

EVERYONE MATTERS

FORCES ADDITIONAL NEEDS
& DISABILITY NEWSLETTER



SPRING
EVENT
WASH UP

ADDITIONAL
NEEDS AND
DISABILITY -
A GUIDE FOR
SERVICE
FAMILIES

IMAGINARIUM

AND THE
'SUMMARY
OF THE
CARE ACT'

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FRANCES ROBINSON

Short Breaks Leader at SSAFA

I am a qualified Social Worker having studied at the University of Hull. Since then I have worked for a local project called Wired as a 'Looked after Children's Advocate' for children and young people with additional needs and disabilities. I supported young people from the ages of 0-25 to express their wishes and feelings to adults and professionals during significant times in their life. In addition to this, I ran the Wirral Involvement Schools Council (WISC) this was a quarterly consultation offered to young people with additional needs. The WISC ran in line with the United Nations Convention on the Rights of the Child, Article 12: respect the views of the child; with the aim to allow young people to participate in issues that affect them locally, share their wishes and have their say. I was then transferred over to Barnardo's and supported with the development of the Advocacy Service with them.

Last year I lived in Vietnam where I taught English as a foreign language to children, adults and business students. As well as teaching I also supported in running summer school work shops and days out in order for the children to gain confidence with their speaking outside of the classroom.

Having just begun in this post I am really excited to begin working with the FANDF, especially having been witness to the great success of the Spring Event that was held at RAF Leeming in April. I look forward to supporting the FANDF in similar events and other endeavours.

I am also looking forward to the challenge of running the short breaks and being a part of such a momentous opportunity for the young people.

Please Note The Newsletter can be photo copied and passed on. Views printed in this newsletter are NOT necessarily those of the Editor or SSAFA.

WELCOME



Welcome to the FANDF Summer Newsletter, in which you can read about some of the things we are really excited about.

The Spring Event, advertised in the last newsletter, went ahead at RAF Leeming and was attended by local families as well as professionals. We feel that it was a success, and hope to organise more regional events like this in the future.

At the Spring Event, we launched the new version of the Additional Needs and Disability Guide. This has not been published for a long time due to changes in legislation and

organisations involved, but is now available for distribution.

The FANDF Committee continues to grow and we welcome a new member, Carly, whose profile is included in this Newsletter.

As always, we would love to hear from you about your experiences and concerns, and also if there is anything you would like to see the FANDF do, so please get in touch.

I wish you all a lovely summer,

Iza Gill
FANDF Chair

SUMMARY OF THE CARE ACT

How does this impact carers?

The Care Act (1 April 2015) represents the biggest change to Health and Adult Social Care legislation in more than 60 years and brings together over 37 different pieces of legislation into one Act. It places a duty on Local Authorities to prevent, reduce and delay care needs from becoming more serious as well as a duty to promote a person's wellbeing.

It is important that you know about the changes and so this summary highlights some of the new responsibilities. There are also some useful website links at the end of this summary if you need more detailed information.

INFORMATION ADVICE

Local Authorities will be required to provide advice and information around care and support for adults and support for you as carers, this includes which providers you can choose from and how to access this support, how to raise safeguarding concerns and how to get independent financial advice.

PROMOTING DIVERSE AND QUALITY SERVICES

Local Authorities will need to make sure you have access to a range of diverse and high quality care providers including specialist services e.g. dementia services. Local Authorities also have a responsibility to help develop a "market" that delivers a wide range of sustainable high quality care and support services. Local Authorities will need to give you information and advice which helps you to make good decisions about your care and support. They must also consider the importance of carers being able to access work, training and education and whether there are sufficient services in the market.

ASSESSING A CARERS NEEDS

For the first time the Care Act creates the first ever entitlement to support Carers. The Act is clear that both the adults (needs assessment) and Carers (Carers assessment) should be assessed on the appearance of need, regardless of what a local authority thinks is the level of need and regardless of their financial resources. The only requirement is that the carer "may have needs for support - whether currently or in the future".

CARERS ELIGIBILITY TO SUPPORT

You will be entitled to have your needs met by Local Authorities when you have been assessed as having 'eligible' needs, your needs will be assessed against a new eligibility threshold, which will be set at a national level.

Where applicable Local Authorities will carry out a financial assessment so that they can understand what you might need to pay for your social care support. If you have eligible needs

but have assets above the financial threshold and ask Local Authorities to meet your needs, they will be entitled to charge for arranging these services as well as the service itself.

If supporting you means that Local Authorities provide care to the person being cared for, they may need to carry out a financial assessment with that person also.

From April 2016 the Care Act will introduce a cap on care costs. The cap means that people will be responsible for care costs as assessed by Local Authorities, up to the cap if they can afford it. The cap is currently suggested to be £72,000 but may rise over time. After a person has met this cap Local Authorities will become responsible for meeting the cost of any further care needs. They will need to create a 'care account' to record a person's spending against the care cap. The cap on care only applies to those receiving care services and does not include the personal budget of a carer.

Also the minimum threshold is being raised to £118,000, so those with assets (savings or property), lower than this, will start to receive financial support if they need to go to a care home.

SUPPORT PLANNING, PERSONAL BUDGETS AND DIRECT PAYMENTS

Where Local Authorities assess you as being eligible for support they must prepare a support plan which sets out how your needs are going to be met. You should also receive a personal budget, which is a statement showing the cost of meeting that need. It will include the amount you may have to pay, if any, and the amount Local Authorities are going to pay. If you have eligible needs but do not receive local authority support you will be given an independent personal budget.

You will also have a right to request that the local authority meets some or all of your needs by giving you a direct payment, which is proposed so to give you better control over how your support is provided. This is an amount of money given to you by Local Authorities, which you use to pay for your own care and support.

CONTINUITY OF CARE

Continuity of Care means making sure that there are no gaps in care when an adult who is receiving care moves home from one Local Authority area to another. This also applies to the needs of any carer moving with the person.

TRANSITION

New duties support the removal of any gap in services as the person transitions to adult services, this includes young carers and parental carers.

FANDF SPRING EVENT



On Tuesday 28th April 2015, the FANDF held the first regional event for families, with professionals also invited to attend, at RAF Leeming in Yorkshire. We had wanted to hold such an event for a while, as the biennial Conference at the Ministry of Defence in London is not always accessible to families. Our aim was to meet FANDF Members (and potential members) and bring families together in an informal setting, and hope that this was achieved. RAF Leeming were able to offer us a choice of venues, and we chose the Junior Ranks Mess, which was light, bright and very welcoming, as well as giving flexible space and excellent facilities.

We were delighted to welcome 35 family members, as well as a number of professionals. The official proceedings began with a welcome from Wing Commander Rich Neesom, representing the Station Commander. Then the current FANDF Committee members outlined the structure of the day and gave a short introduction to themselves and why they had got involved with FANDF. We also distributed the newly updated Additional Needs and

Disability (AN&D) Guide, thanks to FANDF Vice-Chair Karen Ross who worked very hard to get it ready for this launch.

Our first speaker was Geoff Evans from the Options Group, who spoke about "A Holistic Approach to Supporting Children with Autism with their Behaviour". Geoff's talk was wonderful and he could have kept us entertained (and questioning our own behaviour) for the whole day. Geoff continued to answer questions during a delicious buffet lunch provided by the Catering Staff, and people were able to visit the information stands, which included Irwin Mitchell Solicitors and representatives from the Army and RAF Families' Federations. During the lunch break, there was also an opportunity for people to visit the "Imaginarium", an amazing sensory area in the Community Centre.

In the afternoon, Elaine Brookes, from North Yorkshire County Council, explained about changes to the Care Act and Assessment for Carers and our final speaker was Peter Flood of the Children's Education Advisory

Service (CEAS), who discussed the new Education Health and Care Plans.

We concluded with more tea and coffee and a feedback session, before packing up and heading off. We hope that the people who came to the Spring Event enjoyed it and found it useful. The Committee enjoyed meeting and speaking to many of the families. We would like to hold more regional days like this and would welcome any feedback or ideas about future events from FANDF members.

Our thanks go to RAF Leeming for hosting us, the Catering Staff at the Junior Ranks Mess for providing great food, tea and coffee and for being so helpful and friendly, and to the SSAFA Team at RAF Leeming, especially Andrea, for their organisation and coordination to make the day run smoothly. Thanks also to all of our speakers and the SSAFA Team at Central Office (Emma, Hannah and Fran especially) for all of their input. Also, last but not least, my personal thanks to all of the FANDF Committee for giving up their time and sharing their various talents and wealth of experience to make the day a success!

For more information you may find the websites below useful:

www.carersuk.org/help-and-advice/practical-support/getting-care-and-support/care-act-faq
www.gov.uk/government/uploads/system/uploads/attachment_data/file/365345/Making_Sure_the_Care_Act_Works_EASY_READ.pdf

SPRING EVENT WASH UP

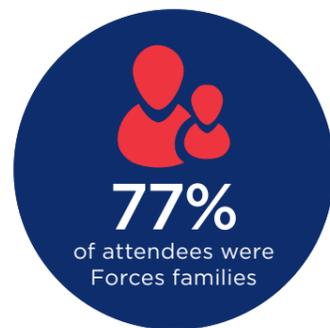


The FANDF committee had a meeting the day after the Spring Event to look through the feedback received from the attendees. Michelle Earnshaw, committee member came up with an interactive way of getting feedback from attendees. Here are some of the key themes discussed.

There was a significant amount of positive feedback from the attendees regarding Geoff Evan's talk on 'Positive Behaviour Management with Children with Autism'. As the feedback was so encouraging the FANDF committee suggested that he would be a possibility for the Conference in 2016. The committee all agreed that a workshop alongside this talk would be an idea for future events.

There was an opportunity to view the 'Imaginarium' based at RAF Leeming. This is a sensory room with the technology to tailor its use to each individual and their needs. This tour gained very positive feedback from the attendees and many were impressed by what it has to offer.

Almost all attendees felt that the



location and facilities were suitable for the event.

There was feedback that participants would like a more central event - this is something the committee want to achieve the more the FANDF develops.

There was a suggestion around having a dependent young person attend such events to give their view and opinion - the committee suggested that maybe the use of video and media in order to express the young people's perspectives might be an option for similar events.

The overall feedback was overwhelmingly positive, so much so that the FANDF committee would like the opportunity to offer similar events within the UK.

CARLY JOHNSON

FANDF New Committee Member

After reading Law at university, Carly found returning to work with two young children, one with a disability, and a serving husband who was either away on detachments or working strange shift patterns, quite difficult, so they decided she would be a stay-at-home mum. However, she has always been an avid volunteer, with a genuine passion for helping others, and over the years, among other things, she has helped run the Married Patch Coffee Mornings, been Chief Face Painter at the school fayre, run a Knitting and Sewing Club for the children at the local primary school, worked in a Charity shop, and helped out at a local Lunch Club who assist the elderly with severe mobility and isolation issues.

More recently, Carly has begun her training to become a volunteer for The Information, Advice and Support Services Network (IASS Network), a free, impartial and confidential service which provides information, advice and support to disabled children and young people, and those with SEN, and their parents, and also works for

Parenting Special Children, a charity which helps provide training and support to families who have children and young people with special needs. She is also an active member of the PTA, helping to raise much needed funds for the local primary school.



Her husband has been in the RAF for 23 years and is currently still serving, and they are living in Berkshire. They have two children, a girl (11) and a younger son (7), and her son has a diagnosis of Autism, Sensory Processing Disorder and Delayed Speech and Language. Carly is disabled herself, and so their daughter has always been a young carer; therefore her daughter was eligible to attend a SSAFA Young Carers and Sibling Short Break. Carly and her husband went to the biennial FANDF conference at MOD London in 2014 and it reignited her

passion for the law and how it can impact others facing similar situations to their own. Carly then joined the FANDF Committee in early 2015, and helped run the very successful pilot event at RAF Leeming this April.

“The issues the FANDF cover are those that are close to my heart. I would love to help make a difference, not only to something that can benefit my own family, but to something that can benefit many other families, now and for many years to come in the future”

TREE OF KNOWLEDGE

Hints and Tips from Carers who've 'been there, seen it, done it'!



HISTORY OF THE FANDF

The FANDF was formed 26 years ago and was originally known as the Queen Elizabeth Group chaired by Lady Anne Cowan. Its mission was to make people aware of the unique challenges that service families face in having a child with additional needs or disability within the service environment.

At first the focus was on children with additional needs or disability, but they soon realized that adults needed to be included as well.

In 1999 the FANDF were instrumental in the introduction of the Army's policy on the care of service personnel with additional needs or disabled dependants, the

RAF and Royal Navy policies followed shortly after.

Housing is another area that the FANDF have been very proactive in helping to shape housing policy regarding adaptations.

The first FANDF seminar took place in the summer of 1999 at Westminster Central Hall, London. It was a great success and since then a biennial seminar has been held.

The short break holidays were also established under the guidance of the Queen Elizabeth Group and, at first, were run in conjunction with the Guild of St. Helena.

In 2003 the first Additional Needs and Disability Guide was produced. Updated on a regular basis the latest version is now available.

My involvement began when I was asked to join shortly after the Queen Elizabeth Group was formed, because I had a disability and was still serving in the RAF at that time.

I have seen the FANDF grow from a small Group who wanted to change the way additional needs and disabilities were viewed, to a large Forum that has changed the way additional needs and disabilities are viewed.

Together Everyone Achieves More



SUPPORT SERVICE FOR THE ARMED FORCES COMMUNITY SUPPORTING THOSE CARING FOR PEOPLE WITH MENTAL ILLNESS

Help for Carers in the Armed Forces Community

The Forces in Mind Trust (FIMT) has awarded a grant to set up a project that delivers and evaluates a pilot online support service to carers and families of people suffering from severe mental illness (SMI) in the Armed Forces community.

help build their understanding of mental health difficulties and acquire some of the skills necessary to care for their loved ones. This service will be particularly important for those making the transition from military to civilian life.

The online service, which is facilitated by Wiltshire Mind and run by Healios in collaboration with the Army Families Federation (AFF), is enabling carers to easily access resources to

We recognise that caring for loved ones who have severe mental health illness can be incredibly difficult. Often carers feel isolated and helpless not knowing how best to provide or get

support. Many people find it difficult to or are unable to access appropriate services that can support them.

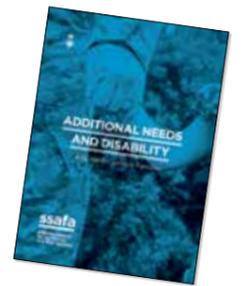
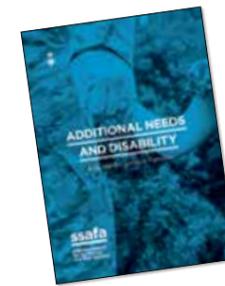
The pilot project is still recruiting carers (over 18 years) from the Armed Forces Community who are currently looking after a family member with SMI. SMI includes post-traumatic stress disorder (PTSD), depression, anxiety, adjustment disorder, psychosis, schizophrenia and bipolar disorder.



For more information about this project please contact Hannah Wiseman at Healios by telephone +44 (0) 3303 350 603 or email: info@healios.org. www.healios.org

ADDITIONAL NEEDS AND DISABILITY

A Guide for Service Families



The Forces Additional Needs and Disability Forum (FANDF) were delighted to announce the release of Additional Needs and Disability – A Guide for Service Families at the RAF Leeming Spring Event. The Guide intends to inform Service families with a family member with additional needs

and/or disability about the support available from MOD, Service charities and the support other organisations can provide. It is the intention of the FANDF committee to update the guide every two years, so we would welcome any comments and feedback from FANDF members. It is also the

committee's intention to create an online PDF version of the Guide, to be available in the near future.

The FANDF committee would also like to thank the previous chair and committee members who provided input into this Guide.



To receive your copy of the Guide please contact Frances Robinson on 0207 463 9315 or Hannah Wiltshire on 0207 463 9275. They will also be available from single Service welfare provides and HIVES in the future.

IMAGINARIUM INSPIRES IMAGINATIONS AT RAF LEEMING

Lights, splashes of colour, and lots of imagination are brightening the lives of service families in North Yorkshire.

At RAF Leeming, near Bedale, they've created a special room where children can escape the challenges of military life.

The Imaginarium is the first of its kind in the Royal Air Force and it is billed as a space where imaginations can run wild and friendships blossom.

As well as boasting a huge interactive screen, there are themed areas and lights for young children or those with

additional needs to relax.

There is also space to hold singing and dancing groups.

It has been funded by charity events and a donation from the RAF Benevolent Fund.



"We have a lot of time spent in readiness to deploy on operations all around the world and that is really stressful for the families and children, so to give them a place like this, the Imaginarium to come and break out do something very exciting but in a safe, cosseted environment, is really really important."

Group Captain David Bradshaw, Station Commander. ITV Wed 20 May 2015

"It's really stressful being a military kid, if your parents are away or your Mum or Dad is away, or just even moving camp so often, so we wanted to provide something that is a really calming and relaxing space where parents can bring them."

Becki Taylor, Community Development Officer, RAF Leeming

SSAFA SUPPORT GROUPS

Sometimes the people who help most are those who have been through the same experiences. At SSAFA Support Groups we are a community of Forces families and individuals all facing similar challenges who help each other and offer mutual support. Each group has its own calendar of events and a secure online community where group members can talk, share photos and writing and find out about resources. New members are always welcome and it's simple to join up. The groups are run by SSAFA, the national charity that provides lifelong support for our Forces and their families. See more at: www.ssafasupportgroups.org.uk/about-ssafa-support-groups

To join the on line community go to: www.ssafasupportgroups.org.uk/user/register

FORCES ADDITIONAL NEEDS AND DISABILITY FORUM (FANDF)

The Forces Additional Needs & Disabilities Forum was set up for service families with a member who has Additional Needs or a disability.

The Forum explores the issue of support for those with Additional Needs or a disability in the Service community. The forum will provide

families and service providers with an opportunity to discuss ways of ensuring that both children and adults with Additional Needs have access to the best support available. This was the first ever Support Group run by SSAFA.

FAMILIES OF INJURED SERVICE PERSONNEL (FISP)

The SSAFA, support group for the families of injured service personnel is a group set up by a group of Families members whose relatives have been injured in service.

The support group is a tri-service group that meets regularly and provides an opportunity for families to meet and share experiences, information advice and mutual support. The group is open to parents, grandparents, siblings, step-parents, partners, or indeed anyone who is part of the family unit and feels they would benefit from the group.

BEREAVED FAMILIES SUPPORT GROUP (BFSG)

The Bereaved Families Support Group was set up by a group of bereaved families who had lost loved ones serving in the Armed Forces.

We recognised that the death of a family member changes everything.

We all cope with loss in our own way, but sometimes it helps to share your feelings with someone who has been through a similar experience.

The group is open to families who have lost loved ones in combat and non-combat situations. SSAFA recognises that it is the loss of a loved one that binds us together. The group is open to parents, partners, siblings, grandparents and anyone else who is considered part of the family unit and feels they will benefit.

BEREAVED SIBLINGS SUPPORT GROUP (BSSG)

We soon recognised that the needs of siblings is a bit different to those of their parents. Siblings often feel they don't want to make life harder for their parents by showing their emotions. That's why we set up the Bereaved Siblings Support Group so that brothers and sisters can chat through their concerns with others going through the same experiences.

The group is opened to siblings who have lost loved ones in Combat and non-combat situations. SSAFA recognizes that it is the loss of a loved one that binds us together.



ASSISTANCE DOGS (UK)

Canine Partners train assistance dogs for people with physical disabilities. They are part of Assistance Dogs (UK), the umbrella organisation for all those charities in the UK which have been accredited to train dogs to help people with various disabilities.

Current members are Guide Dogs, Hearing Dogs, Canine Partners, Dogs for the Disabled, Support Dogs and Dog Aid.

Each member seeks to achieve greater independence through working partnerships between disabled people and professionally trained assistance dogs.

Assistance Dogs (UK) aims to improve access for disabled people who depend on these dogs in public places such as supermarkets, restaurants and public transport which might not otherwise be accessible to them. AD (UK)'s efforts are supported by the Disability Discrimination Act (1995).

They are proud to also be fully accredited members of Assistance Dogs Europe and Assistance Dogs International.

Between them they work together to remove any barriers that may inhibit the independence, freedom and rights of all our respective clients, whatever their disability.

Guide Dogs (www.guidedogs.org.uk)

It is over 75 years since the first working guide dog partnerships appeared on the country's streets. Three-quarters of a century later, the charity's dedicated team of staff, volunteers and supporters continue to provide

freedom, mobility and independence for blind and partially sighted people.

A guide dog offers a unique, safe and effective way of getting about independently. You don't need to have lost all your sight and most people who own a guide dog still have some vision. Many aren't formally registered as blind or partially-sighted, either.

There's no upper age limit - anyone can apply for a guide dog, and many people over 70 have become successful guide dog owners.

Despite the training costs, it costs just 50p to have a guide dog, with all essential equipment and training provided by The Guide Dogs for the Blind Association.

Hearing Dogs for Deaf People (www.hearingdogs.org.uk)

Hearing Dogs for Deaf People trains dogs to alert deaf people to everyday sounds that hearing people often take for granted, such as the alarm clock, doorbell, baby cry and smoke alarm.

Instead of barking, the dogs alert the deaf person by touch, using a paw to gain attention and then leading them back to the sound source. For sounds such as the smoke alarm and fire bell, the dogs alert then lie down to indicate danger.

Hearing dogs provide more than just practical assistance; they enable their owners to lead a more independent life with confidence.



Dogs for the Disabled (www.dogsforthe-disabled.org)

Dogs for the Disabled is a life-transforming charity, creating exceptional partnerships between people living with disability and specially trained assistance dogs. Their services help children with a physical disability from as young as eight years old, adults with a physical disability and has commenced a project training assistance dogs to support families with a child affected by autism.

Each assistance dog is trained to undertake a range of practical tasks including opening doors, retrieving dropped items, pushing access buttons outside shops, or barking on command to raise the alarm when help is needed. An assistance dog for autism acts as a calming focus enabling a child to remain safe in places they may have previously found too challenging.

An assistance dog becomes a social icebreaker, giving a new found confidence that opens doors to fresh opportunities including friendships, hobbies, education and even careers.

Support Dogs (www.supportdogs.org.uk)

Support Dogs was formed in 1992 and is a charity dedicated to improving the quality of life for people with epilepsy, a physical disability and families of children with autism. There are three types of Support Dog:

Disability Assistance Dogs are generally the recipient's own pet dog and are taught task work to assist and support their disabled owner.

Autism Assistance Dogs are trained to meet the needs of both child and parents for a degree of predictability in social settings helping to bring independence not just for the child but for the whole family.

Seizure Alert Dogs are trained to respond and alert their owners to an imminent epileptic seizure giving an early warning of anything between 10 to 45 minutes prior to a seizure, enabling their owner to find a place of safety and take control. The dog gives a specially trained alert such as pawing, licking or jumping up. This early warning system enables a person with epilepsy to live as full a life as possible by giving them security and independence.

Support Dogs is the only organisation in the United Kingdom to train Seizure Alert Dogs.

Dog AID (www.dogaid.org.uk)

Dog AID is a national voluntary organisation which provides specialised training for people with physical disabilities and their own pet dog.

The main difference between Dog AID and many other assistance groups is that the disabled owner learns how to train their own dog. Generally all the training is carried out by the owner with supervision from a specially trained instructor.

Dog AID training is designed to give a measure of independence and provide owners with the knowledge to train other tasks. This allows them to adapt the training to their own needs with an instructor, who is able to give advice as required.



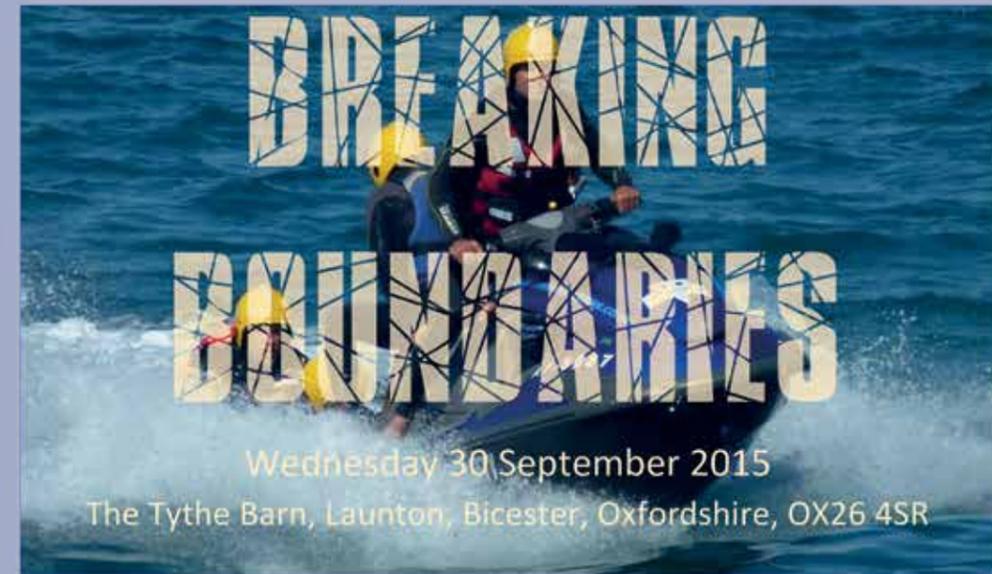
Chill'n' Spill

Tall Trees
Community Centre

A group for parents &
carers for children
With additional needs.
Come along for coffee, tea & cakes.

Escape
Chillout
Laugh/Cry
Play

For 2 hours just to be you
9.30 - 11.30 Friday mornings
For more information please contact
Gill on 840562



Community Case Management Services are proud to put on
this motivating discussion day.
Money raised will go to The Silverlining Charity and
Ski2Freedom

Opening Chair – Christopher Wilson-Smith QC, Outer Temple Chambers

Morning Chair – Christopher Melton QC, Byrom Street
TRAVEL & ADVENTURE
“Breaking Sporting and Geographic Boundaries”

Insight from clients and families on the physical and social
benefits of taking part in sporting and leisure activities and
holidays, including skiing, skydiving, and sailing. How to
cost and pay for travel and new sports and why this is
important?

Henry Witcomb, 1 Crown Office Row
“What is recoverable in the court case?”
Presenting the case of AW

Lunch included – from “Jamie Oliver’s Fabulous Feasts”
A chance to talk to and meet everyone attending and exhibiting...

Speakers include:

David Johnson, Clinical Psychologist
The Calvert Trust;
Catherine Cosby, founder of Ski2Freedom
Tracy Norris Evans, Professional Deputy
Anne Luttman- Johnson, Irwin Mitchell Client Liaison.

Ross Williams, client & mountaineer
Paula Chandler, parent
James Bastin, client & fundraiser
Amanda Hughes, client.

“Who should attend?”

Deputies, Case Managers, Lawyers, Care Experts, and interested individuals

THE VETERANS WELFARE SERVICE (VWS)

WHAT WE DO:

The Veterans Welfare Service (VWS) gives support to veterans, those who are eligible to claim for the MOD pension and compensation schemes and their dependants. The focus of the service is to provide assistance following a change in situation that may have resulted in a welfare need, such as:

- Leaving the services.
- Bereavement.
- Changes in disablement.
- Changes affecting income or finances.
- Changes affecting housing.

WHO WE CAN ASSIST:

- Veterans (anyone who has served in HM Armed Forces, regular or reserves including National Servicemen), their families and dependants.
- Anyone who is eligible for, or in receipt of, compensation from the Armed Forces Compensation Scheme (AFCS) or the War

PENSIONS SCHEME (WPS):

- Service personnel who are to be medically discharged or have an enduring welfare requirement on discharge.
- Bereaved families of service personnel.

HOW WE CAN HELP:

Help and guidance can be given through either telephone contact or a dedicated visiting service via a national network of Welfare Managers.

Initial contact should be made by telephone, to one of our Veterans Welfare Centres.

Once contact has been made, a Welfare Manager will be allocated to become the individual's caseworker.

THEY WILL:

- Ask about the situation and identify any welfare needs.
- Using this information, identify what type of assistance is needed and available from different sources.
- Provide advice and practical help towards meeting the needs identified.

THINGS WE CAN DO INCLUDE:

- Help with applying for the War Pension Scheme (WPS) and the Armed Forces Compensation Scheme (AFCS).
- Help with applying for any Armed Forces pension which there may be entitlement to.
- Give information and advice about benefits available through the Department for Work and Pensions (DWP) and help with applications for them.

- Make referrals to social services, local authorities, ex-service organisations or other voluntary organisations to apply for the services they provide.

OUR PARTNERS:

The VWS work alongside in-service welfare providers and closely with local authorities, voluntary organisations, service charities and the Department for Work and Pensions. This ensures that those leaving the Armed Forces and existing veterans and their families receive all the information and assistance they need to access the appropriate services and benefits.

WORKING TOGETHER WITH DEFENCE RECOVERY CAPABILITY:

Veterans Welfare Service staff are part of the Defence Recovery Capability team working with Personnel Recovery Units and Personnel Recovery Centres, providing a joined up service to support the wounded, injured and sick personnel who are on the recovery pathway.

HOW TO CONTACT US:

Initial contact should be by telephone and, if appropriate, we can arrange a home visit.

We offer a service covering the UK and the Republic of Ireland, from four welfare centre locations.

Where our Veterans Welfare Centres are located and contact details:

Norcross, near Blackpool

(covering NW England, Yorkshire and Humber, North Wales and Isle of Man)

Tel: 01253 333494

Email: veterans-uk-vws-North@mod.uk

Kidderminster

(covering East England, Midlands, South and Central Wales)

Tel: 01562 825527

Email: veterans-uk-vws-Wales-mid@mod.uk

Gosport

(covering London, SE and SW England)

Tel: 02392 702232

Email: veterans-uk-vws-South@mod.uk

Glasgow

(covering Scotland, NE England, NI & ROI)

Tel: 0141 2242709

Email: veterans-uk-vws-Scotland-NI@mod.uk

Contacts and Information Veterans Welfare Service

Call the Veterans UK Helpline number on 0808 1914 218

Overseas callers:

+44 1253 866043

Lines are open: Monday to Thursday: 7:30am – 6:30pm

Friday: 7:30am – 5:00pm

Outside of these times, an answerphone message can be left which will be answered on the next working day.

All callers speak directly to UK based advisers. You may be offered a call-back if lines are particularly busy.

Bereavement and Minicom Line:

0800 169 3458

Please note, we are unable to answer general queries on this number as it needs to remain free for its intended use. If your query is not regarding bereavement please redial using 0808 1914 218.

Email: veterans-uk@mod.uk

www.veterans-uk.info



CONTACTS

National Autistic Society

Accept difference. Not indifference

The National Autistic Society is the leading UK charity for people with autism (including Asperger syndrome) and their families. They provide information, support and pioneering services, and campaign for a better world for people with autism.

www.autism.org.uk
Helpline 0808 8004104. lines open 10am – 4pm)
Monday to Friday (free from landlines and most mobiles)

FOR CARERS

Carers UK, is an organisation for carers 020 7490 8818 or freephone 0808 808 7777

Benefit Enquiry Line 0800 882200

For Disabled People & Carers Overseas Benefit Advice Line 0191 2187878 (For families travelling overseas who may require benefit advice overseas)

FORCESLINE

Our Forces Line is completely independent of the military chain of command, free and totally confidential; it offers listening, information and signposting. Open 10.30am to 6.30pm.

- From the UK (Main Line): 0800 731 4880
- From Germany: 0800 1827 395
- From Cyprus: 800 91065
- From the Falkland Islands #6111
- From anywhere in the world (Call-back)
+44 (0)1980 630854

LOCAL SUPPORT GROUPS

RAF Marham

Tom Smith 01760 446051

Anchor Group - Plymouth

Adele Towsey (NPFS) 01752 779054
Sarah Osborne - group member 01752 292020
Dan Richmond - NACO/NPFS 01752 343225

Gillingham, Kent

Jon Vann 01634 841487

HMS Neptune

Special Needs Support Group Families Centre, Churchill Square, Churchill Estate, HMS Neptune 01436 679526

EAST BERKSHIRE

Mrs Lindsay 'Priory Special' Support & Advice for Physically Disabled Children & Additional Needs Education. 01753 830346

If you also have a group please let us know so we can add it to our list. If you want a group 'on camp' why not get in touch with your local SSAFA Social Worker, Army Welfare Worker or NPFS representative or start one yourself! If any group requires help with setting up, please contact us.

CONTACT US

Frances Robinson - Short Breaks Leader

SSAFA, Queen Elizabeth House, 4 St Dunstan's Hill, London EC3R 8AD

Tel. 0207 463 9315 Fax. 020 7403 8815 Email. Frances.r@ssafa.org.uk

www.ssafa.org.uk

PLEASE NOTE:

This newsletter will be the last paper copy. In future we will be producing newsletters which will be delivered via email and accessible on the FANDF forum with the link www.ssafasupportgroups.org.uk