

Advice on Specific Topics

Pensions and Benefits

Service Personnel & Veterans Agency (SPVA)

Norcross

Helpline: 0800 169 2277

Email: help@veteransagency.gsi.gov.uk

Website: www.veterans-uk.info

The Veterans Helpline and the War Pensioners' Welfare Service (WPWS) provide advice, guidance and practical help to war disablement pensioners and war widows/ war widowers or people who are claiming a war disablement pension and those in receipt of Armed Forces Compensation.

Glasgow

Enquiry Service: 0800 085 3600

From Overseas: 0044 1412 243600

Email: JPAC@afpaa.mod.uk

SPVA Glasgow provides pay and administration to military personnel. It also provides pensions under the Armed Forces Pension Schemes for ex Service personnel and their dependants.

Paymaster General

Call for specific queries about the payment of your pension.

RN/RM Tel: 01293 604050

Army Tel: 01293 604040

RAF Tel: 01293 604060

Forces Pension Society

Tel: 0207 820 9988

Email: memsec@forpen.co.uk

Website: www.forpen.co.uk

The Forces Pension Society is a membership organisation providing advice and assistance on pension problems to Service and ex Service personnel and their widows, widowers and dependants.

Department for Work and Pensions

Tel : 0207 712 2171 (9am –5pm Monday to Friday)

Fax: 0207 712 2388

Website: www.dwp.gov.uk

Pays benefits including Bereavement Allowance, Bereaved Parents Benefit and State Retirement Pensions.

Inland Revenue

See local telephone directory

Website: www.hmrc.gov.uk

Support Organisations

Confidential Support Line (CSL)

Tel: 0800 731 4880

The CSL is managed by SSAFA Forces Help. It offers confidential, non judgemental guidance to the military community from anywhere in the world.

War Widows' Association of Great Britain

Tel: 0870 241 1305

Website: www.warwidowsassociation.org.uk

The Association works to improve the conditions of war widows, widowers and their dependants and recipients of benefits from the Armed Forces Compensation Scheme 2005. It also offers friendship and support to all military widow/ers.

Army Widows Association

Tel: 01935 872983

Website: www.armywidows.org.uk

A Bereavement Support Group offering comfort, support and friendship to the widows, widowers and dependants of Army personnel who die in service. It tries to address some of the difficulties encountered after the death.

RAF Widows Association

Tel: 0870 514 3901

Website: www.rafcom.co.uk

A Bereavement Support Group which offers support, comfort, friendship and advice to the newly bereaved whose partner was serving in the Royal Air Force at the time of their death.

Naval Families Federation (NFF)

Tel: 02392 654374

Website: www.nff.org.uk

In the absence of a Bereavement Support Group for Naval Personnel the NFF acts as a point of contact for bereaved families sign posting them to relevant organisations for specific support and advice.

Support Organisations

The Samaritans

Tel: 0845 790 9090

E-mail: jo@samaritans.org

Website: www.samaritans.org.uk

Samaritans provides emotional support 24 hours a day, 7 days a week for everyone.

Cruse – Bereavement Care

Tel: 0870 167 1677

E-mail: helpline@crusebereavementcare.org.uk

Website: www.crusebereavementcare.org.uk

It exists to promote the well being of bereaved people and to help anyone bereaved by a death to understand their loss. The organisation provides counselling and support.

The Compassionate Friends (TCF)

Tel: 0845 123 2304

Website: www.tcf.org.uk

The Compassionate Friends is an organisation of bereaved parents and their families offering understanding, support, advice and encouragement to bereaved families including their relatives and friends. They are particularly helpful to those bereaved by a suicide or the death of a child.

Winston's Wish

Tel: 0845 203 0405 (9am to 5pm Monday to Friday)

Website: www.winstonswish.org.uk

Winston's Wish is a support organisation for grieving children and their families based in Gloucestershire. The National Helpline offers support, information and guidance to all those caring for a child or a young person who has been bereaved.

Tri-Service Guide for Bereaved Families



Introduction

This guide has been produced as a source of information which you may find useful both now and in the future. It cannot provide answers to all the questions which will arise in the weeks and months ahead, but is an attempt to point you in the right direction.

There are many organisations available for you to contact for help. Those which deal with the questions which are asked most frequently are listed in this guide. You can use the information to select the appropriate organisation to approach for assistance according to your needs and obtain professional advice and up to date information relevant to your situation.

Please note: No Service Benevolent Fund can consider a grant or loan without first finding out the background to the claimant's request. Therefore, any call direct to a Service Benevolent Fund merely brings to the attention of that fund's administrators a need to start these enquiries through a local representative.

Benevolent and Welfare Organisations

Army Benevolent Fund (ABF)

Tel: 0207 591 2000
Fax: 0207 584 0889
E-mail: mmickleburgh@armybenevolentfund.com
Website: www.armybenfund.org
The Army Benevolent Fund offers welfare support to serving and ex-service Army personnel and their dependants. Financial support is available to those in 'real need'.

Royal Naval Benevolent Society for Officers

Tel: 0207 402 5231
Fax: 0207 402 5533
E-mail: RNBSO@lineone.net
www.royalnavy.mod.uk
Provides financial assistance to serving and retired officers and their dependants who are in financial need.

Royal Naval Benevolent Trust (RNBT)

Tel: 02392 660296
E-mail: rnbt@rnbt.org.uk
www.rnbt.org.uk
All other ranks both In-service and ex-service members of the Royal Navy and Royal Marines and their dependants may seek assistance from the RNBT. The trust provides financial grants to meet a wide range of individual needs and gives advice on welfare matters.

Royal Naval Association (RNA)

Tel: 0207 352 6764
The association offers friendship and personal support to its members and has limited welfare funds.

The Royal Air Forces Association (RAFA)

Tel: 01303 271878
E-mail: david.wright@rafa.org.uk
Website: www.rafa.org.uk
The organisation gives help, support and advice to ex-RAF and Commonwealth Air Forces personnel and their dependants.

Royal Air Force Benevolent Fund

Tel: 0800 169 2942 (office hours)
Fax: 0207 636 7005
E-mail: info@rafbf.org.uk
Website: www.raf.benfund.org.uk
The RAFBF offers assistance to past and present members of the Royal Air Force and their dependants.

Benevolent and Welfare Organisations

Royal Marines Benevolent Fund

Tel: 02392 651304
Fax: 02392 547207
E-mail: royal.marines@charity.vfree.com
www.royalnavy.mod.uk
Aims to assist anyone serving or who has served in the Royal Marines and their dependants to relieve need, hardship or distress.

Royal Marines Association (RMA)

Tel: 02392 651519
The Association provides support to Royal Marines and their dependants.

The Royal British Legion

Tel: 0845 772 5725
E-mail: pensions@britishlegion.org.uk
Website: www.britishlegion.org.uk
The Royal British Legion is the most well known organisation providing welfare assistance to ex-service personnel and their families. Advice can be offered on many welfare matters and on problems associated with pensions.

The Royal British Legion Scotland

Tel: 0131 557 23782
Website: www.rblscotland.org.uk
The RBL Scotland provides help to all ex-Service personnel and their dependants living in Scotland. Advice is offered on pensions and welfare matters.

The Royal Patriotic Fund Corporation

Tel: 01722 744030
Fax: 01722 744150
E-mail: rpat@fish.co.uk
Gives financial help to widows, widowers and orphans and dependants of servicemen and servicewomen.

SSAFA Forces Help

Tel: 0207 403 8783
E-mail: info@ssafa.org.uk
Website: www.ssafa.org.uk
The Association helps Service and ex-Service Personnel and their dependants to get the practical and financial help they are entitled to from Statutory and Charitable sources. It also offers accommodation for disabled people and residential care for the elderly.

Advice on Specific Topics

The Joint Casualty and Compassionate Centre (JCCC)

Tel: Main Switchboard 01452 712612
Bereavement or Casualty Enquiries 01452 519951 (24hrs)
Deceased Estates (Ask for ext 5680)
Graves and Memorials (Ask for ext 6304)
Can arrange for a relative overseas on a posting or placement to return on compassionate grounds.

Legal Advice

The Royal British Legion

Tel: 0845 772 5725 (ask for ext 215)
The Royal British Legion can provide contact details of solicitors experienced in dealing with cases concerned with the death of service personnel.

Citizens Advice Bureau

(See local telephone directory)
Website: www.adviceguide.org.uk

Housing

Joint Services Housing Advice Office (JSHAO)

Tel: 01722 436575
Fax: 01722 436577
Provides all Service Personnel and their families with information and advice on the increasingly complex range of housing options open to them while they are serving and when they are about to return to civilian life.

SSAFA Forces Help Housing Advisory Service

Tel: 01772 436 400
Fax: 01772 436 577
Website: www.ssafa.org.uk
Offers free, confidential and independent advice and guidance on all aspects of housing.