

Welfare at the heart of the Veterans Community

The Veterans Welfare Service undertakes an average of 1,100 visits, per month, to veterans in need.

The Ministry of Defence's Service Personnel and Veterans Agency (SPVA) provides a range of 'through life' support functions direct to around 900,000 serving personnel and the Veterans Community. These include Pay and HR for the Services, Pensions Schemes and Compensation Schemes for those disabled or bereaved through service.

Its dedicated "Veterans Welfare Service" provides one to one support, in the home if needed via 25 offices across the UK. Each veteran's needs are unique, but enquiries can range from help in completing claim forms, requests for financial assistance, and enquiries with social services to referrals for treatment or home adaptations. Welfare Managers work with local authorities and other bodies to ensure veterans get the help and support to resolve their problems.

It's worth noting that the Agency's services to veterans fall under the new *Veterans-UK* name. Launched by the Ministry of Defence in April 2007, *Veterans-UK* will in future become the single brand or banner covering a variety of different veterans services provided by a range of organisations. It will become the single point for information on accessing these. Look out for the name in the future.

How to arrange a visit

Just call the FREE Veterans Helpline on **0800 169 2277** and request a visit.

Where to find your local office

To find out the address of your local Veterans Welfare Service office, visit our website at http://www.veterans-uk.info/welfare_data/search.html or call the Veterans Helpline on **0800 169 2277**.

How the Agency helped Robert and Sarah...

A call to the Agency notified the Helpline of the urgent situation, Robert, a disabled veteran from Gosport, and his partner Sarah had found themselves in.

Homeless through no fault of their own, they were living in a car on a public car park and using nearby conveniences to wash and launder their clothes. Their only income was Robert's army and war pension. Their situation had become unbearable and they were both at the end of their tether.

An Agency welfare manager met them that same day and advice was given on entitlement to additional benefits and allowances. The local council was contacted and arrangements were made to place them in temporary housing.

[Pulled Quote] "I hit lucky with Service Personnel and Veterans Agency and
now I'm back on my feet"

Through continued support, and by working in partnership with the council and The Royal British Legion (TRBL), permanent accommodation has since been found, with TRBL providing help with finances, funding for furniture and work on the house.

Robert and Sarah have now been able to make a fresh start. Robert says "I hit lucky with Service Personnel and Veterans Agency and now I'm back on my feet."

Further information on Service Personnel and Veterans Agency can be found by calling our freephone **0800 169 2277** or visiting our website www.veterans-uk.info