissions criteria
- Voluntary – run by a voluntary organisation (in Wales this is typically the Roman Catholic Church or the Church in Wales) but closely monitored by the local authority
- Foundation schools – owned either by the governing body or a charitable foundation
- Independent schools – fee-paying private education.

The Welsh ministers regulate almost all areas of education in Wales. Amongst other things, they regulate the education workforce, the National Curriculum, the apprenticeship framework, the system of qualifications and school examinations across most educational institutions.

Local authorities also have a range of responsibilities in relation to education, under the guidance and regulation of the Welsh ministers. For example, their duties include making sure that there are sufficient schools in their area and ensuring that pupils with Additional Learning Needs (ALN) are properly provided for.

The curriculum for Wales is designed to encourage children to enjoy learning and develop skills, knowledge and emotional resilience. By the age of 16, they should be confident, ethical individuals who play an active part in their community and society. They should be prepared to thrive in the new world of work.

## Welsh Government School Admissions Code

All 22 local authorities in Wales are required to follow the guidance provided in the School Admissions Code.

### WG ADMISSIONS CODE FOR SC

This Code imposes requirements and offers guidance to local authorities (LAs), the governing bodies of maintained schools, admission forums and admission appeal panels. These bodies must act in accordance with the Code.

## Local authority admissions

All 22 local authorities in Wales have a school admissions application process and forum.

### Blaenau Gwent

#### Contact Information

**Name of Team:** Education Transformation team, School Admissions

**Telephone Number:** (01495) 355493

**Address:** Education Directorate, Floor 8, Anvil Court, Abertillery, NP13 1DB

**Email Address:** schooladmissions@blaenau-gwent.gov.uk

### In-Year Transfers (admission that is requested outside of the normal admission round)

In-year transfer/ admission refers to applications made in-year (during and not prior to the academic year commencing), and outside of the normal admission round, i.e. pupils moving into the borough, wishing to change schools etc. All In-year transfers are dealt with in date order of receipt. Where there are a greater number of applications received than the number of places available, the Council will apply their oversubscription criteria (see page 12) in order to determine place allocation and/or refusal.

Applications are processed within 7-15 working days of receipt, confirmation of a place is proved by the Council, and confirmation of a start date is provided by the school. Where possible the start date provided by the school is within 10 days of place allocation being confirmed.

In the following circumstances pupil allocation will be managed differently to that of a standard transfer request:

- **Complex Admissions** – an admission is considered to be complex, if the needs of the pupil fall outside of the standard admission and hard to place procedures (detailed below). In this case a working group co-ordinated by the Admissions Officer, will be convened in order to address the complex nature of the placement, ensuring that all of the pupils needs can be addressed within an appropriate education setting.

## 2 Education

### Caerphilly

#### Children of UK Service Personnel

Children of UK service personnel will be treated as in catchment if their application form is accompanied by an official Ministry of Defence (MOD) letter declaring a definite return date and confirmation of the new address. Pupils from outside the school's catchment area will be admitted in accordance with parental preference if the Admission Number of the school, class or unit has not been reached and, if selection is necessary, the criteria shown above will be used.

**Email:** [schooladmissions@caerphilly.gov.uk](mailto:schooladmissions@caerphilly.gov.uk)

**Telephone Number:** 01443 864870 / 01443 864897

**Address:** Tŷ Penallta, Parc Tredomen, Ystrad Mynach, Hengoed. CF82 7PG

### Merthyr Tydfil

#### Children of UK Service Personnel

School Admissions Code guidance relating to the children of service personnel Normal admissions round/ where school places are available

Admission authorities must not refuse a place to the child of currently serving service personnel because the family is not yet living in the area. 'In year' movement should be treated the same as in advance of the school year. Whilst the parent/s remain in the armed forces the provisions of the Code that apply to children of UK Service personnel should apply. These are as follows;

#### 'Children of UK Service personnel and other Crown Servants (including diplomats)

Families of UK Service personnel and other Crown Servants are subject to frequent movement within the UK and from abroad, often at relatively short notice. School places must be allocated to children and their families in advance of the approaching school year if accompanied by an official Ministry of Defence (MOD) or Foreign and Commonwealth Office (FCO) letter declaring a return date. Children of UK Service Personnel may be given excepted status for infant class size purposes when admitted to a school outside the normal admission round.

**Email:** [school.admissions@merthyr.gov.uk](mailto:school.admissions@merthyr.gov.uk)

**Website:** [www.merthyr.gov.uk](http://www.merthyr.gov.uk)

**Telephone:** (01685) 725000

## Monmouthshire

### Children of Armed Forces Personnel And Crown Servants

Children of returning UK Service Personnel and other Crown Servants (including diplomats) moving to Monmouthshire will be determined as meeting the residency criteria for the relevant catchment school if their application form is accompanied by an official proof of posting declaring a definite return date with confirmation of the new address wherever possible.

Where the relevant catchment school has already met its admission number in the relevant year group at the time of application, the Local Authority will exceed the admission number.

[www.monmouthshire.gov.uk/applying-for-a-school-place](http://www.monmouthshire.gov.uk/applying-for-a-school-place)

School and Student Access Unit, Directorate for Children & Young People,  
Monmouthshire County Council, County Hall, Rhadyr, Usk NP15 1GA

**Email:** [acesstolearning@monmouthshire.gov.uk](mailto:acesstolearning@monmouthshire.gov.uk)

**Telephone:** 01633 644508

## Newport

### UK Service personnel

Children of UK Service personnel are subject to frequent movement within the UK and from abroad, often at relatively short notice. Consequently for UK service personnel who are unable to engage in the normal admissions process, the Council will consider the residency criteria satisfied (and award catchment priority) if the application is accompanied by the following, even if the family do not reside in Newport at the relevant date.

- Official proof of posting i.e. a posting notice;
- A copy of the Service Identity Card;
- Confirmation of the new address wherever possible.

Where the preferred school is also the catchment school but the admission number has already been met in the relevant year group, the Council will exceed the admission number.

School Admissions Team, Newport City Council, Civic Centre, Newport NP20 4UR

**Email:** [school.admissions@newport.gov.uk](mailto:school.admissions@newport.gov.uk)

**Telephone:** 01633 656656

## Torfaen

### Children of UK service personnel and other Crown Servants (including diplomats)

Families of UK service personnel and other Crown Servants are subject to frequent movement within the UK and from abroad, often at relatively short notice.

School places should be allocated to children and their families in advance of the approaching school year if accompanied by an official Ministry of Defence (MOD) or Foreign or Commonwealth Office (FCO) letter declaring a return date and confirmation of the new address wherever possible.

### School Admissions

The Admissions Team Floor 4, Civic Centre Pontypool, NP4 6YB

**Admission and Transfer Manager:** Kath Worwood

**Telephone:** 01495 766915

**Email:** [kath.worwood@torfaen.gov.uk](mailto:kath.worwood@torfaen.gov.uk)

## Rhondda Cynon Taff

### Children of UK Service Personnel

Children of UK service personnel will be treated as residing in the catchment area if their application is accompanied by an official Ministry of Defence (MOD) or Foreign and Commonwealth Office (fco) letter declaring a definite return date and confirmation of the new address.

To contact the School Admissions Team please ring 01443 281111 or e-mail [schooladmissions@rctcbc.gov.uk](mailto:schooladmissions@rctcbc.gov.uk)

Rhondda Cynon Taff CBC Schools and Learning

**Website:** <https://www.rctcbc.gov.uk/EN/Resident/SchoolsandLearning>

## Vale of Glamorgan

### Applications for children of UK Service personnel and other Crown Servants

The Vale of Glamorgan Council has a long history of welcoming children of UK service personnel to our schools. The council is aware that Service families often must relocate quickly, and proof of residency is not always available, and this is taken into consideration when dealing with applications from UK Service families. Due regard to Welsh government advice and statutory guidance in the case of exceptions to Infant class size limits on this matter is given. The council will:

- ensure that the needs of the children of UK Service families are considered;
- allocate a school place in advance of a move if the application would meet the criteria when they move to their destination;
- invite a service representative to join the admissions forum;
- accept a unit postal address for applications from service personnel in the absence of a new home postal address.

### The council will not:

- reserve places for blocks of these children, or refuse a place to a child of a UK service family because the family does not currently live in the area.

### Contact Details

**Email:** [admissions@valeofglamorgan.gov.uk](mailto:admissions@valeofglamorgan.gov.uk) or by telephoning 01446 700111.

Vale of Glamorgan Council, Directorate of Learning and Skills, Civic Offices,  
Holton Road, Barry CF63 4RU

### School admission appeals

All school places are allocated in line with the school admissions criteria.

Service families that have not been able to access an appropriate school placement for their child(ren) can appeal through the local authority's appeal process, which will vary between local authorities.

In the majority of cases, children are offered places at their parents' first choice of school. However, if your child is not offered a place you will need to decide whether you are willing to accept a place at a different school, or whether you wish to appeal.

If you choose to appeal, your appeal will be heard by an Independent Appeal Panel. This panel will judge whether the school is full and, should that be the case, whether the parent's application is so strong that the child should still be offered a place. It should be noted that nursery age pupils have no right of appeal.

Making an appeal can be a daunting process. It involves you writing an appeal letter and attending a hearing in front of an appeal panel to argue your case.

#### What happens if your child is refused a place?

In the vast majority of cases children are offered places at their parents' first choice of school. If, however, your child is unable to gain admission, you will need to decide whether you are willing to accept a place offered at a different school, or whether you wish to continue with your first application. If you choose the latter course, you may appeal to an Independent Appeal Panel. This Independent Appeal Panel will determine whether the school is full and, should that be the case, whether the parents circumstances are so strong that the child should still be offered a place. Before you appeal, please consider the LA's admission criteria. It should be noted that Nursery age pupils have no right of appeal.

#### School admissions and appeals code

The 'School admissions code' and the 'School admissions appeals code' have been produced by the Welsh Government and explain the statutory guidance that must be followed when allocating school places in all primary, secondary and middle schools.

<https://gov.wales/school-admissions>

#### How to appeal

You must appeal in writing within 28 calendar days of you being notified of the decision not to admit your child to your chosen school.

#### What happens next?

Your appeal will be referred to our legal department who will arrange for the appeal to be heard by an Independent Appeal Panel and will set a time and place for the hearing. You will be given an opportunity to attend the hearing and making their representations (oral and/or written). Parents are advised that agencies such as SNAP Cymru and ACE are available to provide assistance in making appeals.

## Please be advised that:

- Parents do not have to attend the appeal meeting and, instead, allow the appeal to be considered on a written statement
- If you do not attend the hearing, the appeal will be decided on the information available
- You will be given at least fourteen days (from the date of posting) written notice of the meeting of the appeal panel
- You are welcome to be accompanied by a friend or represented by a solicitor. If represented by a solicitor, parents must inform us at least seven days before the hearing.
- You should note that if your appeal is against decisions of the governing body of a voluntary aided or foundation school, these appeals are heard by a separate appeal panel. For guidance on these appeals, please contact the school concerned.
- You should also note that limitations will be placed on the powers of the appeal panel to allow appeals against the refusal to admit a child to a school where infant class size legislation applies. We will not consider a second admission application unless there is a significant change in circumstances (which will need to be evidenced).

## Supporting Service Children in Education Wales

Supporting Service Children in Education (SSCE) Cymru is a Welsh Local Government Association (WLGA) programme, initially funded by the MOD's Education Support Fund and funded by Welsh Government from 2019.

Since the programme began in 2014, SSCE Cymru has worked with schools, children and young people, local authorities, Welsh Government, education professionals, Armed Forces families and support organisations to gather their views and experiences, build networks across Wales and raise awareness and understanding of the experiences of children of Armed Forces personnel. SSCE Cymru has developed guidance and digital resources for schools and families, hosted conferences and stakeholder days, and commissioned research to better understand the needs of Service children in education.

Their mission is to provide the best possible educational support to children, by ensuring education professionals understand the issues Service children in Wales may face.

<http://www.sscecymru.co.uk/home/>

They provide a wide array of Resources including the Service Family Guide which has extensive information about education in Wales for Service Children

## 2 Education

The SSCE Cymru Service Family Guide includes the following sections:

- Service children's experiences
- Armed Forces in Wales
- Living in Wales
- Education in Wales
- School admissions and term-time absence
- Health, wellbeing and ALN
- School support.

The Children's Education Advisory Service (CEAS) of the Ministry of Defence (MOD) provides advice, guidance and support to Service families on a wide range of educational issues, including school admissions and school admission appeals. The support offered by CEAS is bespoke, with all advice being child-centred and focused on the best interests of the individual.

### Childcare

Childcare Offer for Wales: Eligible children could be entitled to funded childcare from the term following their third birthday until they are offered a full-time education.

The Welsh Government's Childcare Offer for Wales means that most working parents of 3 to 4 year olds can now claim funds towards the cost of childcare.

This means 30 hours of early education and childcare in Wales for eligible parents.

The 30 hours is made up of a minimum of 10 hours of early education a week and a maximum of 20 hours a week of childcare. The exact amount of childcare you get depends on how much early education your local authority offers – your local Family Information Service can let you know what the Offer means for you in your area.

It's available for 48 weeks of the year, meaning that the Offer can help you with childcare cover for some of the school holidays.

Hundreds of nurseries, child minders, Cylch Meithrin, playgroups and crèches are now on board with the Offer, which means you can choose a childcare provider that best meets you and your child's needs. The Offer is available whether you want to access English, Welsh or bilingual childcare.

<https://gov.wales/childcare-3-and-4-year-olds>

## Eligibility

- your child must be aged 3 or 4 years old
- you must earn at least the National Minimum Wage or living Wage for 16 hours a week on average
- each parent must earn less than £100,000 per year
- parents of lone parent families need to be working
- parents of two parent families must both be working
- parents who are self-employed or on a zero hours contract need prove their status and provide relevant documents
- parents who are employed or self- employed but are on statutory leave for example, maternity leave
- foster carers, kinship carers and parents on adoption leave may also be eligible

Pre-school is a great time to start your child's bilingual journey, so if you would like to find out more about the benefits of your child learning Welsh, please see *Cymraeg i Blant*.

## Education Maintenance Allowance (EMA)

Education Maintenance Allowance Wales is a scheme run by the Welsh Assembly, providing young people who wish to continue in education after school leaving age with an incentive to earn awards through good attendance and achieving agreed objectives.

Parents/guardians of children who continue in school beyond the statutory school leaving age are eligible for consideration for the award of maintenance allowances. Grants are payable in accordance with scales drawn up from guidance by the LEA and vary according to family circumstances and the age of the pupil, (there is one scale for pupils aged sixteen at the commencement of term and another for those aged seventeen and above).

The grant is normally payable per term shortly after the commencement of term, subject to certification by the head teacher that the pupil is attending and progressing satisfactorily and is considered to be likely to continue to do so until the end of that term.

Application must be made on a "Financial Assistance" form obtainable from Integrated Children's Services, downloadable off our website or obtained from the relevant school.

Each school has its own procedures for assistance in this matter and parents should check with the relevant school for details.

## 2 Education

### Education and training inspectorate for Wales – Estyn

The purpose of Estyn is to inspect quality and standards in education and training in Wales.

“Children of Service families” are included under section 1.2 Standards and progress of specific groups in the Guidance handbook for the inspection of local government education services. This helps to raise awareness of Service children in schools and local authorities; and encourages schools to monitor their progress and outcomes of this particular group of learners.

Estyn defines vulnerable pupils as “those who may be more likely to experience emotional, social and developmental barriers to learning”.

<https://www.estyn.gov.wales/>

### Additional Learning Needs (ALN)

ALN, or Additional Learning Needs, is the term used in Wales for pupils who need extra support in school.

#### Two of the key actions schools will need to take are:

- prepare an IDP: All children and young people with ALN will now get an Individual Development Plan (IDPs), which will replace the variety of existing plans. The school should work in partnership with the local authority to prepare an IDP for ALN pupils, where possible working with parents too. You can find out more about the IDP process in this factsheet from the Welsh government.
- appoint an ALNCo: the new Act makes having an additional learning needs co-ordinator statutory in schools, where previously having an SENCo was non-statutory.

#### Where a child or young person has been assessed as having ALN, schools should:

- make arrangements for letting all staff who are involved with the pupil know about those needs;
- involve the ALNCo in advising teaching staff on appropriate teaching approaches to use in relation to the pupil with a view to meeting the apparent needs;
- make appropriate adjustments to the school environment to improve the child or young person’s access to education;
- provide appropriate additional and/or different support for the child or young person from the resources available to them, including access to input from external specialists;
- monitor the impact of support provided for the child or young person and alter it if it becomes apparent that this would be appropriate.

## The Curriculum for Wales

The curriculum in Wales is currently defined by Part 7 of the Education Act 2002. The phased introduction of the new curriculum will take place over the next few years, with all schools following the new curriculum by 2022. It will apply to all learners from 3 to 16 years old.

### Four purposes

The curriculum is planned in pursuit of the four purposes of the curriculum, which are to develop children and young people as:

- Ambitious, capable learners, ready to learn throughout their lives
- Enterprising, creative contributors, ready to play a full part in life and work
- Ethical, informed citizens of Wales and the world
- Healthy, confident individuals, ready to lead fulfilling lives as valued members of society.

Curriculum for Wales 2022 is designed to help all learners realise these four purposes. Each purpose is more than a headline; it is also described in terms of key characteristics. In their entirety they should underpin all teaching and learning in Wales.

For further information, visit [www.gov.wales/curriculum-wales-2022](http://www.gov.wales/curriculum-wales-2022)

## Local authority wellbeing provision

Visit local authority websites for details on the local provision in the following areas:

- Independent counselling services – including school and community-based services
- Education welfare
- Education psychology
- Behaviour support
- Family Information Services – providing free, impartial help, support and advice on a range of family issues, including: childcare and help with its cost, healthcare, education and training, leisure services and finances
- Social services
- Youth services – offering support/advocacy/preventative/early intervention services for Service young people aged 11–25.

### Child and Adolescent Mental Health Support (CAMHS)

CAMHS provides a range of interventions and treatments, which include consultation, psychiatric assessment, developmental assessment, family therapy, individual therapy, behavioural therapy, medication and group work. It supports children aged up to 17.

As part of the Armed Forces Covenant commitments, any time that is accrued on NHS waiting lists in one location should be considered when moving to a new area. It is advisable to get copies of any supporting medical evidence and treatment to pass onto the new healthcare professional/practitioner.

**For more information visit:** [www.nhs.uk/using-the-nhs/nhs-services/mental-health-services/childand-adolescent-mental-health-services-camhs/](http://www.nhs.uk/using-the-nhs/nhs-services/mental-health-services/childand-adolescent-mental-health-services-camhs/)

### Welsh Language

The Welsh Government is committed to meeting the educational needs of all children and young people in Wales so they can reach their full potential. The study of Welsh or Welsh Second Language is a statutory element of the National Curriculum for Wales, for all learners to the age of 16.

**Research shows that speaking more than one language can boost a child in many ways. Being bilingual could:**

- Make it easier to learn other languages, and introduce children to different cultures and traditions
- Have a positive effect on the brain
- Be a distinct advantage when looking for work, integrating into the local community and supporting the local economy.

### Disapplying Service children for Welsh exams

Although the study of Welsh is compulsory, there is no requirement on schools to enter a learner for a particular qualification. That is for individual schools to decide, taking into account the best interests of learners. Irrespective of whether or not an examination is undertaken, schools must ensure that learners have access to the whole curriculum programme of study for whichever course is being followed. This is a mandatory requirement.

Only in very rare circumstances might there be a need for temporary disapplication of learners from any part of the National Curriculum. The decision to disapply a pupil from part of the National Curriculum can only be made by a headteacher, reviewing the need to disapply on an individual basis and taking all factors into consideration.

For learners working significantly below the expected levels, schools should use the needs of the learner as a starting point and adapt the programmes of study accordingly. Sufficient flexibility exists within the curriculum to meet the needs of learners without the need for disapplication. In exceptional cases, individual learners may be disappplied, usually on a temporary basis, but group or large-scale disapplication should not be used.

## Support Organisations

### Achievement for All

Achievement for All (AfA) is a leading not-for-profit organisation that works in partnership with early years settings, schools and colleges to improve outcomes for Vulnerable and under-achieving children and young people. AfA offer bespoke, face-to-face Coaching Programmes such as School Improvement, Wellbeing and Core Strength as well as Emotion Coaching. AfA also support education leaders to explore social and emotional aspects of leadership in extreme circumstances and putting Wellbeing at the heart of the organisation through a unique programme Deep Leadership.

### An Invisible Man

This is a theatre and media arts company committed to making work that makes a difference. An Invisible Man has two plays which have Service families at the heart of them but the themes are universal and play just as effectively in schools with few or no Service children.

[www.aninvisibleman.co.uk](http://www.aninvisibleman.co.uk)

### Army Families Federation (AFF)

This charity is the independent voice of Army families and works hard to improve the quality of life for Army families around the world. It provides advice on many areas affecting Service families and highlights issues to the relevant authorities.

[www.aff.org.uk](http://www.aff.org.uk)

### Army Welfare Service (AWS)

The purpose of AWS Community Support is to support resilience within the military community by creating a range of needs led fun, positive and safe and accessible informal educational experiences for children, young people, families and serving personnel. Doing things together and for each other is important for the community. This provision is likely to include community centres, youth centres and community projects as well as activities for children and young people during some school holidays.

[www.army.mod.uk](http://www.army.mod.uk)

### Association of Directors of Education in Wales (ADEW)

ADEW is the professional group of local authority officers accountable for statutory education functions in each of the Local Authorities in Wales.

[www.wlga.wales/adew](http://www.wlga.wales/adew)

### Blob Tree Communication Tools

The Blobs are simple. They deal with deep issues using the primary languages we learn from infancy: feelings and body language. This is why they are used with children as young as four, all the way through to the elderly.

[www.blobtree.com](http://www.blobtree.com)

## 2 Education

### **Books Council of Wales**

The Books Council of Wales is a national charity which supports and develops the publishing industry in Wales. We promote literacy and reading for pleasure through a range of public campaigns, activities and events across Wales, often working in partnership with schools, libraries and other literary organisations. Established in Aberystwyth in 1961, we work with publishers to nurture new talent and content in Welsh and English as well as offering specialist editing, design, marketing and distribution services. We also administer grants to publishers and independent booksellers. Our funding comes partly from Welsh Government through Creative Wales and partly from the commercial operations of our wholesale book distribution centre.

[www.books.wales](http://www.books.wales)

### **Children's University**

Children's University is a charity that works in partnership with schools to develop a love of learning in children. It does this by encouraging and celebrating participation in extra-curricular activities in and outside of school. The impact of these activities is proven to be positive, which is why it is committed to creating a level playing field of opportunity and opening up access to children of all backgrounds.

[www.childrensuniversity.co.uk](http://www.childrensuniversity.co.uk)

### **Children's Commissioner for Wales**

The Children's Commissioner for Wales is the independent champion for children and young people in Wales. Sally Holland has been the Children's Commissioner for Wales since April 2015 and her role is to safeguard and promote the welfare and rights of children, as laid out in the United Nations Convention on the Rights of the Child. The Commissioner's Investigation and Advice Service assists individual children to make sure their rights are respected.

[www.childcomwales.org.uk](http://www.childcomwales.org.uk)

### **Colegau Cymru**

Colleges Wales is a post-16 education registered charity that raises the profile of further education colleges in Wales. It is a not-for-profit member-led body established in 1995 by colleges, for colleges. There are presently 12 colleges in Wales that are paying members of Colleges Wales.

[www.collegeswales.ac.uk](http://www.collegeswales.ac.uk)

### **Council for Wales of Voluntary Youth Services (CWVYS)**

CWVYS is the independent representative body for the voluntary youth work sector in Wales. The aims are to represent, support and give a collective voice to its membership of national and local organisations in their work with over 250,000 young people in Wales. CWVYS works in partnership with agencies promoting good youth work practice.

[www.cwvys.org.uk](http://www.cwvys.org.uk)

## Education Consortia - Central South Consortium Joint Education (CSCJES)

One of four regional education consortia in Wales who work with schools to raise standards and provide a range of support, which includes professional development and intervention programmes.

[www.cscjes.org.uk](http://www.cscjes.org.uk)

## Education Consortia - Education Achievement Services (EAS)

One of four regional education consortia in Wales who work with schools to raise standards and provide a range of support, which includes professional development and intervention programmes.

[www.sewales.org.uk](http://www.sewales.org.uk)

## Emotional Literacy Support Assistants (ELSA)

The ELSA project was designed to build the capacity of schools to support the emotional needs of their pupils from within their own resources. It recognises that children learn better and are happier in school if their emotional needs are also addressed. ELSA is initiative developed and supported by educational psychologists who apply psychological knowledge of children's social and emotional development to particular areas of need and to specific casework.

[www.elsanetwork.org](http://www.elsanetwork.org)

## Estyn

Estyn is led by Her Majesty's Chief Inspector of Education and Training in Wales and inspects quality and standards. It is a Crown body, established under the Education Act 1992. Estyn is independent of the National Assembly for Wales but receives its funding from the Welsh Government under Section 104 of the Government of Wales Act 1998. Estyn is a Welsh word meaning "to reach out" and "to stretch".

[www.estyn.gov.wales](http://www.estyn.gov.wales)

## Forces Children's Trust

This charity is devoted to working together to help children in need whose parents are deceased, or have sustained life-changing injuries, whilst serving as a member of the British Armed Forces or civilian forces. The trust, by reason of its aims and size, has the flexibility and ability to make decisions and offer help as needed, with minimum fuss and consequent time-loss.

[www.forceschildrenstrust.org.uk](http://www.forceschildrenstrust.org.uk)

## HIVE (Chepstow)

An information network available to all members of the Service community. It serves both married and single personnel, together with their families, dependents and civilians employed by the Services.

[www.army.mod.uk/hives](http://www.army.mod.uk/hives)

## HIVE (St Athan)

An information network available to all members of the Service community. It serves both married and single personnel, together with their families, dependents and civilians employed by the Services.

[www.army.mod.uk/hives](http://www.army.mod.uk/hives)

## Higher Education Funding Council Wales (HEFCW)

HEFCW regulates full-time undergraduate and PGCE (QTS) fee levels at higher education institutions, ensures a framework is in place for assessing the quality of higher education and scrutinises the performance of regulated institutions and designated providers. HEFCW uses resources from the Welsh Government and others to secure higher education learning and research of the highest quality, and to make the most of the contribution of higher education to Wales' culture, society and economy.

[www.hefcw.ac.uk](http://www.hefcw.ac.uk)

## Huggable Heroes

'Reinforcing Bonds and Providing Comfort During Separation'

Huggable Heroes® are for Everyone! Everyone has someone special in their lives that they miss. Whether it be Military life, a bereavement, relationship breakdown, missing bedtime due to long shifts/work commitments or children struggling to settle into nursery/school, Huggable Heroes® will help. They use a Photo of the child's love one, edit and then print into Fabric ready to make into the perfect sized Huggable Hero. The Heroes fit perfectly under little arms to carry around and they are small enough for older children to tuck into school bags.

[www.huggableheroes.uk](http://www.huggableheroes.uk)

## Jon Egging Trust

The Jon Egging Trust works with groups of young people referred through schools in North Wales. It delivers accredited learning programmes to develop young people's life and work skills by providing access to inspirational role models and life-changing opportunities linked to aviation, engineering and science.

[www.joneggingtrust.org.uk](http://www.joneggingtrust.org.uk)

## Lego® Therapy

LEGO® based therapy is a collaborative, play-based social skills intervention for children with autism and related conditions. It aims to develop social competence through the development of social skills. Collaborative play provides opportunities for children to practise skills such as turn-taking, listening, sharing ideas, communication, compromise, problem solving and shared attention. Groups are run by a trained facilitator and children are encouraged to build together within set roles. Each child plays the role of an “engineer”, a “supplier” or a “builder” and together they follow pictorial instructions to build a model.

[www.g2gcommunities.org/lego-education/therapy](http://www.g2gcommunities.org/lego-education/therapy)

## Little Troopers

Little Troopers is a tri-service children’s charity supporting all children with one or both parents serving in the British Armed Forces. One of their projects is Little Troopers at School, a project with both Primary and Secondary focussed resources to help schools support the unique challenges often faced by service pupils.

[www.littletroopers.net](http://www.littletroopers.net)

## MKC Heroes

MKC Heroes is a unique pupil voice group, for the children and young people of serving and ex-serving personnel that is supported and facilitated by The Royal British Legion. It is a tri-service network linking schools across the UK and in other countries where UK forces are based.

[www.britishlegion.org.uk/get-support/local-community-connections/mkc-heroes](http://www.britishlegion.org.uk/get-support/local-community-connections/mkc-heroes)

## MOD, Directorate Children and Young People (DCYP)

The DCYP provides support and advice in order to ensure that children and young people are provided with every opportunity to achieve the best possible outcomes and fulfil their potential.

[www.gov.uk/government/groups/directorate-children-and-young-people](http://www.gov.uk/government/groups/directorate-children-and-young-people)

## Meic Cymru

Meic is the helpline service for children and young people in Wales up to the age of 25. From finding out what is going on in their local area to help dealing with a tricky situation, Meic will listen even when no-one else will. It will not judge and will help by giving you information, useful advice and the support children and young people need to make a change.

[www.meiccymru.org](http://www.meiccymru.org)

## Mentally Healthy Schools

Mentally Healthy Schools brings together quality-assured information, advice and resources to help primary, secondary and FE settings understand and promote children’s mental health and wellbeing.

[www.mentallyhealthyschools.org.uk](http://www.mentallyhealthyschools.org.uk)

## 2 Education

### **Motivational Preparation College for Training (MPCT)**

Since its formation in 1999, the MPCT has been dedicated to offering opportunities to young people through training and education. It is a thriving and distinguished training provider, having been graded as Outstanding in all areas by Ofsted and, most recently, being named as the TES Training Provider of the Year 2017.

[www.mpct.co.uk](http://www.mpct.co.uk)

### **NSPCC Learning**

Safeguarding support, guidance and training from the UK's leading children's charity to help you protect the children and young people you work or volunteer with.

[www.nspcc.org.uk/learning](http://www.nspcc.org.uk/learning)

### **Naval Children's Charity**

The Naval Children's Charity, the RNRM Children's Fund supports children up to and including the age of 25 from Naval families, serving and ex-serving when they are in need, hardship or distress. Individual grants are given based on applications outlining individual need. Other advice and free resources available to families.

[www.rnrmchildrensfund.org.uk](http://www.rnrmchildrensfund.org.uk)

### **Naval Families Federation (NFF)**

The NFF works to ensure that all serving members of the Royal Navy and Royal Marines, and their family members, can have their views represented to those in positions of power to effect positive change.

[www.nff.org.uk](http://www.nff.org.uk)

### **Naval Service Family and People Support (NS FPS)**

RN FPS delivers a range of services to support Service Personnel & their Families wherever you live or are based in the UK and Overseas.

[www.royalnavy.mod.uk](http://www.royalnavy.mod.uk)

### **Never Such Innocence**

This charity began as a First World War commemoration project for children and young people. Inspired by this conflict, more than 11,000 young people created poetry, artwork, and songs. From 2019 it has expanded its focus to include conflict in all forms and throughout history, up to and including the present day. They aim to provide young people with a safe creative platform to talk about the sometimes-difficult issues of conflict.

[www.neversuchinnocence.com](http://www.neversuchinnocence.com)

## Nurture UK

The concept of nurture highlights the importance of social environments – who you are with and not who you are born to – and its significant influence on social emotional skills, wellbeing and behaviour. Children and young people who have a good start in life are shown to have significant advantages over those who have experienced missing or distorted early attachments. They tend to do better at school, attend regularly, form more meaningful friendships and are significantly less likely to offend or experience physical or mental health problems.

[www.nurtureuk.org](http://www.nurtureuk.org)

## Place2Be

This organisation provides emotional and therapeutic services in primary and secondary schools, building children's resilience through talking, creative work and play. Working with over 600 schools, supporting a school population of over 350,000 children and young people, it helps them to cope with wide-ranging and often complex social issues, including bullying, bereavement, domestic violence, family breakdown, neglect and trauma.

[www.place2be.org.uk](http://www.place2be.org.uk)

## Reading Force

Using books to bring Service children and families closer together, this organisation's shared reading initiative encourages families to read, talk and scrapbook about a book, improving communication and enriching their relationships with books and each other.

[www.readingforce.org.uk](http://www.readingforce.org.uk)

## Royal Air Force (RAF) Families Federation

The RAF Families Federation works to improve quality of life for the RAF family around the world – at work or at home. This could include resolving problems with access to education or healthcare, for children and young people; sorting out problems with accommodation, benefits, and visas; helping military spouses find meaningful employment. The team can provide practical support and advice, as well as lobbying for change with politicians, the Chain of Command and policy makers in the British Government and across Scotland, Wales and NI. The Federation works with a multitude of other organisations and agencies – from the NHS to the big banks – to ensure that RAF personnel and their families are treated fairly and do not face disadvantage because of the unique nature of service life.

[www.raf-ff.org.uk](http://www.raf-ff.org.uk)

## SNAP Cymru

SNAP provides information, advice and support for parents, children and young people who have, or may have, special educational needs or disabilities.

[www.snapcymru.org](http://www.snapcymru.org)

## Scotty's Little Soldiers

Scotty's Little Soldiers is a charity dedicated to supporting children and young people who have lost a parent whilst serving in the British Armed Forces. Inspired by the experience of Army widow Nikki Scott following the death of her husband Cpl Lee Scott in Afghanistan in 2009, the charity is currently providing assistance to hundreds of bereaved Service children around the UK. Support offered to the children includes fun activities such as holiday breaks and group events, personal development assistance through educational grants and access to professional bereavement counselling.

[www.scottyslittlesoldiers.co.uk](http://www.scottyslittlesoldiers.co.uk)

## Service Children in State Schools (SCISS)

Service Children in State Schools (SCISS) is a voluntary affiliated network of state-maintained schools in England that have any number of Service children on roll.

[www.sciss.org.uk](http://www.sciss.org.uk)

## Service Children's Progression Alliance (SCiP Alliance)

The SCiP Alliance is a partnership of organisations focused on improving outcomes for children from military families. It is funded by the Ministry of Defense.

[www.scipalliance.org](http://www.scipalliance.org)

## Sweet Education

Sweet Education resources help secondary school children to achieve a BTEC Level 1 or 2 qualification in Personal Growth and Wellbeing. Our resources are mapped against the Health and Wellbeing AoLE and the new RSE curriculum in Wales, and the new PSHE curriculum in England. Our resources are ideal for schools who want to promote mental health and wellbeing, and want to teach students how to become happier, healthier and more successful young adults.

[www.sweet.education/](http://www.sweet.education/)

## Armed Forces Education Trust

A charity working for children and young adults whose education has been compromised or put at risk as a result of parents' past or current service in the Armed Forces. The grants given make a difference to young lives, helping improve their educational opportunities or supporting special skills or talents.

<http://www.armedforceseducation.org/>

## TGP Cymru – Restorative Approaches Veterans and Family Services

Helping veterans/Service leavers and their families to identify their strengths, skills, resources and needs, TGP Cymru will enable and empower veterans/ex-Service personnel and each family member to communicate safely, understand each other, build relationships, resolve conflicts and make plans to support positive sustainable changes in the lives of those most affected.

## Cardiff University Social Science Research Park (SPARK)

Spark  
Maindy Road  
Cardiff CF24 4HQ

T: 029 2039 6974

E: [admin@tgpcymru.org.uk](mailto:admin@tgpcymru.org.uk)

## The Children's Education Advisory Service (CEAS)

Part of the MOD's DCYP, the CEAS is a small, dedicated team, experienced in advising Service parents on a wide range of issues regarding the education of Service children in the UK and overseas.

### CEAS can offer support, advice and guidance on the following:

- School Admissions and admission appeals
- Special Educational Needs and Disability/Additional Needs
- Retention of Service Family Accommodation on Educational Grounds
- Education Overseas
- Continuity Of Education Allowance (CEA) and the Special Educational Needs Addition (SENA)
- Many other educational queries or concerns Service parents may have.

[www.gov.uk/guidance/childrens-education-advisory-service](http://www.gov.uk/guidance/childrens-education-advisory-service)

## The Family Foundation

The Family Foundation is a registered charity that operates across Wales. They work very closely with individuals in the community, veterans & Armed Forces community, community groups, voluntary organisations, charities, schools, youth organisations and community interest companies.

[www.thefamilyfoundation.co.uk](http://www.thefamilyfoundation.co.uk)

## The Royal British Legion (RBL)

The RBL is at the heart of a national network that supports our Armed Forces community. It says: "We're here through thick and thin – ensuring their unique contribution is never forgotten. We've been here since 1921 and we'll be here for as long as they need us. We are the country's largest Armed Forces charity, with 235,000 members, 110,000 volunteers and a network of partners and charities helping us give support wherever and whenever it's needed.

[www.britishlegion.org.uk](http://www.britishlegion.org.uk)

## The Wave Project

The Wave Project - the world's first 'surf therapy' course funded by a government health service was founded in September 2010. They run surfing and beach school projects to help children and young people feel more engaged in education.

[www.waveproject.co.uk](http://www.waveproject.co.uk)

## 2 Education

### **Thrive®**

Thrive® promotes children and young people's positive mental health by helping adults know how to be and what to do in response to their differing and sometimes distressed behaviour. Supporting over half a million children and young people across the UK, Thrive is a leading provider of tools and training to support emotional health and mental wellbeing.

[www.thriveapproach.com](http://www.thriveapproach.com)

### **United Nations Convention on the Rights of the Child (UNCRC)**

The UNCRC is the basis of all of UNICEF's work. It is the most complete statement of children's rights ever produced and is the most widely ratified international human rights treaty in history.

[www.unicef.org.uk](http://www.unicef.org.uk)

### **Urdd**

Urdd Gobaith Cymru is a National Voluntary Youth Organisation with over 55,000 members between the ages of 8–25. 30% of all Welsh speakers in Wales aged between 8-25 are Urdd members. They provide opportunities through the medium of Welsh for children and young people in Wales to enable them to make positive contributions to their communities. Urdd have 305 staff members, 10,000 volunteers, 900 branches, with 200 branches in the community.

[www.urdd.cymru](http://www.urdd.cymru)

### **WICID.tv (for Rhondda Cynon Taf)**

WICID.tv is the youth information and media website for young people by young people. The website was launched in 2011 and has been working ever since to give young people aged 9-25 access to creative opportunities and provide a pathway into their chosen career. WICID.tv also has lots of information for young people and can help direct them to organisations that can offer specialist advice, support and guidance.

[www.wicid.tv](http://www.wicid.tv)

### **Welsh Government**

The Welsh Government is the devolved Government for Wales. They work with key partners including local government, charities, the MoD and other stakeholders to support the Armed Forces community in Wales.

[www.gov.wales](http://www.gov.wales)

### **Welsh Local Government Association (WLGA)**

The WLGA represents the interests of local government and promotes local democracy in Wales.

[www.wlga.wales](http://www.wlga.wales)

## YoungMinds

This organisation focuses on a future where all young minds are supported and empowered, whatever the challenges. It ensures children and young people get the best possible mental health support and have the resilience to overcome life's difficulties.

[www.youngminds.org.uk](http://www.youngminds.org.uk)

## Cadets

Cadet organisations provide a vital service to young people in the UK. Although not a direct recruiting system, the cadet groups thrive on the close links with their parent Service, its ethos and its values.

### Army cadets

With around 45,000 cadets (aged 12-18) and 8,500 adult volunteers in 1,700 locations in every corner of the United Kingdom, the ACF is one of the country's largest voluntary youth organisations. It is also one of the oldest and celebrated its 150th anniversary in 2010.

We welcome boys and girls from the age of 12 (and in at least year eight at school), of all abilities and backgrounds, and through a broad range of exciting, challenging, educational and adventurous activities, help them develop physically, mentally and socially.

Some of our activities have a military theme, others have more of a community focus. Combining military and community activities in this way enables us to offer our 45,000 young people a unique blend of personal development opportunities, all designed to promote fun and friendship while also helping them prepare for success in their chosen path in life, whatever that might turn out to be.

The Army Cadet Force is committed to providing challenging military, adventurous, sporting and community activities. We aim to inspire young people to achieve success in life, make the most of their abilities and develop the qualities to be a good citizen.

**For more information on joining the Army Cadet Force either as a Cadet or an Adult Volunteer please visit us at [www.armycadets.com](http://www.armycadets.com)**

## Royal Air Force Air Cadets

### Air Training Corps

The ATC is community-based and open to anyone aged between 13, or 12 if you are in year 8, and 20 years who is eligible (read full details in our section on joining the cadets). Organised into more than 900 squadrons around the country, we're probably closer than you think.

Amongst the many adventurous training opportunities on offer, we are the largest operator of the Duke of Edinburgh's Award Scheme.

The ATC motto is 'Venture - Adventure' and our cadets know that it's more than just words - it's an attitude that helps you stand out from the crowd.

## Combined Cadet Force (RAF)

The CCF (RAF) is based at 230 schools and colleges across the UK, where you can take part in our training and activities as part of your school life. You'll develop your confidence, responsibility, self-reliance, resourcefulness, endurance, and sense of service to the community. These qualities are vital to your success in whatever you do when you leave school or university.

If your school has a CCF unit it may consist of one to three sections – Royal Navy (including Royal Marines), Army and of course the Royal Air Force. Your head teacher has overall responsibility but as a cadet you are a very real part of the Service - CCF is a partnership between your school and the Ministry of Defence. The Services all provide resources and training expertise for each CCF unit, and the RAF is no exception.

Cadets meet once a week throughout term time, normally after school for one-and-a-half to two hours. In the school holidays you'll also have the chance to attend annual camp at a RAF base to experience Service life up close.

**More information on the CCF (RAF) is available at [Combined Cadet Force | The Royal Air Force](#)**

## Widen your horizons

Membership of the ATC or CCF (RAF) is exciting, rewarding and above all fun. You'll discover skills you never knew you had, do things and visit places you never thought you would, and meet lots of like-minded people who will become your team-mates and friends.

You'll also have the opportunity to challenge yourself with adventurous training, be selected to represent your country or school on the International Air Cadet Exchange programme, or develop your potential on the Air Cadet Leadership Course. You can really shine as a cadet.

<https://www.raf.mod.uk/aircadets/>

## Royal Navy Cadet

### Combined Cadet Force Royal Navy

The Combined Cadet Force is a MOD-Sponsored cadet organisation. Its aim is to provide a disciplined organisation within a school setting.

Pupils may develop powers of leadership by means of training to promote the qualities of responsibility, self reliance, resourcefulness, endurance and perseverance.

## Sea Cadets

Sea Cadets is the UK's largest maritime youth charity, established in 1856 and working in over 400 units with 14,000 cadets aged between 10 and 18.

Cadets learn life skills like leadership and team working through nautical adventure activities, and can earn extra qualifications which give youngsters a head start.

## Royal Marines Cadet Regimental Council

The Royal Marines Cadets Regimental Council's role is to provide Royal Marines leadership, advice and coordination across the Royal Marines Cadets and to promote the interests and well-being of Royal Marines Cadets and instructors. This includes the Volunteer Cadet Corps RN-RM and the Combined Cadet Force RN-RM.

## Volunteer Cadet Corps

Formed over 100 years ago to keep sailors and Marines' children out of mischief, the Volunteer Cadet Corps is said to have originated with a bored lad with questionable football skills and was set up to give the lad, and his friends, an alternative and more constructive way of passing the time.

## Royal Navy Recognised Sea Scouts

There are around 350 Sea Scout groups and units in the UK and 103 are officially recognised by the Royal Navy.

RN Sea Scouts wear the RN Recognition badge on their uniforms, fly a special RN Recognition pennant and wear a defaced red ensign at their HQs and sometimes on their boats.

<https://www.royalnavy.mod.uk/our-organisation/cadets-and-youth>

## Adult Learning

### Enhanced Learning Credits Administration Services (ELCAS)

The MOD's Enhanced Learning Credits Scheme (ELC) promotes lifelong learning amongst members of the Armed Forces. The scheme provides financial support in each of a maximum of three separate financial years for higher level learning of a nationally recognised qualification at Level three or above or, if pursued overseas, an approved international equivalent qualification with an approved learning provider.

#### Getting Started: How does it work?

There are several stages to the ELC process. Full information is set out in Joint Service Publication (JSP) 822.

- 1) You must be a registered Scheme Member and have accrued sufficient service before submitting an online claim.
- 2) If you are still serving speak to your Education Staff, or, for Service Leavers contact your SSR. Appropriate checks can then be done to issue your account.
- 3) Once you have an account, search for an approved provider and course, then simply log in and submit your claim.
- 4) Finally, you must complete your Course Evaluation when requested, further claims cannot be processed until your previous course evaluation has been completed.

#### Contact us:

0330 0564202

09:00 – 16:00 Mon to Fri (exc. bank holidays - charges may apply)

[elcas@m-assessment.com](mailto:elcas@m-assessment.com)

## Adult Learning Wales

Adult Learning Wales, Wales' largest Adult Community Learning provider, is an independent voluntary adult education movement, committed to widening participation, promoting active citizenship and skills development, and providing high-quality learning through a collaborative approach across the whole of Wales. We provide access to education from Pre-entry Level learning to Level Four qualifications.

Addysg Oedolion Cymru | Adult Learning Wales  
7 Coopers Yard, Curran Road, Cardiff CF10 5NB

<https://www.adultlearning.wales>

## Local College and Universities

### Cardiff and Vale College

Cardiff and Vale College is one of the largest colleges in the UK, delivering high quality education and training within the Capital Region of Wales.

We have more than 30,000 learners each year across full-time and part-time college courses, university qualifications and apprenticeship programmes, along with dedicated training provision for employers.

We develop skilled and employable people – with some of the best student success rates in the sector and a focus on experiences that ensure our learners stand out and progress.

#### Cardiff and Vale College

City Centre Campus, Dumballs Road, Cardiff, CF10 5FE

+44 (0)2920 250 250 (student & general enquiries)

+44 (0)2920 250 350 (business enquiries)

<https://cavc.ac.uk/en>

### Cardiff Metropolitan University

We trace our history back to 1865, when the School of Art first opened in the Old Free Library in Cardiff. Since we developed into a university, we have remained rooted in Wales while providing practice-focused and professionally oriented education to students from around the globe. Our vision emboldens this commitment to education, research and innovation undertaken in partnership with our students, governments, business and industry and with tangible benefits for individuals, society and the economy. We are committed to ensuring that every student fulfils their potential to make outstanding graduate-level contributions to their own and future generations.

Cardiff Metropolitan University is a registered learning provider with the Ministry of Defence's ELCAS scheme for armed forces personnel wishing to study a university course.

Firstly, you must ensure that you meet the eligibility criteria of the ELCAS scheme and then complete the application process at least five weeks before the start of the course, all details concerning this are on the ELCAS website.

Please note you will need our Learning Provider's Reference Number which is 1294 for your application.

Any queries concerning completion of the Obligations of Learner Providers form can be directed to Admissions on 02920 416010 or [askadmissions@cardiffmet.ac.uk](mailto:askadmissions@cardiffmet.ac.uk). Any further information concerning the scheme can be obtained from contacting our Finance Department on 029 2041 6083.

## Cardiff University

We are an ambitious and innovative university with a bold and strategic vision located in a beautiful and thriving capital city.

We are proud to support armed forces veterans and are committed to supporting ex-forces servicemen/women who are seeking re-training back in the civilian world.

The University has signed the Armed Forces Covenant, which sets out our pledge to support students and staff associated with the Armed Forces community.

As an ex-forces serviceman / woman returning to civilian life, there are lots of opportunities on offer for you at the University, including funded schemes. At the CPD Unit we help individuals and businesses to access training and development opportunities.

These may be short courses to help you develop a particular skill (such as leadership, management or marketing) or even Postgraduate level modules (which can be taken on a standalone basis without the need to commit to a full-time course). There are also lots of part-time evening courses available via Continuing Professional Education (CPE), including our popular Pathways scheme, which helps students gain access to a degree without the need for formal qualifications.

### Contact us

[train@cardiff.ac.uk](mailto:train@cardiff.ac.uk)

+44 (0)29 2087 5274

## Coleg Gwent

Personnel that have left the armed forces can earn up to two thirds of an undergraduate degree and up to two thirds of a masters degree, based on the training and knowledge they acquired while serving. The scheme assesses your skills and experience, and even includes those acquired without formal training. You don't necessarily need to have any formal qualifications such as GCSEs or A levels to start a course.

### Contact us

01495 333777

(Croesawn alwadau yn Gymraeg)

<https://www.coleggwent.ac.uk/learning>

## Part of Coleg Gwent

Blaenau Gwent Learning Zone

City of Newport Campus

Crosskeys Campus

Torfaen Learning Zone

Usk Campus

## Coleg y Cymoedd

Coleg y Cymoedd (meaning college of the valleys) was formed in 2013, following the merger of The College Ystrad Mynach and Coleg Morgannwg.

Over 10,000 learners study at Coleg y Cymoedd each year with sites in Aberdare, Nantgarw, Rhondda (Llwynypia) and Ystrad Mynach.

The college offers a wide range of Full and Part Time courses from Entry to Degree Level in over 15 Curriculum areas.

Working in partnership with more than 800 employers, the college's Business Services team offer a wide range of Apprenticeship and Bespoke Commercial Training packages.

The college has invested significantly in its facilities in recent years, with standout projects including the Nantgarw Campus building (a £40 million award winning campus), Aberdare Campus (a £22 million campus opened 2017), state of the art Railway Training and Motor Vehicle Facilities.

<https://www.cymoedd.ac.uk/>

## The College Merthyr Tydfil

Whether you are a school leaver thinking about your next steps or an adult learner seeking to develop your skills or qualifications further, take the next steps towards your future career goals and apply now for a course at The College Merthyr Tydfil.

<https://www.merthyr.ac.uk/en/the-college/>

## The Open University in Wales

If you are looking to develop yourself or planning to leave the Armed Forces and need additional skills to help with your resettlement, The Open University (OU) can help:

- We work closely with the MOD to support education and training while with the Armed or Civil Services.
- The OU's flexible learning allows service personnel to maximise their use of personal time.
- We are proud of our relationship with the Armed Forces, supporting students wherever they are in their studies and wherever they are in the world.

<https://www.open.ac.uk/forces/>

## Using Enhanced learning credits at OU

For service personnel, Open University (OU) modules can be wholly or partly financed by Enhanced Learning Credits. You can only claim once every MOD financial year (1st April – 31st March). (As this is not the same as the OU academic year, one claim may cover two consecutive academic years).

### Enhanced Learning Credit (ELC) options:

#### 1. 100% resettlement (PF FE/HE or joint ELC & PF FE/HE)

Takes care of up to 360 credits worth of OU module fees leading to your first recognised undergraduate qualification. (This can be either a BA or BSc ordinary or honours degree or a Foundation Degree).

#### 1. 80% ELC

Funds most OU credit bearing modules being counted towards a qualification providing you pay at least 20% from your own resources.

Before submitting a claim to ELCAS you must deduct any OU discount for which you are eligible.

## University of South Wales Recognition of Prior Learning

The ground breaking scheme (funded by the Armed Forces Covenant Grant Scheme) helps ex-forces personnel who have served in the last 10-15 years to gain higher education credits by placing a value on the knowledge, skills and experience they achieved while serving or since leaving service. This academic credit can be used to study a higher education course at the University of South Wales.

<http://www.southwales.ac.uk/study/armed-forces/>

## Local Support

Adult Education through the local authorities can provide quality learning opportunities in your local community.

The experienced teams offer value for money to individuals, organisations and professional groups covering a wide range of subjects.

The courses range from those that help you gain new skills, including Computers and Languages, to developing a hobby; for example Painting with Watercolours, Creative Writing or Sugarcraft.

We also offer a range of more unusual courses which are ideal for someone looking for something different; examples include Indian Cookery, Astronomy, Robotics and Beauty Tips.

### Blaenau Gwent

Please email our head office for any general enquiries or comments.

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

**Telephone:** 01495 355606

<https://www.aneurinleisure.org.uk/learning>

### Caerphilly

**Telephone:** 01633 612245

**Address** Tŷ Penallta, Parc Tredomen, Ystrad Mynach, Hengoed. CF82 7PG

<https://www.caerphilly.gov.uk/Services/Schools-and-learning/Adult-learning>

### Cardiff

**Telephone:** 029 20871071

**Address** Severn Road Adult Learning Centre, First Floor, Severn Road Primary School, Severn Road, Cardiff CF11 9DZ

Llanover Hall Arts Centre, Romilly Road, Canton, Cardiff CF5 1FH

<https://www.adultlearningcardiff.co.uk/>

### Merthyr Tydfil

Contact [enquiries.adulteducation@merthyr.gov.uk](mailto:enquiries.adulteducation@merthyr.gov.uk)

**Telephone:** 01685 727384 to find out more about:

- Skills Clubs (brush up your Literacy and Numeracy Skills)
- Family Programmes: help your child with their reading and/or maths
- ICT Skills: Using Online Platforms (Zoom, Teams etc), Applying for Universal Credit, Word Processing Skills, ECDL

<https://www.merthyr.gov.uk/resident/learning-in-merthyr-tydfil/adult-community-learning/adult-community-learning-acl/>

## Merthyr Tydfil CBC School and Learning

**Telephone:** 01685 727400

**Website:** <https://www.merthyr.gov.uk/resident/learning-in-merthyr-tydfil/general-school-information>

## Monmouthshire

**Email:** [communityed@monmouthshire.gov.uk](mailto:communityed@monmouthshire.gov.uk)

**Telephone:** 01633 644644

**Address** County Hall, The Rhadyr, Usk, NP15 1GA

## Newport

**Email:** [community.learning@newport.gov.uk](mailto:community.learning@newport.gov.uk)

<https://www.newport.gov.uk/en/Schools-Education/Community-Learning/Community-Learning.aspx>

## Rhondda Cynon Taff CBC

**Telephone:** 01443 570075

**Email:** [adulthoodeducation@rctcbc.gov.uk](mailto:adulthoodeducation@rctcbc.gov.uk)

**Address** Gartholwg Lifelong learning Centre, St Illtyds Rd, Church Village, Pontypridd, CF38 1RQ

## Torfaen

You can enrol by calling a member of the team on 01633 647647.

<https://www.torfaen.gov.uk/en/EducationLearning/AdultCommunityEducation/Adult-and-Community-Education.aspx>

## Vale of Glamorgan

Please email our head office for any general enquiries or comments.

**Email:** [adulthoodeducation@rctcbc.gov.uk](mailto:adulthoodeducation@rctcbc.gov.uk)

**Telephone:** 01443 570075

## Vale of Glamorgan

On the ASPIRE partnership project, apprentices are employed by Merthyr Tydfil County Borough Council, trained by The College Merthyr Tydfil and placed with a host firm for the duration of the two to three-year apprenticeship programme.

The project aims to enhance skills development within the manufacturing and engineering companies to help support and develop business growth whilst at the same time helping to tackle unemployment and provide aspirational opportunities for young people across the county borough.

If you would like more information on the apprenticeships on offer or would like to apply for an apprenticeship or traineeship programme with us, please contact Karen Rees on [karen.rees@tydfil.com](mailto:karen.rees@tydfil.com)

## Future Pathways Merthyr Tydfil

Future Pathways is here to set you on the path to a brilliant future.

Whether you want to continue studying, apply for a job, discover local employers, find work experience, start an apprenticeship or even set up your own business- we're here to help.

Our annual Careers Event and our Job Vacancy Fair promote strong links with employers, universities, apprenticeships and job opportunities for our learners.

**Email:** [v.jones@merthyr.ac.uk](mailto:v.jones@merthyr.ac.uk)

## Enterprise and Entrepreneurship

Enterprise department offers one-to-one sessions with students and those in the community who would like help and advice starting up a business.

Many one to one sessions with students happen throughout the academic year, some are ongoing and we work closely with, others only come to one or two sessions before being passed on to an industry specific contact either inside or outside the college. These are very valuable to the students as they allow them to develop their ideas in a safe and informative space. Some students start out their one to ones with just an idea and looking for more information while others come with a firm idea and their business plan already in progress just wondering what their next steps are. But no matter where they are in their journey we can help them get to that next step on their way to becoming their own boss.

**Email:** [enquiries@merthyr.ac.uk](mailto:enquiries@merthyr.ac.uk)

**Telephone:** 01685 726000

## The British Training Board

PROUD Is a fully funded career development program. It is designed to get Unemployed Veterans and their families into a new career in the Civil Service in Wales.

This program has been designed jointly by British Training Board and Civil Service Local Cymru Wales for Veterans and their families to work together with civil servants from a range of departments who will guide and support you to understand the roles and opportunities available across the civil service in Wales. We will help you to navigate your way so that you are confident to access and understand the exciting and varied job opportunities within the Civil Service.

We will give you the tools and support you need to guide you through your chosen career, along with nationally recognised qualifications.

This is a 12 Week flexible program using face to face as well as virtual sessions.

The Program has 5 phases. It's totally holistic in its approach and is specific to the individual who is going through the program.

**<https://www.thebtb.co.uk/Proud-program>**

## Did You Know?

Of the 2019/20 UK regular service leavers who used a billable CTP service, and reported their employment outcomes six months after leaving service:

### **84% were employed**

The most commonly reported occupations were:

Associate Professional and Technical occupations (22%),

Skilled Trade occupations (17%)

Professional occupations (14%).

However, there is evidence of a veteran employment gap, with significant numbers of veterans without full or part time employment or not able to use the skills they have in their roles.

## Welsh Government Support

### Employment Pathway

Welsh Government has produced an Employment Pathway which is employment support for Service Leavers and Veterans. This Pathway is designed to signpost and

inform Service leavers and veterans of their options in finding employment that recognises their skills, to support financial security.

<https://gov.wales/docs/dsjlg/publications/commsafety/181114-employment-pathway-en.pdf>

### Working Wales

Working Wales is the Welsh Government's new approach to delivering free, impartial, employability and careers advice tailored to an individual's needs and circumstances. The service, delivered by Careers Wales, provides professional careers information, advice and guidance. 14

Based on your individual personal circumstances and aspirations, trained advisors will identify the most suitable support for you. In agreement with the individual, advisors will then refer you to the most appropriate support; this could be to the Employability Skills Programme, Communities for Work, or other interventions.

For more information you can visit the Working Wales website:

[www.workingwales.gov.wales](http://www.workingwales.gov.wales) which also has a support finder service. Or you can call 0800 028 4844 to speak to an advisor.

**Business Wales** is the Welsh Government's bilingual business support service. It provides impartial, independent support and advice to people starting, running and growing a business in Wales. To find out how it can help you visit: [www.businesswales.gov.wales](http://www.businesswales.gov.wales)

## Employability Skills Programme

The Welsh Government's Employability Skills programme aims to support unemployed adults into a job and to stay in work by improving employability skills. The Programme offers a high quality work placement or employer specific training which is combined with work preparation training, and essential skills provision if required. The Programme is aimed at unemployed adults who have a reasonable chance of being ready for employment within six months. Please contact:

[www.careerswales.com/en/skills-gateway/employability-skills-programme](http://www.careerswales.com/en/skills-gateway/employability-skills-programme) or telephone on 0800 028 4844.

## Career Transition Partnership

### We are the official provider of Armed Forces resettlement

The Career Transition Partnership (CTP) is a partnering agreement between the Ministry of Defence and Right Management Ltd, who are global career development and outplacement specialists and part of the ManpowerGroup.

The CTP provides resettlement services for those leaving the Royal Navy, Army, Royal Air Force and Marines. Regardless of time served, all members of the Armed Forces can benefit from CTP support when leaving Service.

We also operate as an intermediary service for employers wishing to hire Service leavers.

To date, we've assisted over 235,000 Service leavers with the transition to civilian life and supported thousands of organisations looking to employ ex-Service personnel. We look forward to helping you too.

### Service leavers - how the CTP helps you

Depending on length of service, we offer free resettlement services to all ranks of the UK Armed Forces, including the Navy & Royal Marines, British Army and Royal Air Force – our aim is to help you make the transition as smooth as possible.

We're here to provide flexible support from two years before discharge, through to two years after. We'll give you all the tools you need to market yourself confidently to employers and to get the most out of life outside the forces.

[resettlementinfo@ctp.org.uk](mailto:resettlementinfo@ctp.org.uk)

[www.ctp.org.uk/ctp](http://www.ctp.org.uk/ctp)

RFEA Cardiff, Maindy Barracks, Cardiff, CF14 3YE

02920 228842

0785 228 7779

0845 280 1717

## Careers Wales

At Careers Wales we can help you to plan your career, prepare to get a job, and find and apply for the right apprenticeships, courses and training.

Our professionally qualified Careers Advisers help individuals to become more effective at successfully managing and planning their career development.

Career management isn't about a one-off occupational choice, but rather a series of lifelong career transitions. Improving the career management skills of individuals enables them to make transitions more smoothly, enjoy a higher level of career satisfaction and play a more active part in the economy and in their communities.

Our bilingual services are focused on those in greatest need of support with their career planning.

We deliver independent and impartial careers information, advice and guidance (CIAG) at centres, in partner locations, online as well as over the phone and via social media.

## ReAct

If you have been made redundant or unemployed in the past 12 months, or you are under current notice of redundancy, you could be entitled to ReAct funding to retrain or update your skills.

### Who is eligible for ReAct?

Support under the ReAct scheme is available for individuals who live in Wales and:  
Have been made redundant in the past 12 months or have become unemployed for a reason other than redundancy in the past 12 months and who are currently unemployed.  
Applicants must not have not been in continuous employment for 6 weeks or more between the date they became unemployed and the date of the ReAct grant application; or  
Are currently under formal notice of redundancy.

Applicants must have not undertaken any publicly-funded training since being made redundant or becoming unemployed, including the work-based learning suite of programmes such as an apprenticeship.

If you have applied for - or intend to apply for - any other funding to pay for vocational training, you must ask your Working Wales adviser to contact the ReAct Team for further advice before submitting your ReAct application. We may be unable to consider your application if you are in receipt of other public funding for vocational training.

**For further support or careers advice call 0800 028 4844**

**[post@careerswales.gov.wales](mailto:post@careerswales.gov.wales)**

## The Department for Work and Pensions (DWP)

As part of the Armed Forces Covenant, the Department for Work and Pensions (DWP) has initiatives that help current and former armed forces personnel and your families access Jobcentre Plus services.

This includes having an armed forces champion in every Jobcentre Plus district who ensures that we provide support that meets your needs.

This page explains the role of the armed forces champion and the way you and your families can access our services.

### Armed forces champion

#### The armed forces champion provides Jobcentre Plus support to:

- veterans
- service leavers
- serving personnel within their resettlement period
- spouses and civil partners of serving and ex-service personnel

Champions maintain close contact with Jobcentre Plus staff, who make the champion aware of armed forces issues and raise issues with them if you request it. Champions are not always based in the jobcentre.

#### The role of the armed forces champion is to:

- develop and maintain joint working arrangements between Jobcentre Plus and the armed forces community in their Jobcentre Plus district
- provide information to Jobcentre Plus staff about specific armed forces initiatives
- provide an understanding of the issues the forces community face that can be a barrier to employment
- be the first point of contact for Jobcentre Plus staff and services welfare and families staff to advise on queries regarding individual armed forces cases – including serving personnel, your families and veterans
- focus specifically on the Jobcentre Plus support available to veterans, service leavers, those within a resettlement period and spouses and civil partners of serving and ex-service personnel – where necessary and appropriate, the champions will work to put support in place

They also work to raise the profile of the service community in terms of the skills, knowledge and experience they can offer, and work with colleagues to ease some of the barriers to work you face.

The champion will tailor their activities to match the needs of the armed forces community in their district. This means some activities may differ from district to district. The role and responsibilities of the champion remain the same regardless of location.

Each of the services has appointed points of contacts who form a link with the relevant champions within their area.

## Contacts

Sarah Mallaghan – Wales Armed Forces Lead – 07741673209

Jackie Collins – South East Wales - 07826876346

Gareth Thomas – South West Wales- 07553677929

Kat Graham – North and Mid Wales - 07917732894

**Wales.armedforceschampions@dwp.gov.uk**

## Hire a Hero

Hire a Hero supports Service Leavers and Veterans to make the successful transition into civilian life. Trained Hire a Hero staff, mentors and volunteers work with Service Leavers and Veterans to help them make the right choices through the transition period.

The remit of Hire a Hero is to cover training, housing and care plans as well as employment for past, present and future service leavers. An ever-increasing network of supporters who have an understanding of these situations was put together to help run the charity.

Hire a Hero  
Queens Head Buildings  
12 Moor Street  
Chepstow  
NP16 5DD

Telephone – 01495 366670

**Email – [info@hireahero.org.uk](mailto:info@hireahero.org.uk)**

**Website – [www.hireaherouk.org](http://www.hireaherouk.org)**

## Recruit for Spouses

Recruit for Spouses is an independent and award winning social enterprise dedicated to supporting, championing and finding gainful employment for an untapped talent pool of spouses and partners to members of our Armed Forces.

We work to overcome outdated perceptions about mobility and suitability and provide the tools for spouses to return to the workplace and excel in their chosen path.

We provide unparalleled understanding and support of the employment situation of military spouses and provide a supportive community for spouses to get back into the workplace.

It is run by military spouses and will help you find employment, contact:

**[www.recruitforspouses.co.uk](http://www.recruitforspouses.co.uk) or Tel: 0333 2020 996.**

## RFEA – The Forces Employment Charity

We provide employability and employment support to working age veterans in the UK. Current estimates are that one million working age veterans live in the UK. We know that unemployment rates for working age veterans are higher than for civilians.

We support veterans through life including those who have served for a short time and are in the 18-24 year old age range, through to older veterans. The over 50's are increasingly recognised as facing greater challenges in finding employment.

Our work includes early intervention, supporting veterans to find a new job, often when they have not succeeded in finding jobs through general civilian support. We prevent working age veterans from becoming long-term unemployed so that they can sustain an income and provide a stable life for themselves and their families.

We increasingly work with those who are unemployed, who face higher barriers to employment and have a longer journey back to work. To do this, we link with welfare, healthcare and housing charities as well as working with veterans in the criminal justice sector.

**We provide a range of practical tools and advice for gaining employment and the challenges that occur when transitioning into civilian life, including:**

- Advice on career choices
- Researching the job market
- Job matching
- Training
- Recommendations for courses and education opportunities
- Support for writing a CV
- Advice on interview techniques
- Expert industry knowledge and updates
- Events and employment fairs

### Programmes & Partnerships

**We work in partnership with other organisations and employers who, like us, respect and value the unique qualities and abilities of all those who have served.**

**Our programmes include:**

- RFEA Ex Forces Programme
- RFEA Families Programme
- Military Women Programme
- CTP Future Horizons
- CTP Assist

- Project Nova
- Forces for London
- EM3 Veterans & Families Programme
- TechVets

Call us on 0121 262 3058 or email [info@rfea.org.uk](mailto:info@rfea.org.uk)

## Mission Motorsport

Mission Motorsport, The Forces' Motorsport Charity, provides opportunities in motorsport and is the official provider of disabled and adaptive sport to those in need from the Service and Veterans' communities.

It is run by veterans, serving personnel and automotive professionals, and aims to help in the recovery and rehabilitation of those affected by military operations.

### Support includes:

#### Vocational training

- Discussion of outcomes of needs assessment and further guidance.
- Invitations to industry insight visits.
- Brokered work placements across automotive, motorsport and engineering, and supply chain grant funding support applications (to support costs of placements/visits where necessary).
- CV and interview skills advice.
- Referral into Mission Automotive network.
- An initial vocational assessment face to face, by phone or email with a Mission Motorsport Vocational Manager.

#### Training

- Up to City and Guilds Level 3 Diploma – Light Vehicle Maintenance and Repair.
- Level 2 Vehicle Livery and Wrapping.
- LANTRA – Professional User Off-road.

#### Contact details

- **Telephone:** 03330 338338 (Mon-Fri, 9am-5.30pm)
- **Email:** [vocation@missionmotorsport.org](mailto:vocation@missionmotorsport.org)
- **Website:** **Mission Motorsport**
- **Head Office Address:** Unit 11, W & G Industrial Estate, Faringdon Road, East Challow OX12 9TF

## Employment Services from the Officers' Association (OA)

The OA's Employment Department supports former officers to gain sustainable civilian employment. It provides tailored advice and targeted services to those seeking to enter the executive job market with a greater emphasis on networking and effective personal branding.

**For more information on the events and support offered by the Officers' Association for former Officers visit:**

**[www.officerassociation.org.uk/employment](http://www.officerassociation.org.uk/employment)**

## The Poppy Factory

The Poppy Factory supports veterans with health conditions on their journey into employment, helping them overcome any barriers.

Four out of five of the veterans we work with report a mental health condition. Whatever their situation, and whatever they are going through, our employment team is on hand to offer one-to-one support.

Our employment support is available to individuals who have served for one day or more in the Armed Forces or Reserves, and consider themselves to have any kind of physical or mental health condition.

A regional team of career experts work with employers to help veterans with health challenges into rewarding and sustainable work.

Consultants work with each veteran to create a personal career plan, give free CV and interview training, and source local job opportunities with supportive employers. A network of volunteer mentors and ongoing in-work support ensures that Poppy Factory 'clients' thrive in their new workplace.

Any veteran with a physical or mental health condition can register, as long as they are no longer being supported through the Career Transition Partnership as part of their resettlement. The Poppy Factory's Getting You Back To Work service has already helped hundreds of disabled veterans into meaningful and sustainable work.

**Web: [www.poppyfactory.org](http://www.poppyfactory.org)**

**Telephone - 020 8939 1837**

**Email – [support@poppyfactory.org](mailto:support@poppyfactory.org)**

## The Royal British Legion

**Employment support services can help serving and ex-serving personnel and their families prepare for employment as they transition into civilian life.**

We work with partner charities to deliver specialist employment support services. These amazing organisations help veterans adjust to civilian life and find employment.

RFEA works with eight other specialist military employment charities and they can guide you to additional expertise that is suitable for you as part of their support.

### They are:

Officers' Association  
Officers' Association Scotland  
The Poppy Factory  
Poppy Scotland  
Royal British Legion Industries  
Walking With The Wounded  
X-Forces  
Mission Motorsport

## Forces Families Jobs

An employment and training platform specifically designed to support Service families into meaningful employment and provide opportunities for training and development.

Delivered by a Tri-service partnership between the Naval Families Federation (NFF), Army Families Federation (AFF) and Royal Air Force Families Federation (RAF-FF) the service is available to military spouses/families seeking employment and training with the secure knowledge that the employers have signed up to the Armed Forces Covenant. This includes:

- Spouses and partners of currently Serving and Reserve personnel, and adult children (aged 18-25).
- Spouses and partners of Service personnel who have left the Armed Forces within the last 12 months, and adult children (aged 18-25).
- Bereaved spouses and partners for up to two years post service, and adult children (aged 18-25).

To visit the site please go to: [www.forcesfamiliesjobs.co.uk](http://www.forcesfamiliesjobs.co.uk)

## RBLI -The Lifeworks Programme

The LifeWorks team remain here to support the military community during these difficult times and it's important for everyone to know – LifeWorks Still Works! Our expert career coaches and vocational assessors are on call to support remotely and all you need to do is call 0800 319 6844 or send us a quick email to [lifeworks@rbli.co.uk](mailto:lifeworks@rbli.co.uk) and we will do the rest.

A support service (at zero-cost to the participant) to help veterans looking to either move into sustainable employment, training or education; or advice & guidance on how to help land that dream role.

Military families are positive, adaptable and hugely resilient and as a result, will continue to play a vital part in supporting those around them.

## Walking With The Wounded (WWTW)

**Supports veterans with physical, mental, or social injuries on their journey to reintegrate back into society, regain their independence and secure sustainable employment.**

Walking With The Wounded has two key programmes, each one addressing a barrier to employment for a veteran. Home Straight is for homeless or at risk of being homeless veterans, and Step Into health provides veterans with opportunities to work in the NHS.

### Home Straight Programme

- Employment advisor support and guidance to veterans who are in supported accommodation and would otherwise be homeless, and outreach support to those at risk of homelessness, in order to secure positive employment outcomes.
- Employment advisor support to veterans engaged with NHS regional Mental Health teams.

### Step Into Health (England)

- Employment pathway delivered in partnership with the NHS and Royal Foundation with access to over 300 career opportunities within the NHS (not all clinical), recognising the skills of Service personnel, many of which are transferrable.
- Bespoke work experience packages of up to four weeks for veterans, spouses or partners to explore the extensive career opportunities available.

### Contact details

- **Telephone:** 0126 386 3900
- **Email:** [info@wwtw.org](mailto:info@wwtw.org)
- **Website:** [WWTW](http://WWTW)
- **Head Office Address:** Stody Hall Barns, Stody, Melton Constable, Norfolk NR24 2ED

## X Forces

X-Forces help anyone in the Armed Forces community: Service leavers, veterans, reservists, family members - tri-service.

### Support includes:

- Enterprise for Life ®: learn life-long enterprise skills, whether starting a business or going into gainful employment. Understanding business basics gives individuals commercial knowhow and the building blocks into the civilian world. Should you decide that self-employment is not the right option, you can apply the enterprise skills you have learned to developing your career and better focusing your job-search.
- If you are contemplating self-employment and want to make an informed decision as to whether the enterprise route is right for you, X-Forces offer support to help you discover the pros and cons of starting your own business by deep diving into your idea and venture. You can also attend their workshop, if you decide that a start-up is right for you.
- If you are already trading and worried about the three Cs of Cash, Customers, and Capabilities, they offer support that's designed to help both new business-owners who are just starting to follow their dream and established entrepreneurs who are hitting on hard times. This is a new programme responding particularly to the current economic climate.
- If you are looking to network with like-minded people, at any stage of your journey, X-Forces hold weekly Military in Business® networking events, hosted by their amazing regional Ambassadors and with guest speakers from a variety of businesses, including partners at the Federation of Small Businesses and NatWest Accelerator Hubs. This is helpful to build your network and supports peer to peer learning.
- On their recently launched XFE Knowledge Exchange Hub, they have a growing army of Business Captains waiting to support you in a confidential and secure environment, also supported by NatWest and FSB. The free to use digital XFE hub is a business support platform specifically for the Armed Forces community. It is designed to complement the support already offered by XFE. It is a one-stop-shop for all things related to self-employment, including peer to peer support, free events and business information, removing the barriers of time, travel and family commitments.
- All courses are fully-funded and offer a consultative, immersive experience led by experts in the field. These are all free resources for the Armed Forces community.

### Contact details

- **Telephone:** 0800 368 9533 (Mon-Fri, 9am-6pm)
- **Email:** [info@x-forces.com](mailto:info@x-forces.com)

## JobOppo

**It doesn't matter whether you left yesterday or 20 years ago, after serving 2 days or 22 years– JobOppO is here to help YOU!**

We've been where you are now. We know first-hand that the transition from 'Military life to Civilian life' is often not an easy one. The thought of settling into a 9-5 after serving our country was daunting, to say the least. But it didn't have to be that way - and that's why our founder set up JobOppO.

Partnering with global brands and SMEs, JobOppO grew from an idea into a thriving, online platform which exclusively supports the Veteran community in the UK.

**0333 242 3857**

**or email: [info@joboppo.co.uk](mailto:info@joboppo.co.uk)**

**<https://www.joboppo.co.uk/>**

## Guaranteed Interview Schemes

There are many organisations who have introduced a 'Guaranteed Interview Scheme' for Veterans. This includes many Local Authorities and Welsh Government under the 'Great Place to Work Scheme'.

## Local Authority Employment Support

Most local authorities have departments that will help you get back into a work under various programmes:

### Working Skills for Adults 2

The Working Skills for Adults 2 project provides access to a wide variety of FREE courses and the opportunity for advice and guidance from a team of employment support officers, to improve opportunities for low skilled workers.

### Where is it available?

The project is available in the following areas: -

- Caerphilly - 01495 237921 | [workingskillsforadults@caerphilly.gov.uk](mailto:workingskillsforadults@caerphilly.gov.uk)
- Torfaen - 01633 647743
- Blaenau Gwent - 01495 354703
- Merthyr Tydfil - 01685 727070

## Who is it for?

It is available to all residents of the Caerphilly County Borough who are employed or self employed and aged 16 years and over.

## What can it offer you?

**We can help you improve your skills and gain qualifications that are in demand by employers.**

**We can help with: -**

- Self-esteem and confidence
- QCF Qualifications
- Training
- Interview techniques
- Career options
- Application forms
- Job searching skills
- CV writing and construction
- Interview techniques

## Further information

Call us today 01495 237921

## Inspire 2 Work

Inspire 2 Work is an exciting project to help people into education or employment.

## Where is it available?

**The project is available in the following areas: -**

- Caerphilly - 01495 237921 email [inspire2work@caerphilly.gov.uk](mailto:inspire2work@caerphilly.gov.uk)
- Blaenau Gwent - 01495 357836
- Bridgend - 01656 642697
- Merthyr Tydil - 01685 725461
- Torfaen - 01495 766053
- Rhondda Cyncon Taf - 01443 425373

## Who is it for?

It is available to all young people aged 16-24 who are not in education, training or employment and live in a non Communities First area.

## What can it offer you?

It provides a boost to individuals and opportunities for improving skills in areas that are in demand by employers.

- Individual support with your advisor
- Support to improve your confidence, motivation and self-esteem.
- Free vocational courses
- Additional support for those facing barriers to working, such as work limiting health conditions, childcare needs and transport.

## Further information

Call us today 01495 237921.

## Community Regeneration Employment Support

Our Employment Support Team provide one-to-one mentoring and employment support in the community, helping people to train and upskill, empowering them to build the confidence and experience that they need to apply for the jobs they want.

Don't worry about eligibility criteria, our Triage Workers will work this out for you and one of our team members or partners will always be able to assist.

The team comprises of Communities for Work, Communities for Work Plus and the Legacy Fund. Our projects are voluntary and help people furthest away from the labour market into employment, focusing on our most deprived communities, to provide one-to-one support, guidance and training. Communities for Work is a European Social Funded program, which is co-sponsored by the Department for Work and Pensions. Communities for Work Plus is funded by the Welsh Government.

## How we can help

Support is offered one-to-one, in a local venue in your community (such as your local library). The support provided is tailor made to suit your individual needs and help you accomplish both your short and long term employment goals. We support people to upskill and gain more experience in their chosen field, with the aim of supporting people into their desired work roles.

## Employment support

- Essential skills
- Training and education
- CV writing, creating Universal Job Match Accounts, applying for work
- Interview tips and techniques
- Volunteering opportunities and work placements
- Finding paid employment

## Additional support

- Better off calculations
- Mental health support (such as anxiety, stress and depression)
- Help with confidence and motivation
- Work limiting health conditions
- Help with computers
- Wellbeing support

## Getting in touch

If you would like to find out more, you can speak to one of our Triage Workers about support for yourself or someone you are supporting on 07825 634157.

If you would like to refer yourself or someone you are supporting into the project please complete our referral form and post to:

Communities for Work  
Tredomen House  
Tredomen Park  
Hengoed  
CF82 7WF

## Nurture Equip & Thrive (NET)

NET aims to increase the ownership of generic, transferable skills across the workforce through community based provision. Helping to improve the opportunities for low skilled workers to sustain employment and increase their earning potential.

NET specifically targets underemployed participants.

**email [bridgesintowork@caerphilly.gov.uk](mailto:bridgesintowork@caerphilly.gov.uk) or [workingskillsforadults@caerphilly.gov.uk](mailto:workingskillsforadults@caerphilly.gov.uk).**

## Bridges into work 2

Bridges into Work 2 is a regional project supporting economically inactive and unemployed people across the counties of Bridgend, Blaenau Gwent, Caerphilly, Merthyr Tydfil and Torfaen. The aim of the project is to provide support to gain sustainable paid employment. This support includes mentoring, skills development, delivery of accredited qualifications and volunteering placements.

### The project aims to:

- Support people into paid sustainable employment.
- Deliver skills training and accredited qualifications.
- Place people into appropriate voluntary and work placements
- Free skills training, qualifications and vocational courses.
- Support with job searches, CV writing and interview skills.
- Volunteer and work placements
- Additional support for those facing barriers to working, such as work limiting health conditions, childcare needs and transport.

The project team members will help participants identify their barriers to employment and support people on an individual basis to overcome them.

## Who is it for?

### It is available to all residents who are: -

- Unemployed for more than a year
- or
- Economically Inactive (not working and not claiming employment benefit)

## Essential eligibility criteria

- Aged 25 or over.
- Living outside a Communities First Area
- Long term unemployed or economically inactive.

**Email:** [Matthew.Davies@torfaen.gov.uk](mailto:Matthew.Davies@torfaen.gov.uk)

**Telephone:** 01633 647745

**Address:** Croesyceiliog CEC, The Highway, Croesyceiliog, Torfaen NP44 2HF

## Vale Communities For Work - Family support services

Communities for work is a voluntary project, where we can offer 1-2-1 help, support and guidance on job search, CV's, application forms, interview skills and training. To be eligible you must live in Vale of Glamorgan, Long term unemployed, economically inactive or NEET - Not in Employment, Education or Training. We can offer training and support to help you get sustainable employment. We offer support and funding for childcare to help parents return to work.

<https://www.gov.uk/contact-jobcentre-plus>

Please contact us via Facebook or e-mail [c4w-barry@valeofglamorgan.gov.uk](mailto:c4w-barry@valeofglamorgan.gov.uk)  
01446 709432

## Cardiff Communities for Work

Communities for Work (CfW) is a Welsh Government and European Funded (ESF) Programme co-sponsored by Department of Work and Pensions.

Communities for Work is a voluntary service to help people who live in a Communities First (CF) area and who need extra help and support to find work.

Experienced Employment Advisers and Youth/Adult Mentors specialise in helping individuals with their specific needs.

Funding is also available for training courses and to improve skills, giving people the best opportunities to return to work.

- Are you over 25 and claiming an eligible benefit?
- Do you have a work-limiting health condition?
- Are you caring for an adult or child?
- Have you been out of work for 12 months or more?
- Are you aged between 16 and 24 years old and NEET (not in employment, education or training)?

## Help and Advice

If so our teams can offer expert help and advice on:

- CV writing
- Interview Techniques
- Confidence Building
- Online Job Applications
- Getting you back to work

## Training

We have a wide range of free training courses are available. These include:

- SIA Licence (Security Industry Authority)
- CSCS card (Construction Skills Certification Scheme)
- PTS Rail Track (Personal Track Safety)
- Small Plant & Tools
- Childs Play
- Teaching Assistant
- COSHH (Control of Substances Hazardous to Health)
- LGV Training with Licence
- Getting Into Care

## Financial help

There may also be funds available to help with

- Childcare (during interview or placement)
- Travel Costs (during interview or placement)
- Clothing (during interview or placement)
- PPE (for Courses or Agency work)

For more information, or if you have any queries, please contact us.

## Into Work Service

Do you or someone you know need one on one, specialist help and support to get back to work? Perhaps you're looking to upskill in your current job or need some new qualifications? Or need help to claim Universal Credit? Whatever your circumstances, the Into Work Advice Service can help!

We will listen to you and help you find the career that is right for you. We have a wide range of support across the city that is tailored around your needs.

The Into Work Service provides free informal drop-in sessions in locations across Cardiff for residents looking for work or to upskill their current jobs.

### We can offer help and advice on the following:

- CV writing
- Help with job application forms and covering letters
- Job Search
- 1 to 1 employment support
- Interview techniques
- Online applications for Universal Credit
- Funding for childcare, travel & other expenses (subject to eligibility)
- Starting your own business
- Volunteering opportunities
- Work placement opportunities

Call us on 029 2087 1071.

## How to capitalise on military talent

### Inspire – Hire – Grow Employers' Toolkit

At a time of rising employment, employers are competing to find skilled and qualified candidates. A growing number of employers in Wales are capitalising on military talent to plug this skills gap as they represent a ready-made source of top talent which businesses can tap into with the right recruitment process.

This is a simple guide to employing Armed Forces veterans and reservists in Wales. This toolkit was developed by Business in the Community (BITC) Cymru, on behalf of the Welsh Government.

<https://gov.wales/docs/dsjlg/publications/commsafety/181204-employers-tookit-en.pdf>

**Inspire, Hire, Grow: How to Capitalise on Military Talent discusses five reasons to employ veterans in your business.**

1. Veterans are highly qualified.
2. Veterans have valuable attitudes and are adaptable.
3. Veterans are skilled workers.
4. Veterans make highly effective employees.
5. Employing veterans is good for business and society.

Employers are crying out for skilled staff with the right attitude and attributes to support their growing businesses. Every year veterans are leaving the Armed Forces with exactly this mix. While many veterans go on to have successful careers after leaving the Service, this is not always the case. Veterans are comparatively under-represented in the workforce. Working age veterans are nearly twice as likely to be unemployed as civilians<sup>1</sup>. Issues such as a lack of academic qualifications or difficulties for employers in recognising military experiences within corporate recruitment structures can be significant barriers to recruitment.

## Why Employ a Service Leaver?

Over 300 Service Leavers come on to the Welsh civilian job market through the Career Transition Partnership (CTP) each year. They include highly trained engineers, technicians, trainers, police, administrators, IT managers, drivers, chefs, nurses, pilots, experienced managers and communications experts.

At a time of rising employment, employers are competing to find skilled and qualified candidates. A growing number of employers in Wales are capitalising on military talent to plug this skills gap as they represent a ready-made source of top talent which businesses can tap into with the right recruitment process.

## Employing veterans in Wales

Recruiting well-trained, work-ready talent is a growing challenge for businesses in Wales. A Welsh Government skills survey of Welsh employers showed that six per cent had at least one vacancy due to skill-shortage – equivalent to 9,000 vacancies across Wales.

## So what is the benefit of employing a Reservist?

- Skills accrued from the Reserve service are transferrable and a tangible to Employers
- Reservists are 'Go Getters' who balance their work commitments, personal life and their Reserve service
- Accredited Forces-funded training can increase productivity in your workplace

- Financial assistance is available to cover costs if your employee is mobilised
- Corporate Social Responsibility – supporting the Forces Reserve contributes to defence and security of the UK

## The Reserve Forces' and Cadets' Association for Wales

RFCA for Wales is the enabling voice for reserves and cadets in Wales. It maintains the estate, provides support to the three Services and connects defence with society through the provision of an extensive 'network of networks'.

### RFCA's work across three core themes:

- support to the cadet experience
- employer and community engagement
- managing the Reserve Estate.

These three pillars underpin the RFCAs overall support to the Reserve Forces and ultimately to the UK's defence capability.

RFCA for Wales,  
Maindy Barracks,  
Cardiff,  
CF14 3YE.

Phone: 02920375735

Email: [wa-info@rfca.mod.uk](mailto:wa-info@rfca.mod.uk)

## Becoming a Reservist

The Reserve Forces are a vital component of our Armed Forces and make an essential contribution to our security. Reservists contribute to society over and above most other citizens; balancing their military duties with their other work and family commitments.

Our Reservists are essential members of our Armed Forces. They work alongside their regular counterparts to deliver the military capability the nation needs in an integrated fashion.

### Royal Navy Reserves

The Royal Naval Reserve, together with the Royal Marines Reserve, form the Maritime Reserves.

The Royal Naval Reserve's involvement in protecting our nation's interests ranges from conflict operations, to counter-terrorism and anti-piracy work. As a Reservist, you'll also have a role to play in providing security at sea and humanitarian assistance across the globe. As part of the whole force you'll be indistinguishable from your Royal Navy counterparts.

<https://www.royalnavy.mod.uk/careers/royal-naval-reserves>

## The Army Reserve

The Army Reserve is the largest of the Reserve Forces. The Army Reserve provides support to the Regular Army at home and overseas, and throughout its history almost every major operation has seen reservists operate alongside their Regular counterparts.

Army Reserve Soldiers come from all walks of life and work part-time as soldiers for the British Army alongside full-time Regular soldiers.

Regular Reservists are soldiers who have left the Regular army but are recalled in times of need to come back and join operations alongside Regular soldiers.

<https://www.army.mod.uk/who-we-are/the-army-reserve/>

## Royal Air Force Reserves

There has never been a more exciting time to be involved with the RAF Reserves, offering you the opportunity to work in rewarding and demanding roles alongside full-time Regular colleagues.

Whether providing relief and aid to countries that need it most or thwarting terrorist actions, being a force for good is what our work is really about.

- In trouble spots around the globe we help police the skies and support peace keeping and reconstruction initiatives.
- We defend UK airspace through reconnaissance, intelligence gathering, surveillance and cutting-edge technology.
- We're the first on the scene, working in disaster zones to deliver urgent humanitarian support

## The National Skills Academy for Food & Drink (NSAFD)

NSAFD helps UK Food and Drink manufacturers to develop, grow and strengthen workforce skills and attract future talent.

They promote industry career opportunities, support firms in their apprenticeship offer and match quality-checked training providers to the precise CPD needs of your business and your people.

As industry-led experts on skills, they act as an influential advocate to administrations of all UK nations on relevant skills policy.

The NSAFD is a not-for-profit organisation led by the industry, for the industry, through its Board and sector employers, which has 2 strands;

1. helping support Careers information and advice to schools colleges and parents and has a dedicated web site called Tasty Careers <https://tastycareers.org.uk/map> which is totally interactive and showcases the types of roles as well as career pathways.

2. working with Food and Drink manufacturers to look at the skills needed within the various sectors working with 5 ISP (Industry Skills Partnership Groups) across Wales. They discuss what skills are needed and if needs be create new training programs and Apprenticeships.

They also work with another organisation that has a dedicated page for jobs within the sector across Wales called the Food Workforce Wales jobs. This is updated weekly with a large number of the vacancies that are available, <https://www.foodskills.cymru/food-workforce-wales/food-drink-jobs/>

As part of the support helping get more people into the sector, they are running a Pilot program which is fully funded programme for a Food and Drink Passport which provides online courses for L2 Food Safety, L2 HACCP, L2 Health and Safety and Allergen awareness.

On completion of all 4 courses, a certificate for each course as well as a certificate of 'Readiness to Work in the Food Sector Certificate'.

The aim is to that once people have completed the courses, NSAFD can help guide individuals to jobs roles that they know that are vacant in the local area and help arrange interviews with the manufacturers that they work with.

[www.nsafd.co.uk](http://www.nsafd.co.uk)

## Veterans UK

Veterans Services, part of Veterans UK, provide one to one support to service personnel, leavers, veterans and their families.

Veterans Welfare Service (VWS) provides holistic support to serving personnel, veterans and their dependants with an enduring welfare need, including assistance with injury and bereavement compensation claims, transition support for personnel being medically discharged and confidential help and support for those who have life limiting illness.

Veterans Welfare Service - GOV.UK ([www.gov.uk](http://www.gov.uk))

Defence Transition Services (DTS) provides holistic, support to Service leavers and their families who are most likely to face challenges as they leave the armed forces, assisting them with adjusting to civilian life by simplifying, coordinating and streamlining access to support across a range of topics, including housing, finances, employment and access to healthcare.

Help for service leavers from Defence Transition Services - GOV.UK ([www.gov.uk](http://www.gov.uk))

Integrated Personal Commissioning for Veterans (IPC4V) provides bespoke support to Service Leavers suffering from complex physical, neurological and mental health issues resulting from a Service -attributable injury.

You can access more information on our services find our contact details and referral forms available on the webpages above or by calling the Veterans UK helpline - 0808 1914 218

## Armed Forces (Serving/Veteran)

If you are a serving member of the Armed Forces or a veteran, there may be benefits, grants or other financial support available to you and your family.

### DWP

#### DWP and the Armed Forces Covenant

As part of the Armed Forces Covenant, the Department for Work and Pensions (DWP) has initiatives that help current and former armed forces personnel and your families access Jobcentre Plus services.

This includes having an armed forces champion in every Jobcentre Plus district who ensures that we provide support that meets your needs.

This page explains the role of the armed forces champion and the way you and your families can access our services.

#### Armed forces champion

**The armed forces champion provides Jobcentre Plus support to:**

- veterans
- service leavers
- serving personnel within their resettlement period
- spouses and civil partners of serving and ex-service personnel

Champions maintain close contact with Jobcentre Plus staff, who make the champion aware of armed forces issues and raise issues with them if you request it. Champions are not always based in the jobcentre.

**The armed forces champion provides Jobcentre Plus support to:**

- develop and maintain joint working arrangements between Jobcentre Plus and the armed forces community in their Jobcentre Plus district
- provide information to Jobcentre Plus staff about specific armed forces initiatives
- provide an understanding of the issues the forces community face that can be a barrier to employment
- be the first point of contact for Jobcentre Plus staff and services welfare and families staff to advise on queries regarding individual armed forces cases – including serving personnel, your families and veterans
- focus specifically on the Jobcentre Plus support available to veterans, service leavers, those within a resettlement period and spouses and civil partners of serving and ex-service personnel – where necessary and appropriate, the champions will work to put support in place.

They also work to raise the profile of the service community in terms of the skills, knowledge and experience they can offer, and work with colleagues to ease some of the barriers to work you face.

The champion will tailor their activities to match the needs of the armed forces community in their district. This means some activities may differ from district to district. The role and responsibilities of the champion remain the same regardless of location.

Each of the services has appointed points of contacts who form a link with the relevant champions within their area.

## Contacts

**Sarah Mallaghan – Wales Armed Forces Lead – 07741673209**

**Jackie Collins – South East Wales - 07826876346**

**Gareth Thomas – South West Wales- 07553677929**

**Kat Graham – North and Mid Wales - 07917732894**

**Wales.armedforceschampions@dwp.gov.uk**

## Veterans Advisory and Pensions Committee (Wales)

**Veterans Advisory and Pensions Committee (Wales)**  
**What's their role?**

  
Veterans Advisory and Pensions Committees (VAPC)

For more information:  
Email: [contact@vapc.wales](mailto:contact@vapc.wales)  
Twitter @VAPCWales

- To provide an independent point of reference for the Veteran Community to raise, respond and promote issues relating to Veterans Services, the Veterans Strategy and the Armed Forces Covenant
- Raise Awareness of and support the implementation of Veteran Services
- Act as an advocate, promoter, facilitator, or communicator of Veterans Services
- Report and make representations and recommendations on existing or proposed Veterans Services
- Liaise, cooperate, and share information on issues of common interest relating to the delivery of Veterans Services with Regional Groups
- Any other specific taskings made by the Minister, the OVA or the Armed Forces Covenant Team in the MOD

## Veterans UK

Veterans Services, part of Veterans UK, provide one to one support to service personnel, leavers, veterans and their families.

**Veterans Welfare Service (VWS)** provides holistic support to serving personnel, veterans and their dependants with an enduring welfare need, including assistance with injury and bereavement compensation claims, transition support for personnel being medically discharged and confidential help and support for those who have life limiting illness. Veterans Welfare Service - GOV.UK ([www.gov.uk](http://www.gov.uk))

**Defence Transition Services (DTS)** provides holistic, support to Service leavers and their families who are most likely to face challenges as they leave the armed forces, assisting them with adjusting to civilian life by simplifying, coordinating and streamlining access to support across a range of topics, including housing, finances, employment and access to healthcare. Help for service leavers from Defence Transition Services - GOV.UK ([www.gov.uk](http://www.gov.uk))

**Integrated Personal Commissioning for Veterans (IPC4V)** provides bespoke support to Service Leavers suffering from complex physical, neurological and mental health issues resulting from a Service -attributable injury.

You can access more information on our services and referral forms available on the webpages above or by calling the Veterans UK helpline - **0808 1914 2 18**

### Want to contact us?

#### Defence Transition Services:

[DBSVets-DTS-Wales-Mid@mod.gov.uk](mailto:DBSVets-DTS-Wales-Mid@mod.gov.uk) (South and Mid Wales)

[DBSVets-DTS-North@mod.gov.uk](mailto:DBSVets-DTS-North@mod.gov.uk) (North Wales)

#### Veterans Welfare Service:

[Veterans-UK-VWS-Wales-Mid@mod.gov.uk](mailto:Veterans-UK-VWS-Wales-Mid@mod.gov.uk)

[Veterans-UK-VWS-North@mod.gov.uk](mailto:Veterans-UK-VWS-North@mod.gov.uk)

## What is the Armed Forces Compensation Scheme?

The Armed Forces Compensation Scheme provides financial help if you have an illness or injury caused by service in the Armed Forces on or after 6 April 2005.

It can also help if you are the spouse or civil partner of a service person whose death was caused by service. In the case of unmarried partners, a substantial relationship must be demonstrated.

The Armed Forces Compensation Scheme consists of weekly payments and lump sum payments.

The weekly payment for serving personnel or veterans is known as a Guaranteed Income Payment (GIP) or there is a Survivor's Guaranteed Income Payment (SGIP) for surviving spouses or civil partners.

Applies to: England, Wales, Scotland and Northern Ireland

Age Rules: You must be of the legal age to join the UK Armed Forces

Type: Non means tested

Taxable: No - for those who have served. SGIP is taxable.

You might be able to get financial help from the Armed Forces Compensation Scheme if you have an illness or injury caused by service in the UK Armed Forces on or after 6 April 2005.

You do not have to have fought in a war or seen active service to get financial help from the Armed Forces Compensation Scheme, as long as you are injured or disabled because of serving in the Armed Forces.

If the period of service which caused your illness or disability was before 6 April 2005, you might get help from the War Pension scheme instead.

## Guaranteed Income Payment (GIP)

A GIP is payable for life to those who could be expected to experience a significant loss of earnings in the future as a result of injury or illness caused by service.

This may be payable to someone who was injured but returned to service or to someone who leaves the UK Armed Forces after injury or illness caused by service.

## Bereaved partners of serving Armed Forces Personnel

You might be able to get financial help from the Armed Forces Compensation Scheme, if your spouse, civil partner, or partner was a service person and their death was caused by service. In the case of unmarried partners, a substantial relationship must be demonstrated.

If the death happened prior to 6 April 2005, you might qualify for a War Widow's/Widower's Pension instead.

The Armed Forces Compensation Scheme is based on a tariff system. This means that the weekly Guaranteed Income Payment you get will depend on how severely you have been hurt or disabled and your age.

A lump sum is payable, also based on the tariff system. It can take an expected level of deterioration of health into account.

If you get a GIP of 50% or more, you may also be entitled to an Armed Forces Independence Payment (AFIP).

Payments might affect other means-tested benefits.

## Bereaved partner of serving Armed Forces Personnel

The weekly Survivor's Guaranteed Income Payments (SGIP) are based on your spouse or civil partner's earnings.

## Bereaved partner of serving Armed Forces Personnel

If you are still serving when your decision is made, payment will be made into the account(s) held on the Joint Personnel Administration (JPA) system. If your salary is paid into more than one account, you need to check them all.

If you are no longer serving when you make the claim or receive your decision, any payment will be made into your nominated bank account.

If you have been notified that you are also entitled to a Guaranteed Income Payment (GIP), this will be payable from the day after your service has ended if your claim was made whilst you were still serving. If your service had already ended when you made your claim, it will be paid from the date your claim was made.

## Armed Forces Compensation Scheme and other benefits

Payments from the Armed Forces Compensation Scheme might affect other means-tested benefits.

## Benefit cap and the Armed Forces Compensation Scheme

If you, your partner, or a dependent child under 18 receive an Armed Forces Compensation Scheme payment, you will be exempt from the Benefit Cap.

You can download an Armed Forces Compensation Scheme claim form to print out and fill in from the Gov.UK website.

You can also contact Veterans UK to get a claim form. You should claim no later than seven years after the injury or illness, unless you're claiming for an illness that started later (sometimes known as a 'late onset illness').

**You can call their helpline on:**

**0808 1914 218 (UK) or**

**+44 1253 866 043 (Overseas)**

You can download a claim form from the Veterans UK website

## Bereaved partner of serving Armed Forces Personnel

To claim as a bereaved partner, you will need to call Veterans UK to request a claim form.

**You can call their helpline on:**

**0808 1914 218 (UK) or**

**+44 1253 866 043 (Overseas)**

You can also get a form from your nearest Veterans Welfare Service office.

## What documents will I need to apply to the Armed Forces Compensation Scheme?

If your claim is in relation to a specific incident or accident, you should provide the following documents or any papers you may have:

- Accident Report Forms
- Hurt Certificates

## Change of circumstances

Awards under the Armed Forces Compensation Scheme are intended to be full and final, taking into account the expected development of an injury or illness.

Under certain circumstances, previous decisions to award injury benefit can be changed if there have been further developments since the original decision was made. For instance, if you feel that your injury or illness has worsened or caused a further injury to develop, you can ask for your original decision to be reviewed.

For details of circumstances in which a review can be carried out and when a decision may be changed, contact Veterans UK.

You can also get further details from the Gov.UK information guide: Armed Forces Compensation: What you need to know.

## How do I challenge an Armed Forces Compensation Scheme Decision?

If you do not agree with your Armed Forces Compensation Scheme (AFCS) claim decision, you can ask for the decision to be reconsidered. This means that your claim will be looked at again by a different assessing officer.

Requests for a decision to be reconsidered must be made in writing, within 12 months of the date on your notification.

### You will need to give reasons for your request:

- Explaining why you consider the decision is wrong
- Providing any information that relates to your injury/illness which were not provided at the time your claim was originally considered and that you think will help with the reconsideration.

If you ask for a decision to be reconsidered, you will be notified in writing,

### Veterans UK will either:

- Uphold the original decision, or
- Change the original decision.

If you still feel the decision is wrong, you can appeal to an independent tribunal within 12 months.

If the tribunal rejects your appeal, you can request the written reasons for their decision. You have six weeks from receiving the reasons to appeal their decision

**The steps that you must take in order to appeal depend on where you live. You can get further details on appealing from Veterans UK:**

**Call their helpline on: 0808 1914 2 18 (UK) or +44 1253 866 043 (Overseas)**

**Email: veterans-uk@mod.uk**

**Post: Veterans UK, Norcross, Thornton Cleveleys, Lancashire, FY5 3WP**

## **Armed Forces Compensation Scheme and Motability**

You can use some of your payment (an amount equivalent to the Disability Living Allowance high rate mobility component or Personal Independence Payment enhanced rate mobility component) towards the hire or hire-purchase of a vehicle through the Motability scheme.

You usually have to pay a deposit but might get help with this.

If you lease the car, then insurance, breakdown cover, and repairs are included. Mileage up to a certain limit is included in the price as well.

If you cannot drive, or prefer not to drive, you can name up to two other people as drivers.

Motability also offers a contract hire scheme for powered wheelchairs or scooters.

**For more information, see the Motability website or phone 0300 456 4566 or text phone 0300 037 0100**

**Armed Forces Independence Payment** - alternative to receiving Personal Independence Payment (PIP) and Disability Living Allowance (DLA).

## **What is an Armed Forces Independence Payment?**

The Armed Forces Independence Payment (AFIP) is designed to provide financial support to service personnel and veterans seriously injured as a result of service to cover the extra costs they may have as a result of their injury.

Type: Non means tested

Taxable: No

## Can I get an Armed Forces Independence Payment?

Armed Forces Independence Payment (AFIP) is an alternative to Personal Independence Payment (PIP) or Disability Living Allowance (DLA). You cannot get AFIP and PIP/DLA for the same period.

To be eligible for an Armed Forces Independence Payment, you must be entitled to a Guaranteed Income Payment (GIP) of 50% or higher of your previous earnings through the Armed Forces Compensation Scheme.

If you are not sure of the rate of your GIP, you can contact the Veterans UK Helpline on 0808 1914 2 18

If you are not entitled to a 50% GIP award or over, you can still apply for PIP in the usual way.

If you receive compensation from the War Pensions Scheme, you will not be entitled to an Armed Forces Independence Payment as you have access to other allowances designed to cover the additional costs related to disability.

## How much Armed Forces Independence Payment will I get?

Armed Forces Independence Payment is paid at a rate of £156.90 per week. This is the same as the enhanced rate of the Personal Independence Payment components and the highest rate of the Disability Living Allowance components.

### Armed Forces Independence Payment and other benefits

Armed Forces Independence Payment is not counted as income when calculating your entitlement to means-tested benefits.

### Armed Forces Independence Payment and the Benefit Cap

Your household will be exempt from the Benefit Cap if you, your partner or a qualifying young person in your household are entitled to an Armed Forces Independence Payment.

**You can call their helpline on:**

**0808 1914 218 (UK) or**

**+44 1253 866 043 (Overseas)**

## Is there a deadline for making a claim?

There are no time limits. However, if you delay returning your claim form it may affect the date it becomes payable. So you should return your claim form as early as possible.

## Change of circumstances

You must report changes in your circumstances which might affect your entitlement to this benefit to Veterans UK.

You may appeal if your claim was rejected or if you think the type of award you've been given is wrong - for example, if you don't think your disability has been correctly assessed.

Contact the Veterans UK Helpline on 0808 1914 218 for information on challenging a decision or see the Veterans UK website

War Pension Scheme - if you have an illness or injury caused by service in the Armed Forces before 6 April 2005 and are no longer serving in the Armed Forces.

You may also be eligible for help with housing costs.

## What is the War Pensions Scheme?

The War Pensions Scheme provides financial help if you have an illness or injury caused by service in the Armed Forces before 6 April 2005.

It can also help if you are the husband, wife or civil partner of a service person who died as a result of serving in the Armed Forces. In the case of unmarried partners, a substantial relationship must be demonstrated.

The War Pensions Scheme consists of either a weekly pension or a one off lump sum payment.

Applies to: England, Wales, Scotland and Northern Ireland

Age Rules: You must be of the legal age to join the Armed Forces

Type: Non means tested

Taxable: No

Administered by: Veterans UK

## Can I apply to the War Pensions Scheme?

### Serving Personnel and Veterans

You might be able to get financial help from the War Pensions Scheme if you have an illness or injury caused by service in the Armed Forces before 6 April 2005 and are no longer serving in the Armed Forces.

If you have an illness or injury caused by service in the Armed Forces on or after 6 April 2005, you might get help from the Armed Forces Compensation scheme instead.

## Bereaved partners of serving Armed Forces Personnel

You may be entitled to a War Widow's/Widower's Pension from the War Pensions Scheme if your spouse's or civil partner's death was a result of their service in the Armed Forces before 6th April 2005.

If the death happened on or after 6th April 2005 whilst still serving in Armed Forces, you may qualify for the Armed Forces Compensation Scheme instead.

You are not entitled to a War Widow's/Widower's Pension as well as a Bereavement benefit. However, the War Widow's/Widower's Pension is usually paid at a higher rate and is tax-free.

## How much can I get from the War Pensions Scheme?

### Serving Personnel and Veterans

The basic War Pension is worked out based on your degree of disability as a percentage. If you are assessed at 20% or more then you will receive a weekly pension. If you are assessed at less than 20% you will receive a one-off lump sum payment instead.

If you get a War Pension, you may also be entitled to extra allowances.

See Gov.UK website for War Pension Scheme rates from April 2022.

### Bereaved partner of serving Armed Forces Personnel

The War Pension Scheme includes a War Widow/Widower's Pension which has a higher rate and a lower rate.

**You will get the lower rate unless you fit one of the following criteria for the higher rate:**

- You are the widow/widower of an officer above the rank of Major or equivalent; or
- You are aged 40 or over; or
- You are under 40 and getting an allowance for a child; or
- You are under 40 and unable to support yourself financially.

## Christmas Bonus

If you receive a War Widow/Widower's Pension, you also qualify for a Christmas Bonus each year. This is usually £10. You do not need to make a claim for the bonus: it is paid automatically. It does not affect any other benefits you might get.

## How will I be paid from the War Pensions Scheme?

Payments are made directly into your bank, building society or other account providers.

## War Pensions Scheme and other benefits

If you receive additional allowances on top of your basic War Pension, some of these extra allowances may affect your entitlement to other means-tested benefits. You must inform the relevant benefit offices, local authorities and tax credit office if you receive payment under the War Pension Scheme.

## Benefit cap and the War Pensions Scheme

If you receive a War Pension or War Widow/Widower's Pension, your household will be exempt from the Benefit Cap.

## How do I apply to the War Pensions Scheme?

### Armed Forces Personnel and Veterans

You should contact Veterans UK to get a claim form. They will also help you fill it in.

**You can call their helpline on:**

**0808 191 4218 (UK) or**

**+44 1253 866043 (Overseas)**

You can download a claim form from Veterans UK website

You should claim within five years of the event that caused the injury or ill health.

### Bereaved partner of serving Armed Forces Personnel

You should contact Veterans UK to get a claim form. A War Pensions welfare officer can visit you to help you claim this and anything else you may be entitled to.

**You can call their helpline on:**

**0808 191 4218 (UK) or**

**+44 1253 866043 (Overseas)**

You can also get a form from your nearest Veterans Welfare Service office.

You can download a claim form from Veterans UK website.

## What documents will I need to apply to the War Pensions Scheme?

You must enclose any evidence that you feel will support your claim, such as letters or reports from doctor, consultant or hospital, your Certificate or Statement of Service or Accident Report Form

## When will my War Pension claim begin?

War Pension claims aim to be made within an average of 52 working days. Some cases take longer than others simply because they are more complicated.

### Change of circumstances

You must report changes in your circumstances which might affect your entitlement to this benefit to Veterans UK

## How do I challenge a War Pensions Scheme decision?

If your claim is unsuccessful, you can ask Veterans UK to reconsider their decision. See the Veterans UK website for more information.

You may appeal if your claim was rejected or if you think the type of award you've been given is wrong, for example, if you don't think your disability has been correctly assessed.

Contact the Veterans UK Helpline on 0808 1914 218 for information on challenging a decision.

## What is Personal Independence Payment (PIP)?

Personal Independence Payment (PIP) is money for people who have extra care needs or mobility needs (difficulty getting around) as a result of a disability.

### There are two parts called components:

- The daily living component, and
- The mobility component.

You may qualify for one or both of them.

PIP is replacing Disability Living Allowance (DLA) for people aged 16 - pension age.

This guide gives an overview of PIP.

Listed below are some more guides which may help you if you are claiming PIP:

Claiming Personal Independence Payment (PIP) – A step-by-step guide to claiming PIP, including tips for the claim form and the assessment.

Personal Independence Payment (PIP) Test – A guide to the rules for getting PIP, including how many points you can get in the PIP Test.

Personal Independence Payment (PIP) and Other Help – A guide to the other help you can get when you get PIP, including Motability, travel concessions and extra amounts of other benefits.

Challenging a Personal Independence Payment decision – A step-by-step guide for sorting out a wrong decision.

Applies to: England, Scotland, Wales and Northern Ireland

Age rules: You must be 16 or over but under State Pension age when you first claim.

If you have a child with an illness, injury or disability, see Disability Living Allowance - children.

If you are over State Pension age, see Attendance Allowance

Type of benefit: Non means tested

Taxable: No

## Can I get Personal Independence Payment (PIP)?

You may be entitled to Personal Independence Payment (PIP) if you have daily living and/or mobility needs.

Unless you are terminally ill or you are transferring onto PIP from Disability Living

**Unless you are terminally ill or you are transferring onto PIP from Disability Living Allowance (DLA), your needs must:**

- Have lasted for the past three months, and
- Be expected to continue for the next nine months

## Daily living needs

**You may have daily living needs if your disability or health condition means you need help doing these things to look after yourself:**

- Make food or cook
- Eat and drink
- Take your medication
- Do your treatment
- Wash and bathe
- Go to toilet
- Dress and undress
- Speak
- Read and understand
- Socialise
- Handle money

It doesn't matter whether you actually get the help you need.

Help can include things like encouraging or reminding you to do something.

## Mobility needs

You may have mobility needs if you need help to get around outside your home independently.

For example, you may count as having mobility needs if you need help to plan and follow a journey because of a learning difficulty, a mental health issue or a sensory impairment.

You may count as having mobility needs if you have difficulty walking or are unable to walk.

## What help counts

**You count as needing help to do an activity if you need a person or a thing to:**

- Do it for you
- Do it with you
- Remind you to do it
- Watch you do it to keep you safe

**You may count as needing help if you need help but do not actually get it. For example, if you do an activity yourself but:**

- It isn't safe
- You can't do it well enough
- You can't do it often enough
- It takes you a long time.

## What is Attendance Allowance?

Attendance Allowance is money for people aged pension age or over who have care needs. You may have care needs if you need help with activities of daily living, such as getting dressed, going to the toilet or having someone to look after you so you do not hurt yourself.

It could include help outside the home. It does not matter if no one actually gives this help, as long as you can show you need it.

You can have any type of disability or illness, including sight or hearing impairments, or mental health issues such as dementia or depression.

Attendance Allowance does not cover mobility needs.

To claim Attendance Allowance, you must have needed help with your care needs for at least 6 months. (If you're terminally ill, you can make a claim straight away.)

Attendance Allowance is paid at two different rates and how much you get depends on the level of care that you need because of your disability.

Attendance Allowance is not means-tested so your income and savings are not taken into account when assessing if you qualify for the benefit.

Claiming Attendance Allowance won't reduce any other income you receive. If you're awarded it, you may become entitled to other benefits, such as Pension Credit, Housing Benefit or Council Tax Reduction, or an increase.

Applies to: England, Wales, Scotland and Northern Ireland

Age rules: You must be Pension Age or over

If you are aged under pension age, see our Personal Independence Payment guide

Type of benefit: Non means tested

## What is Employment and Support Allowance (ESA)?

Employment and Support Allowance (ESA) is money for people who have limited capability for work because of their sickness or disability but do not get Statutory Sick Pay.

**There are two types:**

- income-related Employment and Support Allowance
- contributory/New Style Employment and Support Allowance

Income-related Employment and Support Allowance is being replaced by Universal Credit. Please go to the [Can I get Employment and Support Allowance?](#) page of this guide for information on who can still claim.

Applies to: England, Northern Ireland, Scotland and Wales.

Age rules: You must be 16 or over and under State Pension age.

Type of benefit:

Income-related ESA is means tested

Contributory ESA is non means tested

Taxable:

Income-related ESA is not taxable

Contributory ESA is taxable

## What is Universal Credit (UC)?

Universal Credit is a means-tested benefit for people of working age who are on a low income.

### It replaces six means-tested benefits:

- Income Support
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- Housing Benefit
- Child Tax Credit
- Working Tax Credit.

The above six benefits are also known as legacy benefits.

Universal Credit is paid monthly. (In Scotland, you can choose to have it paid twice a month).

Department for Work and Pensions (DWP) works out how much money you get in two steps:

1. It works out what it thinks you should need to live on, based on your household's circumstances, then
2. It takes away some of the income you have coming in.

## Already claiming legacy benefits?

You don't need to do anything if you are already claiming existing legacy benefits and your situation stays the same. If you have had a change of circumstance, see [Switching from other benefits](#)

Applies to: England, Scotland, Northern Ireland and Wales

Type of benefit: Means tested

Taxable: No

## Can I get Universal Credit (UC)?

Whether you can claim Universal Credit depends on your personal circumstances. If you are receiving any legacy benefits, you will lose these if you claim Universal Credit, and will not be able to go back on them.

### To claim Universal Credit you must:

- Be 18 or over (some under 18s can claim Universal Credit. See our guide for 16-18 year olds)
- Be in Great Britain

- Not be in education (some people in education can claim Universal Credit. See our guides for full-time students and part-time students)
- Have accepted a claimant commitment (unless you have a terminal illness or lack mental capacity).

If you have a partner, you will make a joint claim as a couple. If one of you does not meet any of the above conditions, that person will be ignored for the purposes of calculating the Universal Credit maximum amount - although their savings/capital, income and earnings will still be taken into account.

In most cases, you have to be under pension age. If you live with a partner and one of you is over pension age and one is under, you can claim Universal Credit. However, you might have other options too. Use our Benefits Calculator to see all your options.

## What if I am disabled?

Most people with illnesses or disabilities can claim Universal Credit.

## What if I am over Pension Credit age?

Universal Credit is paid to people of working age and is not a benefit for people who have reached Pension Credit age. You would claim Pension Credit instead of Universal Credit.

If one member of a couple is pension age and the other one is working age, you will usually need to claim Universal Credit. There are some exceptions to this. Use our Benefits Calculator to check which benefits you can claim.

## Do I need to claim Universal Credit?

If you are already claiming any of the benefits that Universal Credit replaces, you can carry on getting your benefits. If you have any change of circumstances that means your existing claims for these benefits ends, you won't be able to make new claims for any of the benefits Universal Credit replaces.

No one has to make a claim for Universal Credit. However, you might find that a change of circumstances means you need help that is now provided through Universal Credit.

If you have had a change of circumstances, you should speak to an adviser to find out whether this means you should make a claim for Universal Credit.

In the future, everyone will be moved on to Universal Credit through a process called managed migration. At the moment, the Department for Work and Pensions (DWP) plans to complete managed migration by the end of 2024.

### Switching from other benefits to Universal Credit

Whether you have had a change in circumstances that has meant your old benefits have stopped or you have decided you would like to choose to move onto Universal Credit, there are a few things to think about and some common questions people have.

## What will happen to my other benefits?

If you're receiving Working Tax Credit or Child Tax Credit, they will stop as soon as you make your Universal Credit claim. Sometimes the tax credits department of HM Revenue and Customs (HMRC) are slow to cancel claims. This can mean you receive an overpayment of tax credits which you have to pay back.

If you're getting Tax-free Childcare, your account will be closed as soon as you claim Universal Credit.

**If you are receiving any of these benefits, they will stop two weeks after you make your Universal Credit claim:**

- Housing Benefit (England, Scotland, Wales) or Housing Benefit (Northern Ireland)
- income-related Jobseeker's Allowance (JSA)
- income-based Employment and Support Allowance (ESA)
- Income Support

If you are getting Council Tax Reduction/Support, you should contact your council to let them know you've claimed Universal Credit.

Any other benefits you're getting should carry on being paid the same as usual.

## If I don't like Universal Credit, can I switch back?

No. Once you have started a Universal Credit claim, you won't be able to move back onto your old benefits.

There is an exception to this for people who have been victims of identity fraud and had claims made for Universal Credit in their name but without them knowing about it.

If this has happened to you, you should get advice on how to have your old benefits claim restarted.

## Will I be better off on Universal Credit?

### Use our Benefits Calculator

Some people do find they are better off on Universal Credit and some do not. The best way to check is to use our Benefits Calculator to see what you're able to get under the two systems.

### Transitional protection

Although everyone will be moved onto Universal Credit eventually, this will be done through a process of invitation. People who get the invitation to move onto Universal Credit will get transitional protection payments to make sure they are not worse off on Universal Credit than on their old benefits. You won't get the transitional protection if you decide for yourself to move to Universal Credit.

## How the five-week wait affects your payments

Even if your results do show you will be better off on Universal Credit, it is important to remember that you won't get any payment for the first five weeks after you make your claim. Most people find they need to take an advance to get them through this first period. An advance is a loan which has to be paid back over 24 months. This means that for the two years of your Universal Credit claim you will receive less money.

Advances are generally taken back at 25% of your standard allowance.

- For a single person under 25, this is £64.33 per month
- For a single person 25 or over, this is £81.21 per month
- For a couple where both are under 25, this is £100.98 per month
- For a couple where one or both are 25 or over, this is £127.48 per month.

## If I claim Universal Credit, will I have to look for work?

Under Universal Credit, more people are expected to look for work than in the old benefits system.

If you have been claiming Employment and Support Allowance (ESA) or Income Support as a couple, neither of you would have been expected to look for work. Once you move onto Universal Credit, you might find that one or both of you will be expected to look for work.

Whether you have to look for work when you're claiming Universal Credit depends on each individual's circumstances. Find out more about what you have to do to receive Universal Credit.

## Where can I get more advice?

Citizens Advice operates a helpline for people in England, Scotland and Wales where you can get advice on whether Universal Credit is right for you.

**Wales: 08000 241 220 (Relay UK: 18001 08000 241 220)**

## Pensions

### Unclaimed Service Pensions

If you served in the Armed Forces after April 1975, you could have an unclaimed pension. AFPS 75 pensions earned before April 2005 are payable at age 60.

To claim your preserved pension, go to the Veterans UK website and fill in AFPS Form 8. You will not receive the pension automatically - you will have to make a claim. You should send off the form 3 months before your pension is due. If you have passed the due date you can still claim using the same form.

#### Am I owed a pension?

Initially, individuals had to serve for five years and be at least age 26 to qualify. From April 1988, qualification period reduced to two years paid service from age 18 (21 for Officers).

#### The only veterans who will never receive pensions are those who:

- Left before April 1975 without an immediate pension.
- Only served for a very short time.
- Transferred their preserved pensions out of the AFPS.
- Served on gratuity earning terms rather than pensionable terms.
- Forfeited their pension for disciplinary reasons.

#### How much will I get?

Your pension will increase annually with inflation from age 55, and you may be eligible for a tax-free lump sum when you claim.

#### For example:

- Someone who left service in April 1978 with a preserved pension of £800 would now have a preserved pension of over £4,500 and a lump sum of over £13,500.
- Someone who left in April 1982 with a preserved pension of £1,100 would now have a preserved pension of about £4,000 and a preserved pension lump sum of almost £12,000.
- Someone who left in April 1985 with a preserved pension of £1,500 would now have a preserved pension of just over £4,500 and a preserved pension lump sum of just over £13,500.

**For information about preserved pensions, contact Veterans UK:**

Telephone: 0800 085 3600 or +44 141 224 3600 if calling from overseas

Email: [dbs-pensionshelp@dbspv.mod.uk](mailto:dbs-pensionshelp@dbspv.mod.uk)

Post: Veterans UK, Pensions Division, Mail Point 480, Kentigern House,  
65 Brown Street, Glasgow G2 8EX

## Forces Pension Society

A not-for-profit military pension watchdog

The Forces Pension Society is an independent, not-for-profit organisation that acts as a pension watchdog for the entire military community.

The Society empowers its members to make better, well-informed choices about their Armed Forces Pension. We provide members of the Armed Forces Pension Schemes and their partners with personalised pension guidance. We influence at the 'top table', working in collaboration with government for the appropriate delivery of your pension.

The society runs a series of roadshows and other educational sessions to better prepare the Armed Forces community on all pension matters. Members receive a variety of benefits including significant discounts and deals across a wide range of commercial goods and services.

Our pensions experts help our Members navigate their way through the pension maze empowering them to make better informed decisions.

### General enquiries

+44(0) 20 7820 9988

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

### Office address

The Forces Pension Society  
68 South Lambeth Road  
London  
SW8 1RL

## Support Organisations

### Cardiff and Vale Credit Union

Cardiff and Vale Credit Union can offer Vale residents and workers a number of services:

- Adult Savings Accounts
- Loans from as little as £100
- Junior Saver Accounts
- Loans for white goods and appliances at competitive rates via our scheme with the Co-operative

Find out more on the Cardiff and Vale Credit Union website. <https://www.cardiffcu.com/>

## Citizens Advice

### How the five-week wait affects your payments

In life we can all face problems that are challenging to deal with. At Citizens Advice we believe no one should have to face these problems without good quality, independent advice. That's why we're here: to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

### We give advice to millions of people

Our network of independent charities offers confidential advice online, over the phone, and in person, for free. When we say we're for everyone, we mean it. People rely on us because we're independent and totally impartial.

You can contact an adviser through our national phone service, Advicelink between 9am to 5pm, Monday to Friday:

**Advicelink: 0800 702 2020**

**Text relay: 18001 0800 1448884**

<https://www.citizensadvice.org.uk/wales/>

## Forces MoneyPlan

Forces MoneyPlan, a pro-bono initiative offering free, confidential financial guidance to all Armed Forces personnel and Veterans. All guidance is provided by fully qualified financial advisers and members of the Personal Finance Society, who have volunteered both their time and expertise. Forces MoneyPlan enables recipients to be more informed about their financial well-being and less vulnerable to misinformation and scams.

**Website:** [Forces MoneyPlan](#)

**Email:** [forcesmoneyplan@thepfs.org](mailto:forcesmoneyplan@thepfs.org)

**Telephone:** 0207 397 1168

## Money Helper

MoneyHelper joins up money and pensions guidance to make it quicker and easier to find the right help, MoneyHelper brings together the support and services of three government-backed financial guidance providers: the Money Advice Service, the Pensions Advisory Service and Pension Wise.

**Contact:** 0800 011 3797

[www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)

## Money Advice

Council tenants who need support with financial matters can contact the Money Advice Team.

Whilst the team spends most of its time helping tenants in arrears, they can support anyone who requires help with their money.

### Want help?

[moneyadvice@valeofglamorgan.gov.uk](mailto:moneyadvice@valeofglamorgan.gov.uk)

01446 709312 / 01446 709588 / 01446 709146

## Cardiff Money Advice

Help with managing your money and debts

Dealing with money issues can be confusing, but if you don't understand how things like credit or mortgages work, you could end up losing out financially or getting yourself in debt.

If you're struggling to manage your money, we can offer help and support in a number of areas such as budgeting, income maximisation and managing debt.

See our website [www.cardiffmoneyadvice.co.uk](http://www.cardiffmoneyadvice.co.uk) for further help and advice or call the Advice Line on 029 2087 1071.

## StepChange

You can receive expert advice from StepChange, a national charity helping those in debt. They will take details of your debts and help you create a personal budget. They will use this information to work out your options and provide you with a personal action plan explaining what to do next. You can access this support online through Debt Remedy or by calling their helpline on 0800 138 1111.

## The Royal British Legion – Benefits, Debt and Money Advice (BDMA) Service

The Royal British Legion is a Service charity offering support and practical help to all members of the Armed Forces community. Their dedicated Benefits, Debt and Money Advice (BDMA) Service offers comprehensive support for those with unmanageable debt. We provide specialist compensation advice, help with debt and emergency situations, and can support you through grant applications.

Our benefits and money advice team can help you manage your finances and also support you if you are experiencing financial problems.

If you need help to meet unexpected expenses, we may be able to help you. Each year, our Immediate Needs Grants Scheme helps thousands of people through emergencies by providing an individual crisis grants

**Call their contact centre on 0808 802 8080 for assistance.**

## Tax Volunteers

Tax Volunteers is a national charity offering free tax advice to people who are over 60 and on a low income. You can seek advice on any personal tax problem, no matter how complex the issue may be. Visit the Tax Volunteers website for more information or call their helpline on 0845 601 3321 or 01308 488066.

## Turn2us

Turn2us is a national charity providing practical help to people who are struggling financially.

Anyone can be a missed pay-cheque, illness or bereavement away from a real financial crisis, which is why we can help you find the support you need to get back on track.

The Benefits Calculator takes less than 10 minutes to complete and it will tell you which means-tested benefits you may be entitled to, including tax credits.

The Grants Search can help you look for funds that might be able to give you a grant or other types of help.

We also award our own grants from the Turn2us Elizabeth Finn Fund, the Turn2us Response Fund, and the Turn2us Edinburgh Trust.

### Contacting the helpline

**Call us on: 0808 802 2000, 9.00 am - 5.00 pm Mondays-Fridays.**

All calls are free from a UK landline and from most mobiles. If you are calling from a mobile, please check with your network provider. Or please use our contact form

Write to us: Turn2us, Hythe House, 200 Shepherds Bush Road, London W6 7NL.

## The Armed Forces Covenant Trust Fund

The Armed Forces Covenant Fund Trust (the Trust) supports the Armed Forces Covenant by delivering funding programmes that create real change to Armed Forces communities across the UK.

We are a charity and are classified as a Non-Departmental Public Body, or NDPB. We look after the Armed Forces Covenant Fund, worth £10M each year.

The Armed Forces Covenant Fund has four broad funding themes now and in future years.

1. Non-core healthcare services for veterans.
2. Removing barriers to family life.
3. Extra support, both in and after Service, for those that need help.
4. Measures to integrate military and civilian communities and allow the Armed Forces community to participate as citizens.

We also work with HM Government to run other funding programmes that have a positive impact on Armed Forces communities.

### Targeted grant making

All our grants are awarded through specific programmes. Each programme has an aim, which describes the change that we would like the funded projects to achieve. You can find out more about this in our programmes section.

We develop our funding programmes based on evidence of challenges that people within the Armed Forces community face, and where we think that funding from us would be able to make a significant difference to the problem.

We work with partners in government and in the charity sector to develop our programmes, and often run programme consultations.

### Inclusive grant making

We've run some significant programmes exploring serious mental ill-health in veterans, and how we might support families and their carers. We also funded programmes looking at ex-Service personnel in the Criminal Justice System, and programmes to provide better support for Armed Forces families. Impact work looking at the effectiveness of these programmes is underway and we look forward to sharing this, as well as more of the resources that have been developed by our grant holders.

### Inclusive grant making

We know that it can be time consuming and challenging to apply for funding. We'll continue to make our programme guidance as clear as possible, and if an organisation is unsuccessful in their application, we will always provide written feedback.

<https://covenantfund.org.uk>

## Veterans' Foundation

The Veterans' Foundation has established a substantial grants programme to support charities and organisations that provide support to those in need among serving armed forces personnel, veterans, operationally qualified seafarers and their immediate families.

The broad range of charities and organisations supported by the Veterans' Foundation is extensive and covers every aspect of social care including: homelessness, employability, poverty, disability, welfare issues, mental health, marriage guidance, care during old age and confidence building.

Two grants are available 1) Grants of any sum up to a maximum of £30K may be awarded. Trustees will also consider a bid for a spread grant up to a maximum of £30K, i.e. £30K as £10K for each of the next two or three years. 2) Grants of any sum up to a maximum of £40K for the exclusive use on salaries over a two-year period may be awarded i.e. £40K as £20K for each of the next two years. In some cases, the grant award may be limited to one year and grantees will be asked to reapply at a later date for the second year of funding.

The grants are competitive, and the VF gives priority to charities and organisations who can demonstrate that they are directly involved in the provision of support to those in need, as well as well-run organisations of low to medium wealth.

**Instructions, guidance and the application process for all grants can be found online here:**

[www.veteransfoundation.org.uk/grant-application/](http://www.veteransfoundation.org.uk/grant-application/).

### Contact details

Grant Manager at [grants@veteransfoundation.org.uk](mailto:grants@veteransfoundation.org.uk).

## Priority Healthcare Treatment for Veterans in Wales

UK veterans are entitled to priority access to NHS care for service-related conditions. Ensure your records that are held with your GP indicate you have served in the Armed Forces.

If you're dissatisfied with the service you receive, talk to your GP or contact the Public Services Ombudsman.

## Loneliness & Social Isolation in the Armed Forces Community

The Legion's 2014 Household Survey of the ex-Service community found that 370,000 older veterans reported being lonely. Furthermore, over twice that number reported experiencing some relationship or isolation difficulty – equivalent to around 770,000 people. Despite these findings, research on loneliness and social isolation across the UK Armed Forces community remains scant.

The Legion's new report, Loneliness and social isolation in the Armed Forces community, explores these issues across the community, consisting of Serving personnel, veterans and family members. It explores how members of the community experience these issues, what are the unique triggers for this community, and what barriers exist to seeking support.

### Key Findings

- 1 in 4 of survey respondents indicated that they feel lonely and socially isolated 'Always' or 'Often'
- Almost 70% agreed that loneliness and social isolation are issues in the Armed Forces community.
- Moving to a new area was the most common cause of social isolation amongst survey respondents.
- Exiting the Armed Forces was the most common cause of both loneliness and social isolation.

Findings from this research suggest that some elements of Forces lifestyle can increase vulnerability to loneliness and social isolation.

### These include:

- Increased volume of transitions in the Forces.
- A culture of self-reliance and avoidance of 'weakness'.
- Long periods of separation from partner and family.
- Impact of injury and/or sudden discharge on career and family.

If you are feeling isolated, try and access the many hubs/breakfast clubs that are in your region. Run by veterans for Veterans.

## ABF The Soldiers' Charity

ABF The Soldiers' Charity offer a lifetime of support to soldiers, veterans and their immediate families when in need. They can provide grants to veterans and their dependants to help them find meaningful employment after Service.

**Website:** ABF The Soldiers' Charity

**Telephone:** 020 7901 8900

## Age Cymru

Age Cymru is the national charity for older people in Wales and we're here when we're needed the most. Age Cymru Advice provides confidential, impartial and expert information and advice to older people, their families, friends, carers and professionals.

We're here for older people when they need us.

### Together with our local partners

- We provide information and advice
- We deliver wellbeing programmes
- We provide independent advocacy
- We support carers
- We campaign and research

**Visit [www.ageuk.org.uk/cymru/](http://www.ageuk.org.uk/cymru/) or call us on 029 2043 1555 for more information**

### We provide information and advice

If you'd like to talk to someone in Welsh or in English, you can call Age Cymru Advice on 0300 303 44 98, charged at local rate and open between 9am and 4pm Monday to Friday. You can also email us at [advice@agecymru.org.uk](mailto:advice@agecymru.org.uk)

People with hearing loss can contact the service via the Next Generation Text service or Text Relay service. We also work in partnership with LanguageLine Solutions to provide access to interpreters covering more than 240 languages.

## All Call Signs

All Call Signs is an award-winning peer support network for veterans, serving military personnel and their families.

**Our Peer Support Workers are on hand seven days a week to support you in accessing the right services in a range of areas, including:**

- Mental health & wellness
- Alcohol & substance misuse
- Parenting & caring
- Housing & accommodation
- Friendships & community
- Managing difficult emotions

## Contact Details:

023 9438 7914

## Bite Back – Dental treatment for veterans

Restoring lives, one smile at a time.

Vets Bite Back is an initiative managed and run by Den-Tech.

We were approached by Blueprint Dental company and the Southampton Veterans Drop in Centre to form the first Vets Bite Back surgery and onsite dental laboratory. This is an to enable free dental care for homeless veterans and those that can't afford to have dental care even on NHS due to financial circumstances.

The clinical equipment has been supplied and fitted by the Blueprint Dental company and the lab equipment and supplies etc have been supplied by Den-Tech from donations from our fellow technicians around the country.

This project will be managed and ran by Den-Tech on behalf of the veterans centre and will look to expand and offer its services to other veteran's centres around the country once the pilot service in Southampton is fully up and running.

The aim is to be able to offer immediate onsite basic dental treatments via a clinical team and the lab side onsite will be able to offer simple denture repairs, additions and relines etc. More complex lab services will be offered via our volunteer laboratories around the country via a postal service.

## Contact details:

[Andrea.johnson@den-tech.org](mailto:Andrea.johnson@den-tech.org)

07853 224574

## Blesma

Since 1932, we have been the only national Armed Forces Charity that supports limbless veterans for the duration of their lives.

Blesma, The Limbless Veterans helps all serving and ex-Service men and women who have lost limbs, or lost the use of limbs or eyes, to rebuild their lives by providing rehabilitation activities and welfare support.

We are the only national Service charity that supports limbless veterans for the duration of their lives, offering financial and emotional support to them and their families. Since WW1 we have worked tirelessly to guarantee that our limbless veterans are not failed, forgotten or left to fend for themselves.

**Contact details:**

Tom Hall, Blesma Support Officer.

Providing Welfare Support to Blesma Members, their families and widows.

**0208 548 7098**

**0778 0165085**

**bsowest@blesma.org**

**<https://blesma.org>**

## Blind Veterans

### Could Blind Veterans UK help you or someone you know?

Blind Veterans UK is the national charity for ex-Service men and women with severe sight loss.

Founded in 1915 in response to blinded soldiers returning from the First World War, and previously known as St Dunstan's, Blind Veterans UK has supported tens of thousands of Armed Forces and National Service veterans to rebuild their lives after sight loss.

While Blind Veterans UK initially cared for veterans blinded in active Service, today they help veterans no matter what caused their sight loss.

They help veterans to learn vital life skills and give them the tools they need to be safe in their own homes. Giving veterans free rehabilitation, training and support they need to live independent lives.

Blind Veterans UK has a network of local support teams all over the UK who give veterans the rehabilitation and training they need closer to them, either in their own home, their local area, or remotely.

They also have two dedicated centres supporting wellbeing in all aspects of blind veterans' lives including holidays and respite breaks. As well as providing free specialist equipment, the charity also supports veterans to find new hobbies such as art and other creative activities.

If you or someone you know is entitled to Blind Veterans UK's free support then please call **0800 389 7979** or visit **[blindveterans.org.uk/support](http://blindveterans.org.uk/support)**.

**Contact details:**

Beth Lowden - Volunteer Coordinator (Community 5) Blind Veterans UK Rebuilding lives after sight loss.

**[beth.lowden@blindveterans.org.uk](mailto:beth.lowden@blindveterans.org.uk)**

**[blindveterans.org.uk](http://blindveterans.org.uk)**

## Care after combat

**'Phoenix' is the name of the project to reduce the number of re-offending veterans released from prison.**

During 2014, the Government undertook a review of Veterans within the Criminal Justice System published in December 2014. Veterans form the largest occupational group in prison. Project Phoenix was designed to specifically respond to the issues raised in the report. Project Phoenix has been operational since May 2015.

Mentorship is introduced during the final 18-months of sentencing and continues following release, the latter, for a period of no less than 12-months. Inclusion criteria are Veterans in the final 18-months of sentencing.

All Care after Combat mentors have undergone formal training, initially validated by the National Offenders and Management Service (NOMS) and upgraded quarterly as part of their ongoing professional development. The results of the current mentoring intervention are remarkable with an absence of re-offending in the sample group.

**2017/18 delivering a 96% success rate.**

The key benefit of Project Phoenix is, of course, to the lives of the Veterans and their families, but there are also significant benefits to wider society, not least the financial savings of diverting them away from the criminal justice system.

### First Contact

If you have a problem, call First Contact and one of our team will steer you in the right direction.

0300 343 0255

### Contact Details

Rob Nicholls, Regional Manager - Wales, Care after Combat Wales,  
Suite 2F 2nd Floor The Post House, Adelaide Street, Swansea SA1 1SB

07794201032

[robn@careaftercombat.org](mailto:robn@careaftercombat.org)

[www.careaftercombat.org](http://www.careaftercombat.org)

## Change Step Wales

### What is Change Step?

Change Step offers effective support for veterans in Wales, delivered by Adferiad Recovery - including dedicated services for those in crisis, older veterans, and people with mental health and substance misuse needs.

Our team of veteran peer mentors use their own experiences to help veterans confront challenges in their lives, and to navigate and engage with support services throughout Wales.

## Who is Change Step for?

We help anyone who has been a member of the UK Armed Forces, full-time or reserve.

## What does Change Step do?

### We provide:

- Crisis peer mentoring for veterans who need urgent access to help in relation to mental health, substance misuse, and other issues.
- Dedicated mentoring for ex-forces personnel accessing treatment through Veterans NHS Wales - the first nationwide, joined-up mental health support of its type.
- Effective liaison between prisons, local authorities and statutory services to support veterans who are being transferred to a Welsh prison, or who are returning to live in Wales, as part of the SToMP project.
- Practical and direct support for older veterans, helping to tackle isolation in our communities.

Our team of veteran peer mentors use their own experiences to help veterans confront challenges in their lives, and to navigate and engage with support services throughout Wales.

## Combat Stress

The Combat Stress 24Hour Helpline is for the military community and their families. It can advise Veterans, serving personnel, reservists and their families, on issues from mental health to practical support..

## Support

Specialising in the care of Veterans with Post Traumatic Stress Disorder, services are free of charge. A 24 hour confidential Helpline is also available for immediate support.

If you're a veteran, service personnel in need of help, or if you know someone who you think needs help, contact us any time on our free Helpline, text or email:

### Contact Details

Helpline: 0800 138 1619

Helpline text: 07537 404719

Helpline email: [helpline@combatstress.org.uk](mailto:helpline@combatstress.org.uk)

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

## Cyfle Cymru

Cyfle Cymru is a service which helps people with substance misuse issues and/or mental health conditions into work, education or training.

### Who is eligible?

They can support you towards and into work if:

- You are aged 16-24 and not in employment, education or training.
- You are aged 25 or over and long-term unemployed or economically inactive.
- You live in the Gwent area.
- You are in recovery from substance misuse and/or mental health issues.

### Contact Details

If you are in the Gwent area:

01633 258489- this number covers Newport, Monmouthshire, Torfaen, Caerphilly, and Blaenau Gwent.

If you are in the Western Bay area-

01792 646 421 - this will cover Swansea, North Port Talbot, and Bridgend.

[info@gwentoows.com](mailto:info@gwentoows.com)

[www.dacw.co.uk](http://www.dacw.co.uk)

[ask@cyflecymru.com](mailto:ask@cyflecymru.com)

CyfleCymruGwent

## Forces Fitness

Forces Fitness is a multi-award winning company that provides education and training within the great outdoors.

They provide a number of services from tailor made health and wellbeing days or residential retreats for your company, organisation, school, college or university.

All their sessions are engaging and are instructed by either ex or serving members of the armed forces.

### Contact Details

[www.forcesfitness.co.uk](http://www.forcesfitness.co.uk)

07855 493316

## GambleAware

GambleAware funds education, prevention and treatment services and commissions research to broaden public understanding of gambling-related harm. Use GambleAware's website to find out how gambling works, to check if you, or someone you know, may have a gambling problem, and find tips on how to stay in control. Also access free, confidential help via the National Gambling Helpline, by phone or online.

**Website:** [begambleaware.org](http://begambleaware.org)

**Email:** [Contact@BeGambleAware.org](mailto:Contact@BeGambleAware.org)

**Telephone:** National Gambling Helpline - 0808 8020133

## Gurkha Welfare Trust

We enable Gurkha veterans, their families and their wider communities to live their lives with dignity in Nepal.

We deliver a package of care to Gurkha veterans and widows to ensure they can live with dignity.

- Welfare Pension
- Disability Support Grant
- Emergency Hardship Grant
- Winter Allowance
- Home Carer's Allowance
- Staff Discretionary Grant

Our Pensioner Support Teams journey into the hills of Nepal on motorbikes, in 4x4 vehicles and on-foot to pay them a pension, check their health and deliver medication in their own homes.

### Contact Details

The Gurkha Welfare Trust,  
PO Box 2170,  
22 Queen Street,  
Salisbury, SP2 2EX

**01722 323 955**

## Llamau Family Mediation

Llamau are based in Caerphilly, and support young people aged 14-24 years old who are having issues with their parents and are considering leaving home or are being evicted by their families.

Llamau offers a neutral approach; supporting families to resolve their issues and to help prevent youth homelessness in the County of Caerphilly.

Other services are also offered, such as counselling, educational support and supported accommodation.

### Contact Details

**Russell Williams**

02920 239585

07786 595125

[www.llamau.org.uk](http://www.llamau.org.uk)

## Medical Discharge

### What is the procedure?

Medical discharge varies depending on the Service that you belong to. If you are, or have been injured or sick during Service, you may go before a medical board to have your medical grading assessed. Be aware that this may not necessarily lead to medical discharge.

A medical board will assess your physical and mental capacity and can make a recommendation regarding discharge. An Occupational Health team makes the final decision if a patient will be medically discharged.

### What are terminal benefits?

Depending on the length of your service, your pension scheme, and the severity of your injuries, you may receive terminal benefits, a benefit paid to you upon discharge. For more information, contact the Joint Personnel Enquiry Centre (JPAC) on 0800 085 3600.

### Can I claim further compensation?

If your injury was attributable to Service, and you are facing medical discharge, you may be entitled to claim a War Pension if the injury occurred before 6 April 2005, or Armed Forces compensation if the injury was sustained on or after 6 April 2005. Contact Veterans UK for more information.

### Who can help?

The Royal British Legion can offer advice if you are facing medical discharge. They can help you understand your options and whether you should make a further claim for a War Pension or Armed Forces Compensation. Visit the Legion website to find out more.

SSAFA - the Armed Forces charity, offer one-to-one mentoring for people who have been medically discharged. They can help you identify new career opportunities and offer advice about transitioning out of the service. Visit the SSAFA website for further information.

## Models For Heroes

- Models for Heroes (M4H) is the first charitable organisation in the UK to support the use of model making hobbies within former and current Armed Forces and Emergency Service Personnel in the United Kingdom.
- In March 2017, following a report on Models for Troops in the USA, M4H began providing instruction and resource support for a model making session as part of the Rolling Recovery Programme at Tedworth House Recovery Centre.
- The founder of M4H, Malcolm Childs believes that the constant sacrifices made by serving friends, family and complete strangers to protect his own young family needed to be repayed in which ever way he knew how. Being a keen model maker himself and witnessing the curative effects of the hobby. Malcolm took it upon himself to start Models for Heroes.
- **Research** into the use of crafts as an intervention activity report an increased level of happiness and social inclusion. The physical dexterity required to build the model kits challenges and promotes development of fine motor skill.

### Contact Details

[info@modelsforheroes.org.uk](mailto:info@modelsforheroes.org.uk)

Models for Heroes  
1 Harrier Road  
Newbury  
Berkshire RG20 4AB

<https://www.modelsforheroes.org.uk>

## Meic Cymru

The helpline specialises in providing advocacy by directly supporting and empowering children and young people to self advocate, by referring them to appropriate face to face advocacy services, or by advocating on their behalf.

### Support

Meic is a helpline for children and young people in Wales, up to age 25. They can be contacted 24 hours a day by telephone, instant message or text. The role of the helpline is to listen to children and young people, provide information on issues that affect them and support them to tell others their view, wishes and feelings.

### Contact Details

0808 8023456

[www.meiccymru.org](http://www.meiccymru.org)

## Mesothelioma UK

Mesothelioma UK is a national specialist resource centre, specifically for the asbestos-related cancer, mesothelioma. 'Mesothelioma UK – Supporting Our Armed Forces' service is aimed at serving members of the Armed Forces, veterans, mesothelioma patients, families and carers wanting to find out more about treatment, support, care and benefits/compensation available. The service provides a specialist mesothelioma nurse, based in Southampton and a comprehensive research programme is underway to quantify and describe the mesothelioma burden amongst the Armed Forces.

**Website:** [Mesothelioma.uk.com](http://Mesothelioma.uk.com)

**Email:** [info@mesothelioma.uk.com](mailto:info@mesothelioma.uk.com)

**Telephone:** 0800 169 2409

## Mission Motorsport

Our motto is RACE, RETRAIN, RECOVER, which we deliver through sport, training and vocational activities available to our beneficiaries. Mission Motorsport's competition and experience programmes are for the WIS community and range from karting to car control, track days to full-blown racing. Any veteran can become involved in volunteering opportunities, such as the F1 Racemaker programme, and support to events; there is something for everybody. Training and industry insight are key steps on the transition pathway or when searching for a new career. So, whether you're in the process of being discharged or a veteran of any age, Mission Motorsport offers a range of training opportunities, up to and including a City & Guilds Level 3 Diploma to put you on track to becoming a fully qualified mechanic. Helping you progress, through work placements and employment opportunities into the expanding workforce of over 1 million in the automotive and motorsport industries.

**Website:** [Mission Motorsport](http://Mission Motorsport)

**Email:** [team@missionmotorsport.org](mailto:team@missionmotorsport.org)

**Telephone:** 03330 338 338

## Military Wives Choir

The Military Wives Choirs is a community of nearly 2000 women in 72 choirs across the UK and internationally. We come together to celebrate a love of singing and a communal understanding that comes from our members' shared experiences of the Armed Forces.

The military wives choirs is open to women with a military connection who want to sing, share and support. After all we are stronger together!

Cardiff Military Wives Choir Caerdydd  
Glamorgan, CF14 2HX

**Tel:** 020 7463 9407

**Email:** [info@militarywiveschoir.org](mailto:info@militarywiveschoir.org)

## Mutual Support

The Armed Forces Multiple Sclerosis (MS) Support Group supports members of the Military family Affected by MS. They exist for Serving members of the Armed Forces, Veterans, Reserves, dependants and their carers affected by MS. Mutual Support is one of the MS Society's National Support Groups. Run by volunteers with direct experience of MS and the Armed Forces, it provides services and activities based on what people affected by MS want. A trained team provide the support you need to deal with your situation, and aim to be at the end of the phone when needed.

**Website:** [Mutual Support](#)

**Email:** [leadsupportvolunteer@mutual-support.org.uk](mailto:leadsupportvolunteer@mutual-support.org.uk)

## National Gulf Veterans and Families Association

The NGVFA supports those affected by Gulf War 1, Gulf War 2 (Iraq), Afghanistan, and all future desert conflicts. Many returning home from these conflicts develop health or social problems. The NGVFA helps veterans (whether ill or not), Service personnel who were vaccinated but were non-deployed, Armed Forces personnel who are still serving, family members, widows and widowers, and civilians contracted to the armed forces. They work throughout the UK and abroad.

**Website:** [NGFVA.org.uk](#)

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

**Telephone:** 0845 257 4853

## Noble Training Solutions

Noble Training Solutions Ltd is a veteran owned organisation based in Cardiff, and are a multi award-winning training company covering the whole of the UK. We offer a range of training and safety courses that are tailored to your needs.

Our courses include all aspects of social care, mental health, first aid, health and safety, moving and handling, fire safety, trauma recovery, behaviour management training, and safe interventions training, plus, we offer reduced rates for multiple booking

Training can be at a venue of your choice or at one of our centres. We are happy to cater for your requirements and are happy to speak to you informally.

Noble Training Solutions Ltd was founded in 2008 with quality over quantity at its core belief, we are focused on helping individuals develop and organisations grow, we have been working with many veteran organisations, Caerphilly council and The Armed Forces Covenant Fund to provide cost effective training in Mental Health and Trauma informed training, our lead trainer is qualified as a Level 7 therapist in trauma recovery, with a passion for giving individuals the tools to help someone with trauma move forward.

## Contact Details

Gareth Noble - Director

email - [info@nobletrainingsolutions.co.uk](mailto:info@nobletrainingsolutions.co.uk)

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

Tel - 029 2262 9769 / 07929 139055

## Phoenix Heroes

Phoenix Heroes CIC is a non-profit Community Interest Company providing PTSD support to veterans and their families. One of the ways that they achieve this is by building veteran communities around the UK through sporting activities and community family days. They also offer employment networking and PTSD therapy support from their qualified therapists who have military experience. They are based in Colchester, Essex and offer services nationwide. Their Carp Angling Club has hundreds of members and it holds fishing events on a monthly basis around the UK.

Website: [Phoenix Heroes](http://PhoenixHeroes.co.uk)

Email: [info@phoenixheroes.co.uk](mailto:info@phoenixheroes.co.uk)

Telephone: 01206 932488

## RNID

RNID provide information on hearing loss and tinnitus to veterans, their families and carers (in England, NI and Wales). Get in touch with them for a dedicated information sheet. They also partner with NHS audiology services in some parts of the UK. Get in touch to find out more.

National Contact: Information and support line

Email: [information@rnid.org.uk](mailto:information@rnid.org.uk)

Telephone: 0808 808 0123

Text message: 0780 000 0360

## The Royal Naval Benevolent Trust (RNBT)

The Royal Naval Benevolent Trust (RNBT) supports those who are serving or have served as Warrant Officers and below in the Royal Navy and Royal Marines, and their dependants, who find themselves in need or distress. They offer grants to individuals on a case by case basis. They may be able to provide funding for training, courses and associated costs.

Website: [RNBT.org.uk](http://RNBT.org.uk)

Telephone: 02392 690112

## Samaritans

Samaritans offers a safe place for you to talk, any time, in your own way, about whatever is bothering you. We're here 24 hours a day, 7 days a week. We are confidential, free to call and will support anyone. If you're given the time and space to talk things through, you can find a way through your problems. Samaritans help you to explore your options so you can make decisions that are right for you.

**Website:** Samaritans

**Email:** [jo@samaritans.org](mailto:jo@samaritans.org)

**Telephone:** 116 123

## Shout

Shout 85258 is a free, confidential, 24/7 text messaging support service for anyone who is struggling to cope. We launched publicly in May 2019 and we've had more than 1,000,000 conversations with people who are anxious, stressed, depressed, suicidal or overwhelmed and who need immediate support. As a digital service, Shout 85258 has become increasingly critical since Covid-19, being one of the few mental health support services able to operate as normal at this time.

## SSAFA

SSAFA, the Armed Forces charity, has been providing lifelong support to our Forces and their families since 1885. Last year our teams of volunteers and employees helped more than 85,000 people in need, from Second World War veterans to those who have served in more recent conflicts or are still currently serving, and their families.

SSAFA understands that behind every uniform is a person. And we are here for that person – any time they need us, in any way they need us, for as long as they need us.

## How We Help

Through our UK-wide branch network, we've more than 5,200 volunteers, which includes trained SSAFA volunteer caseworkers who provide personalised, face-to-face support to those in their local area. Our trained welfare advisors and volunteers work with each person to find out exactly what they need. Once we've assessed what is required, we'll help the individual or family access the required assistance. They may just need someone to listen. More often than not, we put them in touch with the support services they need to help them get their lives back on track. Whether it's financial, practical or emotional, we provide the right kind of support – ensuring independence and dignity are protected at all times.

## What Do We Do?

**Welfare advice and support** - Our UK-wide and overseas network of branches in local communities and service committees on military bases offer practical, financial and emotional support. We help serving personnel, reserves, veterans and their families with everything from financial hardship to family breakdown.

**Tailored services** - We mentor people as they transition from the military to civilian life, help families adopt, aid veterans in the criminal justice system and provide a support service to the UK Gurkha community. All our services are designed to meet the specific needs of the Forces community and are run by SSAFA employees, with support from teams of volunteers. We offer a range of safe and comfortable housing options, including long-term accommodation for older and disabled veterans and short-term housing for families of injured service personnel and victims of domestic violence.

**Case referrals – Please contact the Wales Regional Office**

Email: [wales.region@ssafa.org.uk](mailto:wales.region@ssafa.org.uk)

Tel: 02922 941004

## SSAFA Forcesline

SSAFA Forcesline is a free and confidential telephone helpline and email service that provides support for servicing (regular and reserves) and ex-service men and women from the Armed Forces and for their families. As an independent charity, SSAFA is not part of the military chain of command.

Our team are here to listen and not to judge. We can give you factual information and 'signpost' ways forward to assist you.

We can also speak with you in confidence if you, or someone you know, are absent without leave (AWOL).

### Forcesline freephone numbers

Forcesline can be accessed from anywhere in the world. We are open 09:00 - 17:00, Monday to Friday.

**0800 260 6767**

**Cyprus 800 91065**

**Falkland Islands #6111**

**Rest of the world +44 (0)207 463 9292**

Live Chat is available online

Our email service operates in the same way as Forcesline. We aim to send a full reply to your enquiry in 48 hours.

<https://www.ssafa.org.uk/get-help/forcesline>

## Scotty's Little Soldiers

Scotty's Little Soldiers provides support to children & young people (aged 0 to 25) who have suffered the loss of a parent serving in the British Armed Forces. Assistance is provided through four key programmes and includes respite breaks, group events, a range of development grants and bereavement support.

### Contact Details

[members@scottyslittlesoldiers.co.uk](mailto:members@scottyslittlesoldiers.co.uk)

Scotty's Little Soldiers,  
Unit 21 Bergen Way,  
King's Lynn Norfolk  
PE30 2JG  
0800 092 8571

[hello@scottyslittlesoldiers.co.uk](mailto:hello@scottyslittlesoldiers.co.uk)

## The British Nuclear Test Veterans Association

The British Nuclear Test Veterans Association (BNTVA) exists for recognition and restitution of our servicemen who participated in the British Nuclear Tests. We provide: bereavement support with standard bearers and funeral drapes at funerals; a closed Facebook discussion group for descendants; a reunion in Weston Super Mare (every September) for over 100 veterans and their families; assistance with War Pension applications; a quarterly magazine for members; campaigning for a medal for our veterans for their unique service.

**Website:** [bntva.com](http://bntva.com)

## The Defence Gardens Scheme

The Defence Gardens Scheme offers a 10 week nature based therapy programme. This is a combination of practical gardening skills and supported self help for managing anxiety, depression, and stress. Support is provided for progression from the programme to a range of training, volunteering as well as full and part time employment.

**Website:** [defencegardens.org](http://defencegardens.org)

**Email:** [info@defencegardens.org](mailto:info@defencegardens.org)

## The Defence Medical Welfare Service (DMWS)

The Defence Medical Welfare Service (DMWS) is an independent charity providing help and support to the Armed Forces community when they need help during times of physical or mental ill health, either in hospital, rehabilitation settings or at home. Our Welfare Officers provide practical and emotional support to ensure that no family goes through the worry of illness or injury alone. This can range from assistance with housing or finance issues to offering a listening ear.

**Website:** [dmws.org.uk](http://dmws.org.uk)

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

**Telephone:** 01264 774 000

## The Not Forgotten Association

The Not Forgotten Association provides recreational and entertainment opportunities to any serving man or woman who is wounded, injured or sick and any veteran of any age with a disability, illness or infirmity. Support is offered through a varied programme of tailored activities and events including Royal Parties, concerts, holidays, outings and the provision of televisions and TV Licences. Each of these activities is intended to restore confidence, enhance wellbeing, boost morale and improve the chances of the individual and their family to enjoy life.

**Website:** [nfassociation.org](http://nfassociation.org)

**Email:** [info@nfassociation.org](mailto:info@nfassociation.org)

**Telephone:** 020 7730 2400

## Togetherall

Togetherall (formerly Big White Wall) is a clinically managed, online mental health community that empowers individuals to anonymously get support, 24/7. The service provides millions of people throughout the UK, New Zealand and North America with the opportunity to talk with others going through similar experiences, self-guided courses and resources to support mental health, all in a judgement free environment. Togetherall is free to all UK serving personnel, reservists, veterans and military families aged 16+. To register, visit our site.

**Website:** [Togetherall.com](http://Togetherall.com)

**Email:** [theteam@togetherall.com](mailto:theteam@togetherall.com)

**Telephone:** 0203 4056196

## Turn to Starboard

Turn to Starboard offer several strands of activity including Royal Yachting Association (RYA) sailing courses, family sailing trips, Tall Ship sailing and competitive racing. Our focus is on resettlement, reintegration and reinforcing a sense of value and belonging for participants, along with an opportunity to gain professional sailing qualifications to start new careers in the marine industry.

**Website:** [TurntoStarboard.co.uk](http://TurntoStarboard.co.uk)

**Email:** [info@turntostarboard.co.uk](mailto:info@turntostarboard.co.uk)

**Telephone:** 01326 314262

## UK Veterans Hearing Foundation

The UK Veterans Hearing Foundation helps veterans with hearing issues generated by military Service. They utilise independent reputable audiologists throughout the UK to provide individual assistance to each veteran. And they provide top of the range hearing devices at no cost, with a dedicated aftercare service for veterans. As well as fitting top of the range hearing technology they support the associated conditions of tinnitus and mental health issues, through their partners. This helps to reduce the anxiety, depression and social avoidance that veterans often experience as a result of hearing loss.

**Website:** [veteranshearing.org.uk](http://veteranshearing.org.uk)

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

**Telephone:** 01455 248900

## Veterans NHS Wales

Veterans' NHS Wales is a specialised, priority service for individuals who have served in the Armed Forces, at any time in their lives and who are experiencing mental health difficulties related specifically to their military service.

VNHSW has experienced mental health clinicians (known as Veteran Therapists) with specialist expertise in military mental health problems. The team accepts referrals from health care staff, GP's and veteran charities. Importantly, the team accepts self-referrals from ex-service personnel. Please note, no mental health diagnosis is needed for referral, it is sufficient to know that there is a mental health problem related to military service.

To refer, please go to our website at [www.veteranswales.co.uk](http://www.veteranswales.co.uk) and look under 'referrals' tab where there is an online self-referral form or printable paper referral form. Alternatively, telephone or email for further advice.

Appointments will be arranged as close to the veteran's home as possible in a suitable venue. The team offer five clinics within the Gwent Health Board area. Please look at our website for further information on clinic venues under 'Health Boards' then 'Aneurin Bevan'.

Following the assessment, the veteran may be offered psychological therapy by the Veteran

Therapist and/ or referred on to other NHS teams or departments for further treatment. The Veteran Therapist will also refer to veteran charities for help with, for example, debt management, benefits and war pension/armed forces compensation claims as indicated. Please note, the service cannot provide a diagnosis for Armed Forces Compensation Scheme claims.

The service is not able to respond to emergency referrals. Veterans in crisis should contact their GP or the Out of Hours GP Service. There is a psychiatrist on-call at all Accident and Emergency Units in District General Hospitals. Alternatively call the Mental Health Helpline for Wales (Community Advice Listening Line), this is a confidential listening and support service help line and is 24/7:

**CALL - 0800 132 737 or text help to 81066**

If you would like to discuss a referral or require further information about the service, please contact the team on:

## Contact Details

Veterans' NHS Wales  
Psychology & Psychological Therapies Centre,  
Glossop Road,  
Cardiff, CF24 0SZ  
Tel: 029 2183 2261

## If you live in

Newport, Caerphilly, Torfaen, Blaenau Gwent, Monmouthshire or the Powys areas of Brecon and Radnorshire

## Health Board

Aneurin Bevan

## Address

Maindiff Court Hospital, Ross Road, Abergavenny, Monmouthshire, NP7 8NF

Email - [abb.adminvnhsw@wales.nhs.uk](mailto:abb.adminvnhsw@wales.nhs.uk)

Telephone - 01873 735240

## If you live in

Cardiff or The Vale of Glamorgan

## Health Board

Cardiff and Vale

## Address

Cardiff Royal Infirmary, Glossop Road, Cardiff, CF24 0SZ

Email - [admin.vnhswc&v@wales.nhs.uk](mailto:admin.vnhswc&v@wales.nhs.uk)

Telephone - 029 2183 2261

## Veterans Trauma Network

Veterans Trauma Network Wales (VTN Wales) has been established to ensure that ex-Service Personnel, who suffered physical injury as a result of their service, can access the timeliest and most appropriate care for their injuries following discharge from the Armed Forces. Most veterans' injuries can be dealt with using routine NHS referral pathways. However, the severity or unusual nature of some combat injuries means that veterans sometimes need specialist input that may not be available in their health board.

VTN Wales provides a central service to assist individuals, healthcare professionals & the third sector with relevant advice on appropriate referral pathways if ongoing support is required and can assist with securing appropriate funding where cross-border referral is necessary. The network consists of a collaboration of specialist clinicians with relevant expertise who have an interest in providing veterans' care.

Referrals to the network can be made by GPs, other clinicians, and third sector organisations when there is an unmet need for specialist assessment or treatment for physical conditions relating to service in the Armed Forces.

VTN Wales launched on 3 October 2019 and was originally hosted by Cardiff & Vale University Health Board. In January 2021 hosting of VTN Wales was transferred to the South Wales Trauma Network's (SWTN) Operational Delivery Network (ODN), hosted by Swansea Bay University Health Board.

The SWTN covers South Wales, West Wales and South Powys and can provide direct referrals for VTN Wales services within the Welsh tertiary centres. For patients in North and Mid-Wales, VTN Wales is closely linked with equivalent colleagues in VTN England working across Liverpool, Birmingham and Stoke-on-Trent and can arrange any necessary referrals appropriately.

Referrals can be made via [Veteranstraumanetwork@wales.nhs.uk](mailto:Veteranstraumanetwork@wales.nhs.uk)

## Veterans UK – Veterans Welfare Service/ Defence Transition Service/ IPC4V

Veterans Services, part of Veterans UK, provide one to one support to service personnel, leavers, veterans and their families.

**Veterans Welfare Service (VWS)** provides holistic support to serving personnel, veterans and their dependants with an enduring welfare need, including assistance with injury and bereavement compensation claims, transition support for personnel being medically discharged and confidential help and support for those who have life limiting illness. Veterans Welfare Service - GOV.UK ([www.gov.uk](http://www.gov.uk))

**Defence Transition Services (DTS)** provides holistic, support to Service leavers and their families who are most likely to face challenges as they leave the armed forces, assisting them with adjusting to civilian life by simplifying, coordinating and streamlining access to support across a range of topics, including housing, finances, employment and access to healthcare. Help for service leavers from Defence Transition Services - GOV.UK ([www.gov.uk](http://www.gov.uk))

**Integrated Personal Commissioning for Veterans (IPC4V)** provides bespoke support to Service Leavers suffering from complex physical, neurological and mental health issues resulting from a Service -attributable injury.

You can access more information on our services and referral forms available on the webpages above or by calling the Veterans UK helpline - **0808 1914 2 18**

### Want to contact us?

Defence Transition Services:

[DBSVets-DTS-Wales-Mid@mod.gov.uk](mailto:DBSVets-DTS-Wales-Mid@mod.gov.uk) (South and Mid Wales)

[DBSVets-DTS-North@mod.gov.uk](mailto:DBSVets-DTS-North@mod.gov.uk) (North Wales)

## Veterans Welfare Service:

Veterans-UK-VWS-Wales-Mid@mod.gov.uk

Veterans-UK-VWS-North@mod.gov.uk

## War Widows

We offer specific support and guidance and also signpost to other organisations. We offer comradeship and friendship at both national and local level. We ensure we focus on all services, ranks and ages. We have regional organisers in all areas of Great Britain and Northern Ireland. They keep in contact with members living in their area and organise local events. At a national level, we organise events to include all members.

Website: [warwidows.org.uk](http://warwidows.org.uk)

Email: [info@warwidows.org.uk](mailto:info@warwidows.org.uk)

Telephone: 08452 412 189

## The Warrior Programme

Our programme enables individuals to manage their emotions and to develop the resilience, focus and motivation to succeed in today's world. The programme has been developed over the last ten years to meet the demands and challenges experienced by past and present members of the armed forces and their families.

**Sean Gane - Regional Co-ordinator (South Wales and South West)**

[Sean.Gane@warriorprogramme.org.uk](mailto:Sean.Gane@warriorprogramme.org.uk)

<https://warriorprogramme.org.uk/>

## Woody's Lodge

Woody's Lodge is a social hub, which guides veterans to the help & support they need to re-engage with their families and communities. Our vision is to create an inviting meeting space for those who have served within the Armed Forces and Emergency Services, where they can receive expert support & advice as well as the chance to connect with new and old friends & family.

For more information, if you would like to visit us at Woody's Lodge or get involved in anyway, then please call or you can also email us.

### Contact Details

01446 781792 (South Wales) or 01492 533954 (North Wales)

[support@woodyslodge.org](mailto:support@woodyslodge.org)

## Amelia Trust Farm

Amelia Trust Farm is a countryside sanctuary that sits in the South Wales county of Vale of Glamorgan. It stretches a colossal 160 acres and accommodates farm animals, wildlife and exceptional nature spots. Woody's Lodge has called the farm home since 2018 and has since become an enthusiastic partner here. We are in the heart of untouched nature, where you can discover the hidden gems of the great outdoors.

Amelia Trust Farm, 5 Mile Lane, Barry, CF62 3AS

**01446 781792**

**Mon - Thu 10am - 3pm**

## Penlan Farm (West Wales)

Penlan Farm is home to some of our biggest projects. It is located near Cardigan. There is something for everyone here, from leisure and recreational activities to training and networking. It holds incredible potential with plans to build holiday cottages and training facilities. The farm benefits from two grants that will have a phenomenal impact on its growth and development.

Penlan Farm, Penrhiwpal, Llandysul, SA44 5QH

**01559361328**

**Mon - Thu 10am - 3pm**

## Ty Gwalia Farm

Ty Gwalia lies in the scenic Northern Wales county of Denbighshire. It is ideal for nature lovers and those who relish outdoor activities. It spans 11 acres and provides private housing for veterans. This hidden gem is a place to connect with family and friends while having fun, getting active, discovering new hobbies and fostering new connections. Enjoy camping, angling, cycling, archery, hiking, photography, art, gardening, and so much more!

Eirias Park, Abergele Road, Colwyn Bay, LL29 8BN

**01492 533954**

**Mon - Thu 10am - 3pm**

## Gwent Drug and Alcohol Service

GDAS can offer you a wide range of services to address your drug or alcohol use.

- Engagement Service
- Active Treatment Service
- Recovery/Aftercare Services
- Criminal Justice Services
- Statutory Court Interventions:
- Family & carer Support

GDAS operates from a wide variety of local bases throughout Gwent. We also operate within community venues and offer an outreach service.

**For more information, contact one of our team on:**

**0333 999 35 77**

**info@gdas.wales**

## Drink Line

Supports servicemen and women and civilians with drink, drug related issues.

### Support

Drink Line provides a confidential helpline (open MonFri 9 am 8 pm, weekends 11 am 4pm) that can help callers who are worried about their drinking and concerned family members of people who are drinking.

#### Contact Details

**0800 917 8282**

**Helpline: 0300 123 1110**

**[www.patient.co.uk/support/Drinkline](http://www.patient.co.uk/support/Drinkline)**

## Support Line

Offers confidential emotional support to children, young adults and adults by telephone, email and post.

### Support

Support Line works with callers to develop healthy, positive coping strategies, an inner feeling of strength and increased self-esteem to encourage healing, recovery and moving forward with life.

#### Contact Details

Support Line, PO Box 2860, Romford, Essex, RM7 1JA

**01708765200**

**info@supportline.org.uk**

**[www.supportline.org.uk](http://www.supportline.org.uk)**

## The Alzheimer's Society

The Alzheimer's Society is the UK's leading care and research charity for people with dementia, their families and carers

**Telephone: 0300 222 1122**

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

## The Royal British Legion Admiral Nurse Service - Supporting Carers and Families of those with Dementia

The Legion works with Dementia UK to provide Admiral Nurse support - a service that supports their beneficiaries, which can be the carer or the person living with dementia, who have served in the UK Armed Forces. The focus of the service is to maintain independence and improve the quality of life for carers and families and to provide the practical advice they need. Admiral Nurses have the experience to facilitate the service every step of the way, offering: skilled assessments to determine the needs of family carers and the needs of the person living with dementia; information and practical advice for carers and their families on supporting those with dementia; to work with carers and families to provide emotional and psychological support throughout the caring journey; advice on how to care for someone with dementia and help to develop skills to encourage positive approaches to living with dementia.

### What Do We Do?

The Royal British Legion Admiral Nurses offer specialist support, information and advice to the carers of people with dementia.

Admiral Nurses are registered nurses specialising in dementia. The service aims to help carers gain the necessary skills to assist with dementia care, promote positive approaches in living well with dementia and improving quality of life.

The Service has been developed in partnership with Dementia UK, a national charity which promotes and develops Admiral Nursing.

### Referral Criteria:

Bridgend, Caerphilly, Cardiff, Rhondda Cynon Taff, Vale of Glamorgan, Merthyr, Monmouthshire, Neath Port Talbot Newport, Torfaen and Blaenau Gwent.

In terms of postcodes, we cover all **CF** and **NP** postcodes, **SA1,2,3,8-13, HR3 (5)** and **LD3 (7,8,0)**

Telephone: 0333 011 4497

Email: [admiralsouthwales@britishlegion.org.uk](mailto:admiralsouthwales@britishlegion.org.uk)

**National Admiral Nurse Service** – if you live in an area of Wales not covered by the above

Telephone: 0808 802 8080

Email: [Ansupport@britishlegion.org.uk](mailto:Ansupport@britishlegion.org.uk)

## YourNorth

YourNorth – 'YourNorth are a multi-award winning training and coaching company based in Ebbw Vale, delivering wellbeing workshops, First Aid for Mental Health and Safeguarding courses and success coaching.

The founders are both veterans and they also have also launched a non-profit, YourNorth Veteran Support; a community interest company, providing free mental wellbeing training, support and signposting for the Armed Forces community. Their aim is to improve wellbeing, reduce loneliness, improve quality of life and establish an understanding community that knows how to support one another.

**If you are any of the following and would like to attend their courses for free, please get in touch:**

- Serving personnel
- Veterans
- Cadets
- Reservists
- Family members of the above
- An organisation that supports or employs any of the above.

If you would like to book on to any of their workshops or would like to discuss them coming to deliver to you and your staff, please drop them an email at [info@yournorth.co.uk](mailto:info@yournorth.co.uk) or call on 01495 357937.

Group discounts available if you do not fall into the eligibility criteria for funded spaces.

**To find out more about how they can support you, please visit their website or contact them directly:**

**Kelly & Jamie Farr**  
**01495 357937**

[info@yournorth.co.uk](mailto:info@yournorth.co.uk)

[www.yournorth.co.uk](http://www.yournorth.co.uk)

[www.facebook.com/YourNorthUK](http://www.facebook.com/YourNorthUK)

[www.twitter.com/YourNorthUK](http://www.twitter.com/YourNorthUK)

[www.instagram.com/YourNorth](http://www.instagram.com/YourNorth)

## Fighting With Pride

Fighting With Pride Fighting With Pride supports the health and wellbeing of LGBT+ Veterans, service personnel and their families – in particular those most impacted by the ban on LGBT+ personnel serving in the Armed Forces prior to January 2000.

We are proud of the achievements of our serving LGBT+ personnel. They serve in every part of the Armed Forces and are supported at every level of command.

In stark contrast and despite the passing of over 20 years since the 'gay ban' was finally lifted, no attempt has been made to support the recovery of the thousands of LGBT+ service personnel dismissed or forced from service prior to 2000.

We will do everything we can to suggest useful information and signpost ways to get help. We are working with a wide range of organisations to make sure that our LGBT+ Veterans, serving personnel and their families receive a warm welcome wherever they seek help.

Our specialism lies in the 'lived experience' of our team. Please contact us and let us know how we can help.

## Contact Details

[info@fightingwithpride.org.uk](mailto:info@fightingwithpride.org.uk)

[www.fightingwithpride.org.uk](http://www.fightingwithpride.org.uk)

## Caerphilly Cares

### What is 'Caerphilly Cares'?

The 'Caerphilly Cares' team, a team of established Caerphilly County Borough Council staff, will offer a new centralised coordination and response triage service for those county borough residents in need of support for issues such as food poverty, debt or rent arrears, isolation or loneliness.

'Caerphilly Cares' aims to offer the individual a single point of contact with the team, who will assist that individual in getting to the root cause of their issue, meaning they will only need to explain their situation once.

The team will then link up with existing services, both within Caerphilly County Borough Council and with partners, including the voluntary sector and local community groups, supporting that individual through their journey with those various services, from end to end.

### What types of support can Caerphilly Cares offer?

This is a long term model for offering holistic support to Caerphilly county borough residents, but the Caerphilly Cares team's initial focus will be on supporting residents & communities with the following:

- Financial support – debt support, benefits and maximising income
- Tackling food poverty – including referrals to Foodbanks, grants for community groups
- Supporting individuals to access employment support programmes
- Tackling isolation and loneliness - via links with local groups and/or the volunteering programme known as the 'Buddy' scheme
- Practical support for individuals requiring support linked to Covid 19
- Early intervention – such as mental health support and social prescribing
- Building on partnerships with community groups

If you live, or are supporting someone, in Caerphilly county borough experiencing one or more of these issues – the Caerphilly Cares team would like to hear from you.

**Call: 01443 811490**

**Email: [caerphillycares@caerphilly.gov.uk](mailto:caerphillycares@caerphilly.gov.uk)**

The Caerphilly Cares team are available during office hours – Monday-Thursday (8.30am-5pm) and Friday (8.30am – 4.30pm).

## What is Social Housing?

Local councils and housing associations offer affordable accommodation for rent, which is known as social housing. Applicants must join a list to be considered as social housing is often in demand.

### How to apply for social housing

You can apply to your local authority to register on their waiting list. Applicants with priority need may be placed higher on the list, and not everyone who applies will be eligible.

#### Priority need includes people who:

- Have served in the Armed Forces and are homeless after leaving the Service
- Have disabilities or medical conditions
- Are homeless or in danger of becoming homeless
- Are living in property that is unsafe or unfit
- Need to be near family or carers

## National Housing Pathway For Ex-Service Personnel

In recognition of their service to their country, the Welsh Government believes that every former member of the Armed Forces should have help, if needed, to find suitable accommodation, whether directly on discharge or later in life. No-one should be allowed to become homeless.

Estimates of the number of members of the Armed Forces Community living in Wales vary and could be as high as 385,000. This document set out the support available in Wales to ensure that all those in need of accommodation, or a service which will help them to retain or find accommodation, can access it.

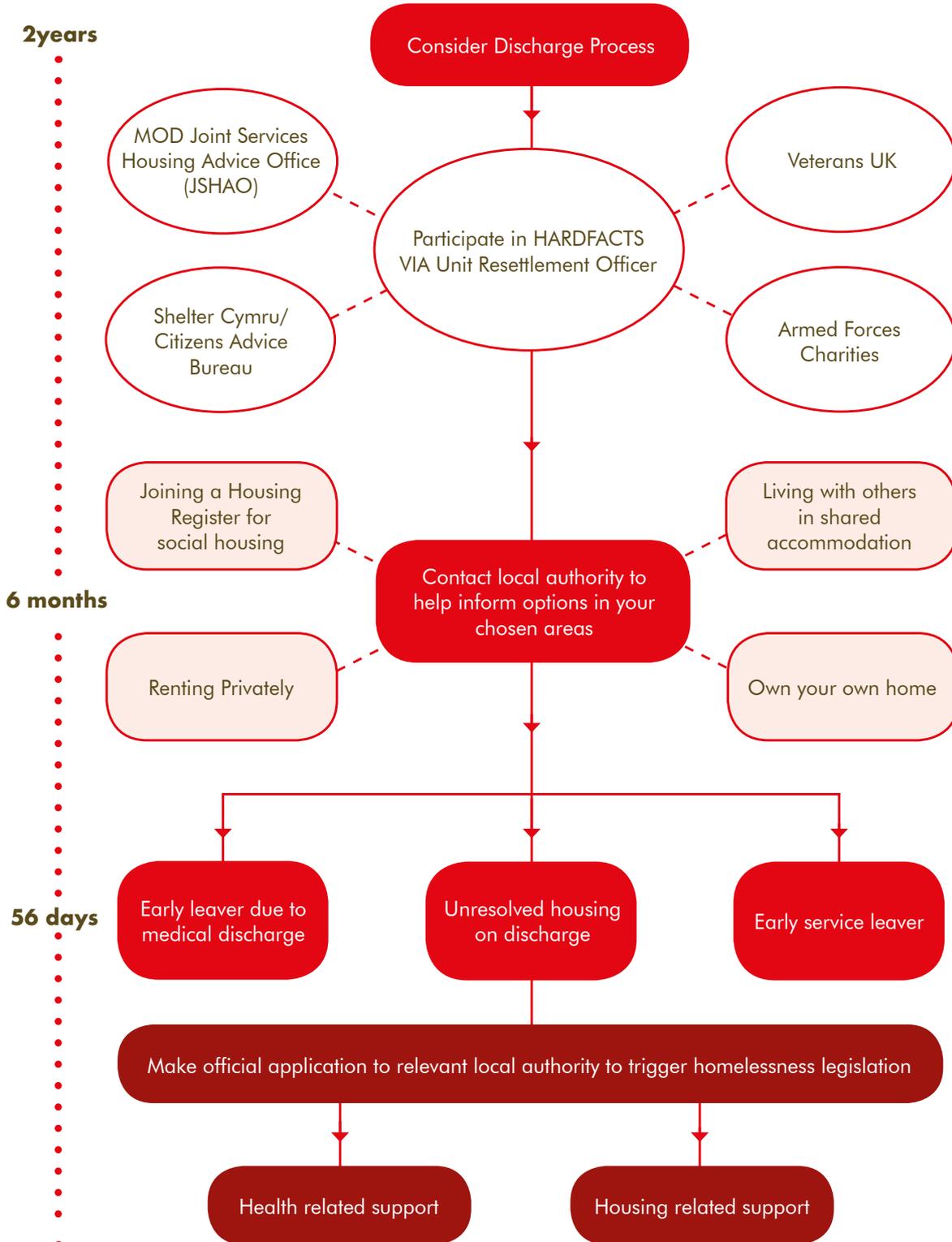
In support of the UK Government's Armed Forces Covenant, the Welsh Government has developed a Package of Support for the Armed Forces, veterans and their families in Wales. This package includes support for people in areas such as healthcare; education; and housing including priority status in the Homebuy scheme, Disabled Facilities Grants (DFGs) for disabled ex-servicemen, Physical Adaptation Grants (PAGs) and priority need status under the Housing (Wales) Act 2014.

<https://gov.wales/sites/default/files/publications/2019-03/national-housing-pathway-for-ex-service-personnel.pdf>

# 6 Housing

## Accommodation Support prior to end of Military Service

Timings prior to discharge



## Blaenau Gwent

Blaenau Gwent Homes is a partnership between Blaenau Gwent Council and housing partners Tai Calon Community Housing, Linc Cymru, Melin Homes and United Welsh.

This website offers information about the different housing options available in Blaenau Gwent. We aim to help people looking for a home make informed choices about the most suitable options available.

<https://www.blaenaugwenthomes.org.uk/>

**There are a number of different housing options available. They include:**

- Social housing provided by Housing Associations
- Private rented housing
- Affordable housing to buy or to rent
- Housing for Older People

### Who can use the service?

Anyone who would like to apply for Housing in Blaenau Gwent is able to use the service. To apply to join the Housing Register you must be over 16 years of age.

You will need to complete an application form online, which can be obtained from this website. The application form enables you to apply for a Housing Association property.

**Along with your application form you will be asked to provide the following documents (within a period of 28 days):**

- Proof of child benefit (A child benefit Letter or bank statement proving CHB payments, name and address)
- Proof of pregnancy
- Proof of home owner status
- Proof of criminal convictions
- Evidence of your right to reside in the UK if you are not a British Citizen (e.g. passport and other relevant documents from the Home Office)

**All incomplete applications will be cancelled after a period of 28 days of inactivity from the applicant from the date information has been requested and not provided.**

Before you are offered a property you may be asked to provide further documents to support your application. We will tell you what documents to provide and when to provide them.

All documents provided must be originals, up to date and valid. For a full list of acceptable documents contact the Housing Advice Centre.

If you do not provide us with the documents required your application may be accepted onto the housing register but will not be awarded any priority. Once the documents are received your application will be assessed and placed in the appropriate band from the date the documents were received. View Policies for more details on our banding scheme.

## Prioritising applications

The Council uses a banding scheme to prioritise applications.

All housing and transfer applications received for rented accommodation will be assessed and placed in one of the bands, those in the highest band gain the highest priority.

## Emergency Band

**To be in Emergency Band, at least one of these must apply:**

- You have lost your existing home due to fire, flood or disaster
- You require accommodation as a result of leaving the Armed Forces and the loss of military accommodation and Bereaved spouses or civil partners of those serving in the regular forces
- You are currently occupying a property that is in such poor condition as to impose extreme or imminent risk to the health and safety of its occupants
- You are currently occupying a property where there is a statutory requirement due to prohibition order / demolition order / compulsory purchase
- You are currently under occupying social housing by one or more bedrooms and need to transfer to a smaller property
- You have an extremely urgent and immediate need to move for medical reasons or due to a disability, which is being exacerbated by your current housing situation
- You will be releasing an adapted property by moving and there is a suitable applicant on the waiting list for the adapted property

## Gold Band

**To be in Gold Band, at least one of these must apply:**

- You are homeless and the law says we must help you
- You are occupying accommodation which is short by two or more bedrooms suitable to your needs
- Your housing is unsuitable for medical reasons or due to a disability
- Your housing has been assessed as being in such poor condition as to impose significant risk to the health and safety of its occupants
- Your current accommodation is in such condition that it contributes to causing serious ill health
- You are giving or receiving essential support, which can only be delivered if you live in a specific locality within the area
- You have permanent employment that cannot continue unless you live in a specific locality within the area and are otherwise adequately housed

- You have been recommended by the Director of Social Services to foster or adopt children and your current accommodation is not large enough
- You, your partner or children are forced to live apart because your current accommodation is unsuitable

## Silver Band

**To be in Silver Band, at least one of these must apply:**

- You are homeless or threatened with homelessness and the law says we must help you.
- Your housing has been assessed as insanitary or unfit accommodation and you are living in unsatisfactory housing conditions that present some risk to the health and safety of the occupants
- You are occupying accommodation which is short by one bedroom suitable to your needs
- Your current accommodation is unsuitable and exacerbates the applicant's or other household members' health condition and more suitable alternative accommodation is required to improve the health condition
- You are an existing social housing tenant who does not qualify for Emergency Band or Gold Band, who wishes to transfer and has no rent arrears and have been a tenant for 12 months

## Bronze Band

- All other applicants not dealt with in Emergency, Gold or Silver Band
- Applicants awarded Reasonable Preference for a Silver Band category but have no local connection
- You are a home owner and do not qualify for Emergency, Gold or Silver Band
- You have the financial resources to meet your own needs

We will then look at people on the Common Housing Register who are in that band and we will offer the property to the person who has been waiting longest.

If housing is in a hard-to-let area, it may be offered to people in Bronze Band.

## Blaenau Gwent Policy

### Armed forces applicants leaving or bereaved spouses or partners

- To redress the disadvantage people who have served in the British Armed Forces often face when accessing social housing, the effective date of registration may be reset to the date they joined the British Armed Forces in the following instances:
- where an existing member of the British Armed Forces is likely to be homeless upon discharge; Applicants who require accommodation as a result of leaving the Armed Forces and the loss of military accommodation and Bereaved spouses or civil partners of those serving in the regular forces

- where a British Armed Forces veteran applies for rehousing within 3 months of discharge and may be homeless or threatened with homeless within 56 days of submitting their application; or
- in extenuating circumstances, and at the discretion of the Council, where a British Armed Forces veteran applies for rehousing beyond 3 months and up to 2 years from their date of discharge and are able to demonstrate that during this time they have been unable to establish stable accommodation.

## Caerphilly

### Apply for social housing

We now operate a 'Common Housing Register' whereby you can apply for social housing with the council and other social housing landlords in the Caerphilly county borough with a single online application.

If you would like to apply for social housing you will need to complete our online housing application form.

[Common Housing Register privacy notice \(PDF\)](#)

If you feel you may have difficulties completing the online form, please contact us on 01443 873521.

### How are the homes allocated?

All properties let by the housing providers through the Common Housing Register are let in accordance with the Common Allocation Policy.

### How long will I have to wait?

This depends on the size and type of housing you want, and on the areas or districts you choose.

The Excel spreadsheet below will advise you of your prospects of being rehoused in different areas and property types.

#### **Housing Prospects (Excel 63kb)**

### Homes ready to rent

Every week we publish a list of properties that are 'ready to rent', provided the property is suitable for your needs. For details visit our Homes ready to rent webpage.

### What is the Common Housing Register?

The Common Housing Register provides a single point of access for all people interested in social housing, accessible housing or low cost homeownership in Caerphilly county borough.

The Common Housing Register was introduced on the 5 December 2016 and replaces all housing registers maintained by the council and our partners.

## Who is involved?

The following organisations are involved in the project:

- Aelwyd Housing Association
- Caerphilly Homes (Caerphilly County Borough Council)
- Cadwyn Housing Association
- Charter Housing (part of the Pobl Group)
- Derwen Cymru (part of the Pobl group)
- Linc Cymru Housing Association
- United Welsh Housing Association
- Wales & West Housing Association

## How we will use your information

Your information will be processed by Caerphilly County Borough Council's Common Housing Register Assessment Team and other social housing providers that operate within the Caerphilly County Borough Council area, in order to assess your eligibility to be admitted onto the Common Housing Register, to determine the level of priority that may be awarded to your application and other associated matters. We are relying on your consent to process your information which may be withdrawn.

The information you submit in your Common Housing Register application will be used to assess your eligibility and used to determine your category of housing need. Based on your category of housing need you may be offered suitable social housing when it becomes available. This process contains some elements of automatic decision making.

In order to assess your application and to ensure the accuracy of the information you have supplied, Caerphilly County Borough Council's Common Housing Register Assessment Team and/or other social housing providers may request information from and pass information to other bodies. We may also use the information you have provided to prevent and detect fraud and may also request information from and pass information to other organisations that handle public funds.

Any information on your Common Housing Register application form that relates to a private sector landlords, agents or rented properties may be shared with Caerphilly county borough council's Environmental Health.

The information we hold regarding your Common Housing Register application, including any associated documents, will generally be kept for 7 years but this may be longer in certain circumstances.

You have a number of rights in relation to the information including the right of access to information we hold about you and the right of complaint if you are unhappy with the way your information is being processed.

In order to complete an assessment of an applicant's circumstances, Caerphilly County Borough Council may request additional information using a prescribed form. Further information on how we process this information and information rights is available in the document below.

## **Common Housing Register - Third party information in support of an application (PDF)**

### **Further information**

For further information about the Common Housing Register, please call 01443 873521 or email [chr@caerphilly.gov.uk](mailto:chr@caerphilly.gov.uk).

## **Caerphilly Housing Policy**

### **Residential Criteria**

Section 167 (2A) of the Housing Act 1996 provides that this policy may contain provision for determining priorities for reasonable/additional preference categories.

The factors that the Council may take into account in determining priorities include any local connection (within the meaning of s.81 of the Housing (Wales) Act 2014) that exists between a person and the local authority area.

For the purpose of this policy, residential criteria will exist where the Council is satisfied that an applicant or a member of their prospective household:

1. (i) is clearly settled in the area, e.g. having lived in the county borough, by choice, for either six months out of the last 12 months or for three years out of the last five years;
2. (ii) has family living in county borough, e.g. parent(s), children, brother(s) or sister(s), grandparent(s) or grandchildren and foster carer(s) or legal guardian(s);
3. (iii) has employment in the county borough;
4. (iv) has special circumstances:
  1. to be near specialist medical or support services that are only available in the county borough;
  2. to provide medium or high level support, as defined by the Council, to a family member as outlined in point (ii);
5. (v) is a serving member of the British Armed Forces or who was serving in the British Armed Forces at any time in the five years preceding their application for housing, and has previously lived in the county borough;
6. (vi) who is a bereaved spouse or civil partner of someone who has served in the British Armed Forces, where:
  1. (i) the bereaved spouse or civil partner has recently ceased, or will cease to be entitled, to reside in Ministry of Defence accommodation following the death of their service spouse or civil partner;

2. (ii) the death was wholly or partly attributable to their service; and
3. (iii) either the bereaved spouse or civil partner of the deceased service person was a former resident of the county borough.
7. (vii) is a serving member or former member of the British Reserve Forces who has been affected by a serious injury, medical condition, or disability which is wholly or partly attributable to their service, and has previously lived in the county borough.
8. (viii) has been provided with accommodation in the county borough under **s.95 of the Immigration and Asylum Act 1999**, unless paragraphs (v) a or b apply of Annex 7 of the Code of Guidance for Local Authorities on the Allocation of Accommodation and Homelessness.

## Priority

- any applicant who needs to move to suitable adapted accommodation because of a serious injury, medical condition or disability which he or she, or a member of their household, has sustained as a result of service in the British Armed Forces;
- people needing accommodation as a result of leaving the British Armed Forces and the loss of military accommodation;

*British Armed Forces: former member, serious injury or loss of military accommodation*

An award of additional preference will be made to the following categories of people who:

1. (i) left the British Armed Forces or British Reserve Forces within the last 5 years. In extenuating circumstances, the Council may consider extending the 5 year period. In such instances a report would be presented to the Housing Assessment Panel for consideration;
2. (ii) are serving members of the British Armed Forces or British Reserve Forces who need to move because of a serious injury, medical condition or disability sustained as a result of service; or
3. (iii) are bereaved spouses and civil partners of members of the British Armed Forces leaving services family accommodation following the death of their spouse or partner.

## Time and Date of Registration

To redress the disadvantage people who have served in the British Armed Forces often face when accessing social housing, the effective date of registration may be reset set to the date they joined the British Armed Forces in the following instances:

1. (i) where an existing member of the British Armed Forces is likely to be homeless upon discharge;
2. (ii) where a British Armed Forces veteran applies for rehousing within 3 months of discharge and may be homeless or threatened with homeless within 56 days of submitting their application; or
3. (iii) in extenuating circumstances, and at the discretion of the Council, where a British Armed Forces veteran applies for rehousing beyond 3 months and up to 2 years from their date of discharge and are able to demonstrate that during this time they have been unable to establish stable accommodation.

The following payments will be disregarded from the financial assessment:

1. (i) lump sums, on-going pensionable awards and/or Guaranteed Income Payments received by a member of the British Armed or Reserve Forces as compensation for an injury, medical condition or disability whilst sustained on active service. This includes sums received from the War Pensions Scheme and the Armed Forces Compensation Scheme.

## Cardiff

### Housing Options - Council and Housing Association Accommodation

Cardiff Council and the Housing Associations in the city have a common waiting list for their properties. Anyone aged 16 or over can apply but you should think about:

- Where you want to live - are there Council or Housing Association properties in that area?
- How long will you have to wait?
- Would renting privately suit you better?
- What are the differences between Council and Housing Association tenancies?

Information is also included below for existing Council and Housing Association tenants who want to move, or who are interested in buying their home.

### Did you know?

There are approximately 8,000 people on the Common Waiting List, and over 400 new applications are received each month. Only 1,600 or so Council and Housing Association properties become available for letting each year.

I have applied - how long will I have to wait?

People are often surprised at how few properties the Council and Housing Associations now have and how long the waiting list is. The Waiting Time Calculator provides information to help people who have applied for housing decide whether renting from the Council/ Housing Associations is right for them at the moment. This includes details of:

- Where the Council and Housing Associations have properties
- The number of lettings made in the various areas of the city
- Estimated chance of receiving an offer

Have a look at the information and the heatmaps to help you decide what you want to do.

## I haven't applied yet - what are my options?

If you want to apply, call our Housing Waiting List Team on 02920537111 (option 1). An appointment will be made for you to attend a Housing Application Interview where you will be given housing advice based on your needs.

The maps also provide information at a glance including availability of private rented sector properties which may be more suitable for you depending on where you want to live.

If you are working, you may also want to think about buying a property through a shared equity scheme.

### At risk of being homeless

If you are faced with losing your home you need to get advice as quickly as possible. Getting help at an early stage can stop your housing problem becoming a crisis. Whether you are a home owner, private tenant, council or housing association tenant you can contact our Housing Options service below or call us on 029 2057 0750. You can also call into one of our Advice Hubs or other advice agency in Cardiff. You can find out more on the Cardiff Council website.

### Do you need an adapted property?

You can register for an accessible property if you, or somebody in your household, is disabled and need to move to a suitably adapted property. If you are not on the Housing Waiting List please contact [sluadmin@cardiff.gov.uk](mailto:sluadmin@cardiff.gov.uk) or 02920 537111. If you are already live on the Housing Waiting List, please contact Rehousing Solutions team via e-mail [rehausingsolutions@cardiff.gov.uk](mailto:rehausingsolutions@cardiff.gov.uk) for further advice and guidance.

### Are you an existing Council or Housing Association Tenant?

Existing Council and Housing Association tenants who want to move can apply for an exchange or transfer.

Homeswapper is a national website which helps tenants find a suitable exchange either in Cardiff or elsewhere.

Alternatively, to apply for a transfer to another Council or Housing Association property in Cardiff email [SLUAdmin@cardiff.gov.uk](mailto:SLUAdmin@cardiff.gov.uk).

### Do you need support to help you with your tenancy?

Cardiff Council's Floating Support Service may be able to assist you maintain a tenancy. Please see the following document for more information:

### Floating Support Service

## The Banding Scheme

9.1 Cardiff's Housing Waiting List is arranged as shown in Tables 1-4. It includes an Immediate Priority List and 3 sub-lists: the Homeless sub-list, the Beneficial Transfer sub-list and the General sub-list. Each sub-list is further arranged into Bands to reflect levels of housing need.

# 6 Housing

9.2 Targets are set to inform what percentage of available properties is let via each sub-list. This is intended to support the aim of giving reasonable preference to households with particular needs while ensuring movement on all the sub-lists. It also aims to maintain social stability by ensuring that a mix of households in different situations is rehoused.

9.3 Targets are reviewed regularly and agreed by Partners.

9.4 Within each Band applicants are listed in date order based on their registration date (subject to 9.6 - 9.8 below).

9.5 New applications (including transfers)

Depending on information confirmed during the Housing Application Interview / Housing Options Assessment regarding their individual circumstances, housing need and local connection to Cardiff, applicants join the appropriate sub-list, in the highest Band for which they qualify.

9.6 The registration date in that Band will be the date the applicant approached a Partner for rehousing assistance. If confirmation of a higher level of housing need is received as a result of the subsequent assessment process (e.g. regarding medical needs or unsatisfactory housing conditions), the applicant may be moved to a higher Band or different sub-list. In such cases the applicant will retain their registration date. Please note that where applicants requesting assistance because they are homeless / threatened with homelessness have an existing general housing application, that application will be updated to reflect their change in circumstances. Where this results in them moving to a higher band they will join the bottom of the new Band.

9.7 Applications which are subject to consideration by the multi-agency Exclusion Panel will be added to the Housing Waiting List but will not be made live unless approved by the Panel. The registration date for non-excluded applicants will be the date the Housing Application Form was requested.

9.8 Existing applications - Change of circumstances

Where an applicant who is already registered on the Waiting List informs the Partners of a change in their circumstances, their application will be re-assessed. Depending on the nature of the change they may be required to attend a housing interview and provide additional evidence / information. If this results in them qualifying for inclusion in a higher Band, their date of registration in that Band will be the date that notification of the change of circumstances was received. Should the re-assessment result in them moving to a lower

Band their original registration date will be used to determine their position within that Band.

<b>Table 1 – Immediate Priority</b>		
Applicants in immediate housing need are included in this Band - where exceptional circumstances exist which requires an immediate offer of housing. Further information is provided in 9.9 below.		
<b>Table 2 – Applicants with identified housing need and a Local Connection to Cardiff</b>		
<b>Homeless Sub-list</b>	<b>Beneficial Transfer Sub-list</b>	<b>General Sub-list</b>
<b>Band A</b>		
Applicants with an urgent housing need	Applicants with an housing need	
<b>Band B</b>		
Band Bi - Applicants with a high housing need Band Bii – Applicants with a medium housing need	Applicants with a housing need	Band Bi – Applicants with a high housing need Band Bii – Applicants with a medium housing need
<b>Table 3 – Applicants with identified housing need but no Local Connection to Cardiff</b>		
<b>Homeless Sub-list</b>	<b>Beneficial Transfer Sub-list</b>	<b>General Sub-list</b>
<b>Band C</b>		
Not applicable	Not applicable	Applicants with an urgent housing need
<b>Band D</b>		
Not applicable	Not applicable	Band Di – Applicants with a high housing need Band Dii – Applicants with a medium housing need
<b>Table 4 – Applicants with no identified housing need</b>		
<b>Homeless Sub-list</b>	<b>Beneficial Transfer Sub-list</b>	<b>General Sub-list</b>
<b>Band E</b>		
Not applicable	Not applicable	Applicants with a Local Connection to Cardiff but no identified Housing Need
<b>Band F</b>		
Not applicable	Not applicable	Applicants with no Local Connection to Cardiff and no identified Housing Need

For Further information regarding Cardiff Housing please see link below:  
[https://www.cardiffhousing.co.uk/uploads/docs/docs\\_1564653018.pdf](https://www.cardiffhousing.co.uk/uploads/docs/docs_1564653018.pdf)

## First Homes Cardiff

First Homes Cardiff is a Shared Equity Home Ownership Scheme offered by Cardiff Council. If you are looking to buy your first home, we can help make it easier for you.

A Shared Equity scheme is where you buy a percentage share of a property, but you will be the legal property owner on completion of the sale. This percentage is typically 70%. The remaining equity share (30%) is a charge against the property, which you can buy later. You won't pay rent on the 30% and you do not have to repay it back to the council while you own the property.

We have modern properties available across Cardiff, ranging from one-bedroom apartments to three-bedroom houses. Most of the properties are on new build sites with private housebuilders or with the Council itself.

You can also buy previously owned properties. We resell homes that have been bought through our scheme if the owner decides to sell it on.

If you are interested in purchasing a property through this scheme, you will first need to be registered.

## Newport

### Apply to rent or buy a home from a housing association

Affordable housing for sale and to rent is advertised through Home Options Newport.

To be considered for properties advertised you have to be registered for housing and then 'bid' for properties.

If you are homeless or at risk of losing your home, the council has a duty under the Housing (Wales) Act 2014 to look into your situation and find out how we may possibly be able to help you.

Complete the Home Options Newport housing solutions guide for information on housing and the options open to you.

### Homeless or threatened with homelessness? Phone 656656 and ask for the housing solutions team

If you are threatened with homelessness within the next 56 days we will work with you to take all reasonable steps to prevent homelessness from happening, either by working with you to keep your existing home or by finding alternative accommodation.

If you are already homeless we will take all reasonable steps to find you alternative accommodation, helping for up to 56 days after you have become homeless. This is known as the homelessness relief duty

You will be expected to work with your caseworker to agree reasonable steps that may include :

- an offer of suitable accommodation with a private landlord
- an offer of suitable accommodation with support
- assistance to secure accommodation you have found yourself
- an offer of suitable social housing

### **If you are still homeless after 56 days**

If we have not been able to house you and you have done everything you were asked to do, we will decide if we have a duty to continue to assist you.

If you have refused a suitable offer of accommodation, including within the private sector, or have not followed the list of agreed actions you may not be entitled to further help.

If you have followed the agreed actions and have not been successful in finding suitable housing, we will try to find out if you are in one of the priority need groups, and if your homelessness was as a result of something you have done or failed to do.

At the end of the 56 days, if we are satisfied you are in one of the priority need groups and are not homeless intentionally, we will continue to help you find a new home.

### **If you have nowhere to stay**

If you have nowhere safe to stay we will do all we can to find you somewhere to stay on a temporary basis while you work with the council to find a solution.

If we believe you may be eligible, homeless and have an apparent priority need and we cannot provide you with a solution in the short or medium term, we try to provide temporary accommodation.

### **If temporary accommodation is provided you may be asked to leave if:**

- you breach the terms of your agreement
- you have refused an offer of suitable accommodation, including private rented accommodation
- we decide you have made yourself intentionally homeless
- you have not done everything your caseworker has asked you to do
- you have suitable accommodation available to you

**If you are homeless or threatened with homelessness contact the housing solutions team on (01633) 656656.**

## Low cost home ownership

Newport City Council works with housing associations and private developers to create affordable homes, below market value, for people needing housing in Newport.

The aim is to help create stable, mixed communities by developing quality housing for people who want a home but who are priced out of buying or renting a property on the open market.

### The council advertises properties on Home Options Newport which includes:

- Rent to buy – you can rent your home from one of the partner housing associations and buy it in the future
- Part buy, also called shared ownership - you buy a share of a property and pay rent to a housing association for the remaining share
- Buy now with shared equity – you can buy 100% of a property and only pay up to 50% of the value. One of the partner housing associations retains an interest in the property for the remainder of the value, which can also be bought at a later date or repaid upon sale of your home
- Buy now – you can purchase a property now but can switch to renting it in the future if your circumstances change

The affordable housing scheme offers a range of homes in various locations across the city, part of larger developments built by national house builders.

Homes have to meet standards set out by the Welsh Government so you can be assured of a quality home at an affordable price.

### Apply

Register and submit an application for affordable housing on **Home Options Newport**.

## Older people's housing

### Housing in Newport for people aged 55 years and older includes:

- flats and bungalows for independent living with the added security of an emergency call lifeline
- support schemes with easy to manage homes and support from a scheme manager
- Extracare - easy to manage single floor homes with care packages for health needs as well as more general support
- there are a number of private retirement solutions in Newport

## Monmouthshire

### Affordable Housing

The Housing Strategy Team manage the Social Housing Grant programme, which enables the delivery of affordable housing in Monmouthshire.

By utilising Social Housing Grant and working with our partner Registered Social Landlords, we are able to provide affordable homes across the county.

There are different affordable housing options available, these are Social Rent, Intermediate Rent, Low Cost Home Ownership and Rent to Own.

We also work with colleagues in the Planning Department to ensure that all S106 contributions are made in line with the current Affordable Housing Supplementary Planning Guidance.

There is a shortage of affordable housing in Monmouthshire, the average property price is £336,760 (Hometrack -09/2020), this is a level which is beyond the affordability of many local people and many first time buyers find themselves priced out of the market. The cost of private rented accommodation has increased and market rent levels are higher than many local people can afford. These pressures mean thousands of households have registered on Monmouthshire Homesearch are waiting to access affordable housing. Further information on the need for Affordable Housing can be found in the Council's Local Housing Market Assessment.

### Am I homeless?

#### Legally you are homeless if you:

- Have nowhere to live in this country or anywhere else in the world that is available for you to occupy
- Have no legal right to remain in your home
- Have somewhere to live but cannot get into the property
- Have somewhere to live but it is not reasonable for you to stay there, for example, it is probable that this will lead to the person, or a member of their household, being subjected to abuse.
- Have a boat, caravan or mobile home but you have nowhere to put it

#### You can also apply for advice and assistance if it is likely that you will be homeless in the next 56 days. This may be because you:

- Have been taken to Court and the Court says you must leave your property within the next 56 days
- Have been living with family or friends and they have asked you to leave within the next 56 days

# 6 Housing

We will work with you to help you remain in your home. If this is not possible we will assist you to find new accommodation. Severe Weather Emergency Protocol for Rough Sleepers I've Seen Someone Rough Sleeping

Phone number: 01633 644 644

Email address: [housingoptions@monmouthshire.gov.uk](mailto:housingoptions@monmouthshire.gov.uk)

Opening hours: Monday to Thursday 8.45 – 5.00pm, Friday 8.45 – 4.30pm

Emergency out of hours number: 01633 644 644

## Band 3A

### Homeless Households

Owed Section 75 Duty **Medium Housing Need**

Priority within this Band will be by date of entry into Band 3 not original date \*these will go from date of Homeseeker registration, once proof provided.

- Leaving Armed Forces

## Torfaen

### Torfaen Homeseeker

Homeseeker is the common housing register for accessing social housing in Torfaen and is open to anyone over the age of 16.

Homeseeker is a partnership between Torfaen County Borough Council and 6 registered social landlords; Bron Afon, Melin Homes, Pobl, Hafod Housing, Linc Cymru and United Welsh.

Applicants only need to complete 1 application form and all available housing across the 6 landlords are advertised through the Homeseeker partnership.

For more information about Homeseeker or for help completing the registration form or applying for a property, please visit the Homeseeker website: <https://www.torfaenhomeseeker.org.uk/> or contact the Homeseeker team directly on 01495 742409 or [homeseeker@torfaen.gov.uk](mailto:homeseeker@torfaen.gov.uk)

### Housing Options Wizard

Social housing is in high demand and applicants can wait a long time before being offered accommodation. So, you may want to explore some of the other housing options.

The Housing Options Wizard provides a range of information and advice, as well as useful contact details, which may help you to find alternative accommodation options.

**Some of the options available include:**

- Low cost homeownership & intermediate renting
- Private renting
- Mutual Exchanges

The Wizard can be accessed via the Homeseeker website.

## Torfaen Homes

Our dedicated housing website also contains a wide range of information about housing and the housing related services available in Torfaen. For more information visit:  
<https://www.torfaenhomes.co.uk/>

## Housing Support Grant Programme

The Housing Support Grant Programme provides housing-related support to help vulnerable people to live as independently as possible.

**The aims of the Supporting People Programme are:**

- to help prevent and tackle homelessness.
- helping vulnerable people live as independently as possible.
- providing people with the help they need to live in their own homes, hostels, sheltered housing or other specialist housing.
- preventing problems in the first place or providing help as early as possible in order to reduce demand on other services such as health and social services.
- providing help to complement the personal or medical care that some people may need.
- ensuring quality services, which are delivered as efficiently and effectively as possible through joint working between organisations that plan and fund services and those that provide services.
- promoting equality and reducing inequalities.

## Torfaen Housing Support Grant Programme

01495 766949

[Gateway@torfaen.gov.uk](mailto:Gateway@torfaen.gov.uk)

Website:

<https://www.torfaen.gov.uk/en/Housing/Supportingpeople/Supporting-People.aspx>

# 6 Housing

## Homelessness

Are you worried about your housing situation? Do you need some help, advice or support?

You can attend one of our drop in services, where you can speak to someone face to face about your concerns.

The officer will advise you of your options and provide you with the information that you need to help resolve your situation.

## The Wallich

The Wallich's Torfaen Office is closed until further notice. The Drop In Service is still available via telephone. The Drop In number is: 07824 991371.

## Platform

Platform's Pontypool Office and all Drop in locations across the Borough are closed until further notice. The Drop In Service is still available via telephone. The Drop In number is: 07966786842. This is the same number for the Out of Hours On-call Service.

If your housing situation is urgent, you will be referred to our Housing Solutions Service. An urgent situation might include sleeping rough or being under an imminent threat of eviction.

The team will then assess your personal circumstances and determine the assistance you may be entitled to receive.

A joint action plan (Personal Housing Plan) will be completed with you. This will identify the actions the Housing Solutions Service will take on your behalf and the actions that you will need to take to improve your situation.

NB If you are under the age of 18, you will be referred to social services who will assess your needs and requirements. The Torfaen Young People's Service (TYPSS) can offer help and support for young people aged 16 and 17.

What can you do if someone is sleeping rough?

There are different ways in which you can help people who are sleeping out, particularly during times of adverse weather.

If you are aware of someone who may be sleeping rough, please contact Torfaen Council to let us know where they are and help us to co-ordinate a response. You can inform us in one of 3 ways:

1. Telephoning Customer Care on 01495 762200 or you can **report concern for a homeless person** here
2. Reporting the information via the **Street Link** website or app, or by
3. Contacting our support partners The Wallich on 01495 366895

There are many reasons why people sleep rough, so we ask members of the public to respect their privacy and to avoid posting information about individuals (who may be vulnerable) on social media, as this can unintentionally expose them to risks.

Torfaen Council works with different organisations to support people who are homeless. If you want to assist people who are homeless, please contact the Council for information about the services available.

Whilst your support is welcomed, please be aware of your own safety and the safety of the person who is sleeping rough.

Last Modified: 01/04/2021

## **For more information contact:**

### **Housing Solutions**

**Tel: 01495 742303 / 742301**

**Email: [housingsolutions@torfaen.gov.uk](mailto:housingsolutions@torfaen.gov.uk)**

### **Emergency Out of Hours**

**Tel: 01495 762200**

## **Housing Support Grant**

The Housing Support Grant is a government funded programme which uses methods of early intervention to prevent homelessness, stabilise a person's housing situation and encourage them to live independently.

The Housing Support Grant in Torfaen funds, monitors and develops supported housing and housing support services. The support is available free of charge for residents of Torfaen and can support individuals for up to 2 years.

### **What is Floating Support?**

Floating Support is one-to-one tailored support provided by local support services. The support addresses people's housing problems and other support needs that may impact their housing situation.

### **Examples of support:**

- setting up/maintaining a tenancy
- manage rent/bill payments
- mental health
- help with money issues and claiming benefits
- specialist support for young people aged 16-24
- domestic violence
- illness/disability
- drug & alcohol dependency
- form filling
- emotional support
- help to access education, training or work

# 6 Housing

## What is Supported Accommodation?

Supported accommodation is accommodation in which the tenant receives support that is linked to their accommodation. Supporting them to gain the skills to live independently and maintain a tenancy of their own.

## How to get support

### Gateway

- If you are looking for support, you can contact the Gateway Team who will help you find the most suitable support for your circumstances by completing a referral form with you.
- The Gateway Team can be contacted on 01495 766949 or via **email [gateway@torfaen.gov.uk](mailto:gateway@torfaen.gov.uk)**.

## Housing Associations in Gwent

### Housing associations

Both the council and housing associations own and manage social rented housing throughout the county borough.

Social rented housing is housing where the rent is a level less than the full market rental value.

Housing associations provide homes for rent to people with a housing need. Generally, people who are over 16 years of age and have a housing need are eligible to apply for re-housing by housing associations.

### Aelwyd Housing Association

Aelwyd Housing is a Charitable Housing Association, with a Christian ethos, providing rented homes for people in housing need. All our properties are located in South Wales, and the vast majority are flats for people aged over 55. We welcome applications from everyone, regardless of faith.

58 Richmond Road  
Roath  
Cardiff CF24 3ET

Telephone: 029 2048 1203

Email: [enquiries@aelwyd.co.uk](mailto:enquiries@aelwyd.co.uk)

Website: <http://www.aelwyd.co.uk/>

### Bron Afon

We have over 8,000 homes in Torfaen and are building new homes every year. Our homes are affordable and maintained to the Welsh Housing Quality Standard.

Ty Bron Afon, William Brown Cl, Cwmbran NP44 3AB

01633 620111

## Cadwyn Housing Association

We are a 'not for profit' organisation with housing roots. Cardiff based, we provide good quality, affordable homes to people from all walks of life including single people, families, people who have previously been homeless, people from minority ethnic backgrounds and people on low incomes.

197 Newport Road  
Cardiff  
CF24 1AJ

**Telephone: 029 2049 8898**

**Email: [info@cadwyn.co.uk](mailto:info@cadwyn.co.uk)**

**Website: [www.cadwyn.co.uk](http://www.cadwyn.co.uk)**

## Linc Cymru Housing Association

Linc Cymru is a Housing Association and Care provider. It's what we do but is only the beginning of our story. At Linc, we believe in creating the right environment for people to flourish. The homes we build and the natural environments that support them contribute to improving people's quality of life, and as a care provider we work with Local Authorities and the NHS to address the needs of our ageing population. We are a socially responsible business focused on building a prosperous and healthier Wales, a great place to live and work, now and in the future.

387 Newport Rd, Cardiff CF24 1GG

**0800 072 0966**

## Melin Homes

We are a Registered Social Landlord providing affordable homes and services to people living in south east Wales. We exist to create opportunities for people and communities to thrive. We have a strong values base and an excellent staff team that make a positive impact on the communities in which we operate, providing high quality social housing to those who need it. We support people within their homes and actively provide money, energy, and employment advice alongside support for both renting and buying properties.

We are well established within our local communities and are a valued partner of choice for local businesses and partners. As one of the major Housing Associations in Wales, we now own and manage over 4,000 homes in Blaenau Gwent, Monmouthshire, Torfaen, Newport and Powys. In addition to offering homes for rent, we also offer properties for sale through our low cost home ownership scheme and our subsidiary Candleston. We are a supportive and vibrant organisation that takes pride in being both a resilient landlord and an excellent employer within our local area.

Roderick Hill Ct, Dukestown, Tredegar NP22 4EZ

**01495 726126**

## Newport City Homes

At Newport City Homes, we provide homes and services to more than 20,000 residents, leaseholders and shared owners in the city of Newport. As the largest social landlord in Newport, we are uniquely placed to play a key role in ensuring our residents and communities are given opportunities to grow and succeed.

195 Upper Dock St, Newport NP20 1DB

01633 381111

## Pobl Group

We are committed to providing great service to our tenants, so they can enjoy and benefit from living in our homes. As well as helping to maintain your home, our experienced teams offer a wide range of services including money advice, IT training and parenting support.

The Old Post Office  
Exchange House  
High Street  
NP20 1AA

Telephone: 03301759726

## Tai Calon Community Housing

Tai Calon was established on 26th July 2010. We are a not-for-profit, community mutual organisation and Blaenau Gwent's largest social housing provider, with nearly 6,000 homes.

We are a major employer in the local area, with over 260 well trained and committed staff who all contribute to our annual turnover of over £25 million.

To date we have invested over £120 million in our homes to ensure they reached and are maintained to the Welsh Housing Quality Standard.

Solis One, Griffin Lane, Rising Sun Industrial Estate, Blaina NP13 3JW

0300 303 1717

## United Welsh Housing Association

United Welsh is a not-for-profit organisation providing homes and related services in South Wales. We are passionate about building homes, creating communities and transforming lives.

We look after over 6,300 homes for people across 11 local authority areas, and our services help thousands more in our communities.

Helping people to live happily and in good health is important to us, and we are proud to have been named fifth best landlord in the UK.

We have a new building programme that is worth around £21m each year and in the next five years, we intend to build 1,300 more homes.

13 Beddau Way, Caerphilly CF83 2AX

### Call

You can call us on 0330 159 6080 between 8.30am – 5pm, Monday to Friday.

Press 1 for repairs

Press 2 for payments

Press 3 to speak to our Customer Engagement team

## Wales & West Housing Association

We are Wales & West Housing and our vision is to achieve strong, sustainable growth to make a difference to people's lives, homes and communities.

We manage more than 12,000 high quality, affordable homes in 15 local authority areas across Wales. These include more than 3,000 dedicated properties for older people as well as innovative supported housing solutions for people with a range of particular needs. In this section you can find out all about our roots and our 50 years of experience in social housing in Wales and our achievements to date, as well as our aims and aspirations for the future.

Maes-Y-Felin, Caerphilly CF83 3NH

**029 2086 0462**

## Rhondda Cynon Taff

### HomefinderRCT

Rhondda Cynon Taf Council and its housing partners - Cynon Taf Community Housing Group, Hafod, Newydd, Trivallis, Rhondda and Wales & West Housing Associations have introduced a new way of allocating their properties.

Homefinder RCT allows you to search and bid online for properties.

All you need to do is ensure you are on the Housing Register. Anyone who lives in RCT can apply to join the Housing Register and will be placed in a Band depending on their personal and financial circumstances and priority is given to those with greatest need.

If you don't have access to a computer to register your online application, a member of staff from the HomefinderRCT team can help you. Call 01443 425678 and a trained member of staff will complete the application with you over the telephone.

<https://www.homefinderrct.org.uk>

How HomefinderRCT applications are prioritised

HomefinderRCT uses a banding scheme to prioritise applications.

All housing and transfer applications received for accommodation will be assessed and placed into one of 4 bands, A to D.

The table below briefly sets out the banding scheme and gives examples of those applicants who would be eligible to be placed in each band. Further details of the banding scheme and application process can be found within the Rhondda Cynon Taf Housing Allocation Scheme

## Band A

### Urgent Housing Need

These are time limited cases to be reviewed every 3 months

Local connection criteria will apply except for MAPPA and Homelessness Cases

### Reasonable Preference Categories s167(2)(a), (b), (c), and (d)

Applicants who have suddenly lost their existing home as a result of disaster and require accommodation in a short period of time.

Applicants who are homeless under Section 75 of the Housing (Wales) Act 2014. These are applicants who are homeless, eligible and in priority need.

Applicants who have served in the regular or reserve Armed Forces of the Crown who have been made homeless since leaving the armed forces.

Bereaved spouses or civil partners of those serving in the regular or reserve forces where (i) the bereaved spouse or civil partner has recently ceased, or will cease to be entitled, to reside in Ministry of Defence accommodation following the death of their service spouse or civil partner, and (ii) the death was wholly or partly attributable to their service.

Applicants who currently occupy a property where a prohibition order, demolition order or compulsory purchase order has been served.

Applicants who have a health condition that is terminal and their current home is a barrier to receiving urgent medical care.

Applicants who have a health condition that is life threatening and their existing accommodation is a significant contributory factor.

Applicants who are disabled and their current accommodation cannot be adapted and which completely restricts them from carrying out day to day activities both internally and outside the home and they require a fully adapted property.

Applicants who are in hospital and a planned discharge is imminent but there is no accommodation available for them to reasonably occupy.

Applicants (including those leaving Care) that are leaving supported housing and have been assessed and approved by the Move On Panel as ready for re-housing.

Applicants who are currently under occupying social housing by one or more bedrooms and need to transfer to a smaller property due to the current property being unaffordable.

### Local Priorities

Applicants who currently occupy a Level 1 adapted property that they no longer require and there is a suitable applicant on the waiting list for the property.

There is a likelihood of a child being accommodated by the local authority if re-housing is not made.

Applicants whose circumstances are not dealt with under any of the other circumstances in Band A, however their housing need has been assessed by the Eligibility Panel as urgent and they require immediate re-housing.

# 6 Housing

## Band B

### High Housing Need

**Applicants awarded Band A but with no local connection**

**All Homeless Priority Need Regardless of Local Connection**

### Reasonable Preference Categories s167(2) (a), (b), (c), (d) and (e)

Applicants who are homeless within the meaning of Part 7 of the Housing Act 1996 or Part 2 of the Housing (Wales) Act 2014

Applicants who are owed a duty under sections 66 or 73 of the Housing (Wales) Act 2014

People who are owed a duty by a local authority under Section 190(2), 193 (2) or 195 (2) of Part VII of the Housing Act 1996 or who are occupying accommodation secured by any local authority under Section 192(3)

Applicants who live in an overcrowded property which leaves them at risk of infection, for example, where an applicant is suffering from advanced HIV infection.

Applicants who are currently occupying accommodation which has two bedrooms less than required based on the needs of the household.

Applicants who have an urgent need to move on welfare grounds and an application has been made because they are at risk of being admitted to residential care or hospital if they are not re-housed.

Applicants who need to move due to relationship breakdown and there is a need identified to safeguard and promote the welfare of a child.

Applicants who are giving or receiving essential support, which can only be delivered if they live in a specific locality within the area.

Applicants who have permanent employment which cannot continue unless they live in a specific locality within the area and are otherwise adequately housed.

### Local Priorities

Applicants who have been recommended by the Director of Community and Children's Services to foster or adopt children and whose current accommodation is not large enough.

Applicants who are forced to live apart from their partner or children because their current accommodation is unsuitable\*

*\* This does not apply to those who are legally separated or are living apart due to relationship breakdown or family dispute*

## Band C

### Low Housing Need

#### Applicants awarded Band B but with no local connection

#### Reasonable Preference Categories s167 (2) (a), (b), (c) and (d)

Applicants who have a health condition which is being adversely affected by an aspect of their current home which can only be resolved by moving house.

Applicants who are currently occupying accommodation which has one bedroom less than required based on the needs of the household.

Applicants who need to move to be nearer to:

- a. A child's school (where the need to move to a school has been recommended by the Director of Education).
- b. A place of worship as there is no suitable place of worship where the applicant currently resides

## Band D

### No Housing Need

#### Applicants awarded Band C but with no local connection

#### (except Homelessness)

#### Reasonable Preference Category s167 (2) (e)

Applicants who are assessed as having no housing needs.

Applicants who are current tenants of a Housing Association who wish to transfer and have no housing needs \*

*\*Applicants must have been a tenant with their current landlord for 12 months or more*

# 6 Housing

## Rhondda Cynon Taff CBC Homestep

Homestep aims to make home ownership more affordable for you. It is operated by Rhondda Cynon Taf County Borough Council and delivered in partnership with private house builders.

Homestep homes are new build houses. You buy the house at a percentage of its full market value (usually 70%). The Council holds the remaining share of the value of the house (i.e. 30%). This means that you only need a deposit and mortgage for a percentage of the property value.

There is no deadline and you do not have to pay interest on the 30% held by the Council. However, if you were to sell the home in the future, you would pay the value of the percentage held at the time of the sale. For example, if your home was valued at £150,000 you would receive £105,000 from the sale and would have to pay the Council £45,000.

### Who is eligible?

**To be able to apply for Homestep you must:**

- Be a first time buyer (or not currently a home owner)
- Be over 18 years of age
- Be a UK passport holder or have Indefinite Leave to remain in the UK
- Be unable to afford to purchase the home at full market value
- Be unable to raise a mortgage with a suitable mortgage lender (usually with a deposit)
- Have access to enough savings to cover the costs of buying a home at 70% of market value, such as solicitors, mortgage and survey fees.

**Email:** [homestep@rhondda-cynon-taff.gov.uk](mailto:homestep@rhondda-cynon-taff.gov.uk)

**Phone:** 01443 281136

### Adapted Housing

Adapting a home can have a huge impact on your wellbeing and your quality of life. A home that is more suitable for your needs can help to make everyday tasks easier.

If you are a housing association tenant and you need your current home adapted to meet your needs, contact your housing association to ask if the adaptations that you need can be installed in your home.

If you are a private rented tenant adaptations can be installed in your home with the permission of your landlord. Please contact the Council's First response team for further advice on 01443 425003.

If you own your own home and need assistance to adapt your home to make it suitable for your needs you can contact the Council's Housing Grants team on 01443 281118.

## The Care and Repair Service

Another option is the Care and Repair Service provided by Cwm Taf. It aims to help older people /or with a disability to remain in their own homes, with increased comfort and security.

They offer a range of services, from a handyman scheme offering minor repairs to a rapid response adaptations programme to prevent accidents or aid hospital discharge.

For more information about the Care and Repair Service Cwm Taf offers, please contact:

**01443 755696**

## Housing Association Mutual Exchange

Mutual or tenancy exchange is available to council or housing association tenants and takes place when two or more tenants agree to exchange (swap) homes with each other.

You will need to find another tenant who wants to swap with you.

There are a national swapping services, HomeSwapper and House Swap Wales. If you register your details on their website and another tenant is interested in swapping with you they will let you know.

**HomeSwapper Website: <https://www.homeswapper.co.uk/>**

**<http://www.houseswapwales.co.uk/>**

## Housing Associations in RCT

Cynon Taf Community Housing Group lies in the heart of Rhondda Cynon Taf in South Wales. We're proud of our deep-rooted history in providing housing and support for the people and communities where we work. We provide 1850 homes for rent, including 4 housing schemes for older people. We also provide a well-respected Care & Repair service for older or disabled people living in privately-owned homes

**<http://www.cynon-taf.org.uk/>**

Habinteg Housing Association is a registered social housing provider with 50 years' experience building and promoting accessible homes and communities. We own and manage more than 3300 homes and we operate in 86 local authorities across England and Wales.

We believe that having an accessible home in an inclusive setting can transform the lives of disabled people and those around them.

**<http://www.habinteg.org.uk/>**

Hafod are proud to provide a wide range of housing, support and care services throughout south Wales. In addition to providing high-quality affordable homes, we support people to maintain their independence and personal well-being for as long as possible either in their own homes, supported housing or in one of our residential care homes.

**<http://www.hafod.org.uk/>**

At Newydd we work in close partnership with other charities, local authorities and the Welsh Government to support people where housing need is at its greatest.

We have wide variety of homes available for rent and sale across mid and south Wales, see the types of homes available on the left. We also build new homes, ensuring that each home is attractive, spacious, accessible and energy efficient.

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

RHA provides a variety of properties including flats, houses and bungalows in RCT which can range in size, type and location, allowing us to offer you a quality home, which will suit your needs.

<http://www.rhawales.com/>

Trivallis are proud to provide homes for thousands of people in our communities and we believe we are uniquely placed to not only deliver good quality housing, but to help regenerate the communities we serve and improve the lives of those living there as well.

Our vision is: Prosperous people and places

We will get there by ensuring that: Together we create great places to live and work

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

We are Wales & West Housing and our vision is to achieve strong, sustainable growth to make a difference to people's lives, homes and communities.

We own more than 12,000 high quality, affordable homes in 15 local authority areas across Wales. These include more than 3,000 dedicated properties for older people as well as innovative supported housing solutions for people with a range of particular needs.

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

## Merthyr

### Living Merthyr Tydfil

Living Merthyr Tydfil allow people to access information and advice, view social housing properties available for rent, register on the common housing register - which would allow you to apply for social housing properties and find any shared ownership properties for sale.

We aim to give you more choice in deciding where you want to live. Properties that are available for rent may be advertised daily and each advert will remain live for at least 7 days before closing. Properties are allocated according to housing need, and NOT on a first come first served basis.

In order to begin applying for available properties, you must first REGISTER on this site. Then you must complete a Housing Registration Application, providing details of your current housing and household circumstances. Once complete and submitted, your application will be reviewed by a Council Officer to validate the information provided. Once validated, you will receive a message when you log into your account advising you that you are now active and able to begin applying for properties. If during validation, we require more information, you will receive a message when you log into your account advising you what you are required to do.

Visit <https://www.livingmerthyrtydfil.org.uk/>

Phone 01685 725000

## Priority Bands

There are three main priority bands. These bands are:

**Band 1 - High Priority:** These are applicants that are owed a statutory award of reasonable preference but whom Merthyr Tydfil County Borough Council believes should also be awarded additional preference based on their urgent housing needs.

**Band 2 - Medium Priority:** These are applicants that are owed a statutory award of reasonable preference under the policy.

**Band 3 - Low Priority:** These are applicants who have not been assessed as being in the additional preference group or the reasonable preference group.

Please note there are also reduced preference bands and a non-priority band. You will be placed in one of these if you have a history of ASB, rent arrears or have refused two reasonable offers of accommodation.

Band	Priority	Category
Band 1	High	<ul style="list-style-type: none"> <li>• People who are homeless and have been assessed as being owed a homelessness s75 duty</li> <li>• People that need to move due to a fire or flood, or severe storm damage to their home.</li> <li>• Households living in conditions which give rise to an imminent risk of serious harm and where the Council has served an Emergency Prohibition Order under Part 1 of the Housing Act 2004.</li> <li>• Excessive Overcrowding of 2 bedrooms or more measured by the bedroom standard i.e. Where a Council officer has made an assessment using the Housing Health and Safety Rating system and concluded there is a serious high risk of harm due the impact of severe overcrowding.</li> <li>• Demolition or Compulsory Purchase Order (CPO). Where the applicant's property is subject to demolition or subject to a Compulsory Purchase Order for redevelopment.</li> <li>• Applicants without access to any of the following facilities:               <ul style="list-style-type: none"> <li>o A bathroom or kitchen</li> <li>o An inside WC</li> <li>o Hot or cold water supplies, electricity, gas or adequate heating.</li> </ul> </li> </ul> <p>(Note: Applicants who have access to shared facilities in shared accommodation – will not qualify under this criteria)</p>

# 6 Housing

Band	Priority	Category
Band 1	High	<ul style="list-style-type: none"> <li>An applicant who has an urgent need to move for significant medical or welfare reasons (including disability), which are being exacerbated by their current housing situation (see Appendix 3 for detail)</li> <li>Applicants who need to move immediately due to domestic abuse and/or sexual violence</li> <li>Applicants who need to move immediately due to extreme violence or extreme harassment</li> <li>Where their spouse or partner's death is attributable (wholly or partly) to their Military service and the bereaved spouse or civil partner's entitlement to reside in Ministry of Defence accommodation then ceases.</li> <li>Where a social housing tenant lives in a property with a significant adaptation and a change of circumstances has meant that the current occupier no longer needs the significant adaptation.</li> <li>Care leavers considered ready to move out of current placement by Housing Solutions Team and Social Services (Move On Panel)</li> </ul>
Band 2	Medium	<ul style="list-style-type: none"> <li>Applicants owed a s66 homelessness prevention duty (only where the landlord has formally commenced possession proceedings with the Court)</li> <li>Applicants owed a S73 homeless duty (but only for as long as that duty is owed to the applicant)</li> </ul> <p>(Applicants owed a S66, or S73, or S75 duty by another Council will be given reduced preference within Band 2)</p> <ul style="list-style-type: none"> <li>Where a s73 duty is ended and no final duty (s75) is owed – the applicant will remain in Band 2 for a maximum period of 52 weeks from the ending of the s73 duty</li> <li>Homeless prison leavers classified as MAPPA offenders Level 2 and 3</li> <li>People where it has been verified by the Council, are rough sleeping within Merthyr Tydfil</li> <li>Applicants who live in accommodation that is a moveable structure, like a caravan, but there is no lawful place they can lawfully place it and live in it</li> <li>Serious Chronic/Acute medical reason(s) (including disability) that have a CLEAR and DIRECT link to existing housing circumstances, which would be significantly improved by re-housing (see Appendix 3 for detail)</li> </ul>

Band	Priority	Category
Band 2	Medium	<ul style="list-style-type: none"> <li>• Significant Welfare reason(s) such as: victim of serious ASB impacting on existing mental health condition of the applicant(s) or where access to local amenities from their current home is significantly hindered by the applicant's mobility issues</li> <li>• Household is overcrowded by 1 bedroom</li> <li>• Existing social tenants who are under-occupying their home and need to move to a smaller property due to financial hardship. However, the applicant also has to evidence that they are also trying to solve the situation i.e. submit a DHP to assist with the payments until they can secure alternative accommodation.</li> <li>• Where an authorised officer from Merthyr Tydfil County Borough Council has determined that a private rented property contains one or more serious Category 1 hazards as defined by the Housing Health &amp; Safety Rating System and there is no prospect of the issues being remedied in a period of time that Merthyr Tydfil County Borough Council considers reasonable.</li> <li>• Owner occupiers and private rented tenants suffering financial hardship as a direct result of their current home</li> <li>• Members of the Armed Forces who are serving in the regular forces who will be discharged within three months</li> <li>• Armed Forces Veterans who have served in the five years preceding their application date</li> <li>• Support Hardship: applicants that have demonstrable evidence that they provide, or receive, substantial and ongoing support to, or from, relatives or friends. This will only be considered where there are significant medical or welfare issues including grounds relating to disability; and there are valid reasons why this support cannot be achieved or maintained through reliance on public transport or the applicant's personal transport</li> <li>• Employment Hardship: priority will only be given in exceptional circumstances. Applicants must show that they need to move to take up or to continue an employment opportunity not available elsewhere. They will only be considered where they do not currently live within a reasonable commuting distance.</li> </ul>

# 6 Housing

Band	Priority	Category
Band 3	Low	<ul style="list-style-type: none"> <li>All other applicants who are eligible to be registered but do not have a statutory reasonable preference priority for bands 1 or 2.</li> <li>Applicants owed a S66 homelessness prevention duty – but where the landlord has NOT formally commenced possession proceedings with the Court)</li> </ul>
No Priority		<ul style="list-style-type: none"> <li>Applicants who are eligible to join the register but have been awarded no priority for a number of reasons set out in the policy including:               <ul style="list-style-type: none"> <li>Failure to address former rent arrears or housing related debts (£500-£999)</li> <li>Failure to address unacceptable behaviour</li> <li>Not yet considered by Merthyr Tydfil County Borough Council to be ready for move on or ready to maintain a tenancy until support is in place or a support plan to enable an applicant to be tenancy ready has been completed.</li> </ul> </li> </ul>

Merthyr Tydfil Housing Association is one of only 2 housing associations exclusively providing homes for people in Merthyr Tydfil. Our local roots and knowledge means that we provide tenants and residents of the borough with a service that is second to none.

Our trustworthy reputation means that we are the popular choice for social housing in Merthyr, but as you will see from this site, we also provide more for our tenants, for the community and for local commerce.

<https://www.mtha.org.uk/>

Merthyr Valleys Homes (MVH) are proud to say that we are Wales' first tenant and employee mutual housing association. This means our tenant and employee members own the association as a co-operative. We pride ourselves on being a diverse and inclusive company that welcomes and supports our communities and workforce to play a part in steering the work of MVH so that it meets community need.

Our purpose is to continue running MVH for the benefit of our tenants, our employees, and the Merthyr Tydfil community, providing them with excellent service, homes, and support.

Our vision is laid out in Gyda'n Gilydd, which discusses the plans to shape our future 'together' with our tenants and employees to make the community a better place through our collective ambition.

<https://www.mvhomes.org.uk/>

## Vale of Glamorgan

### Homes4U

The Homes4U Scheme provides a greater opportunity for applicants to decide where they wish to live.

Homes4U helps to develop sustainable communities with the Vale of Glamorgan. Similar systems in other areas of the country have proved to be effective. The scheme allows applicants to:

- bid for homes they really wish to live in
- focus on choices rather than points
- bid for homes in areas they wish to live

Call 01446700111

### How an applicant's housing needs and circumstances are assessed

A banding system will be used to decide when to make an offer of accommodation and to whom

#### The Banding system

There are three bands Gold, Silver and Bronze. The Gold and Silver Bands are split between Gold Plus and Gold and Silver Plus and Silver. Properties will be normally be allocated in the following order:

1. **The Gold band - High Priority:** These are applicants that are owed a statutory award of reasonable preference but whom the Council believes should also be awarded additional preference based on their urgent housing needs.
2. **The Silver band – Medium Priority:** These are applicants that are owed a statutory award of reasonable preference under the policy.
3. **The Bronze band – Low Priority:** These are applicants who have not been assessed as being in the additional preference group or the reasonable preference group. N.B. Given the demand for social housing in some areas of the County Borough such applicants are likely to only be successful bidding for less popular areas or certain property types that may become available in the County Borough.

Further information on Homes-4-U allocations policy can be found at:

<https://www.valeofglamorgan.gov.uk/Documents/Living/Housing/Homes-4-U/Homes4U-Allocations-Policy.pdf>

# 6 Housing

## Housing Solutions

Whether you private rent, hold a Social Housing tenancy or are living with friends or family, the Housing Solutions team provide advice and assistance to those who are homeless, threatened with homelessness or are inadequately housed.

In your appointment, your Housing Solutions Officer will develop and agree a Personal Housing Plan (PHP) with you which will contain a set of reasonable steps for you both to carry out which will assist you in resolving your housing difficulties. We can also help by:

- Registering for Homes4U
- Discussing alternative housing solutions such as renting privately (VATS)
- Mediating with family/friends/landlords to assist in keeping you in your home where appropriate and possible
- Referring to relevant support agencies

## One Stop Advice Shop

The One Stop Advice Shop offers advice for people aged between 16 and 25 and their parents or Carers. If you are having difficulties at home, there is help available to you. They offer:

- A mediation service to help you to reconnect with your family
- Assessment from Children Services and Housing to see what extra support you need/want.
- Support while you are in alternative accommodation
- Referrals into supported accommodation
- Help accessing benefits
- Planning for permanent accommodation

Additionally, they can help you through the Learning4life project and with Careers Wales to access education, training, employment and voluntary opportunities.

236 Holton Road  
Barry  
Vale of Glamorgan

**01446 748852**

## HomeSwapper

Are you a Council tenant and looking to swap or exchange homes?

Homes4U has recently joined the online mutual exchange service, HomeSwapper. If you are interested in the scheme you can find out more and register on the HomeSwapper website. Registration for council tenants is free in the Vale of Glamorgan. For further information please contact:

01446 704316

<https://www.homeswapper.co.uk/>

## Vale of Glamorgan Supporting People – Housing

The Supporting People programme is a national grant funded programme launched on 1 April 2003 to fund housing related support services. Housing related support seeks to enable vulnerable people to maintain and increase their independence and capacity to remain in their own home.

The programme aims to deliver housing related support services that are:

- High quality
- Strategically relevant
- Cost effective
- Complementary to existing care services

In Wales the Supporting People Programme is delivered by the Welsh Government and Local Authorities through a single revenue funding stream called Housing Related Support Grant.

### ■ Our Mission

“To make the Vale a safe and healthy place in which individuals, children and families can live their lives to the full”

### ■ Our Vision

“To meet the needs of individuals and communities by providing quality services, in partnership with others, which respects diversity and promotes independence”

## The Supporting People Team

Supporting People administers grant funding to service providers to deliver a range of housing related support services which can include:

- Mapping existing housing related support services
- Planning and shaping future service provisions
- Monitoring and reviewing existing services
- Evidencing the need and demand for housing related support services
- Evaluating the ‘outcomes’ achieved

- Listening to service users views
- Ensuring service providers comply with grant and contract requirements Supporting People administers grant funding to service providers to deliver a range of housing related support services which can include:
  - Shared temporary accommodation and housing
  - Supported housing
  - Sheltered housing
  - Crisis intervention
  - Low level and ongoing support
  - Floating support
  - Community alarm service
  - Homeless preventative work
  - Direct access accommodation, including hostels and domestic abuse refuges

**Telephone: 01446 709793**

**Email: [supportingpeople@valeofglamorgan.gov.uk](mailto:supportingpeople@valeofglamorgan.gov.uk)**

## Supporting People and Housing Related Support

### Aspire2Own

Do you want to own a home of your own? Are you unable to afford market prices? Look no further, home ownership could be within reach.

Aspire2Own has been created by the Vale of Glamorgan Council and its partners in recognition that first time buyers can often find it difficult to get onto the first step of the property ladder. It is managed by the Council in partnership with Registered Social Landlords.

#### ■ Why register with Aspire2Own?

The Aspire2Own scheme is a register of people interested in low cost home ownership opportunities. The information collected, about where people want to live, the size of property they would like and their income helps the Council to plan for new low cost home ownership properties.

We also use the contact details to make sure that we let interested parties know when low cost home ownership properties become available.

To register with Aspire2Own please complete an online registration form. Once you're registered you can apply for available Aspire2Own properties.

**[housingstrategy@valeofglamorgan.gov.uk](mailto:housingstrategy@valeofglamorgan.gov.uk)**

## Interest Free Housing Loans

The Vale of Glamorgan Council in partnership with Welsh Government is providing interest-free loans to improve poor quality housing across the Vale of Glamorgan.

The Council are offering interest free housing loans. Loans are available to assist owner occupiers with essential repairs, bring long term empty properties into use and assist landlords/developers to convert empty buildings into residential units.

Contact us

Should you wish to find out more information about the loan schemes or to receive an application pack please complete an online form or contact:

Empty Homes and Loans Officer  
Regeneration and Planning  
Vale of Glamorgan Council  
Dock Offices  
Subway Road  
Barry  
CF63 4RT

01446 704721

[housingloans@valeofglamorgan.gov.uk](mailto:housingloans@valeofglamorgan.gov.uk)

## Housing Support – Who can help?

Housing related support provides flexible services that enable vulnerable people to live independently. They also play a critical role in preventing homelessness and also reduce pressures on a wide range of other public services such as health and criminal justice. Local authorities have responsibility for assessing the need for housing related support, strategic planning and commissioning services.

## Welsh Government Supporting People Programme

### Supporting People - support with housing, homelessness, debt, benefits, arrears and employment

The vision is “A Wales where nobody is homeless and everyone has a safe home where they can flourish and live a fulfilled, active and independent life”.

If you are over 16 years of age and struggling to keep your home, at risk of losing your job, need to move or need help with your finances or any type of debt, the Supporting People Team could offer you support. Whether you're a home owner, tenant (council, housing association or private), sleeping rough, or sofa surfing the Supporting People Team are here to help.

Anything that could result in you losing your home we can help you such as:

- Help to set up and maintain a home – such as finding best value utilities and setting up direct debit accounts with energy suppliers, registering people with health services, such as GP and dentists.
- Help to prevent evictions, rent arrears, bedroom tax/council tax arrears, TV licence fines – arranging repayment plans for debts and searching Turn to Us website for grants.
- Help to access services, support and social networks – onward referrals / travel training to attend groups
- Help to access education, volunteering, training and employment opportunities – referrals and access to return to work programmes, discussions with job coaches regarding barriers to work (e.g. work boots/clothes) and getting funding to cover this
- Help to claim benefits, maximise income, benefit appeals and grant applications – Turn to Us website for benefit check and completing benefit forms.
- Help with budgeting, managing money and debt management – income and expenditure check and budgeting, searching for cheaper alternatives for things such as utilities and repayment plans.
- Help to read letters and form filling – long term letter reading e.g. Mencap services where no family are present / benefit forms application

## Types of Supporting People Services

The types of services available vary greatly; please see the following list of examples of Supporting People services:

- Floating Support – a support worker visits a person in his or her own home to support them to maintain/sustain their tenancy/home. Support is provided for a period of time (dependent on an individual's needs).
- Homelessness Hostel – provides interim/temporary accommodation for people who are homeless.
- Sheltered housing schemes – sheltered housing for people who are usually over 55 years old where a scheme manager has regular contact with tenants and an alarm service provides 24 hour cover in emergencies.
- 24 hour supported housing – accommodation where staff are on site 24 hours a day. Often a shared property with communal areas such as a lounge and a kitchen but it may also be self-contained properties with staff accommodation in the vicinity.
- Supported housing (not 24 hour) – as above but staff are not on site 24 hours a day.
- Domestic Abuse Refuge – emergency/temporary accommodation for men or women who are fleeing domestic abuse.
- Community alarms – an alarm only service that provides 24 hour cover in emergencies.

**Please see your LA website for up-to-date contact information for the Supporting People department**

## Blaenau Gwent

Supporting People Team  
Social Services Directorate  
Blaenau Gwent County Borough Council  
Anvil Court  
Church Street  
Abertillery  
NP13 1DB

Telephone 01495 354681, 354683  
[supporting.people@blaenau-gwent.gov.uk](mailto:supporting.people@blaenau-gwent.gov.uk)

## Caerphilly

Telephone 01443 864548  
Email for general enquires only: [supportingpeople@caerphilly.gov.uk](mailto:supportingpeople@caerphilly.gov.uk)

### Address

Cefnogi pobl, Tŷ Penallta, Tredomen Park, Ystrad Mynach, Hengoed. CF82 7PG  
OR text **HOUSUPPORT** to **81400** and a member of the Supporting People team will contact you.

## Cardiff

Cardiff Supporting People Team fund Housing Related Support services to a range of vulnerable people, which include adults with learning disabilities. The Team plan and develop services with the aim of maximising independence and subsequently monitors the contracted services to ensure contract compliance and that the service is of a high quality. There are currently in excess of 300 units of internal supported housing provision, supported living and adult placement services for people with learning disabilities funded through the Programme in Cardiff.

### Address

Supporting People Team, Housing & Neighbourhood Renewal,  
Cardiff Council,  
Ground Floor,  
Willcox House,  
Cardiff,  
CF11 0BA

**Contact**

Telephone: 029 2053 7353

E-Mail: [supportingpeople@cardiff.gov.uk](mailto:supportingpeople@cardiff.gov.uk)

## Merthyr Tydfil

Telephone - 01685 725000

Email - [supporting.people@merthyr.gov.uk](mailto:supporting.people@merthyr.gov.uk)

Fax - 01685 722146

**Address**

Civic Centre, Castle Street, Merthyr Tydfil, CF47 8AN

## Monmouthshire

Housing Support Team (The Gateway)

Housing Support Services

Monmouthshire County Council County Hall Rhadyr USK NP15 1GA

Tel: 01633 740730

Email: [housingsupport2@monmouthshire.gov.uk](mailto:housingsupport2@monmouthshire.gov.uk)

## Newport

If you need to access housing support services, please call our contact centre on (01633) 656656 and ask for the **Housing Support Team** or email **Newport Gateway** [newport.gateway@newport.gov.uk](mailto:newport.gateway@newport.gov.uk).

## Torfaen

- If you are looking for support, you can contact the Gateway Team who will help you find the most suitable support for your circumstances by completing a referral form with you.
- The Gateway Team can be contacted on 01495 766949 or via email [gateway@torfaen.gov.uk](mailto:gateway@torfaen.gov.uk).

The Supporting People Team Torfaen County Borough Council Civic Centre Pontypool Torfaen NP4 6YB Telephone: 01495 766949 Email: [Supporting.People@torfaen.gov.uk](mailto:Supporting.People@torfaen.gov.uk)

## RCT

Sardis House  
Pontypridd  
CF37 1 DU

Email: [SupportingPeopleTeam@rhondda-cynon-taff.gov.uk](mailto:SupportingPeopleTeam@rhondda-cynon-taff.gov.uk)

Tel: 01443 281482

## Vale of Glamorgan

**Supporting People Team:**

01446 709793

[supportingpeople@valeofglamorgan.gov.uk](mailto:supportingpeople@valeofglamorgan.gov.uk)

## Housing Charities

### Alabare

### Homes for Veterans Cymru

We provide dedicated support to Veterans in North and South Wales - specifically; Cardiff, Pontypridd, Swansea, Carmarthen and Conwy.

If you have served in the UK Armed Forces and are homeless, or you fear you could become homeless in the near future, and you are in need of support (perhaps due to depression, PTSD, ill health, unemployment, family breakdown or similar), then we may be able to help you.

Our Homes for Veterans in South East Wales offer housing and support to ex-Service personnel who are homeless or are at risk of becoming homeless. All our residents must have served in the British Armed Forces.

We provide a six-bed home in Pontypridd two shared flats in Merthyr Tydfil and we also have a four-bed home in Cardiff. The home in Pontypridd is located within walking distance of local amenities and with easy access to the town centre with shopping and recreation facilities.

When you arrive at the home you will be introduced to your key worker, who will work with you to agree a support plan based on your individual needs. Our team can help you to access other appropriate agencies, including counselling services, drug & alcohol agencies and support groups, CAB and NHS Wales services wherever necessary.

Within the home, you can access training and develop the skills you need for independent living, including budgeting, healthy eating, shopping, and life skills. Training courses are also available through the local Learn Direct centre.

# 6 Housing

Most residents stay at the home for up to a year before moving on to their own independent accommodation. When you are ready to move on, we can support you to find the right place, and help you with the practical tasks of setting up your new home. We can also keep in contact with you through your first few months whilst you find your feet.

We accept referrals to our Wales Homes for Veterans from local support agencies, The Royal British Legion and other charities. If you are homeless and think we can help you, you can also refer yourself, so please get in touch.

[veterans@alabare.co.uk](mailto:veterans@alabare.co.uk)

## Cornerstone Opportunities Limited

Cornerstone are funded across areas of South Wales delivering a unique blend of housing related support and specialist benefits and money guidance.

A small, dynamic Organisation delivering incredible outcomes for funders and Service Users, we take the support to the individual and deliver all interventions with a psychologically informed approach. Allowing us the ability to adapt what we are best at to meet the needs of the individual.

We are primarily funded to deliver assertive outreach to those who are sleeping out, we have housed over 700 individuals since start up in 2014. Working throughout the pandemic, we are now a key part of delivering a rapid rehousing model alongside our Local Authority partners.

Cornerstone also lead on the Prison Pathway , delivered in partnership with National Probation Service and Local Authorities and have staff based at Probation Offices to deliver immediate response, enhancing engagement levels with prison leavers to help reduce re-offending rates.

The Cornerstone concept is to spot talented individuals within our cohort of Service Users to offer training, volunteering and employment opportunities for those with lived experience, in essence, Homeless People housing Homeless People. This unique approach is gathering momentum and sets us apart as Service Users are at the core of everything we do, having very real influence on us an Organisation.

[www.cornerstoneopportunitieslimited.com](http://www.cornerstoneopportunitieslimited.com)

[stephen@cornerstoneopportunitieslimited.com](mailto:stephen@cornerstoneopportunitieslimited.com) (Operations manager)

[helen@cornerstoneopportunitieslimited.com](mailto:helen@cornerstoneopportunitieslimited.com) (Referral & Assessment Co-ordinator)

[nicola@cornerstoneopportunitieslimited.com](mailto:nicola@cornerstoneopportunitieslimited.com) (Specialist Benefits & Money Guidance)

Office 01443 839007

## Shelter Cymru

We help thousands of people each year across Wales who are affected by the housing emergency by offering free, confidential and independent advice. When necessary we constructively challenge on behalf of people to ensure they are properly assisted and to improve practice and learning.

We work with people who use our services as equals. We provide information, advice and support to help people identify the best options to prevent homelessness, to find and keep a home and to help them take control of their own lives.

## Get housing help and advice

Call Shelter Cymru's urgent helpline on 08000 495 495  
(9.30am – 4.00pm Monday to Friday)

## SPACES

The Single Persons Accommodation Centre for the Ex Services (SPACES) provides advice and helps single service leavers find suitable accommodation. Contact SPACES from up to 12 months prior to discharge for housing assistance.

Single Persons Accommodation Centre for the Ex Services, SPACES, is a housing advice and placement service for veterans.

SPACES targets the most vulnerable of Service leavers, regardless of rank, length of service, or reason for discharge.

### SPACES:

Supporting People administers grant funding to service providers to deliver a range of housing related support services which can include:

- Helps to secure appropriate accommodation when you leave the Armed Forces to reduce the risk of homelessness or rough sleeping.
- Help to find accommodation no matter where you are located across the UK.
- We will provide support for up to 12 months prior to discharge if you don't have identified accommodation. The SPACES team will maintain contact with you until suitable accommodation is secured.
- We have established referral pathways into veterans accommodation across the country via a network of partner agencies.
- If you are married or a single parent, we will refer you to the Joint Service Housing Advice Office.
- We will assist Foreign & Commonwealth Service personnel with housing needs.

### Contact SPACES

#### SPACES

Email: [spaces@riverside.org.uk](mailto:spaces@riverside.org.uk)

Call:

01748 833797

01748 872940

01748 830191

Catterick Military

94731 2940

## The Stoll Foundation

### **We are the leading provider of supported housing to vulnerable veterans**

We provide affordable, high-quality housing and support services to enable vulnerable and disabled veterans to lead fulfilling, independent lives.

Some Veterans struggle to adapt to civilian life when they leave the Armed Forces. At Stoll we support the most vulnerable Veterans by assessing an individual's needs and then arranging appropriate support.

#### **Contact:**

Stoll  
446 Fulham Road  
London  
SW6 1DT

[info@stoll.org](mailto:info@stoll.org)

020 7385 2110

## The Wallich

The Wallich operates under three core objectives: getting people off the streets; keeping people off the streets; and creating opportunities for people.

### **1. Getting People Off The Streets**

Our **Rough Sleepers Intervention Teams (RSIT)** continue to help the most vulnerable and chaotic homeless people on our streets by providing outreach in the form of hot food, advice, referrals and pathways out of homelessness.

### **2. Keeping People Off The Streets**

Our accommodation and support consists of residential projects in which we temporarily support people in accommodation that we also manage.

These include direct access hostels, emergency night shelters and accommodation for people with specific issues such as substance misuse or mental health issues.

### **3. Creating Opportunities For People**

Our learning and employment projects are a range of services to encourage the people we support to use their current skills or gain new ones in order to get back into volunteering, education or employment.

We provide training courses, volunteering opportunities and practical workshops to support people to become work-ready.

The Wallich Centre, Cathedral Road, Cardiff, CF11 9JF

[mail@thewallich.net](mailto:mail@thewallich.net)

(029) 20668464

## Veterans Gateway

The Veterans' Gateway team supports veterans in finding, securing or maintaining accommodation. Information can be accessed by telephone, email, live chat, social media, and on the website by visiting Veterans' Gateway/Self Help/Housing.

**For more information, contact:**

**Telephone: 0808 802 1212 (Freephone 24/7)**

**Website: [veteransgateway.org.uk](http://veteransgateway.org.uk)**

Please select housing to see all options.

## Victory Outreach U.K.

We offer a holistic approach towards helping people create a healthy and successful life style.

The combination of offering alternative therapy techniques alongside professional coaching, existing medical and professional services with a practical daily structure, has proven very effective for many clients.

Overview of specialist services

Residential Drug / Alcohol rehabilitation

Specialist Health and Well-being (Recovery Coaching)

Housing Support tailored for non-substance issues

Please contact the team at [office@vouk.org.uk](mailto:office@vouk.org.uk) application forms and further information can be found at

**[www.victoryoutreachuk.com](http://www.victoryoutreachuk.com)**

## WVP

The Welsh Veterans Partnership is here to assist you, whether you are a Service Veteran or a serviceman or woman just about to leave the Forces, in finding the answer to your concerns whatever they are related to. In partnership with multiple third sector, local authorities and housing associations we will find a way to resolving your issue no matter how large or small. All you need to do is contact us via the Veterans tab and we will respond.

To date, working to the spirit of the military covenant we have developed housing pathways and helped with service leavers pre and post discharge.

We have achieved this through re housing and supporting veterans and their families at their most difficult time in their lives i.e. transition and pathways to resettlement to suitable, affordable housing on leaving HM Forces

**<http://www.welshveteranspartnership.org/Contact.html>**

## Address

Unit 12a,  
Greenway,  
Bedwas House Industrial Estate,  
Caerphilly,  
CF83 8DW

**24 helpline: 07794 197 253**

**07378 639 383**

[welshveteranspartnership.org](http://welshveteranspartnership.org)

## Help from other organisations

### The Royal Air Force Benevolent Fund (RAFBF)

The RAF Benevolent Fund (RAFBF) has a strong tradition of looking after the RAF Family in the UK and overseas. They are there for all serving and former members of the RAF as well as their partners and dependent children. They can offer grants to beneficiaries who are homeless or at risk of homelessness. Contact RAFBF at:

**Telephone: 0300 102 1919**

**Email: [welfareservices@rafbf.org.uk](mailto:welfareservices@rafbf.org.uk)**

**Website: RAFBF**

### SSAFA - the Armed Forces charity

SSAFA - the Armed Forces charity, supports veterans through financial assistance for a variety of needs. They offer support for homeless veterans or those at risk of becoming homeless. To see what assistance they can provide, contact SSAFA at:

**Telephone: 0800 260 6767**

**Email: [flis@ssafa.org.uk](mailto:flis@ssafa.org.uk)**

**Website: [ssafa.org.uk](http://ssafa.org.uk)**

## BITE

A discount card which gives you discount when travelling by rail on all rail station brands. Support Discounts on rail station brands ( i.e. station cafes) for all servicemen and women, veterans and families. Discount cards are free of charge.

### Contact:

[www.bitecard.co.uk](http://www.bitecard.co.uk)

## Blue Light Card

Blue Light Card provides those in the NHS, emergency services, social care sector and armed forces with discounts online and in-store. Blue Light Card also works with small and large companies across the UK to get involved in supporting the Blue Light community through offering our members discounts through Blue Light Card.

### Range of discounts

We're home of a range of official discounts from large national retailers to local businesses in a wide range of categories including holidays, cars, days out, fashion, gifts, insurance, phones and much more!

### Contact Details:

Blue Light Card  
POBOX 10960.  
Syston Road, Leicester, LE7 4TY

<https://www.bluelightcard.co.uk/>

## CSSC Sports & Leisure

CSSC Sports & Leisure is an exclusive membership organisation for Civil Service and Public Sector workers. Whether you're a regular, reservist, recruit in training, cadet instructor, civilian, active or retired, we can get you military discounts on supermarket and retail shopping, fitness, insurance, travel, holidays, virtual events and much more - all for less than £5 a month.

Compton Court, 20-24 Temple End, High Wycombe, Buckinghamshire, HP13 5DR.

### Telephone

01494 888444

## Defence Discount Service

**Defence Discount Service** The only official discount service for the Armed Forces and veterans community.

Defence Discount Service provides discounts both online and on the high street for members of the Armed Forces, Veterans and Armed Forces Community. Defence Discount Service is home of the Defence Privilege Card, the vetted discount card that can be used in stores, restaurants and venues to obtain armed forces discounts. This discount card allows Veterans and the Armed Forces Community to have a card that can allow them to receive military discounts.

Support Nationwide discounts on a wide variety of places such as car insurance, Vue cinema etc. There is a small fee for the discount card and members need to supply proof of their affiliation with the Armed Forces.

### Who Qualifies?

- Serving Armed Forces
- Reserve Forces
- Spouses/Partners of serving personnel
- HM Armed Forces Veterans (ex serving)
- MoD Civil Servants
- Bereaved Family Members
- War/Service Widow(er)s
- Cadet Forces (over 16)
- NATO Personnel in the UK

### Contact Details:

**E** [www.defencediscountservice.co.uk](http://www.defencediscountservice.co.uk)

### **Defence Discount Service**

PO BOX 10960.

System Road, Leicester, LE7 4TY

**Mon - Fri 9.00 - 17.00**

Saturday - Sunday CLOSED

## DDS Cars

DDS Cars is an official car supplier for the Defence Discount Service, the Ministry of Defence's ONLY official discount service.

Operated by Griffin Military & Diplomatic, DDS Cars brings you the exclusivity of the UK's only MOD authorised Defence Discount Service, and the massive buying power and special manufacturer terms of Europe's largest Military & Diplomatic car specialist. Bringing these two together means you're in for a fantastic price on your new Defence Discount car, as well as an exceptional bespoke service, from start to finish

**E** <https://www.ddscars.co.uk>

**Phone:** 01273 574000

DDS Cars, Griffin House, Henfield Business Park, Shoreham Road, Henfield, BN5 9SL

## Forces Discount

Forces Discount offers companies an excellent platform to exhibit their deals, discounts and offers to the UK Armed Forces and Military communities.

Forces Discount works directly with a range of businesses to bring you exclusive Military discounts for anything from your next holiday or day trip out, to a brand new car and insurance cover. Support Discounts are advertised on their website and must be printed for use. There is no joining fee and individuals do not receive a discount card. Discounts include Insurance, Holidays, theme parks and restaurants.

**Contact Details:** [info@forcesdiscount.com](mailto:info@forcesdiscount.com)

**E** [www.forcesdiscount.com](http://www.forcesdiscount.com)

## Leisure Centres

Some local authority leisure centres offer a corporate rate membership for veterans. To register armed service personnel and veterans must produce a 'Defence Discount card and unique MOD ID number' or discharge papers.

### Vale of Glamorgan leisure centres

Vale of Glamorgan leisure centres are run in partnership with Legacy Leisure.

The main advantage of this partnership is that it will allow greater investment to be made into the centres, providing a better quality service for you, the customers.

## Leisure Centres in the Vale

Information relating to the leisure centres in the Vale including memberships, opening times, prices, swimming times, fitness classes and more can now be found on the Parkwood Community Leisure website.

- Barry Leisure Centre
- Colcot Sports Centre
- Cowbridge Leisure Centre
- Llantwit Major Leisure Centre
- Penarth Leisure Centre

## Exercise Referral Scheme

The Exercise Referral Scheme is helping to make physical activity a new way of life for people who suffer from health problems in the Vale of Glamorgan.

The Welsh Government funded initiative began in the Vale in January 2008, residents with certain medical conditions can be referred by their doctors to improve their lifestyles by taking part in activities run by the Vale Council's exercise referral team.

Ask your local Council Leisure centre about Armed Forces Discount

**If you have any further queries please call the leisure centres:**

**01446 403000**

## Maindy Centre

Better Maindy Centre is Cardiff's only outdoor cycle track and the home of 2018 Tour De France winner, Geraint Thomas. Better Maindy Centre has recently undergone a major refurbishment of its gym and studios complete with state of the art Technogym equipment. Additionally, the centre has Swimming Pool with a full programme of swim lessons and public swimming sessions along with a dedicated group cycling area. The centre's handy location to the City Centre means that there are excellent transport links.

## Armed Forces (AFFS)

Free swimming for Armed Forces and veterans is the latest initiative to be launched by the Welsh Government as part of its Package of Support for the Armed Forces Community. Members of the Armed Forces and Veterans are eligible for free swimming using their Defence Privilege Card which is available through the Ministry of Defence's Defence Discount Service.

Maindy Centre is the only pool offering the scheme in Cardiff and is on offer to Veterans and Armed Forces Personnel on leave and who reside in Wales. The scheme gives access for all 'adult recreational swimming' as timetabled at Maindy Centre. Note: Veterans over the age of 60 will automatically qualify for the Welsh Government 60+ Free Swimming initiative scheme.

To access the Armed Forces Free Swimming Scheme (AFFS) Veterans and Armed Forces Personnel **MUST** hold valid '**MOD Defence Privilege Card**'. On production of the MOD Privilege Card you will be asked to complete the Councils AFFS application form and you will be issued with your Better Cardiff AFFS card.

## Please note:

- Only Better Cardiff AFFS cards can be used in Cardiff, cards or memberships from other Welsh Authorities are not valid, a new application form will need to be completed.
- A replacement Better Cardiff AFFS card will charged at £3.00

For further information on times and activities please contact your nearest Better Centre.

Call us 02920 529230

## Tickets for Troops

Tickets for Troops provide free tickets to members of the Armed Forces for a variety of sporting, musical and cultural events. The service offers servicemen and women and those medically discharged from the forces since 2001, the well deserved opportunity to enjoy an event of their choice with their friends and families.

Support Serving servicemen and women must have a valid MoD 90 (Service ID Card) and Service ID number to register and use the tickets available on this site. Additionally, if you claim a War Pension you are eligible to join.

Contact Details: [info@ticketsfortroops.org.uk](mailto:info@ticketsfortroops.org.uk)

E [www.ticketsfortroops.org.uk](http://www.ticketsfortroops.org.uk)

## Swimming

Free swimming is available during public sessions for serving member and veterans of the armed forces.

Terms and Conditions: Armed services serving personnel and veterans - anyone who is currently serving or has served in HM Armed Forces at any time (including National Servicemen, Regulars and Reserves).

To register for free swimming, armed service personnel and veterans must produce a 'Defence Discount card and unique MOD ID number' or discharge papers.

## Veterans Railcard

The new Veterans Railcard gives 1/3 off most rail fares including Standard and First Class Anytime, Off-Peak and Advance fares to UK Veterans across England, Wales and Scotland, whether they are visiting family and friends or simply enjoying a day out.

You can also nominate a companion to get 1/3 off when travelling with you and up to 4 children travelling with you get 60% off.

If you have served for at least one day in her Majesty's Armed Forces (Regular or Reserve) or have been a Merchant Mariner who has seen duty on legally defined military operations, you may be eligible.

A 1-year Veterans Railcard costs just £30. If you want to get more for your money, the 3-year Veterans Railcard is great value at £70, saving you £20 on the cost of renewing your 1-year Veterans Railcard for three consecutive years.

The Veterans Railcard is available to buy online and by post, and you can choose to have it on your phone (digital) or to have a plastic card posted to you.

### Online

You can save yourself time by buying your Veterans Railcard online.

The only things you'll need are:

- Evidence of your eligibility as a veteran
- A good quality digital passport-style photo ready to upload
- A debit or credit card

<https://www.veterans-railcard.co.uk/>

### What happens next?

**Digital Railcard:** if you opt for a digital Railcard, we'll send you a download code once your application has been approved (which can take up to 5 working days) and once you download the Railcard app and upload the card onto your phone, you can start using it straight away.

**Physical Railcard:** we aim to dispatch your Railcard within one working day of it being approved (which can take up to 5 working days), but it's probably best to allow up to five working days for your Railcard to arrive. It'll be sent out free of charge by First Class post, but if you prefer, you have the option to pay for Special Delivery.

You'll need to have your Railcard with you to be able to get a discount on your rail ticket, so be sure to leave enough time before your journey for the Railcard to reach you.

## By Post

Alternatively, you will be able to download and complete our application form and you can then post it with a copy of your evidence of eligibility, passport style photo of yourself and your named companion (if applicable) and payment to:

National Railcards  
PO Box 10776  
Ashby-de-la-Zouch  
LE65 9FA

Please make cheques and postal orders payable to 'ATOC Ltd Railcard'  
Allow 15 working days\* for your Railcard to be delivered.

## Veterans Oyster Card

### Oyster photocard valid for TFL services & Emirates Air Line

Certain ex-armed forces personnel qualify for a free **Veterans Oyster photocard** which gets free and discounted travel in London.

Anyone who receives ongoing War Pensions Scheme payments or guaranteed income payment under the Armed Forces Compensation Scheme is eligible for the photocard. Call TFL and ask for an application form to apply.

### What benefits does the Veterans Oyster photocard get me?

- Free travel at any time on London buses, London Underground, London Overground, DLR, tram and TFL Rail.
- Free London travel on most National Rail services on weekends and from 9.30am on weekdays. There are some routes that can be travelled on for free before 9.30am – see Veterans Oyster photocard for included routes.
- Discounted Emirates Air Line fares.
- Discounted River Services fares.

### How do I apply?

Call TFL on 0343 222 1234 to request an application form. Fill it out and return it along with an Awards Notification or relevant letter as well as a passport-sized photo.

Once the card arrives, you'll be able to use it straight away. Touch in and out on the yellow Oyster card readers when you start and end your journey.

**Textphone 0800 112 3456**

#### **Or send a letter to:**

TfL Customer Services  
9th Floor  
5 Endeavour Square  
London  
E20 1JN

The majority of ex-Service personnel make a successful transition into civilian life and avoid any adverse contact with the Criminal Justice System. However, a minority go on to offend after leaving the Armed Forces and this can have significant and negative consequences for themselves and their families. – FiMT (2020)

Having the right support in place on return to civilian life is crucial to a successful transition.

## Veterans in Custody Officer (ViCSO)

All prisons across Wales have a nominated Veterans in Custody Officer (ViCSO).

## Veterans in Custody Scheme (VICS) Establishment

Veterans in Custody Support Officers (VICSO), also known as Veterans in Custody Support Champions (VICSC), are prison staff who are able to provide support to ex members of the armed forces by helping them access information and support, for themselves and their families, from national organisations such as The Royal British Legion (RBLI), Soldiers, Sailors, Airmen and Families Association-Forces Help (SSAFA), Combat Stress, and the Service and Personnel and Veterans Agency (SPVA), in addition to other local organisations.

Eligibility: Open to Veterans of the Armed Forces and their families.

### HMP Cardiff

**Address:**

Veterans in Custody Scheme (VICS) Establishment  
HMP Cardiff  
Cardiff  
Glamorgan  
CF24 0UG

**Tel: 02920 923100**

### HMP Parc

**Address:**

Veterans in Custody Scheme (VICS) Establishment  
HMP YOI Parc  
Bridgend  
Glamorgan  
CF35 6AP

**Tel: 01656 300200**

## HMP Prescoed

**Address:**

Veterans in Custody Scheme (VICS) Establishment  
HMP Prescoed  
Prescoed  
Monmouthshire  
NP4 0TB

**Tel: 01291 675000**

## HMP Usk

**Address:**

Veterans in Custody Scheme (VICS) Establishment  
HMP Usk  
Usk  
Monmouthshire  
NP15 1XP

**Tel: 01291 671600**

## HMP Swansea

**Address:**

200 Oystermouth Rd  
Swansea  
SA1 3SR

**Phone: 01792 485300**

## HMP BERWYN

**Address:**

Wrexham Industrial Estate  
Bridge Rd N  
Wrexham  
LL13 9QE

**Phone: 01978 523000**

## Police Forces in South East Wales

### Call 999 if:

- a serious offence is in progress or has just been committed
- someone is in immediate danger or harm
- property is in danger of being damaged
- a serious disruption to the public is likely

If you have a hearing or speech impairment, use our textphone service **18000**.

Or text us on **999** if you've pre-registered with the emergency SMS service.

You can also follow the advice in our British Sign Language video.

### Silent 999 calls

If you're in danger but you can't talk on the phone, you should still call 999.

### Non-emergency 101

**Call 101** for non-emergency enquiries.

If you have a hearing or speech impairment, use our textphone service on **18001 101**.

You can also follow the advice in our British Sign Language video.

Anti-terrorist hotline **0800 789 321**

Call the UK Anti-Terrorism Hotline on **0800 789 321** if you've seen or heard something that you think could suggest terrorist activity.

Calling from abroad **+44 01656 655555**

Please use this number if you're contacting us from outside of the UK.

### Stay anonymous - Crimestoppers

Online [crimestoppers-uk.org](https://www.crimestoppers-uk.org)

By phone 0800 555 111

## South Wales Police

Our force is the largest in Wales and serves 42 per cent of the population. Our vision is to be the best at understanding and responding to our communities, to help achieve our mission of Keeping South Wales Safe.

## Gwent Police

We cover an area of 600 square miles, encompassing the five local authority areas of Blaenau Gwent, Caerphilly, Monmouthshire, Newport and Torfaen.

Our highly skilled front-line policing teams use their local knowledge, specialist skills and the latest technology to prevent crime, and to catch criminals.

## Police Champions

Police Champions operate at certain locations. They are able to provide support to former service personnel who encounter problems after leaving the armed forces.

**Eligibility:** Open to Veterans of the armed forces.

**Tel:** 101 (Police non-emergency contact number)

**Enquiries:** <https://www.askthe.police.uk/content/contactform.mth>

## Cardiff Bay Police Station

**Address:**

Cardiff Bay Police Station  
James Street  
Cardiff  
Glamorgan  
CF10 5EW

## Merthyr Tydfil Police Station

**Address:**

Merthyr Tydfil Police Station  
Rhydycar Business Park  
Merthyr Tydfil  
Merthyr Tydfil  
CF48 1DL

## Newport Central Police Station

**Address:**

Newport Central Police Station  
3 Cardiff Road  
Newport  
Isle of Wight  
NP20 2EH

## Pontypridd Police Station

### Address:

Pontypridd Police Station  
Berw Road  
Pontypridd  
Glamorgan  
CF37 2TR

## Ton Pentre Police Station

### Address:

Ton Pentre Police Station  
1 The Parade  
Pentre  
Glamorgan  
CF41 7EX

## Ystrad Mynach Police Station

### Address:

Ystrad Mynach Police Station  
9 Caerphilly Road  
Hengoed  
Glamorgan  
CF82 7EP

# Support Organisations

## Care After Combat

Care After Combat provides a mentoring service for veterans in prisons.

To provide assistance and welfare to, but not restricted to, veterans in the criminal justice system by the provision of a mentor.

To create a pathway back to normality for the veteran who has been in prison.

**Eligibility:** Open to ex members of the Armed Forces in Custody.

## Support Offered

Mentorship programme of support  
Group meetings in prison  
Remote support service  
Telephone helpline  
Raising awareness through training  
Connection to other services  
Family support

## Contact Information

### Address:

Care After Combat  
HMP YOI Parc  
Bridgend  
Glamorgan  
CF35 6AP

Tel: 0300 343 0255

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

[www.careaftercombat.org](http://www.careaftercombat.org)

## Head Office

[enquiries@careaftercombat.org](mailto:enquiries@careaftercombat.org)

Office 12  
Newark Beacon Centre  
Cafferata Way  
NG24 2TN

01636 557 543

## Head Office

[enquiries@careaftercombat.org](mailto:enquiries@careaftercombat.org)

Office 12  
Newark Beacon Centre  
Cafferata Way  
NG24 2TN

01636 557 543

## Catch 22

Offender management, violence reduction interventions, rehabilitation and victim services. Working with young people and adults, we provide intervention services in custody and in the community that are focused on building strong, consistent and trusting relationships to help unlock potential and make positive changes in life.

Catch22 delivers offender management, rehabilitation and gangs work in prisons and in the community. At the heart of our rehabilitative and restorative work is the belief that relationships are crucial to effective desistance from crime.

## Head Office

27 Pear Tree Street, London EC1V 3AG

020 7336 4800

## Change Step

Change Step	<p><b>0300 777 2259</b></p> <p>Email: ask@change-step.co.uk</p>	<p>Support for veterans, their families and carers in Wales – enabling them to access vital support services and tackle serious stress and related issues.</p>	<p>Mentoring staff will be using phone/Skype/Whatsapp etc to open as many avenues to communicate as possible and will schedule contact according to needs and wants of the service user.</p> <p>Our team of peer mentors use their own experiences to help fellow veterans and their loved ones confront challenges in their lives, and manage their journeys of recovery.</p>
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## Hugh James Military Legal Services

Our team of expert military solicitors is known as much for its tenacity as its expertise in military service legal matters. We carry on where other lawyers may stop, ensuring service men and women have access to the specialist advice they need.

We can help military service personnel who need to bring a claim against the MoD due to their failure to adequately protect from illness or avoidable injury. We advise on a full range of areas, including military deafness and cold and heat injuries. We also offer additional specialist services such as wills and probate, and independent financial advice.

We're different from the Armed Forces Compensation Scheme (AFCS) or War Pension Scheme in that we help you bring civil claims for compensation – often in parallel with these no-fault schemes.

### Related Services

- Military accidents claims & Compensation
- Military independent financial advice
- Military Sexual abuse claims
- Military Hearing Loss Claims
- Military non-freezing cold injuries
- Military wills and probate

<https://www.hughjames.com/service/military-legal-services>

## Irwin Mitchell Military Team

The **Military Injury Claims** Team deals with claims (on and off duty) on behalf of injured service personnel from all three services (Royal Navy, Army and RAF).

We have successfully represented members of the forces involved in accidents as a result of road traffic collisions, helicopter crashes, parachuting, weapon and equipment failure, fires and explosions, **non-freezing cold injuries**, hearing loss, sports and adventure training. We have a significant amount of experience in dealing with the MoD, their insurers and solicitors as well as having a unique understanding of the military community and culture.

We work closely with a number of the Armed Forces Welfare branches and rehabilitation organisations. We also provide advice and support to families involved in military inquests and our team represented the families involved in the Nimrod accident.

Our team offer a realistic approach to helping injured members of the Armed Forces. Many of our day-to-day activities involve helping to support and undertake fund raising activities for a number of military and veteran's charities and support groups, including Pilgrim Bandits and Blind Veterans UK. We also provide support to Army Welfare Services and Regional Rehabilitation Centres.

### For general enquiries

0808 302 6300

## Nacro

Every day Nacro helps thousands of people build the independence and resilience to look forward towards what's next.

**Practical help** – We provide services in criminal justice, housing, health and education and help people navigate the systems to access them. We also work collaboratively between services and with other providers to ensure tailored support to meet our service users' specific needs.

**Emotional support and advice** – Our practical provision is successful because our approach is one of personalised, individual support for service users and their families. Nacro staff are allies of the people we help, standing by their side and never giving up.

Our justice work aims to break the cycle of crime and disadvantage in the community and in prison. We believe that for people who end up in prison it should be the start of something better not a road to nowhere. We work with people at every stage of the criminal justice system from liaison and diversion services at police custody and court, education in prisons and prison resettlement services.

We work in partnership and take an individualised approach. We operate in 23 prisons, young offender institutions and one secure training centre, offering a wide range of practical support.

## Commissioned Resettlement Service

We provide services on behalf the Ministry of Justice, providing accommodation and wellbeing support to people under probation supervision, including housing, employment, and mental health support. Our accommodation services are based in South Yorkshire, East Midlands, West Midlands and North Wales, and our personal wellbeing support services (mental health, family and relationships) are based in Suffolk, Northamptonshire and Hertfordshire.

## Bail Accommodation and Support Service

We run the Bail Accommodation and Support Service (BASS) on behalf of the Ministry of Justice, giving support and accommodation in the community to people who do not have a suitable place to live or who need some extra support during the period of their bail, Home Detention Curfew or Intensive Community Order.

## Criminal Record Support Service

Every month our helpline provides advice to more than 1,000 people with criminal records, the professionals working with them, and employers regarding access to employment, housing and education. If you need help please visit our **online support pages**, email us on [helpline@nacro.org.uk](mailto:helpline@nacro.org.uk) or call on 0300 123 1999.

## POPS

POPS, established by offenders' families for offenders' families. Identifying needs and finding the solutions.

**Prisoners' Families helpline 0808 808 2003**

**Helpline opening hours:**

**Monday - Friday 9am - 8pm**

**Saturday and Sunday 10am - 3pm**

## Prison Advice and Care Trust (Pact)

The HMPPS-funded Prisoners' Families Helpline, run by the Prison Advice and Care Trust (Pact), provides practical and emotional support, information and advice to anyone who is affected by imprisonment in the UK, in a straightforward, non-judgemental way.

Our trained operators are available Monday to Friday from 9am-8pm, Saturday and Sunday 10am-3pm and can also be contacted by email, webmail or post.

Pact's services are embedded at all stages of the Criminal Justice journey, including 67 prisons and in the community and we work with a wide range of support agencies to offer holistic support.

## More information

If you need Pact's support, please contact:

Helpline: 0808 8082003

9am - 8pm Monday to Friday

10am - 3pm Saturday and Sunday

Website: [www.prisonadvice.org.uk](http://www.prisonadvice.org.uk)

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

## How to access help for operational legacy inquests or investigations

### Do you need welfare support because of a legacy investigation or inquest?

Get in touch with the Army Operational Legacy Branch. Their team will provide, and co-ordinate welfare support for you.

They can also explain how to access legal advice, and how to request additional MOD support.

### What deployments are included?

You can request help for previous service in: Afghanistan (Op HERRICK), Iraq (Op TELIC), Northern Ireland (Op BANNER), or any other past operational deployments.

### What type of legal processes are covered?

Support covers criminal investigations under the Service Justice System (SJS), civilian criminal investigations, civil litigation, inquests, and public enquiries.

### What support is available for Royal Navy and Royal Air Force personnel?

Get in touch by phone or email with the Army Operational Legacy Branch. You will be advised on the support available from your service area.

### How to get in touch with the Army Operational Legacy Branch:

Telephone: 0300 1514039 (8am-5pm. Mon-Fri)

Mobile: 07813 007392

Email: [APSG-AOLB-Legacy-0mailbox@mod.gov.uk](mailto:APSG-AOLB-Legacy-0mailbox@mod.gov.uk)

## Address:

Army Operational Legacy Branch  
 Army Personnel Services Group  
 Ramillies Building  
 Army Headquarters  
 Monxton Road  
 Andover  
 SP11 8HJ

## Prisoners' Education Trust

Prisoners' Education Trust is the UK's leading prison education charity. Since 1989 we have given more than 40,000 awards to people in prison – equipping them with skills and qualifications to build brighter futures.

Initially working in just HMP Wandsworth, we now fund courses in every prison in England and Wales. We have a team of over 20 staff members, supported by volunteers, trustees and patrons, as well as our alumni.

**Call us on: 020 3752 5680**

**Or write to us at:** Prisoners' Education Trust, The Foundry, 17 Oval Way, London SE11 5RR  
[www.prisonerseducation.org.uk](http://www.prisonerseducation.org.uk)

## SSAFA – Veterans in the Criminal Justice System

The SSAFA VCJS Support Service is committed to giving veterans and their families a service that delivers. Our aim is to ensure that we offer a recognised and consistent service nationwide whilst meeting our five strategic objectives: effective support, awareness and understanding, sustainable resource, and collaborative working.

It is vital that the service we provide within the Criminal Justice System has a proactive approach and supports all of the Armed Forces community, no matter what the circumstances. Armed Forces community includes all serving and ex-serving personnel from the Army, Royal Navy, Royal Marines, Royal Air Force whether regular or reservists, national service and families.

### What we do:

Our network of in-reach volunteers provides advice and information - not only to those in custody, on probation or in the community, but also to their families. The support offered is non-judgemental and holistic and includes:

- Practical and emotional support
- Signposting to services
- Financial support
- Family support
- Travel assistance
- Accommodation

## How to contact us:

Call Forcesline on 0800 731 4880

or call the VCJS service team on 020 7463 9337

or email us at [VCJS.SupportServices@ssafa.org.uk](mailto:VCJS.SupportServices@ssafa.org.uk)

## St Giles Trust

Our role is to work in collaboration with other agencies to support the wellbeing of prison leavers, using our peer-led approach to ensure clients stay engaged with support services, have a positive structure and stay motivated on their journey to rebuild their lives.

We also offer specialist support for women prison leavers to help address their specific needs and ensure the women feel supported and connected.

Some of the staff providing this work are former prison leavers themselves who are now professionally trained to use their skills and lived experience to inspire others to make similar changes. The approach is rooted in our long-held belief that ex-offenders can play an active role in their own rehabilitation and that those who have been there themselves are best placed to really understand what is needed to help achieve this.

<https://www.stgilestrust.org.uk>

## Veterans Legal Link

We link free legal advice and specialist support services with veterans and their families throughout Wales. In certain circumstances, we can also assist you with case work where required. We rely on an extensive network of volunteer legal clinics, charities and organisations to find you the support that you need, when you need it. We routinely signpost to peer mentors, mental health support and specialist advice services, working with both the largest and smallest collectives in Wales.

### Who do we help?

Our service is available to individuals who meet the following criteria:

- A retired member of HM Armed Forces
- A retired member of HM Armed Forces Reserves
- A retired member of UK Police, Ambulance, Coastguard or other emergency services who is currently based in Wales, regardless of heritage or place of birth.

Our primary service users are members of the retired service community, however where possible we also provide assistance to immediate family members and carers of retired servicemen and women.

### Contact:

by email: [help@veteranslegal.co.uk](mailto:help@veteranslegal.co.uk)

by phone (Tuesdays and Thursdays, 8:30am to 6:00pm): 0333 090 5387

by text (24hr): 07868 775786

## Walking with the Wounded - Project Nova

Supporting veterans who have been arrested or are at risk of arrest. Operating in five areas of the UK: the East of England, North West, North East, Devon and Cornwall and South Yorkshire and Humberside. **At present not available in Wales.**

Project Nova supports vulnerable veterans and veterans who have been arrested and enter Police Custody. Veterans may also be referred by specialist Police teams, or other statutory organisations, because they are at risk of arrest. As of 2019 it also supports Merchant Navy who have worked with HM Forces on Operational deployment.

Launched on 1st July 2014, it is delivered as a partnership between RFEA and **Walking With The Wounded** (WWTW).

Project Nova is operated by staff with a blend of experience from the armed forces, Criminal Justice System and charities. Our staff are skilled at engaging with veterans to understand their experience of military service, their lives before they joined the armed forces, and their transition back to civilian life. Project Nova undertakes a needs assessment for each individual and puts in place specialist support from a network of military charities and other organisations. We then keep in touch ensuring that the veterans we support have an ongoing connection, checking in and resolving issues when they occur.

Our innovative partnerships with the NHS, supporting mental health teams across the UK; the creation of Project Nova with the RFEA to intercept veterans in police custody and reduce reoffending; our own mental health capabilities enabling 121 therapy within days; and our award-winning volunteering initiative OP REGEN, are delivering significant, positive, social impacts across the UK.

<https://walkingwiththewounded.org.uk>

Mae'r ddogfen hon ar gael yn Gymraeg, ac mewn ieithoedd a fformatau eraill ar gais.  
This document is available in Welsh, and in other languages and formats on request.



