

Factsheet - Veterans Welfare Service (VWS)

When did the Veterans Welfare Service first start?

VWS roots date back to 1948 with a remit to deliver help and advice to War Disabled Pensioners and their Widows/ers. This along with the support to Veterans Advisory and Pensions Committees (formerly War Pensions Committees) was the core business for many years.

What are our current objectives?

Today VWS still stands to serve that same ex-service client group, but the service now extends to recipients of Armed Forces Pension Scheme (AFPS) and Armed Forces Compensation Scheme (AFCS) claimants. The service can be accessed by any Veteran and they can expect to receive help, advice and signposting to a multitude of appropriate organisations. Although VWS is a 'face to face' visiting service in people's homes, much help and advice is given over the telephone, including a full assessment of welfare needs.

Does the service cover all of the country?

Every location throughout the United Kingdom and Republic of Ireland has a Welfare Manager serving it. Staff are spread across five Veterans Welfare Centres, where the service is initially delivered by telephone contact. This is further supported by a network of Welfare Managers who work from either home or MOD satellite offices throughout the country.

How are service objectives delivered?

Whilst VWS staff are experts on statutory benefit entitlement, clearly majoring in War Pensions/AFCS claims, they work closely with all other service providers. Key partnership links are held with Department for Work and Pensions, Veterans Advisory and Pensions Committees, local authorities and ex-service organisations. This also extends to a responsibility for the identification of all local and regional organisations that exist to deliver a range of social services. The key is knowing what is available, making the joins and acting as a referral organisation.

How has VWS helped the Service Personnel and Veterans Agency (SPVA) deliver operational objectives?

For many years VWS has supported the operational sections of SPVA in achieving their targets and increasing customer satisfaction. Welfare Managers can help resolve claim issues, evidence gathering, clarification of information and dealing with the more sensitive issues that can arise.

What other ways are VWS helping to serve veterans?

VWS works closely with tri-service welfare units supporting service leavers, including medically discharged, vulnerable and seriously injured service leavers. VWS deliver an integral part of the resettlement process and continue to raise awareness of the agency and the services available to the ex-service community. This will continue to build on the message that veterans have someone to turn to when they leave service and need help. As an example this would include future training, employment, housing and financial guidance.

For further information please contact the Service Personnel and Veterans Agency:

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