

## VETERANS TO GET MORE FROM NEW-LOOK WEBSITE

The Service Personnel and Veterans Agency (SPVA) has launched its new-look **veterans-uk.info** website. The improved site is the Ministry of Defence's focal point for accessing the special help and support provided to veterans and their families. Information can be found on Government compensation for those injured or bereaved through Service, special welfare support, a dedicated helpline and much more. New features include an online advice section, taking people through interactive questions to identify sources on help on issues such as housing, money matters and caring responsibilities. Another new section is also dedicated to the [Armed Forces Memorial](#), commemorating those killed by Service in the Armed Forces since 1948.

Recognising the Service veterans have given is an important aspect of the site, with information on medals, the HM Armed Forces veterans badge and other official emblems. On the social side, the new [Veterans Community](#) section includes discounts and special offers for veterans, advice on tracing comrades and a 'self service' events calendar where organisers can promote their veterans related events.

Gerry Mulrooney, Deputy Head of Veterans Services for SPVA said:

*"Providing help and support for veterans and their families has never been more important and we are delighted to have now launched the improved veterans-uk.info website. The site has been fully redesigned to make it easier for people to use and, most importantly, easier for them to find information on the special support available to the veterans community."*

Graham Nolan, Administrator of the Armed Forces Memorial Trust said:

*"We are very pleased to have worked in partnership with the SPVA to develop the new Armed Forces Memorial web pages on the veterans-uk.info site. The memorial is a very special place for the families of those killed in Service and we hope our new web presence will improve awareness of both the memorial and the wider help and advice services available to those left behind."*

Improved features include:

### **Armed Forces Memorial Web Pages**

We are delighted that the National Memorial Arboretum has decided to host its [Armed Forces Memorial](#) web pages on the veterans-uk.info site. Information can be found on the memorial itself, its history and development and advice for those wishing to visit the memorial in person. A 'Roll of Honour' facility allows users to search the memorial for a named individual and print a high quality personalised scroll.

### **Home Page and Menu Pages**

A new [home page](#) guides the user through a series of major topic areas. Behind each, an illustrated sub-menu takes them direct to the source of the information they require. Every page prominently displays the Veterans-UK national helpline number should a veteran wish to speak to a real person for advice.

### **Interactive Online Advice Services**

Working in partnership with ex-Service charities, Veterans-UK now offers two interactive advice services – the [Veterans Knowledge Map](#) and [StartHere](#). Both take users through a series of questions to identify their problem/issue before directing them to specialist organisations that can provide practical help and advice. The Veterans Knowledge Map provides more local contact points on three topics – money matters, welfare and housing, whilst StartHere provides regional contacts on a much wider variety of issues. Both are entirely free to use.

Ends

### **Notes to Editors:**

1. *Veterans-UK* was launched by the Ministry of Defence in April 2007 to provide a focal point for veterans to access services from the many different sources of help available. The *Veterans-UK* helpline, 0800 169 2277 and website [www.veterans-uk.info](http://www.veterans-uk.info) are the main contact points.
2. The *Armed Forces Memorial* is the first national memorial dedicated to the men and women of the United Kingdom Armed Forces (Regular and Reserve) killed on duty or as a result of terrorist action since the Second World War. The Memorial cost £7million to construct and is located at the National Memorial Arboretum at Alrewas in Staffordshire. The new memorial web pages will replace the current website at '[forcesmemorial.org.uk](http://forcesmemorial.org.uk)'.
3. The *Service Personnel and Veterans Agency* is an Agency of the Ministry of Defence and provides essential support functions to the Armed Forces and veterans communities. These include Forces pay and HR, issue of all medals, casualty repatriation and compassionate services, pensions, injury/bereavement compensation and veterans welfare support.
4. A *veteran* is anyone who has served in HM Armed Forces, regular or reserve including National Servicemen, former Polish forces under British command and Merchant Mariners who have seen duty in military operations (e.g. the Falklands Conflict). Veterans, who can be aged from 18 to well over 80, along with their families and dependents make up the veterans community and all are entitled to our services.

### **For Further Information**

Please contact David Johnson, Service Personnel and Veterans Agency, on 01253 333041, mobile 07717 882014.

Images are available on request.