

# Veterans:UK

Bringing together services for veterans



**SERVED IN HM ARMED FORCES?**



**For FREE help and advice on any issue call:**



**0800 169 2277**

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

Services provided by



**Service Personnel & Veterans Agency**  
An Executive Agency of the Ministry of Defence

# ADVICE & SUPPORT FOR VETERANS AND THEIR FAMILIES

## Who is a veteran?

Veterans are former members of HM Armed Forces (Navy, Army or RAF - regular or reserve). Indeed, the term applies to all UK ex-Servicemen and women. There are an estimated 5.5 million in the country and with their wives, husbands, partners or children, they comprise the 10.5 million strong Veterans Community.

## Are veterans all elderly?

Certainly not! This is a common misconception but veterans can be any age from 18 to 100 plus. As soon as someone leaves the Armed Forces they become a veteran. Hundreds of thousands are in their 20s, 30s and 40s.

## Are National Servicemen veterans?

Yes. The youngest is now aged 62 plus. There are an estimated 2.2 million in the UK.

## Who else can be called a veteran?

Veterans status also applies to a number of special groups such as those who served in Polish detachments under British command in WWII and Merchant Mariners who saw duty in military operations.

## Do you need to have seen action to be a veteran?

No. Veterans need not have served overseas or in conflict.

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

The Agency administers the Armed Forces Pension Scheme and makes payments to veterans injured or disabled through service in the Armed Forces and to the widows, widowers and civil partners of those killed in service. In addition, the (free) Veterans Helpline and website provide sound advice on many topics. We may 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 and pensions, money worries, loans and grants, emergency accommodation, finding a job, retraining, health issues, any welfare concern, Service records and medals.

## Who can get the advice?

There are no restrictions but mainly veterans, their relations and friends, and professional advisers acting on their behalf.

# 5 WAYS TO GET HELP

## 1. Call the Helpline - FREE 0800 169 2277

Minicom (textphone) users call  
**0800 169 3458**  
overseas callers **+44 1253 866043**

All callers speak directly to a UK based Agency adviser. You may be offered a call-back if lines are particularly busy.

### Lines are open:

Monday to Thursday:

8.15am-5.15pm

Friday: 8.15am-4.30pm

## 2. Write to us

at Veterans Advice Team, Service Personnel and Veterans Agency, Tomlinson House, Norcross, Thornton-Cleveleys, FY5 3WP  
or e-mail:

**veterans.help@spva.gsi.gov.uk**  
or fax: **01253 332014**

## 3. More personal attention required?

Sometimes a veteran will need help in completing forms or may have needs that are best dealt with through a personal visit. The Agency has a national network of welfare offices and a home visit can be arranged to resolve personal matters or issues of concern on a one-to-one basis.

Simply call **0800 169 2277** and ask for your nearest regional welfare office or look in the local telephone directory under 'Veterans Agency' or 'Service Personnel and Veterans Agency.'

## 4. Get online

at **www.veterans-uk.info**  
to access over 20,000 pages of advice, guidance and links.

## 5. Polish veterans call 01626 353961

If you (or someone you know) served in 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. Called 'Little Poland', it currently accomodates around 100 veterans.

## Other useful information

The Minister for Veterans welcomes comments on how the quality of life can be improved for UK veterans and their families. The Minister is spearheading a cross-Government programme to improve services.

Write to the Minister at : Veterans Policy Unit, Ministry of Defence, Floor 7 Zone I, Main Building, Whitehall, London, SW1A 2HB.

War Pensions Committees are independant statutory bodies that consult with Ministers, raise public awareness, support and monitor the work of the Agency's welfare service and help resolve the problems of individuals, war pensioners, war widows, war widowers and civil partners.

To contact your nearest committee call **0800 169 2277**, or go on line at **www.veterans-uk.info**

# FREQUENTLY ASKED QUESTIONS

## Pensions

"I am confused about the pensions I should be receiving from my time in the Forces. Can somebody explain?"

## Help for families

"My husband is disabled as a result of an accident that happened whilst serving in the UK Armed Forces in Germany. He can no longer work, is suffering from depression and I'm finding it hard to cope. Where can I get help?"

## Financial

"I am a veteran and have fallen on hard times financially. Is there any help available?"

## Housing

"I am having problems getting suitable accommodation. Where can I get help?"

## Employment

"I am struggling to continue working in my current job. What can I do?"

## Health

"I came out of the Army fit and well, but find I'm having health problems. What can I do?"

## Bereavement

"My husband served in the Navy and died recently. Is there anybody who can help me sort out my entitlements?"

## General

- "I want to buy a property from the MOD. Who can help me?"
- "My grandad served in the Army and I have memorabilia I wish to donate. Do you have the contact number for his regiment or the Army museum?"
- "I would like to obtain my regimental beret. Where can I get one?"

**IMPORTANT.** Call for advice if you think that your medical condition was caused, or made worse, by your service in the Armed Forces; or your spouse's/ partner's death was caused by illness due to service.