

DIRECTORY OF RESOURCES FOR VETERANS, FAMILIES & PROFESSIONALS

Durham County Council - Armed Forces Outreach Service: www.durham.gov.uk/armedforces

Durham's Armed Forces Outreach Service (AFOS) can provide help and support to all Forces personnel, reservists, Veterans and their families. The service offers support with housing, benefits, employment, care and support and much more. More info about AFOS: www.armedforcesoutreachservice.org/

The Confederation of Service Charities: www.cobseo.org.uk

COBSEO represents the whole Serving and Veterans Community. Membership is open to Charities who promote and further the welfare and general interests of the Armed Forces Community. They have a Members Directory area and it has the facility to search for charities within areas or for specific input etc.

Veteran's Gateway: www.veteransgateway.org.uk **Tel:** 0808 802 1212 **Text:** 81212 there is also facility on the website to email them or online chat. **For app search** "Veterans Gateway" in Apple's App Store or the Google Play Store.

Information point for Veterans and their families as a first point of contact for all your welfare needs. From healthcare and housing to employability, finances, and more. They will also directly refer you to their vetted partners.

Forces Connect app: This has been designed to be able to link users to quickly to organisations offering help and support across a wide range of services. Including health, crisis support, homelessness and much more. The free app is aimed at the entire armed forces community – serving personnel, reservists, veterans and their families – as well as frontline public services staff. Search "Forces Connect" in Apple's App Store or the Google Play Store.

The Samaritans Veterans app: This is a pilot app currently and provides UK Military Service Leavers and Veterans with emotional health and wellbeing information, guidance and resources and is free to download. For the app search "Samaritans Veterans" in Apple's App Store or the Google Play Store.

Shelter: <https://england.shelter.org.uk>: Shelter helps millions of people every year struggling with bad housing or homelessness through our advice, support and legal services

Sunderland Crisis team: Please call 0800 652 2867. For Deaf service users please text 07889 036 280

Mental Health

Op Courage: The Veterans Mental Health and Wellbeing Service within the NHS.

You can contact the service yourself or ask your GP, a charity or someone else, such as a family member to do this for you.

OP Courage covers the following services:

- The Veterans' Mental Health Transition, Intervention & Liaison Service (TILS)
- The Veterans' Mental Health Complex Treatment Service (CTS)
- The Veterans' Mental Health High Intensity Service (HIS)

Veterans at Ease; [www. https://www.veteransatease.org/](https://www.veteransatease.org/) **North East charity set up by a Veteran specifically for veterans and their families**

It's aim is to help those dealing with Post Traumatic Stress Disorder and other combat stress-related issues by helping them to enjoy healthy and happy lives.

Combat Stress; www.combatstress.org.uk 24/7 Helpline for Veterans on 08001381619, text 07537404719 or email helpline@combatstress.org.uk.

For Serving Personnel: 0800 323 4444, you can also text on 07537 404719 and email: helpline@combatstress.org.uk

Combat Stress provide specialist treatment and support for veterans from every service and conflict, focusing on those with complex mental health issues related to their military service. Referrals can be made via email or telephone.

Help for Heroes: www.helpforheroes.org.uk **Tel:**0300 303 9888

They provide input in a variety of ways to support Veterans, families and serving personnel. From physical health to psychological input, welfare support and much more. Psychological input from Hidden Wounds service.

All Call Signs: www.allcallsigns.org Tel: 023 9438 7914.

Is an award-winning peer support organisation for veterans and serving military personnel. Currently working alongside, walking with the wounded and NHS HIS services within the South East.

The Warrior Programme: www.warriorprogramme.org.uk Tel: 0808 801 0898

Is a non-clinical programme to enable 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

Walking with the Wounded: www.walkingwiththewounded.org.uk. Can provide psychological input via their Head Start Programme are unable to accept self-referrals, all referrals are to be submitted by a healthcare professional e.g. NHS Teams, DCMH, other charity clinician. They can also provide **employment** support

TogetherAll: www.togetherall.com (formerly Big White Wall) provides 24/7 safe, anonymous support FREE to all UK serving personnel, veterans and their families

Headfit For Life: <https://headfit.org/> Mental fitness is all about the good management of good mental health. HeadFIT for Life helps defence people stay mentally fit and on top of their game - At work and at home.

Crisis Helpline Support within SABP: 24/7 0800 915 4644 for telephone support.

Referrals can be accepted from any health or care professional, including GP's talking therapy providers and private practitioners. spa@sabp.nhs.uk

Safe Haven/Virtual Safe Havens info: www.sabp.nhs.uk/our-services/mental-health/safe-havens

Holistic Support:

SSAFA's Forcesline: ssafa.org.uk Tel: 0800 260 6767 Open Monday to Friday 09:00 to 17:30.

SSAFA Durham: www.ssafa.org.uk/durham

Support available: Welfare service for military families, support for older veterans, welfare & benefits advice on social care, advice and housing for the Armed Forces Community. Mental Wellbeing and disability support. Gurkha Service: Specialist Nepali Language services for member of the Brigade of Gurkhas, and their families.

Royal British Legion: www.britishlegion.org.uk Contact centre 7 days per week 8am-8pm. Tel: 0808 802 8080. Online chat facility also available.

Support available for: Care and independent living, physical and mental wellbeing, financial and employment support, local community connections and housing support.

Royal Air Force Association: www.rafa.org.uk Tel: 0800 0182361 Monday to Friday 09:00 – 18:00 excluding bank holidays and weekends.

The Royal Naval Benevolent Trust: www.rnbt.org.uk Tel: 02392 690112

Provides financial assistance and support to Royal Navy and Royal Marines personnel and their families in times of need

ABF The Soldiers' Charity: www.soldierscharity.org Tel: 0207 901 8900

Award grants to individuals and families and provide essential funding to leading charities and organisations that support the Army family.

Gurkha Welfare Advice Centre (GWAC) UK: www.gwt.org.uk/ Tel: 01252 315152 or 01252 329460 They help to assist in the coordination of welfare for retired Gurkhas in the UK, working closely with government departments, Service charities, ex-Gurkha communities and other agencies to support those in need

Veterans Welfare Service: Run by the Ministry of Defence's (MOD) [Veterans UK](http://VeteransUK) they provides free one-to-one support to veterans or anyone supporting a veteran, their families and dependants, with a national network of welfare managers across the UK and Republic of Ireland.

They work together with the Royal Navy, British Army, and Royal Air Force, local authorities, voluntary organisations, service charities and Veterans Advisory and Pensions Committees to provide a free welfare service that promotes independence, maintains dignity and provides continuous support through life.

Fighting With Pride: www.fightingwithpride.org.uk The charity 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. To contact the charity either visit their website where there is a chat section or email: info@fightingwithpride.org.uk

ASDIC Association of Armed Forces Drop In centres: www.asdic.org.uk/member-directory/

ASDIC represents and links veterans' Drop-Ins across the country. Sometimes called Hubs or Centres, Drop-Ins offer a variety of welfare and mental health support, together with comradeship and a sense of wellbeing, to the ex-military community and their families.

Armed Forces Breakfast Clubs: www.afvbc.net/ are a group of Veterans and Serving Members of Her Majesties Armed Forces. Veteran's Breakfast Clubs around the country and overseas, ethos is to provide mutual support.

Forward assist: <https://www.forward-assist.com/> - North-East based charity, Forward Assist provide support, advice, guidance and advocacy.

Peer Support for Families Members:

The Ripple Pond: www.ripplepond.org Tel: 0333 900 1028 Provide peer support to the Armed Forces families who are supporting British service personnel and veterans who are living with a physical injury or mental illness.

Action for Carers: <https://www.actionforcarers.org.uk/who-we-help/armed-forces-carers/> Tel: 0303 040 1234 Have a dedicated Armed Forces support service, offering confidential, bespoke, individual information, advice and guidance for the armed forces community, whether you are still serving, a family member, a young carer, ex-services, a veteran or a reservist.

Serving Families Support:

Naval Families Federation: www.nff.org.uk/ Tel: 0239265 4374

Army Families Federation: www.aff.org.uk/ Tel: 01264 554004

Royal Air Force Families Federation: www.raf-ff.org.uk/ Tel: 01780 781650

Employment:

The Poppy Factory: www.poppyfactory.org Tel: 0208 939 1837 / 1877 or gybtw@poppyfactory.org

The Poppy factor support hundreds of veterans with health conditions back into meaningful work across England, Wales and Northern Ireland every year.

Recruitment for Spouses: www.recruitforspouses.co.uk/

Forces Family Jobs: www.forcesfamiliesjobs.co.uk

Step into Health: www.militarystepintohealth.nhs.uk

RFEA The Forces Employment Charity: www.rfea.org.uk/

Finchale Group; <https://finchalegroup.co.uk/>- "We provide professional case managed support, training and skills delivered in the community."

Physical Health

Veterans Trauma Network: The network was established by NHS England and service charities following feedback from veterans, their families and GPs. Located in ten major trauma centres across England, the network is linked in with NHS veterans' mental health services and a number of military charities to provide a complete package of care. A [video](#) has been produced to demonstrate how early use of this pathway is providing better care. Referrals to the network should be made via a GP to england.veteranstraumanetwork@nhs.net.

Other resources:

War Widows Association of GB: Charity for those widows of the Armed Forces Community. Contact info@warwidows.org.uk, www.warwidows.org.uk Tel:0845 2412 189