



# 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.

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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)

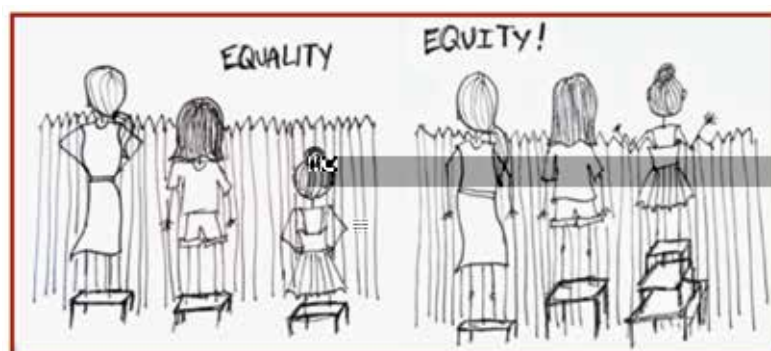
This directory is collated to inform departments and organisations of the plethora of support available for the Armed Forces Community, at the same time informing the Armed Forces Community what services are available in their area.

## 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

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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 affect late 2022.





## 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

% C R F K C N F 8 C G O H ) C M O R I C N

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

07725704655

4 % 6 C N F / G R J X R 6 X F

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

## Local Authority Armed Forces Champions

% C R F K

% R \* T V 6 J O M C S ' M C K J T V J O M C S " E C R F K I O U T L  
(Council Leader)

8 C G O H ) C M O R I C N

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

## 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.





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# Community & Veteran Groups

## 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

# 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



## 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](https://www.facebook.com/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)





## 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** [cardiffnahonsec@gmail.com](mailto:cardiffnahonsec@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** [honsecmerthyrtydfilna@gmail.com](mailto:honsecmerthyrtydfilna@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 Fairoak 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@ma-7area.org](mailto:chairman@ma-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

# Community & Veteran Groups 1

## Band & Drums

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

Meeting Time 1st Wednesday every month at 7.30pm

Contact

# 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

merthirtydfilbranch1@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

merthirtydfilbranch2@outlook.com





## 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**





## 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/>

# 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

8 G N T G 0 T M D G R +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

8 G N T G 0 T M D G R +44 (0)1633 864380

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

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

## Vale Of Glamorgan

8 G N T G 0 T M D G R +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

# 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 #RMGF (OREGS \$KLGRSÌ #(\$ 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.

# Community & Veteran Groups 1

## 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:

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# 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

**% C F K E O & K S R K E** 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.

**/ G R J X R 6 X F** 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



## 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)

## 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.



# 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:

- Q In HM Regular Armed Forces
- Q In full commitment as part of the full-time Reserve service
- Q Is a veteran who has been in service within the last two years
- Q 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:

- Q Local authority-maintained (community/ comprehensive) – owned and run by the local authority, which sets the admissions criteria
- Q 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
- Q Foundation schools – owned either by the governing body or a charitable foundation
- Q 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.

# Education

## Welsh Government School Admissions Code

# 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

## 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: [accesstolearning@monmouthshire.gov.uk](mailto:accesstolearning@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.

- Q Official proof of posting i.e. a posting notice;
- Q A copy of the Service Identity Card;
- Q 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>



# Education

## 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:

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# Education

## 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

# Education

## Please be advised that:

- Q Parents do not have to attend the appeal meeting and, instead, allow the appeal to be considered on a written statement
- Q If you do not attend the hearing, the appeal will be decided on the information available
- Q You will be given at least fourteen days (from the date of posting) written notice of the meeting of the appeal panel
- Q 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.
- Q 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.
- Q 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

The SSCE Cymru Service Family Guide includes the following sections:

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

# Education

## Eligibility

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

## 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:**

- Q 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.
- Q 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:**

- Q make arrangements for letting all staff who are involved with the pupil know about those needs;
- Q 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;
- Q make appropriate adjustments to the school environment to improve the child or young person’s access to education;
- Q 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;
- Q 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:

- Q Ambitious, capable learners, ready to learn throughout their lives
- Q Enterprising, creative contributors, ready to play a full part in life and work
- Q Ethical, informed citizens of Wales and the world
- Q 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:

- Q Independent counselling services – including school and community-based services
- Q Education welfare
- Q Education psychology
- Q Behaviour support
- Q 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
- Q Social services
- Q 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:

- Q Make it easier to learn other languages, and introduce children to different cultures and traditions
- Q Have a positive effect on the brain
- Q 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)

# 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

## 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)



# Education

## 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)

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# Education

## 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)

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# Education

## 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



# Education

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:**

- Q School Admissions and admission appeals
- Q Special Educational Needs and Disability/Additional Needs
- Q Retention of Service Family Accommodation on Educational Grounds
- Q Education Overseas
- Q Continuity Of Education Allowance (CEA) and the Special Educational Needs Addition (SENA)
- Q 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

## 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)



## 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)

# Education

## 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:

- Q We work closely with the MOD to support education and training while with the Armed or Civil Services.
- Q The OU's flexible learning allows service personnel to maximise their use of personal time.
- Q 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/>





## 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:

Q Skills Clubs (brush up your Literacy and Numeracy Skills)

Q Family Programmes: help your child with their reading and/or maths

Q 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)

# Education

## 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.

## 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)

# Employment

## 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

## 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)

# Employment

## 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:

- Q veterans
- Q service leavers
- Q serving personnel within their resettlement period
- Q 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:

- Q develop and maintain joint working arrangements between Jobcentre Plus and the armed forces community in their Jobcentre Plus district
- Q provide information to Jobcentre Plus staff about specific armed forces initiatives
- Q provide an understanding of the issues the forces community face that can be a barrier to employment
- Q 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
- Q 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 st9



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](mailto: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 staffs 00fps 00fps 00fps 00fps 0.cny C04.60.cnyolus to olls2tolls2toe eeter

The remit of Hire a Hero ips 01co2to training, housing eetera5e sfor past, present e hs2t e undcnyte.

Hire a Hero

12 Moor Street

Chepstow

NP16 5DD

Telephone – 01495 366670

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

Website – [www.ahero.org.uk](http://www.ahero.org.uk)

## Recruit for Spouses

supporting, championing e spouses eorces.

We C04.6to o2to come outdated perceptiony about mobility e tools for spouses to return to the C04.plfce and excel in their chosen path.

We providaeunparalleled undcnyte

[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:**

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

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

# Employment

- Q Project Nova
- Q Forces for London
- Q EM3 Veterans & Families Programme
- Q 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:

8 O E C K O N C R C K N K N I

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

### Training

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

### Contact details

- Q Telephone: 03330 338338 (Mon-Fri, 9am-5.30pm)
- Q Email: [vocation@missionmotorsport.org](mailto:vocation@missionmotorsport.org)
- Q

# Employment

## 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:

## 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:

- Q Spouses and partners of currently Serving and Reserve personnel, and adult children (aged 18-25).
- Q Spouses and partners of Service personnel who have left the Armed Forces within the last 12 months, and adult children (aged 18-25).
- Q 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

- Q 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.
- Q Employment advisor support to veterans engaged with NHS regional Mental Health teams.

### Step Into Health (England)

- Q 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.
- Q Bespoke work experience packages of up to four weeks for veterans, spouses or partners to explore the extensive career opportunities available.

### Contact details

- Q Telephone: 0126 386 3900
- Q Email: [info@wwtw.org](mailto:info@wwtw.org)
- Q Website: [WWTW](http://WWTW)
- Q \* G C F 1 E G # F F R G S S 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:

- Q 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.
- Q 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.
- Q 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.
- Q 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.
- Q 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.
- Q 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

- Q Telephone: 0800 368 9533 (Mon-Fri, 9am-6pm)
- Q 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: -

Q Caerphilly - 01495 237921 | [workingskillsforadults@caerphilly.gov.uk](mailto:workingskillsforadults@caerphilly.gov.uk)

Q Torfaen - 01633 647743

Q Blaenau Gwent - 01495 354703

Q Merthyr Tydfil - 01685 727070







## Employment support

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

## Additional support

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

# Employment

## 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:

- Q Support people into paid sustainable employment.
- Q Deliver skills training and accredited qualifications.
- Q Place people into appropriate voluntary and work placements
- Q Free skills training, qualifications and vocational courses.
- Q

# Employment

## Essential eligibility criteria

- Q Aged 25 or over.
- Q Living outside a Communities First Area
- Q 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.

- Q Are you over 25 and claiming an eligible benefit?
- Q Do you have a work-limiting health condition?
- Q

# Employment

## Help and Advice

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

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

## Training

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

- Q SIA Licence (Security Industry Authority)
- Q CSCS card (Construction Skills Certification Scheme)

LGV Q PTS R12 84219 (511479) 051 wo 4773204.245 0121Tsc(n)TJE64 00352 8429520 schVAsafe 4728y 108124  
Q

# Employment

## 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:

Q CV writing

Q

# Employment



- Q Financial assistance is available to cover costs if your employee is mobilised
- Q 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:

- Q support to the cadet experience
- Q employer and community engagement
- Q 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>

# Employment

## 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.

**Q** In trouble spots around the globe we help police the skies and support peace keeping and reconstruction initiatives.

**Q**

# Employment

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 Nuo2At

## 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:

- Q veterans
- Q service leavers
- Q serving personnel within their resettlement period
- Q 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:

- Q develop and maintain joint working arrangements between Jobcentre Plus and the armed forces community in their Jobcentre Plus district
- Q provide information to Jobcentre Plus staff about specific armed forces initiatives
- Q provide an understanding of the issues the forces community face that can be a barrier to employment
- Q 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
- Q 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?**

- 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 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 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

For more information:  
Email: [contact@vapc.wales](mailto:contact@vapc.wales)  
Twitter @VAPCWales

## Veterans UK

Veterans Services, part of Veterans UK, provide one to one support to service personnel, leavers, veterans and their families.

**8G GRCNS 9G HCRG 5GRUKEG 895** 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))

**+N GIRC GF 2GRSONC %OMMKSSKONKNI HOR 8G GRCNS +2% 8** 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





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](mailto: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.



# Finance

## 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

## 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:

- Q The daily living component, and
- Q 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.

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:**

- Q Have lasted for the past three months, and
- Q 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:

- Q Make food or cook
- Q Eat and drink
- Q Take your medication
- Q Do your treatment
- Q Wash and bathe
- Q Go to toilet
- Q Dress and undress
- Q Speak
- Q Read and understand
- Q Socialise
- Q 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.



# Finance

## 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:

Q

# Finance

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](#)







# Finance

## 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.

Q For a single person under 25, this is £64.33 per month

Q For a single person 25 or over, this is £81.21 per month

Q For a couple where both are under 25, this is £100.98 per month

Q 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:**

- Q Left before April 1975 without an immediate pension.
- Q Only served for a very short time.
- Q Transferred their preserved pensions out of the AFPS.
- Q Served on gratuity earning terms rather than pensionable terms.
- Q 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:**

- Q 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.
- Q

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)

**O G à D F B E E S F T T**

The Forces Pension Society  
68 South Lambeth Road  
London  
SW8 1RL





## 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.



# Finance

## 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.

# Health and Wellbeing

## 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](http://www.abfcharity.org.uk)

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

- Q We provide information and advice
- Q We deliver wellbeing programmes
- Q We provide independent advocacy
- Q We support carers
- Q 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:



# Health and Wellbeing

- Q Mental health & wellness
- Q Alcohol & substance misuse
- Q Parenting & caring
- Q Housing & accommodation
- Q Friendships & community
- Q 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 limb0.352 0.295 03.or hhe odurtonaof the irlives,

Vlesmaeteranse-eSrvicentlnd

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](mailto: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)

# Health and Wellbeing

Care after combat





# Health and Wellbeing

## 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.

- Q Welfare Pension
- Q Disability Support Grant
- Q Emergency Hardship Grant
- Q Winter Allowance
- Q Home Carer's Allowance
- Q 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 95501722 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

- Q** 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.
- Q** 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.
- Q** 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.
- Q** 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)



# Health and Wellbeing

## 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.

## 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](http://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.



# Health and Wellbeing

## Samaritans

# Health and Wellbeing

**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

# Health and Wellbeing

## 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



## 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**







# Health and Wellbeing

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

# Health and Wellbeing

## 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



# Health and Wellbeing

## 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



# Health and Wellbeing



## 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:

- Q Have served in the Armed Forces and are homeless after leaving the Service
- Q Have disabilities or medical conditions
- Q Are homeless or in danger of becoming homeless
- Q Are living in property that is unsafe or unfit
- Q Need to be near family or carers

## National Housing Pathway For Ex-Service Personnel

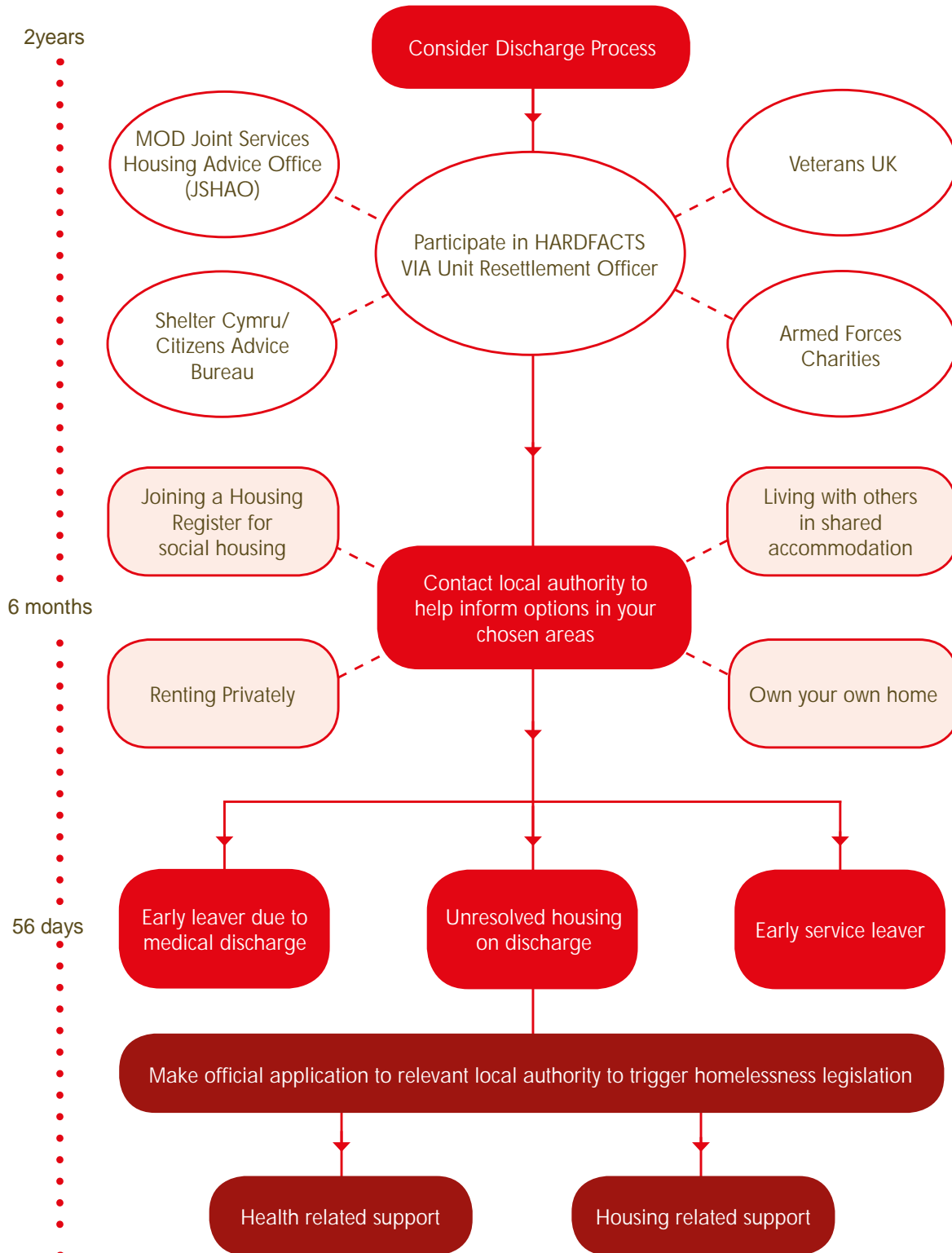
In recognition of their service to their country, the Welsh Government believes that every former member of the Armed Forces should have help, if needed, to find suitable accommodation, whether directly on discharge or later in life. No-one should be allowed to become homeless.

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 outs 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.

## 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:

- Q Social housing provided by Housing Associations
- Q Private rented housing
- Q Affordable housing to buy or to rent
- Q 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):

- Q Proof of child benefit (A child benefit Letter or bank statement proving CHB payments, name and address)
- Q Proof of pregnancy
- Q Proof of home owner status
- Q Proof of criminal convictions
- Q 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:

- Q You have lost your existing home due to fire, flood or disaster
- Q 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
- Q 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
- Q You are currently occupying a property where there is a statutory requirement due to prohibition order / demolition order / compulsory purchase
- Q You are currently under occupying social housing by one or more bedrooms and need to transfer to a smaller property
- Q 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
- Q 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:

- Q You are homeless and the law says we must help you
- Q You are occupying accommodation which is short by two or more bedrooms suitable to your needs
- Q Your housing is unsuitable for medical reasons or due to a disability
- Q Your housing has been assessed as being in such poor condition as to impose significant risk to the health and safety of its occupants
- Q Your current accommodation is in such condition that it contributes to causing serious ill health
- Q You are giving or receiving essential support, which can only be delivered if you live in a specific locality within the area
- Q You have permanent employment that cannot continue unless you live in a specific locality within the area and are otherwise adequately housed



# Housing

- Q 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
- Q 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.

\* OTSKNI 2ROSPGE SÌ 'WEG LD

### 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.

# Housing

## Who is involved?

The following organisations are involved in the project:

- Q Aelwyd Housing Association
- Q Caerphilly Homes (Caerphilly County Borough Council)
- Q Cadwyn Housing Association
- Q Charter Housing (part of the Pobl Group)
- Q Derwen Cymru (part of the Pobl group)
- Q Linc Cymru Housing Association
- Q United Welsh Housing Association
- Q 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

# Housing

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, [purpo352-14\(ighpo 0.y\)8\(0144resid0 -id fcri1.2ia1wougnext -1 w H](mailto:purpo352-14(ighpo 0.y)8(0144resid0 -id fcri1.2ia1wougnext -1 w H)



# Housing



## 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.

# 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

# Housing

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Housing

## 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



## 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:

- Q Rent to buy – you can rent your home from one of the partner housing associations and buy it in the future
- Q Part buy, also called shared ownership - you buy a share of a property and pay rent to a housing association for the remaining share
- Q 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
- Q 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.





We will work with you to help you remain in your home. If this is not possible we will assist

# Housing

Some of the options available include:

- Q Low cost homeownership & intermediate renting
- Q Private renting
- Q 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:

- Q to help prevent and tackle homelessness.
- Q

## 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



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

## 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

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# Housing

## 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 ed Thefnlnhousing sd Tales &nd our vchieve ents pnd oaspirations for phe nfuture

## 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

## Band B

# Housing

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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:

- Q Be a first time buyer (or not currently a home owner)
- Q Be over 18 years of age
- Q Be a UK passport holder or have Indefinite Leave to remain in the UK
- Q Be unable to afford to purchase the home at full market value
- Q Be unable to raise a mortgage with a suitable mortgage lender (usually with a deposit)
- Q 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.

# Housing

## 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 handyperson 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

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: ik. (44 72gether we create great places to live and work)JJ/TT1 1 Tf13.



Visit <https://www.livingmerthyrtydfil.org.uk/>

Phone 01685 725000

## Priority Bands

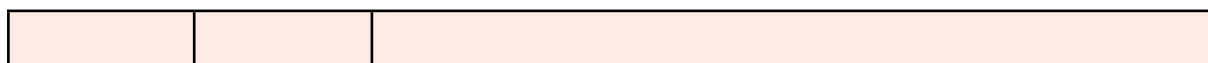
There are three main priority bands. These bands are:

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.

Band3 - 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 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.</li> <li>•</li> </ul>

# 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:

- Q Registering for Homes4U
- Q Discussing alternative housing solutions such as renting privately (VATS)
- Q Mediating with family/friends/landlords to assist in keeping you in your home where appropriate and possible
- Q 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:

- Q A mediation service to help you to reconnect with your family
- Q Assessment from Children Services and Housing to see what extra support you need/want.
- Q Support while you are in alternative accommodation
- Q Referrals into supported accommodation
- Q Help accessing benefits
- Q 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













# Housing

## 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.

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 are settling in.

For

more information

please contact your housing officer or visit our website at [www.housing.org.uk](http://www.housing.org.uk)

# Housing

Get housing help and advice

Call Shelter Cymru's urgent helpline on

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# Housing



## 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,

# Leisure

## 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.

01456 8884444 703 735.1459 act:

# Leisure

## 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?

- Q Serving Armed Forces
- Q Reserve Forces
- Q Spouses/Partners of serving personnel
- Q HM Armed Forces Veterans (ex serving)
- Q

## 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

## 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.

- Q Barry Leisure Centre
- Q Colcot Sports Centre
- Q Cowbridge Leisure Centre
- Q Llantwit Major Leisure Centre
- Q 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

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:

**Q** 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.

**Q** 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.







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

## 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

# Criminal Justice System



## 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	0300 777 2259 Email: ask@change-step.co.uk	Support for veterans, their families and carers in Wales – enabling them to access vital support services and tackle serious stress and related issues.	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.  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.
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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



## Irwin Mitchell Military Team

The Irwin Mitchell Military 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

## 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), e supportTincludedAs.  
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# Criminal Justice System



## 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.



