



Service Personnel & Veterans Agency

An Executive Agency of the Ministry of Defence



WHO WE ARE



WHAT WE DO FOR YOU



SUPPORTING SERVICES THROUGH LIFE

www.veterans-uk.info

Veterans services in association with
Veterans:UK
Bringing together services for veterans

About the Service Personnel and Veterans Agency

The Service Personnel and Veterans Agency (SPVA) is a tri-Service organisation and provides a range of 'through life' support function to around 900,000 serving ex-Service personnel. These include HR, pay and pension scheme services to the Armed Forces, compensation payments for those injured or bereaved through Service, provision of MOD medals and one to one help and advice for veterans. SPVA has offices across the UK and Ireland, but its main sites are in Glasgow, Blackpool, Gloucester, Gosport.

What is the leaflet all about?

SPVA wants to make you, our customers, more aware of the full range of services we provide as an Agency. We hope to clearly signpost the ways current and former Servicemen and women can contact the Agency.

Joint Personnel Administration (JPA)



JPA is the Joint Personnel Administration System used by all three Services. Service personnel are able to access JPA via a web-based communications portal provided by the Defence Information Infrastructure (DII) programme. Supporting the JPA programme is a SPVA-JPA team who along with our strategic partner EDS are responsible for its effective operation. A key part of the interface with Service personnel is the Joint Personnel Administration Enquiry Centre (JPAC EC) which deals with routine enquiries.

What does it mean to you

Key to the vision for JPA is the principle of direct access. Service personnel continue to work through their superior officer, or other authority, to authorise many administrative processes, for example; applying for leave. With the exception of more complex issues which will still be carried out by the Unit HR staff, routine administrative action will be undertaken by the Servicemen and women, rather than being passed to an administrator to be processed manually. All ranks now use JPA to update emergency contacts or amend bank details as well as to apply for allowances such as Disturbance Allowance or Continuity of Education Allowance. JPA access is widely available for most personnel through DII terminals situated in most permanent locations, both in the UK and in major overseas stations, as well as, on some operations. However, in some cases, where DII is not available, Global Administration Offices will input data on behalf of Service personnel.

JPAC Enquiry Centre (JPAC EC)

The JPAC ECs are located at SPVA sites in Gosport and Glasgow and operate as a virtual organisation. Either centre can act as first point of contact for any query,

with calls automatically directed to wherever there is a free agent. Enquiries that cannot be resolved by the JPAC EC will, if appropriate, be transferred to the Back Office support function. Others will be passed by the means of a Service Request (SR) to the appropriate JPAC Back Office. The Back Offices are organised by function. The primary role of the EC is to provide advice and guidance to users and to assist with password resets (you have 10 attempts to log onto JPA, on the 11th incorrect attempt your account is locked out and you will be required to contact the JPAC EC to reset your password). Only in very limited cases can it take action on your behalf – this is for security reasons.

Operating hours for the HR and JPA password reset elements of the JPAC EC are 0700-1900 hrs Monday to Friday UK time. The JPAC EC is closed on Bank Holidays that are common to both England and Scotland but there will be a limited service on Bank Holidays that are specific to one or other country.

The JPAC EC also deals with routine enquiries from ex-Service personnel, including pension and medal enquiries.

Helping you with JPA access

Once you have logged in to JPA for the first time and changed your password, the next screen will be a system screen that requires you to enter your Memorable Data. This should be eight characters long with no spaces.

There are eight memorable data fields for you to choose from. They are:

1. Mothers maiden name
2. Favourite colour
3. Favourite food
4. Favourite car
5. Favourite sports team
6. Favourite holiday location
7. Town of birth
8. First pets name



Memorable Data is the critical information that only you need to know and is required to verify your identity when you call the EC.

Armed Forces Compensation Scheme (AFCS)

AFCS is a compensation package for members of the Armed Forces. It is designed to provide compensation, irrespective of fault, across the full range of circumstances in which illness, injury or death may arise as a result of Service. The scheme replaced the previous arrangements under the War Pensions Scheme and

the attributable elements of Armed Forces Pension Scheme 1975. It covers all Regular (including Gurkhas) and Reserve personnel whose injury, ill health or death is related to Service on or after 6 April 2005. For the first time compensation claims from serving personnel can be considered. Tax free lump sum awards for injury can be paid in service, with an additional monthly Guaranteed Income Payment, available for the most seriously injured, on leaving the Armed Forces. To find out more visit www.veterans-uk.info

Joint Casualty and Compassionate Centre (JCCC)

The JCCC provides a 24 hrs a day Casualty and Compassionate reporting service for all military personnel and for certain entitled civilians world-wide.

Casualties – All casualties must be reported to the JCCC who will then activate the MOD's Casualty Notification Officer system to get the families of those involved informed as quickly as possible. This will normally be done by an officer of the casualty's parent Service. Follow on support for the family will then be implemented to help them through such difficult times and they will be given further advice, help and information on an individual basis.



The JCCC has specialist teams that can advise and assist your relatives / executor should you be unfortunate enough to die in military service. This includes advice on funerals, the marking of the grave, (or arranging an entry in a crematorium book of remembrance) and who will arrange the return of personal effects and payments from the MOD to your estate.

Compassionate Cases – Sometimes the families of personnel deployed overseas can experience a crisis, such as the death or illness of a close family member. This can lead to a request for the Service person to return home. In these circumstances, a family member should contact the JCCC(at any time) to explain what has happened. The circumstances will always be investigated and, when the case meets the criteria for Compassionate Leave Travel, authorisation will be given to bring the Service person home. The speed with which this occurs will depend on the severity of the case.

What Should You Do?

Service Personnel – Before you go away:

- Check your 'JPA Personal Contacts' details are correct and up to date;
- make sure you have included all those you want to be informed in your 'JPA Personal Contacts' list;
- make or update your will; *and*
- get a JPA P001 Compassionate Card, or forms, from your Admin Office and give it to your family members.

Families – Before the Service member of your family goes away:

- Ask him or her to make sure their JPA record has been updated; *and*
- get him or her to give you the JPA P001 Compassionate Card.

Wills – All Service personnel are encouraged to make a will and you can store a will (F106) free of charge at the MOD Document Holding Centre in Glasgow. Wherever you store your will (with the MOD, at home or with a Solicitor), please record its location on your JPA record and remember to review and update the document should your personal circumstances change (e.g. on marriage, divorce, or if you wish to leave items to a new partner or dependant)

MOD Medal Office

Formed in February 2005 from the previous separate Service Medal Offices, the new tri-Service MOD Medal Office became part of SPVA and is based at Imjin Barracks, Innsworth. Significant investment in personnel and technology, especially two new laser-engraving machines, underlines the priority the MOD attaches to the prompt delivery of medals to serving personnel, veterans and their relatives.

Not received your medal yet?

If you have not yet received a campaign medal for your recent tour and you meet the qualifying criteria, you should consider the following:

- Check with your Unit HR to see if they have it;
- check with your Unit HR to see if they have applied for it;
- ask your Unit HR to apply for you using JPA S003.

If your Unit HR has applied and you still have not received your medal, then contact the Medal Office via the JPAC EC on **0141 224 3600**.



Pensions and Veterans Services

The SPVA's Veterans Services Directorate is responsible for the assessment, award, payment and maintenance of all pensions relating to the Armed Forces.

These include occupational pensions, the Armed Forces Pension Schemes (AFPS), war disablement pensions, war widows' pensions, related allowances and other payments to veterans. We also administer the ex-gratia payments scheme to former prisoners of the Japanese in WWII.

There are currently two AFPS available to service leavers; AFPS 75 and AFPS 05:

- AFPS 75 pension benefits are based on rank and length of Service. All personnel serving between 6 April 1975 and 6 April 2005 will have served under the AFPS 75 scheme;
- AFPS 05 pension benefits are based on length of Service and final salary and apply to personnel who joined after 6 April 2005. However, personnel serving between July 2005 and March 2006 were given the option to move to the AFPS 05 as part of the Offer to Transfer process.

The Reserve Forces Pension Scheme (RFPS) is an occupational scheme paid for by the MOD. Individuals undertaking Full Time Reserve Service (FTRS) are automatically enrolled into the scheme, members of the Volunteer Reserve Forces who are mobilised for a period of Service may choose to have this period of Service counted under RFPS.

There are some fundamental differences between the schemes that cover both retired benefits and dependents benefits. Go to our SPVA webpages on www.mod.uk to download the booklets that are applicable to the scheme applying to you.

Service pensions are administered by the SPVA but pension payments are made by Paymaster (1836) Ltd, the paying authority for the Armed Forces Pension Scheme (AFPS).

War Disablement Pension

You can claim a War Disablement Pension under the War Pensions Scheme if you are no longer serving in HM Armed Forces and your claimed disablement arose before 6 April 2005.

There are other circumstances in which you can claim; these are listed on the Veterans-UK web pages on www.veterans-uk.info

Where disablement is related to Service in HM Armed Forces on or after 6th April 2005, claims should be made under the Armed Forces Compensation Scheme. To find out more go to www.veterans-uk.info

Veterans-UK



Veterans-UK is the new brand bringing together services to veterans. It's the first stop for veterans who need help and advice.

Who is a veteran?

A veteran is anyone who has served in HM Armed Forces, regular or reserve including National Servicemen. Veterans status also applies to former Polish forces under British command in WWII and Merchant Mariners who have seen duty in military operations. Veterans can be any age from 18 to 100 plus. Veterans need not have served overseas or in conflict. All are entitled to our services.

The Veterans-UK Helpline provides sound advice on many topics. We can redirect enquiries to a range of organisations that work in partnership with the Agency to support the Veterans' Community. The Helpline has up-to-date information on central/local Government and 500 plus ex-Service organisations and other voluntary groups.

What kind of advice can I get?

On almost any matter but largely on statutory benefits, pensions, money worries, loans and grants, emergency accommodation, finding a job, re-training, health issues, welfare concerns, Service records and medals.

Who can get advice?

There are no restrictions but mainly veterans, their relations and friends, and professional advisers acting on their behalf.

Welfare support

The Veterans Welfare Service exists to provide a help and advice service to veterans, their families and dependants. A national network of Welfare Managers can help with completing forms, ensuring appropriate benefit entitlements are applied for and a multitude of services aimed at meeting welfare needs are accessed on your behalf. This can be done over the phone or through a one-to-one home visit.

Simply call **0800 169 2277** and ask to speak to your local Veterans Welfare Service representative or look under Service Personnel and Veterans Agency in the phonebook.

How to contact us

Service Personnel

JPAC opening hours

Monday – Friday 07.00 - 19.00
(UK local time)

JPAC Enquiry Centre

Mil: **94560 3600**
Civilian: **0141 224 3600**
Freephone **0800 085 3600**
From overseas: **+44141 224 3600**

Write to us

JPAC Enquiry Centre,
Mail Point 403,
Kentigern House,
65 Brown Street,
Glasgow
G2 8EX

Online accessibility

Internet: JPAC@spva.mod.uk
Intranet: [JPACEnquiryCentre](#)

JCCC

Contact the JCCC 24 Hours a Day,
Seven Days a Week
+44 (0) 1452 519951

Ex-Service Personnel

Call us

Call the Veterans-UK Helpline –
FREE 0800 169 2277
Minicom (textphone) users call
0800 169 3458
Overseas callers **+44 1253 866043**

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

Lines are open:

Monday to Thursday:

8:15 am – 5.15pm

Friday: 8.15 am – 4.30 pm

Write to us

Veterans Advice Team,
Service Personnel and Veterans Agency,
Tomlinson House, Norcross,
Thornton-Cleveleys, FY5 3WP
or email veterans.help@spva.gsi.gov.uk
or fax 01253 332014

Online accessibility

Our Website holds over 20,000 pages of
advice, guidance and links to
organisations that help veterans.

To find out more visit

www.veterans-uk.info