

Question & Answer Brief

Q Who is classed as a Veteran?

A The term 'Veteran' is used to mean all those who have served in the UK Armed Forces including their widow(er)s' and dependants as part of the veterans' community.

Q Where can I go if I need some help and advice?

A Contact the Veterans' Helpline – 0800 169 2277. An advisor will discuss your enquiry and if they cannot help you, they will put you in touch with an organisation that can.

Q I came out of the UK Armed Forces fit and well, but find I am now having health problems, what can I do?

A If you feel your health problems are linked to your time in the UK Armed Forces you may be eligible to claim a pension or compensation. There are a number of organisations able to help you who can provide help and advice, eg Service Personnel & Veterans' Agency (SPVA), The Royal British Legion, SSAFA Forces Help – contact details are given in this pack.

Q I cannot get a job, what can I do?

A There are a number of options available such as re-training. Various organisations can help with resettlement, retraining and finding employment for example The Royal British Legion and the Regular Forces Employment Association – contact details are in this pack.

Q I am having financial problems can somebody help me?

A SPVA, Welfare Staff, provide support and advice on a variety of issues including finance, health and housing. Welfare staff are located throughout the UK and Republic of Ireland. For details of your nearest office, please contact the Veterans' Helpline on 0800 169 2277, The Royal British Legion, SSAFA Forces Help, The Royal Naval Benevolent Trust, The Army Benevolent Fund, RAF Benevolent Fund, are just a few organisations who may also be able to help. If you have problems with debts, your local Citizens Advice Bureau will give free independent and confidential advice and can also speak to and negotiate with third parties such as creditors on your behalf.

Q I cannot find any accommodation, what can I do?

A SSAFA Forces Help Housing Advisory Service aim to provide advice and assist on all Housing matters quickly and effectively – you can contact them on 01722 436 400. The London Homeless Division sits within their London Branch and they can refer you to various ex-Service and civilian housing organisations for long and short-term shelter – you can contact them on 020 7730 2527. The Salvation Army and The Royal British Legion, amongst others, may also be able to help you – contact details are given in this pack.