

# Veterans:UK

Bringing together services for veterans



**SERVED IN HM ARMED FORCES?**



**For FREE help and advice call:**



**0800 169 2277**

[www.veterans-uk.info](http://www.veterans-uk.info)

Services provided by



## What is Veterans-UK?

Veterans-UK is the Ministry of Defence 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.

## How does the Service Personnel and Veterans Agency support veterans?

Through the War Pensions and Armed Forces Compensation Schemes, the Agency makes payments to those injured or disabled through Service in the Armed Forces. It also makes payments to the widows, widowers and civil partners of those who die as a result of Service.

In addition, the Veterans-UK Helpline and website provide 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.

## Pensions

The Agency administers the Armed Forces Pension Scheme, the occupational scheme for those who have served in the forces.

It is very important to keep the Agency informed of your current address especially as you approach retirement age - call the JPAC enquiry centre on 0800 085 3600

## Public recognition for veterans

SPVA plays a major part in publicly recognising the invaluable contribution veterans have played in protecting the nation and our allies. The MOD Medals Office is responsible for the assessment, engraving and awarding of over 70,000 current campaign and historic medals a year to past and present members of the Armed Forces. In addition, the Agency continues to administer the distribution of the HM Armed Forces Veterans Badge with over 700,000 distributed to date.



## Polish veterans

If you (or someone you know) served in the Polish Forces under British command in WWII or were displaced

from Poland during 1939-45, then you (or they) may be eligible for long term residential or nursing care at the Government's Ilford Park Polish Home in Devon. Contact the home on 01626 353961 to find out more.

## Honouring the fallen

SPVA has a dedicated team within the Joint Casualty and Compassionate Centre (JCCC) that answers enquiries relating to individual military fatalities outside the recent past and co-ordinates investigations following the discovery of human remains of personnel from primarily the First and Second World Wars. This fascinating work involves attempts to identify the casualty and trace their next of kin or descendants.

The JCCC also answers enquires on the location and maintenance of the graves of personnel who died in military service between the First and Second World Wars and since 1 January 1948.

## Inheritance tax exemption on a veteran's estate

If a veteran dies from an injury or illness that was originally sustained on active service against an enemy, or other service of a warlike nature, or their death from a pre-existing condition can be shown to have been hastened by such service, their estate may be eligible for an exemption from Inheritance Tax under S154 of the Inheritance Tax Act 1984. Contact the JCCC Deceased Estates Office (01452 712612 Ext 5680) for further advice.

## Other information you may find useful

### Free Prescriptions

All prescriptions are available free of charge to residents of Northern Ireland and Wales. War Pensioners or discharged AFCS members resident in England and Scotland can receive prescription exemption from payment for medication related to the injury/illness for which they receive pension or compensation. Contact the Veterans-UK Helpline - 0800 169 2277 for more information.

### Priority treatment for veterans

All veterans in England, Scotland and Wales should receive priority access to NHS secondary care for any conditions which they consider to be related to their Service, subject to the clinical needs of all patients. Make sure your GP and hospital know you are a veteran.

There are currently no arrangements with Health Authorities in Northern Ireland. Their aim is that all patients should have access to treatment within a reasonable timescale.

### The Veterans Programme

The cross government Veterans Programme, which works in close partnership with ex-Service organisations was launched in 2001. It aims to address the needs of the Veterans' Community.

If you have any suggestions on how the quality of life can be improved for UK veterans and their families, write to the Minister at: Veterans Policy Unit, Ministry of Defence, Floor 7 Zone 1. Main Building, Whitehall. London. SW1A 2HB.

### Veterans Advisory and Pensions Committees (VA&PC)

Veterans Advisory and Pensions Committees are independent statutory bodies that consult with Minister, raise public awareness, support and monitor the work of the Agency's welfare service and assist with problems or complaints veterans may have regarding war pensions or the Armed Forces Compensation Scheme. To contact your nearest committee:

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## How to contact us

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### 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

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

### Go online

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](http://www.veterans-uk.info)