



EMPLOYER
RECOGNITION
SCHEME

GOLD AWARD



ARMED FORCES
COVENANT

YORK ARMED FORCES COMMUNITY INFORMATION AND DIRECTORY OF SUPPORT

A comprehensive guide to local, regional and national
resources for the York Armed Forces Community



Volume 1 - 2020

TRAINING PROGRAMME

The City of York Council and our partners have developed a comprehensive training programme for front line staff.

1. Introduction to the Armed Forces Covenant and Military Life

This one hour interactive workshop has two objectives. An explanation of the benefits of signing the Armed Forces Covenant and a recognition of the sacrifice, skills and qualities men and women from a military background have to offer both within the community and workplace.

The workshop is ideal for team meetings and gatherings of a maximum of 20 people.
2. Training the Trainer

This two hour workshop provides delegates with the framework to deliver the introduction to the Armed Forces Covenant and Military Life in their own context. Ideally, delegates should have a military background with some form of experience in delivering training.
3. Online training –The Armed Forces Covenant: e-Learning for front line workers (50 minutes)

This e-learning explains the commitment of the Armed Forces Covenant and how it can be honored and implemented in the Community. It will help people understand and apply the principles of the Covenant at a local level. It also provides sources of further information and support.

To register Please log on to our website www.york.learningpool.com and register (response within 48 hours with login details) once registered you will be able to access the Armed Forces Covenant e-learning <https://york.learningpool.com/login/index.php>
4. One day The Military Human: Understanding Military Culture and Transition

Training sessions provide a deeper dive for all front line staff by delivering a fuller understanding of armed forces composition and highlight good practice and inequality. For more information please visit: <https://www.yorksja.ac.uk/courses/professional-and-short-courses/military-human/>

For more information please contact Ian Cartwright using the contact details on the back cover of this directory.

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THE ARMED FORCES COVENANT

To those who proudly protect our nation, who do so with honour, courage, and commitment, the Armed Forces Covenant is the nation's commitment to you.

It is a pledge that together we acknowledge and understand that those who serve or who have served in the armed forces, and their families, should be treated with fairness and respect in the communities, economy and society they serve with their lives.

The covenant focusses on helping members of the armed forces community have the same access to government and commercial services and products as any other citizen.

Support is provided in a number of areas which are outlined in this directory.

The covenant supports serving personnel, service leavers, veterans, and their families. And is fulfilled by the different groups that have committed to making a difference.

This resource outlines a selection of those organisations. This guide has been developed as a tool for those who are supporting the armed forces community in our city and for those who are members of the York armed Forces community.

There are many military charities that are large national organisations and smaller local specialists. Each one has a wealth of expertise and are truly committed to helping those that are serving or have served and their families. However, the number of charities can sometimes appear daunting to individuals looking for assistance and for those providing support.

This directory is organised under the Armed Forces Covenant priorities

- Health, welfare and housing,
- Education, employment and skills
- Support and advice
- Building Communities

The Army Families Federation (AFF)

The Army Families Federation (AFF) is the independent voice of army families: regular or reserve, wherever they are based. Throughout the UK and overseas, AFF works hard to achieve policy change and progress in favour of army families; AFF offers advice and guidance on all aspects of army life, confidentially and in an easy-to-digest way.

Telephone: 01264 382326 **Email:** us@aff.org.uk **Website:** www.aff.org.uk

Citizens Advice York

Citizens Advice York offer free, confidential and impartial advice on issues including debt, welfare benefits, employment, housing and discrimination. We help people at drop-in sessions in Central York, by telephone and at neighbourhood outreach sessions.

We are an independent charity affiliated to the national organisation Citizens Advice. We have 40+ volunteers, supported by a small professional staff team who run the organisation and provide essential training and supervision.

In 2018-19 we helped over 5,000 people with some 15,000 problems. We helped with debt, benefits, housing, employment and many other topics. We helped to claim £1,285,000 in unclaimed benefits and our work makes a tremendous difference to people's lives.

Walk-in face to face advice at West Offices

Monday 09.30 – 12.30, Wednesday 09.30 – 12.30, Thursday 09.30 – 12.30.

When people attend an advice session you will be offered an initial check by an experienced Adviser to help us identify the best route for you to take in getting your problem solved. You may be directed to our website, given some information, or, if it is better for you, we may signpost you to another agency. Alternatively we may refer you for a full advice interview.

Telephone advice

Telephone Adviceline on 03444 111 444

Monday – Friday, 10.00 – 4.00pm

Universal Credit Help to Claim Service

For assistance with making a Universal Credit claim or to book an appointment

Telephone 0800 144 8 444

Monday – Friday, 8.00 – 6.00pm

Debt Advice

If you are from the York area and are struggling with debt issues we are able to offer confidential, free and impartial advice delivered by our specialist Debt Team. However it is a requirement that we complete a short, initial debt assessment

prior to an appointment being offered. Please contact our Administrator on 01904 683913 in order to do this. Please have details of debts, income and outgoings available at time of contact.

Citizens Advice York, West Offices, York, YO1 6GA

Telephone: 01904 623648 – please note this is an admin line only and we will be unable to offer advice.

For advice telephone 03444 111 444

For advice claiming Universal Credit phone 0800 144 8 444

Forces Connect App

The “Forces Connect” app is designed to link users in four easy clicks to organisations offering help and support across a wide range of services.

The free app is aimed at the entire armed forces community – serving personnel, reservists, veterans and their families easier to access support.

Most of the armed forces community live, work and thrive without need of extra assistance, however where they do need additional support, the mobile app like this directory will help them access organisations that can provide the help and advice they need in a quick and simple way.

To download the app, search “Forces Connect” in Apple’s App Store or the Google Play Store.

Live Well York Website

Live Well York is a website for all adults and families in York (the website for children in York is YorOK)

You can use the live well York web site to find helpful information and advice, discover hundreds of local groups and activities and find out what events are happening across York.

The website is supported by a number of organisations across York, working in partnership. These organisations include Age UK, Healthwatch York, York CVS, York Explore, York Mind, Vale of York CCG City of York Council.

Website: www.livewellyork.co.uk

The Royal British Legion

The Legion is here to help members of the Royal Navy, British Army, Royal Air Force, veterans and their families. We support serving and ex-serving personnel all year round, every day of the week. Our support starts after seven days of service and continues through life, long after service is over. Some of our services are outlined overleaf:

Care and Independent Living:

Care Homes:

We have six care homes across the country for the Armed Forces community and their families. Our homes, including five with specialist dementia care, are designed to be a home from home for our residents and visitors.

Support for Careers:

We know that when you are caring for someone it can be hard to find the time to look after yourself. We work in partnership with Dementia UK to provide Admiral Nurses – a specialist service helping the Armed Forces community and their families living with dementia.

We know that when you are caring for someone with dementia it can be hard to find the time to look after yourself. Our Admiral Nurses are there to support you, and those you’re caring for, get the help you need.

Independent Living:

We’re here to support the Armed Forces community maintain their independence and stay safe in their own home. We can provide support so that you or your loved ones can access the services you might need.

Financial and employment support:

Finance:

We help to ease the burden of financial pressure for thousands of serving and ex-serving personnel every year. We provide specialist compensation advice, help with debt and emergency situations, and can support you through grant applications. Whether you are in need of urgent assistance to get through a temporary crisis or need help at home we may be able to help with a grant.

Help with disability benefits:

We can help anyone in the Armed Forces community claim any state disability benefits they may be entitled to. Whether your illness or injury was as a result of service or not, or if you have a physical or psychological problem we can help you. Our expert advisers have excellent knowledge of the benefits system, and we can guide you from your application all the way through to taking further action if you need to dispute anything.

Membership:

All our members play a vital role in supporting the Legion. Members build relationships. They share experiences with like-minded people, and have a say in the way we run the Legion by voting through our branch network. But most importantly, they help us provide support to the Armed Forces community and their families. From being at the end of a phone line and visiting veterans in their local area, to holding Remembrance and community events across the UK, our members help us reach those who need us most.

The Legion is here to support you, and those you’re caring for, get the help you need. There are various ways to find out how we might be able to help.

Please visit our website for more information or to contact us via ‘Live Chat’ (8am – 8pm, 7 days a week) www.britishlegion.org.uk
Telephone: 0808 802 8080. Lines are open 8am-8pm, 7 days a week.

Pop In for a chat at our Pop In advice and information centre in Leeds (73-75 Albion Street, Leeds LS1 5AA, 10am - 4pm Monday to Friday) or search for a local ‘drop in’ advice and information service local to you: <https://www.britishlegion.org.uk/get-support/local-community-connections/the-legion-near-you?>

Veterans Gateway

Veterans’ Gateway went live on 3 April 2017 and is the first point of contact for veterans and their families to connect with the help, advice and support they need from a network of organisations.

A team of advisors will assess people at this first point of contact, ensuring they are quickly referred to the organisation that is best placed to support them, such as The Royal British Legion.

The team of advisors are available 24 hours a day, 7 days a week and many are veterans themselves.

Veterans’ Gateway also has an extensive Self Help service, allowing veterans to search for help and advice independently on a range of issues such as housing, employment and finances.

Telephone: 0808 8021212 **Text:** 81212 **Email and live chat**
Website: www.veteransgateway.org.uk

York Cares

York Cares is a partnership of the city’s leading employers committed to making York a better place through employee-volunteering. We match the skills and expertise of our employer members and their employees to community projects where they can have most impact. Our tried and tested programmes deliver tangible benefits for local people as well as workforce development opportunities for employers.

Veterans and Ex Service personnel who are employees at our member employers can volunteer through our programmes to make an effective and strategic investment in our community. Others can benefit directly from our programmes such as Skills Share, providing business skills support and Social Connections for older people who may be experiencing loneliness and isolation.

To find out more about York Cares visit: www.yorkcares.co.uk
Email: info@yorkcares.co.uk
Telephone: 01904 323482

HEALTH

The NHS and veterans healthcare information web site is a very useful resource. <https://www.nhs.uk/using-the-nhs/military-healthcare/priority-nhs-treatment-for-veterans/>

“All veterans are entitled to priority access to NHS care (including hospital, primary or community care) for conditions associated with their time within the armed forces (service-related).

But this is always subject to clinical need and doesn’t entitle you to jump the queue ahead of someone with a higher clinical need.

If the NHS service you’re dealing with is unaware of priority treatment, you’re actively encouraged to tell them about it and ensure you have told them you have served.

Failing that, you can enlist local health care commissioners, your local authority community covenant lead or one of the national service organisations, such as the Royal British Legion, to support you.

Physical Health

BLESMA

BLESMA help all wounded servicemen and women who have lost limbs, the use of limbs or eyes, to rebuild their lives by providing rehabilitation activities and welfare support. BLESMA campaigns for veteran’s rights and looks after individuals and their families by offering a comprehensive grants and welfare system. Rehabilitation, support, counselling and care are the four principle foundations of the organisation

Telephone: 020 8590 1124
Website: www.blesma.org/contact-us/

Blind Veterans UK

Support anyone who has served in the Armed Forces, or who has done National Service, and who is now living with significant sight loss. Help blind ex-Service men

and women lead independent and fulfilling lives by supporting them with our in-depth expertise, experience and full range of services.

Telephone: 0800 389 7979

Website: www.blindveterans.org.uk

Contact Armed Forces

Contact is a collaboration of military charities working with the NHS and the MOD. The aim of the group is to help members of the Armed Forces community access mental health and wellbeing support. This should be the most suitable and best possible support for each individual, when they need it.

Contact via online referral:

www.contactarmedforces.co.uk/we-can-help/contact-us/

DMWS Defence Medical Welfare Service

DMWS is an independent charity providing an independent and confidential medical welfare service to frontline staff whenever they are receiving medical treatment. DMWS Welfare Officers work with patients when their medical needs are being met but when other issues, problems or social influences may be distracting them from their recovery. They provide practical and emotional support to ensure that no family goes through the worry of injury or illness alone. The support is tailored to the individual needs and may include a confidential and impartial listening ear, helping to explain and resolve any medical care issue and referrals to other agencies for support.

General Enquiry Contact: Telephone: 01264 774 000 **Email:** info@dmws.org.uk

Referral Contact: Telephone: 0800 999 3697 **Email:** referrals@dmws.org.uk

DMWS Headquarters: The Old Stables, Redenham Park, Andover, Hampshire, SP11 9AQ

Help for Heroes

A charity that offers comprehensive support to those who have suffered life-changing injuries and illnesses while serving our country.

Website: www.helpforheroes.org.uk

Help for Heroes Band of Brothers

The Help for Heroes Band of Brothers is available to Veterans, Service Personnel and those who have served alongside our Armed Forces who have suffered a permanently life-limiting or career-ending injury or illness during or attributable to their service.

The Help for Heroes Band of Brothers offers fellowship, support and a listening ear. The network offers lifelong access to all the financial and welfare support from Help for Heroes as well as providing opportunities to meet others who are living through similar experiences. Membership is free, confidential and offers access to opportunities all around the UK.

Telephone: 01980 844280

Email: bandofbrothers@helpforheroes.org.uk

Website: www.helpforheroes.org.uk/get-support/beneficiary-support-network/band-of-brothers/

NHS Veterans Trauma Network

The Major Trauma Network comprises 22 major trauma centres that act as hubs for trauma; ten of which have been designated as veterans trauma centres (VTCs) to co-ordinate veteran trauma care. The local centre is in Leeds.

The VTN will only deal with problems related to a veteran's time in service. There will be no 'fast-track' treatment of veterans over other NHS patients. A veteran will be prioritised on clinical basis only, just as any other NHS patient.

The veteran's GP can email a referral to a central email address

A patient review will be organised at the most convenient VTC. Following this, a personalised treatment plan is developed and provided by a specialist team of military and civilian experts in trauma. It is recognised that major trauma has a significant impact on families and carers, which is also considered in the package of care offered.

Email: england.veteranstraumanetwork@nhs.net

Personnel Recovery Unit Catterick: Help for Heroes and Phoenix House

Catterick Garrison is where you'll find our recovery centre for the North of the UK. The centre is accessible to all wounded, injured and sick personnel and their loved ones. Whether they're still serving or a Veteran.

The centre is designed to create a welcoming, supportive and inspirational atmosphere. It's been purpose-built to give those who have served their country, a second chance at life. The centre's facilities support the recovery process. These include classrooms and an IT suite, training kitchens, an art room and wood workshop, a gym with specialist equipment and health and wellbeing rooms.

Telephone: 01748 834148

Email: catterick.enquiries@helpforheroes.org.uk

Phoenix House Recovery Centre, Richmond Road, Catterick Garrison, North Yorkshire, DL9 3AW

Mental Health

Allotments

Gardening is good for you and allotment gardening offers additional benefits that help to ameliorate loneliness and enable veterans and members of the armed forces community to engage with other people. There is a growing awareness of the role that gardening plays in both preventing and alleviating mental ill-health.

To find out more visit: www.yorkallotments.org

Telephone: 07746 26858

Write to: York Allotments, Popeshead Court Offices, Peter Lane, York, YO1 8SU

Big White Wall

Online mental wellbeing support 24/7. It's safe, anonymous and has Wall Guides (counsellors) available 24/7. This service is free to serving personnel, veterans and their families.

Telephone: 020 7060 1677

Website: www.bigwhitewall.com

CAMHS

Children and Adolescent Mental Health Services

CAMHS stands for Child and Adolescent Mental Health Service. CAMHS are here to offer help when a young person's worries, problems or behaviours begin to impact upon their everyday lives and their families. Their services include signposting to services available in the local area; self-help recommendations; group work, individual work; family therapy and neurodevelopmental assessment.

Telephone: 01904 615300

Website: www.yor-ok.org.uk/camhs

Combat Stress

Provide specialist clinical treatment and welfare support to UK Veterans suffering from psychological injuries.

- Short Stay Clinical Treatment
- PTSD Intensive Treatment Programme
- Outpatients service
- Community Outreach Service.

If you're currently serving or have served in the UK Armed Forces, you can call Combat Stress' 24-hour mental health helpline.

Reserve Forces Liaison Team, 24hr Helpline.

The helpline is available 24 hours a day, 365 days a year. Combat Stress 24 hour

Helpline Telephone: 0800 138 1619

Veterans and their families can call 0800 138 1619.

Serving personnel and their families can call 0800 323 4444.

Website: www.combatstress.org.uk

Contact Armed Forces

Contact is a collaboration of military charities working with the NHS and the MOD. The aim of the group is to help members of the Armed Forces community access mental health and wellbeing support. This should be the most suitable and best possible support for each individual, when they need it.'

Contact Access via online referral:

Website: www.contactarmedforces.co.uk/we-can-help/contact-us/

Head Start: Walking with the wounded

Ex service personnel: Head Start offers ex service personnel access to quality and effective treatments for mild to moderate mental health conditions. To access mental health support make an appointment with a GP who will be able to submit a referral on your behalf to Head Start. Remember to tell the GP that you have served and that you may be eligible for private therapy under Head Start's service.

Further information from a member of the Head Start team Monday to Friday between 9am and 5pm

Telephone: 01263 863906

Email: headstart@wwtw.org.uk

Help for Heroes Hidden Wounds

H4H Hidden Wounds is open to Veterans, their families and the families of those who are serving. H4H Hidden Wounds, can help people with everyday problems.

Telephone: 0808 2020 144

Email: hidden.wounds@helpforheroes.org.uk

Web: www.helpforheroes.org.uk/get-support/access-h4h-hidden-wounds

York Mind

York Mind are an independent local mental health charity which aims to empower individuals experiencing mental ill health to start on the pathway to recovery. We believe that the condition should never define the person and consequently our

recovery model encompasses every aspect of our clients' lives: personal, social and professional.

York Mind, Highcliffe House, Highcliffe Court, York YO30 6BP

Telephone: 01904 643 364

Email: office@yorkmind.org.uk www.yorkmind.org.uk

NHS Veterans Mental Health Transition, Intervention and Liaison Service (TIL)

The Veterans' Mental Health Transition, Intervention and Liaison (TIL) Service (formerly known as London Veterans' Service (LVS)) is a free NHS mental health service for all ex-serving members of the UK Armed Forces and service personnel who are making the transition to civilian life including reservists.

Armed forces personnel approaching discharge can get treatment and support at NHS veterans' mental health services and thereafter into their civilian life, whether this is months or years later. Known as the transition, intervention and liaison (TIL) veterans' mental health service, the following provider have been appointed to deliver it under a three year contract:

Northumberland, Tyne and Wear NHS Foundation Trust (covering the North of England)

To access these services, you must meet the following criteria:

- be a resident in England
- have served in the UK armed forces for a full day
- be registered with a GP practice in England or be willing to register with a GP
- be able to provide your military service number or another form of acceptable proof of eligibility

Telephone: 0191 441 5974

North of England TIL service:

Tel: 0303 123 1145 **Email:** vwals@nhs.net

Right Turn (Addaction)

The Right Turn programme provides specialist support for veterans with substance misuse issues and acknowledges the specific experiences of people in the armed forces community. Specially trained Addaction staff provide tailored support alongside veterans who have trained as Recovery Champions to help others through their recovery journey. These Recovery Champions are an inspiration – proving to people who have lost hope that they too can recover and rebuild their lives'

Telephone: 0114 2536830

Website: www.addaction.org.uk/help-and-support/adult-drug-and-alcohol-services/right-turn

Ripple Pond

A self-help support network for the adult family members of physically or emotionally injured Service.

The Ripple Pond was set up by two mothers of seriously wounded servicemen who recognised that no similar service existed purely for adult family members, and who found strength and comfort by sharing and supporting each other through such a unique challenge.

Peer-led, self-help groups meet regularly with the main aim of providing a space to express feelings safely, in a non-judgemental environment, where everyone can be heard. The groups are here for mums, dads, spouses, siblings – indeed any adult family member who feels they would like support.

Telephone: 07586 576889 or 07825 296712 or 01252 913021

Email: admin@theripplepond.org

Website: www.theripplepond.org

Samaritans

People talk to the Samaritans anytime they like, in their own way - about whatever's getting to them. You don't have to be suicidal.

Local Telephone: 01904 655 888 **Free Telephone:** 116 123

Samaritans York, 89 Nunnery Lane York YO23 1AH

Time to Change

The Time to Change Hub in York is part of the national Time to Change campaign and locally we work in partnership with York CVS and funded by the City of York Council. Time to Change is a social movement aiming to change the way people think and act about mental health in York

Email: timetochange@yorkcvs.org.uk

Telephone: 01904 621133

Website: www.time-to-change.org.uk/hub/time-to-change-york

Tom Harrison House

Tom Harrison House is a specialist facility providing an addiction recovery programme exclusively to military veterans, reservists, serving personnel, and their families'.

Telephone: 0151 909 8481

Website: www.tomharrisonhouse.org.uk

Veterans' Substance Misuse Case Management Service (Combat Stress)

Will arrange to meet people either at their home or elsewhere. They discuss current circumstances and what they can do to improve a person's situation. They also access specialist services in a local area so that the individual can manage their addiction. They help access services related to mental health, housing, criminal justice, employment and benefits, education and training, and healthcare.

Website: <https://www.combatstress.org.uk/veterans/substance-misuse-service>

Waterloo Uncovered

Waterloo Uncovered is a registered UK charity that combines a world-class archaeology project on the battlefield of Waterloo with a support program for veterans and the military community. Working in partnership with some of Europe's top universities, and through the unique perspective of a team comprised of archaeologists, veterans, and serving soldiers, Waterloo Uncovered aims to understand war and its impact on people — and to educate the public about it.

Waterloo Uncovered: 207 Parkway House, Sheen Lane, London, SW14 8LS
Or use the contact form on www.waterloouncovered.com/contact-us/

Armed Forces Veterans friendly accredited GP practices

GPs are signing up to become 'veteran friendly' under a new national scheme to improve medical care and treatment for former members of the armed services that has been backed by NHS England and the Royal College of GPs.

Practices can qualify for veteran friendly status by offering extra support for ex-military personnel who may face additional challenges when they return to civilian life.

To become accredited, GP practices need to:

- have a lead for veterans' issues within the surgery;
- identify and flag veterans on their computer system;
- undertake dedicated training and attend armed forces healthcare meetings;
- increase understanding of the health needs of veterans amongst both clinical and administrative staff.

NHS Veterans Aware Hospitals

Veteran Aware hospitals will:

- Provide leaflets and posters to veterans and their families explaining what to expect
- Train relevant staff to be aware of veterans' needs and the commitments of the NHS under the Armed Forces Covenant
- Inform staff if a veteran or their GP has told the hospital they have served in the armed forces
- Ensure that the armed forces community do not face disadvantage compared to other citizens when accessing NHS services
- Signpost to extra services that might be provided to the armed forces community by a charity or service organisation in the hospital
- Look into what services are available in their locality, which patients would benefit from being referred to after a hospital stay

The veterans aware hospital recognition means that patients who have served in the UK armed forces will be cared for by frontline staff who have received training and education on their specific needs and who can also signpost them to other local support services e.g. Mental Health.

Website: <https://improvement.nhs.uk/resources/veteran-aware-hospitals/>

Community Health Champions

A scheme for members of the armed forces community to engage with is the City of York Councils Community Health Champions programme. Community Health Champions are people who, with training and support, voluntarily offer their skills and passion and make use of their community links to transform Health and Wellbeing in their neighbourhood.

Within their families, communities and workplaces they:

- empower and motivate people to get involved in healthy social activities
- create new activities to meet local needs
- signpost people to relevant community activities, and support

Benefits to the volunteer:

- give something back to the community
- learn new skills and knowledge related to Health Improvement
- formal training and on-going mentoring and support
- connect with others who share a passion for improving health

Contact details for application or information:

Telephone: 01904 552774

Email: healthchampions@york.gov.uk

Website: www.york.gov.uk/directory_record/1310/community_health_champions

Ways to Wellbeing

Ways to Wellbeing is York's version of social prescribing - is connecting people to local community support to help them feel better.

Social prescribing links people referred via their GP to non-medical support from within the community to promote their wellbeing. It recognises that our physical and mental health are influenced by social factors and aims to address the root causes of health problems

80 per cent of people who have accessed Ways to Wellbeing have experienced a greater sense of wellbeing and over 75 per cent of people experienced an improvement in confidence. For people accessing the service, GP appointment usage has decreased by 30 per cent.

Contact: Ways to Wellbeing Project Manager

Telephone: 01904 621 133

Email: enquiries@yorkcvs.org.uk

Website: <https://www.yorkcvs.org.uk/ways-to-wellbeing/>

WELFARE

Welfare

Age UK

Age UK York offers a free and confidential information and advice service for older veterans, their families and carers.

Telephone: 01904 634061

Email: firstcall@ageukyork.org.uk or ageukyork@ageukyork.org.uk

Norman Collinson House, 70 Walmgate, York YO1 9TL

AWS (Army Welfare Service)

The Army Welfare Service is the Army's professional welfare provider; it delivers a comprehensive and confidential welfare service responsive to the needs of individuals and families and the Chain of Command in order to maximize the operational effectiveness of our servicemen and women. The Army Welfare Service's remit includes Regular Soldiers, their families and communities, the Army Reserve and Reservists and, in certain circumstances, Veterans, other Services and MoD civilians serving overseas.

For all Personal Support enquiries and referrals: 01904 882053

Website: www.army.mod.uk/welfare-support/welfare-support

Army Mediation Service

The Army Mediation Service (AMS) provides soldiers and civil servants with the opportunity to address workplace relationships which have broken down by offering resolution at the appropriate level of escalation. Mediation is most effective when used to address problems when they first occur so that individuals can resolve issues before they get out of hand.

The AMS can be contacted for advice and support on 96770 7691

or 0306 770 7691

Email: Army-Mediation-Mailbox@mod.gov.uk

Barnardo's Families of Veterans' Support Service

Supporting parents, carers and families in the community and in diverse cultural circumstances providing guidance and advice aimed at supporting vulnerable children and their families.

Telephone: 01639 620771

Broadacres

Their 'more than the bricks' slogan is not just words, but something that they live and breathe every day. This is supported by the range of services on offer to their customers and other people living in the areas where they have homes.

Email: info@broadacres.org.uk

Changing Lives

Changing lives offer multiple services in York under four headings; Housing and homelessness, drugs and alcohol, women and children and employment.

Telephone: 07711377587

Website: www.changing-lives.org.uk

Cotswold Centre

The Services Cotswold Centre (SCC) is a tri-service facility managed by Headquarters Army Welfare Service (AWS) and funded by Headquarters Regional Command (HQ RC) on behalf of the MOD. It provides short term transit accommodation for service personnel and entitled family members. It has capacity for up to 60 families (including two disabled units). The SCC is located in Neston near Corsham, Wiltshire in the United Kingdom. It is available to all ranks from all three Services who may be between assignments, retiring from the Services, be in need of a family holiday or weekend break or any other reason including welfare or emergency evacuation from overseas.

Telephone: civilian 01225 810 358, military (9)4382 4521

Email: rc-aws-scc-bookings@mod.gov.uk

Services Cotswold Centre, Neston, Corsham, Wilts SN13 9TU

There is also an online booking form at <https://www.gov.uk/government/publications/services-cotswold-centre/services-cotswold-centre>

Department for Work and Pensions (DWP)

The Department for Work and Pensions (DWP) is responsible for welfare, pensions and child maintenance policy. As the UK's biggest public service department it

administers the State Pension and a range of working age, disability and ill health benefits to around 20 million claimants and customers.

Jobcentre Plus helps people move from benefits into work and helps employers advertise jobs. It also deals with benefits for people who are unemployed or unable to work because of a health condition or disability.

Telephone: 08001690190

Textphone: 08001690314

York Monkgate Jobcentre 11 – 17 Monkgate, York, YO31 7JZ

Forces line

Any vulnerable soldier or family member phoning, writing or emailing the trained civilian support staff of Forces Line receives guidance as to what their options are. The soldier or family member must then make their own decision as to how to progress the issues raised. Forces Line is a free service that is operated by the Soldiers, Sailors, Airmen and Families Association (SSAFA) Forces Help.

Telephone: from UK: 0800 731 4880

Telephone: from Germany: 0800 1827 395

Telephone: from Cyprus: 800 91065

Gurkha Welfare Trust

Provide welfare to enable Gurkha ex-servicemen and their dependants to live out their lives with dignity, primarily in Nepal but increasingly in UK and elsewhere.

Website: www.gwt.org.uk

Officers' Association

The Officers' Association was established in 1920, the Officers' Association exists to help officers find employment and to provide advice and support to relieve hardship amongst those who have held a commission in the Armed Forces, their families and dependants.

We work with serving, reservist and former officers to help them achieve a sustainable and fulfilling transition from military to civilian employment.

We champion the skills and qualities of the officer job seeker and provide evidence based research in support of our work.

Last year we worked with over 5,000 officers from across the Armed Forces as they moved into civilian employment and over 300 employers to create employer opportunities for Service leavers.

For more information visit our website www.officersassociation.org.uk

Telephone: 01179063580

Older Citizens Advocacy York (OCAY)

OCAY are a signatory to the Armed Forces Covenant and are bronze members of the employer recognition scheme. They seek to ensure that the older people of York have their voices heard. They work to help people over the age of 50 by providing a free and independent advocacy service.

Telephone: 01904 676200

Email: info@ocay.org.uk

Website: www.oldercitizensadvocacyyork.org.uk

Pension scheme for service personnel

All members of the armed forces are automatically enrolled into the Armed Forces Pension Scheme.

There is a lot of information on the MOD pension scheme and related benefits on the MOD website <https://www.gov.uk/guidance/pensions-and-compensation-for-veterans#a-world-class-pension-scheme-for-your-military-service>

Joint Personnel Administration Centre (JPAC), Mail Point 480, Kentigern House
65 Brown Street, Glasgow G2 8EX

Telephone: 0800 085 3600

Email: dbs-pensionshelp@dbspv.mod.uk

Royal Air Force Community

The site for all the RAF's support and welfare organisations.

Website: www.raf.mod.uk/community

Royal British Legion family holidays

The RBL break centres can provide time away for the Armed Forces community when it's needed most. Whether you are recovering from an injury or illness, have been struggling with a recent bereavement, or simply looking for a chance to spend quality time on your own, it's a chance find solace alongside the serving community.

Website: <https://www.britishlegion.org.uk/get-support/physical-and-mental-wellbeing/short-term-breaks/break-centres>

Support for Para's

Is a charity which supports The Parachute Regiment through the welfare of serving soldiers and families and those affected by recent operations, and through the maintenance of its regimental efficiency, ethos, spirit and heritage.

Website: www.supportourparas.org

SMART Recovery

Through the Partnership Scheme, they work with most medium to large treatment providers across the UK as well as prisons, probation, rehab facilities, NHS and supported housing services. SMART Recovery Champions have helped to grow peer led SMART Recovery meetings, which in turn have helped their service users sustain the recovery gains they achieve within the treatment services.

For all general enquiries 0330 053 6022

Or find out about online meetings at: <https://smartrecovery.org.uk/contact-us/>

Union Jack Club

The Union Jack Club is a Service Charity located in central London, providing all the facilities of a modern hotel to serving and former members of the Armed Forces and their families. The Union Jack Club is for all Serving and Veteran enlisted members (not being of commissioned rank) of HM Armed Forces and their families, providing a comfortable, relaxed and friendly base in London. Whether staying overnight or simply meeting up with friends, family or colleagues the Club is here for you, every day.

Visit the website to learn more: <https://www.ujclub.co.uk/contact/>

Veterans UK (MoD)

Veterans UK administers the armed forces pension schemes and compensation payments for those injured or bereaved through service. They also provide welfare support for veterans of any age, and their families through the Veterans Welfare Service and the Veterans UK helpline.

Telephone: 0808 1914 2 18

Email: veterans-uk@mod.uk

Website: www.gov.uk/government/organisations/veterans-uk

The Victory Service Club

The Victory service club is solely for Service and ex-Service personnel of all ranks and their families, maintaining the tradition started in 1907 by Major Arthur Haggard.

Telephone: 0207 723 4474

Email: info@vsc.co.uk

Website: <https://www.vsc.co.uk/>

63-79 Seymour Street, London W2 2HF

WRVS

The Army Welfare Service sponsors the WRVS Services Welfare staff to assist in providing welfare support to single and unaccompanied soldiers in military establishments. Together with units, they provide leisure facilities in a non-alcoholic environment and a place for soldiers to relax away from the work environment.

Website: www.royalvoluntaryservice.org.uk/our-services/services-welfare

York Family Information Service

The York Family Information Service is a free and impartial information service for mums, dads and carers of children and young people aged 0-19 (or up to 25 for disabled children) we are part of the Local Area Teams Information Service and Information Service for Young People. We can help with anything and everything around family life. If you're a mum, dad, carer or young person and have a question but don't know where to go, then please contact us.

Telephone: 01904 554444

Email: fis@york.gov.uk

Financial Support

ABF (formerly the Army Benevolent Fund)

ABF - The Soldiers' Charity, giving lifetime support to serving and former soldiers and their families. Includes making grants to individuals and specialist charities that help ex-soldiers and their families.

Website: www.soldierscharity.org

Army Dependants' Trust

Promotion of the efficiency of the Army by the awarding of immediate financial assistance to meet the needs of dependants/next of kin of deceased soldiers or officers.

Website: www.armydeptrust.org.uk

Families of the Fallen

Has been set up specifically to deliver additional financial help to the families of British servicemen and women killed in Afghanistan and Iraq.

Website: www.familiesofthefallen.org.uk

Forces Pension Society

Campaign on behalf of all ranks of all three Services to seek improvements to the Armed Forces Pension Schemes (AFPS): we also campaign to resolve unfairness within the AFPS and we seek to ensure that all serving and retired members of the Armed Forces and their dependents receive the occupational pension to which they are entitled.

Website: www.forpen.co.uk

The Royal Air Force Benevolent Fund

The RAF's leading welfare charity, providing practical, financial and personal lifetime support to all members of the RAF family whether serving or veterans and their families.

Website: www.rafbf.org

Families

Armed Forces families may find this directory useful in areas of life such as welfare, health, schools and education.

Families federations: (source: <https://www.nhs.uk/using-the-nhs/military-healthcare/welfare-and-support-for-families-of-serving-personnel/>)

- The 3 Service Families Federations (Army, Navy and RAF) are the independent voices of Service families.
- Each offers independent and confidential advice on a range of issues and works to improve the quality of life for Service families.
- They regularly engage with the chain of command, local authorities and government to represent the views of armed forces families.
- Each of the 3 Services has its own Welfare Support and Information Service Teams and Defence Medical Welfare Service (DMWS).

Please also see this web-page from Citizens' Advice about services on offer to AF families: <https://www.citizensadvice.org.uk/benefits/armed-forces-and-veterans/benefits-and-concessions-for-the-armed-forces-veterans-and-their-families/>

ABF The Soldiers Charity

Provide a lifetime of support to soldiers and veterans from the British Army, and their immediate families, when in need. We make grants to individuals through their Regiments and Corps and support a wide range of specialist charities that sustain the British Army 'family', both at home and around the world.

Telephone: 020 7901 8900

Email: supporter@soldierscharity.org

Website: www.soldierscharity.org

Army Families Federation (AFF)

The Army Families Federation (AFF) is the independent voice of Army families and works hard to improve the quality of life for Army families around the world - on any aspect that is affected by the Army lifestyle.

Telephone: 01264 382326

Email: us@aff.org.uk

Website: www.aff.org.uk

Army Widows Association

Offering comfort, support and friendship to widows and widowers of Service people.

Website: www.armywidows.org.uk

British Forces Foundation

Boost the morale of the Forces primarily through high quality entertainment and projects designed to bring the public and their Armed Forces closer together.

Website: www.bff.org.uk

Calvert Trust

Enables people with disabilities, together with their families and friends, to achieve their potential through the challenge of outdoor adventure in the countryside.

Website: www.calvert-trust.org.uk

Forces Children's Trust

Devoted to working together to help children in need whose father or mother has died, or has sustained life threatening injuries whilst serving as a member of the British Armed Forces.

Website: www.forceschildrenstrust.org

Home start

Home Start York is a signatory to the Armed Forces covenant and provides volunteer support for families in York. They help parents give their pre-school children the best start in life. Home-Start meets each family's individual needs and supports them with a home-visiting volunteer each week for 2-3 hours. Home Start are there to support military families who need to settle into the area. They understand loneliness and isolation can affect military families and they can offer support with this. To find out more please contact us directly.

Telephone: 01904 674764

Email: support@homestartYork.org

Website: www.homestartYork.org

49 Cemetery Road, Fulford, York, YO10 5AJ

Little Troopers

Provides support for children who have a parent serving in the British Armed Forces (Regular or Reserves). The charity aims to help maintain the family bond through separation by building a community, sharing ideas and helping children meet others who understand the challenges they face. The charity provides support through resources, initiatives and events: Support resources; Separation Packs, send a hug kits, print offs from website to ease and aid separation from a serving parent. Recognition; Little Trooper of the month initiative, Birthday card initiative, competitions celebrating being a British Forces Family. Events; for children with a serving parent away from the home to distract them and also for when Mum or Dad returns to re connect the family.

Website: www.littletroopers.net

Email: Info@littletroopers.net

Not Forgotten Association

Provides leisure and recreation for wounded serving and ex-service men and women with disabilities.

Website: www.nfassociation.org

SSAFA The Armed Forces Charity

SSAFA want our Armed Forces (both Regular and Reserves), veterans and their families to know they can depend on SSAFA for support now and for the rest of their lives. Their values highlight they are committed, practical and understanding.

Telephone: 0800 731 4880

Website: www.ssafa.org.uk

Royal British Legion Industries

A not-for-profit charity providing accommodation, employment and support services to Armed Forces individuals and families, particularly those who have experienced injury or sickness.

Website: www.rbli.co.uk

Royal Voluntary Service

Formerly the WRVS, helping older people in the community.

Website: www.royalvoluntaryservice.org.uk

RAF Association

The Royal Air Forces Association is committed to providing confidential, professional and fair services to members of the wider RAF family from the youngest recruit to the oldest veteran and their families. Ongoing training and support for welfare volunteers and staff ensures services are consistent and of the highest possible standard. All will be treated with dignity and respect at all times.

Telephone: 0800 0182 361

Website: www.rafa.org.uk

RAF Families Federation (RAFFF)

The RAF Families Federation provides all RAF personnel and their families - Regular and Reserve, single or married - with timely and professional support, assistance and an independent voice regarding issues or concerns they may have.

Telephone: 01780 781650

Website: www.raf-ff.org.uk

Royal Air Force Families Federation

Represents the views and concerns of RAF personnel and their families to those who can make a difference, for example senior RAF and MoD staff and Ministers. The RAF FF is outside the chain of command and can promise an independent and confidential service.

Website: www.raf-ff.org.uk

RAF Widows Association

Giving emotional support and practical help to Service widows.

Website: www.rafwidowsassociation.org.uk

HOUSING

Housing

Beacon Catterick

The Beacon offers supported housing to single veterans who are homeless or at risk of homelessness and who have support needs. Based at Catterick Garrison, the team understands the unique needs of veterans transitioning into civilian life. A friendly, warm, safe supportive base, it offers a beacon of hope to veterans of all ages.

Telephone: 01748 833797 / 872940 / 830191

Website: www.riverside.org.uk/in-your-neighbourhood/north-yorkshire/care-and-support/the_beacon

CareCent

CareCent is a breakfast centre for all homeless, unemployed or otherwise socially excluded members of our community. Providing food, clothing and fellowship in a friendly and non-judgemental environment. Volunteer staff are always ready to listen and offer support and advice where possible. Working with other agencies in order to move people forward to an improved life style. CareCent is open to people aged 18+ six mornings a week - Monday to Saturday from 8.30am to 10.45am.

Central Methodist Church, St Saviour Gate, York YO1 8NQ

Email: info@carecent.org

City of York Council Housing Options Team

The Housing Options Team deal with homelessness & homeless prevention advice & general housing options advice by telephone, e mail & face to face interview & assessment & carry out full statutory homeless duties in line with the Housing Act 96 (amended) & the Homeless Reduction Act 2017. Face to face at CYC West Offices Monday to Friday 8:30am – 5pm. Take a ticket for Housing Options.

Email: housing.options@york.gov.uk

Telephone: 01904 554500

Telephone: 01904 551219

Haig Housing

As the leading housing provider for ex-Service personnel in the UK, the charity now owns over 1,500 properties across 50 locations.

The Trust endeavours to help any veteran in housing need, whether they are transitioning into civilian life or are simply in need of a helping hand.

Telephone: 020 8685 5777

Website: www.haighousing.org.uk/

Joint Service Housing Advice Office (JSHAO)

The JSHAO is the MOD's tri-service focal point to provide service personnel and their dependants with civilian housing information for those wishing to move to civilian accommodation at any time in their career, and for those during resettlement to assist with the transition to civilian life.

Floor 2, Zone 2, Montgomery House, Queens Avenue, Aldershot GU11 2JN

Email: RC-Pers-JSHAO-0Mailbox@mod.gov.uk

Telephone advice line: 01252 787574

Salvation Army

The Early Intervention and Prevention (EIP) Team are part of The Salvation Army's Homelessness Services, which operates in the centre of York at Central Methodist Church. The service operates Monday to Friday from the office, and offers an out of hours call-out service at other times. The Drop-in service operates Monday to Friday, 10:00am to 12:00pm.

Early Intervention and Prevention (EIP) Service Manager

Telephone: 07586 570433

Central Methodist Church, St Saviour Gate, York YO1 8NQ

Telephone: 01904 416562

Single Persons Accommodation Centre for the Ex Services

Single Persons Accommodation Centre for the Ex Services, SPACES, is a housing advice and placement service for veterans. SPACES targets the most vulnerable of Service leavers, regardless of rank, length of service, or reason for discharge.

Telephone: 01748 833797 / 01748 872940 / 01748 830191

Website: www.spaces.org.uk

Stroll Foundation

Provide over 250 affordable homes for vulnerable Veterans to rent. 'Stoll runs the Veterans' Nomination Scheme (VNS) which helps Veterans find affordable accommodation with housing associations and local authorities across the country'

Telephone: 020 7385 2110

Email: info@stoll.org.uk

Website: www.stoll.org.uk

Veterans' Housing Advice

The Veterans' Housing Advice service, initially provided by the Cobseo group of charities, and delivered by The Royal British Legion, Connect, Assist and Shelter, has now been merged into Veterans' Gateway. The service is accessible 24/7 and supported by a resident housing specialist located at the Contact Centre

Telephone: 0808 802 1212 (Freephone 24/7)

Website: www.veteransgateway.org.uk

Yorkshire Housing

Independence – a strong business helping people to succeed. A strong focus on our communities. Supporting people into financial independence. Helping people into employment and training.

Website: www.yorkshirehousing.co.uk

Telephone: 0345 366 4404

York Arc Light

York Arc Light helps those who have been rough sleeping, and those at risk of rough sleeping. Arc Light is a charity that provides accommodation and support to homeless men and women in York. They operate close to the city centre, in private grounds and have done since 1999. They especially help those who find themselves rough sleeping due to a struggle with alcohol and drug mis-use and mental health difficulty. They provide key-working support and purposeful activities, with the aim to prepare people to move on through to York's co-ordinated multi-agency re-settlement network and onto an independent life.

Website: www.changing-lives.org.uk

York Arc Light, Union Terrace, York YO31 7ES United Kingdom

Veterans Aid

All the charity's activities revolve around helping ex-servicemen and women in crisis. Specifically it deals with all the factors that contribute to crisis – significantly those leading to homelessness. Because homelessness is both a cause and effect Veterans Aid's activities are diverse. The endgame is always to enable sustainable, independent living, but the interventions necessary to achieve this can involve days, weeks, months – or even years of investment.

Freephone: 0800 012 68 67

Telephone: 020 7828 2468

Email: info@veterans-aid.net

Website: www.veterans-aid.net/

Forces Families Self-Build Project

Community led housing is a growing movement of normal people taking action and managing housing projects that build decent and affordable homes and gaining much more besides. As the concept of community self-build becomes more widely known, it is more likely that projects will be initiated by groups of individuals. Those without building skills, can participate on the basis that they are prepared to make the necessary time commitment and be prepared to learn new skills. Anyone can start, volunteer and deliver a community led housing project.

Community & Self Build Officer

Telephone: 01904 554361

Websites: <https://www.communityselfbuildagency.org.uk/veterans-self-build/>

<https://www.communityledhomes.org.uk/>

<https://veteransvillage.co.uk/>

EDUCATION, EMPLOYMENT AND SKILLS

Education

Armed Forces Education Trust

The Armed Forces Education Trust is a charity working for children and young adults whose education has been compromised or put at risk as a result of parents' past or current service in our Armed Forces. The grants they give make a difference to young lives, helping improve educational opportunities or supporting special skills or talents.

For queries not relating to new grant applications send an email to:

admin@armedforceseducation.org

Or write to: Armed Forces Education Trust, PO Box 684, Farnham, GU9 1LP

CEAS

Children + Education Advice Service (MOD)

Children's Education Advisory Service (CEAS) supports operational effectiveness through the provision of educational support to service and eligible MOD civilian families.

Contact the CEAS team via email:

DCYP-CEAS-Enquiries@mod.gov.uk

Emails are checked every working day and allocated to case workers to provide the required action.

CEAS helpline: 01980 618244 or 94344 8244

City of York Council School Services and Schools Admissions

For families in the armed forces, where a relocation is due to posting, we can accept a proof of posting as proof of residence in the area. For families being rebased to York, we do not require a posting order, but ask that you contact us and provide us with as much information as possible about your intended address. We can then take this information into account when looking at your application.

School Services, West Offices, Station Rise, York, YO1 6GA

Telephone: 01904 551554

Email: education@york.gov.uk

Directory of Schools in York

There are 63 publicly funded schools currently in operation in York, which include community and voluntary controlled schools that are maintained by the Local Authority, as well as academies that are often run together within a group of academies – called a Multi Academy Trust (MAT).

This directory includes the location and contact details of all 63 schools as well the current admissions policy for each school, and number of pupils on roll.

Website: www.york.gov.uk/SchoolsDirectory

D f E guidance of Service Pupil Premium

Service Pupil Premium (SPP). Service personnel with children in state schools must notify schools of their eligibility for the Service Pupil Premium (SPP).

View the guidance documents at:

<https://www.gov.uk/government/publications/the-service-pupil-premium>

Email: dcyp-dcyp-mailbox@mod.gov.uk

Enhanced Learning Credits Scheme

The MOD's Enhanced Learning Credits Scheme (ELC) promotes lifelong learning amongst members of the Armed Forces. The scheme provides financial support in the form of a single up-front payment in each of a maximum of three separate financial years.

Telephone: 0845 3005179

Email: elcas@m-assessment.com

Website: www.enhancedlearningcredits.com

Festival of Friends' toolkit

In Hampshire, they organised a service pupils' festival of friends and from this successful event, they created a toolkit.

View the toolkit: <https://www.scipalliance.org/resources/festival-of-friends-toolkit-and-school-case-studies>

Futures4Me

Futures4Me helps 13-19 year olds make important choices about education, training or work.

Email: fis@york.gov.uk

SCiP – Service Children's Progression Alliance

Thriving lives for service children. We bring people together to improve educational outcomes for children from military families so that they can make informed and confident transitions through further and higher education into thriving adult lives and careers.

The SCiP Alliance is a partnership of organisations focused on improving outcomes for children from military families. It is funded by the Ministry of Defence (MoD).

Fill in the online form at: <https://www.scipalliance.org/contact>

By post: SCiP Alliance, c/o The University of Winchester, Sparkford Rd, Winchester SO22 4NR

Email: info@scipalliance.org

SEN & DIASS

Special Educational Needs and Disability Information, Advice and Support Service SEN & DIASS provides free impartial, confidential and accurate information, advice and support about education, health and social care for children, young people and their parents on matters relating to special educational needs and disability.

Telephone: 01482 467540

Email: enquiries.yorkshire@kids.org.uk

SCISS – Service Children In State Schools

SCISS is an affiliation of thousands of state-maintained schools in England that have Service children on roll. They champion the education and wellbeing of Service children so that they can achieve the best possible outcomes, by engaging with policy-makers and developing/sharing effective practice.

Please visit their webpages at: <https://www.gov.uk/government/publications/service-children-in-state-schools-handbook/service-children-in-state-schools-handbook-2013> or <https://nff.org.uk/sciss/>

Skill Force

Educational charity working in schools as 'troops to teachers' making positive and permanent change in young people's lives.

Website: www.skillforce.org

York Learning

York Learning is a City of York Council service, whose main focus is to support lifelong learning, develop people's skills and qualifications and help service leavers engage with the process of transition.

Telephone: 01904 554277

Email: york.learning@york.gov.uk

Website: <https://yorklearning.org.uk/>

Ground Floor, West Offices, Station Rise, York, YO1 6GA

Employment and Skills

CTP Right Job

CTP Right Job is the Career Transition Partnership's online job finding service that lists thousands of live vacancies for Service leavers and new ones are added every day. They work with hundreds of employers who recognise the talent pool leaving the Armed Forces and the experience and strong working ethos Service leavers bring with them after a military career.

Website: <https://www.ctp.org.uk/rj-instructions>

Forces Families Jobs

Forces Families Jobs is the go-to place for training and employment for family members of currently serving UK military personnel.

You are able to apply for jobs and access employment and training opportunities with companies and organisations who are forces family friendly. You can use their website with confidence in knowing that employers have signed the Armed Forces Covenant or are able to demonstrate their commitment to the Armed Forces. This is your gateway to accessing information about acquiring new skills, upgrading your existing skills or applying directly to employers who are understanding of the unique challenges that come with being a family member of a serving person.

Website: <https://www.forcesfamiliesjobs.co.ukhelp@forcesfamiliesjobs.co.uk>

Forces.net

Forces.net is part of the Forces Network, the UK's only media organisation dedicated to Britain's armed forces and veterans, which also includes BFBS TV and BFBS Radio. The site is run by Ex-Forces Information Services in conjunction with Forces Network. Many employers recognise that those who have served in the military have desirable and transferrable skills, and have indicated their commitment to hiring ex-military personnel by signing up to the Armed Forces Covenant. They offer employers a direct route to employees, providing employment opportunities for ex-military and their families.

Website: <https://jobs.forces.net/>

Email: help@exforces.info

Telephone: 0844 567 57 57

Ex-Forces Information Services, Boston House, Grove Business Park, Downsvie Road, Wantage, Oxfordshire OX12 9FF

Regular Forces Employment Association

Provide life-long, life changing support, jobs and training opportunities to service leavers and veterans, irrespective of circumstances, rank, length of service, or reason for leaving. Supporting veterans through life including those who have served for a short time and are in the 18-24 year old age range, through to older veterans.

Work with those who are unemployed, who face higher barriers to employment and have a longer journey back to work. They link with welfare, healthcare and housing charities as well as working with veterans in the criminal justice sector.

Website: www.rfea.org.uk

SORTED

SORTED comprises of seven well-established charities, which provide a wide range of employment related services and support for the Forces community (including spouses/partners and dependents) to find and stay in work.

They do this by linking people directly with a member of the SORTED! Team who can walk people through your options and direct them to services that are being provided either by the SORTED! Team or through appropriate associates and providers.

Telephone: 0800 319 6845

Email: info@sorted.org.uk

Website: www.sorted.org.uk

Lifeworks

A 4-5 day course tailored specifically towards helping ex-Forces personnel secure the future they want. For anyone who has served in the British Armed Forces. The course has been funded by Charitable Trusts and Foundations, Armed Forces Charities and Covenant Funding.

Telephone: 0800 319 6844

Email: lifeworks@rbli.co.uk

Website: <https://www.wearelifeworks.org.uk/ex-forces>

Lifeworks Families

A fully funded support service to help military spouses and partners get the job they want. The service is available to all spouses and partners of any serving (or recently discharged) member of the British Armed Forces, including Reserves. The course is fully funded by Armed Forces charities.

Telephone: 0800 319 6844

Email: lifeworks@rbli.co.uk

Website: www.wearelifeworks.org.uk/families

STEP into STEM

Through collaborative working with the MoD and national industry leaders, training, working experience, CV writing and interview training can be provided to anyone who has served in the Armed Forces, including their spouses or families. The aim of the Programme is to support transitioning service personnel into education and/or employment within the Science, Technology, Engineering and Mathematics professions.

Email: stepintostem@york.gov.uk

The Step into Health Programme

Created because the NHS recognises the transferable skills and cultural values that Armed Forces personnel develop when serving, and how they are compatible with those required within NHS roles. Step into Health is open to all Service Leavers and Veterans and their spouse/partner. Programme Partners include: The Royal Foundation - Walking With The Wounded – Leeds Teaching Hospital.

Contact NHS Health Careers via the website at <https://www.healthcareers.nhs.uk/contact-us>

Telephone: 0345 60 60 655

Website: www.militarystepintohealth.nhs.uk/

Recruit for Spouses

An award winning social enterprise which has helped hundreds of military spouses find employment.

Website: www.recruitforspouses.co.uk

RFEA - The Forces Employment Charity

The forces employment charity - Part of the Career Transition Partnership. To help men and women of all ranks leaving the Armed Forces to find and remain in employment throughout their working lives.

Website: www.rfea.org.uk

The Poppy Factory

The country's leading employment charity for veterans with health conditions or impairments. The Poppy Factory provides bespoke opportunities and ongoing employment support for hundreds of disabled veterans around the country, helping to restore their financial independence through sustainable and rewarding work.

Website: www.poppyfactory.org

Workforce Development Unit

All development opportunities working with and for children are managed, commissioned and facilitated through the Workforce Development Unit.

Telephone: 01904 553017

Work with York

Work with York are a local recruitment agency based in the heart of York city centre. WWY recruit staff for temporary, permanent and seasonal jobs on an ad hoc, part and full time basis. They work with clients across many different industries and sectors, filling a wide range of vacancies from admin, customer service, ICT, technical and finance to social work, events, manual work and other work.

Telephone: 01904 566066

Website: www.workwithyork.co.uk/

WorkwithYork, Top Floor, 5/6 Kings Court, The Shambles, York YO1 7L

Starting a small business

Setting up and running a small business requires courage, determination and a strong work ethic. These are attributes which service leavers have in spades, and why self-employment is a route well worth considering by those coming towards the end of their time in the Armed Forces. There should be more of a focus on the key skills needed to succeed in enterprise. Below are organisations that can help you on this journey.

X Forces Enterprise

X Forces Enterprise offers a range of products and services to help service leavers turn their dreams of starting a developing a successful business into a reality.

Telephone: 0800 368 9533

Email: info@xforces.com

Website: www.x-forces.com

Federation of Small Business FSB

FSB are experts in business, they offer their members a wide range of vital business services including advice, financial expertise, support and a powerful voice heard in government. Their mission is to help smaller businesses achieve their ambitions. They are also signatories to the Armed Forces Covenant and have a programme for helping service leavers start and run their own small business

Telephone: 0808 20 20 888

Email: customerservices@fsb.org.uk

Website: <https://www.fsb.org.uk/>

Federation of Small Businesses, Sir Frank Whittle Way, Blackpool FY4 2FE.

Chamber of Commerce

The Chamber of Commerce is a signatory to the Armed Forces Covenant. They also offer support and advice to service leavers about starting their own business.

Website: www.wnychamber.co.uk

Email: info@wnychamber.co.uk

Telephone: 08455 240 240

Employer Recognition Scheme

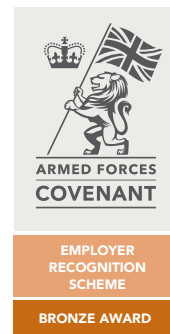
The Employer Recognition Scheme acknowledges employers who have provided exceptional support to the armed forces community and defence by going above and beyond their covenant pledges.

Through a three tier approach of bronze, silver and gold awards, the scheme recognises the different levels of commitment provided by employers. This allows the Ministry of Defence to publicly thank and honour those organisation for their support.

You can nominate yourself for a bronze award. Silver and gold awards are bestowed to organisations meeting specific criteria.

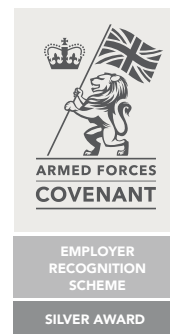
Bronze award holders:

- are self nominated by employers who pledge to support the armed forces, including existing or prospective employees who are members of the community
- must have signed the Armed Forces Covenant
- promote being armed forces-friendly and are open to employing reservists, armed forces veterans (including the wounded, injured and sick), cadet instructors and military spouses/partners
- receive an electronic certificate and logos to display on their website, stationery and other collateral



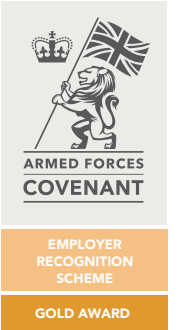
Silver award holders:

- must have signed the Armed Forces Covenant
- the employer must have already stated their intent to be supportive by using the ERS website to register at the Bronze level
- the employer must proactively demonstrate that service personnel/armed forces community are not unfairly disadvantaged as part of their recruiting and selection processes
- employers must employ at least one individual from the armed forces community category that the nomination emphasises. For example, an employer nominated for support to the Reserves must employ at least one Reservist
- the employer must actively ensure that their workforce is aware of their positive policies towards defence people issues. For example, an employer nominated for support to the Reserves must have an internally publicised and positive HR policy on Reserves
- within the context of Reserves the employer must have demonstrated support to mobilisations or have a framework in place. They must demonstrate support to training by providing at least 5 days' additional unpaid/paid leave (wherever possible not to Reservist employees' financial disadvantage)
- the employer must not have been the subject of any negative PR or media activity



Gold award holders:

- must have signed the Armed Forces Covenant.
- employers must have an existing relationship with their National Account Manager/REED/appropriate defence representative
- the employer must have already stated their intent to be supportive by using the ERS website to register at the Bronze level
- the employer must proactively demonstrate their forces-friendly credentials as part of their recruiting and selection processes. Where possible, they should be engaged with career Transition partnership (CTP) in the recruitment of service leavers and have registered for the Forces families Jobs (FFJ) portal
- employers must employ at least one individual from the armed forces community category that the nomination emphasises. For example, an employer nominated for support to the Reserves must employ at least one Reservist
- the employer must actively ensure that their workforce is aware of their positive policies towards defence people issues. For example, an employer nominated for support to the Reserves must have an internally publicised and positive HR policy on Reserves
- the employer must be an exemplar within their market sector, advocating support to Defence People issues to partner organisations, suppliers and customers with tangible positive results
- within the context of Reserves the employer must have demonstrated support to mobilisations or have a framework in place. They must provide at least 10 days' additional leave for training, fully paid, to the Reservist employee
- the employer must not have been the subject of any negative PR or media activity



SUPPORT, ADVICE AND TRANSITION

Support and advice

CAMHS

Child and Adolescent Mental Health Service

CAMHS stands for Child and Adolescent Mental Health Service. CAMHS are here to offer help when a young person's worries, problems or behaviours begin to impact upon their everyday lives and their families. Their services include signposting to services available in the local area; self-help recommendations; group work, individual work; family therapy and neurodevelopmental assessment

Website: www.yor-ok.org.uk/camhs

Telephone: 01904 615300

COBSEO Confederation of Service Charities

Cobseo provides a single point of contact for interaction with Government, including local government and the Devolved Administrations; with the Royal Household; with the Private Sector; and, of course, with other members of the Armed Forces Community.

Website: www.cobseo.org.uk

Citizen's Advice

If you serve in the Armed Forces - or used to - CA can aid you and your family in the UK and abroad, including help with education, discount and transport or travel costs. There are many different kinds of financial help available for people in the Armed Forces, veterans and their families. CA can help you understand and make use of the policies and help available.

Telephone: 01904 623648

Telephone advice: 03444 111 444

Visit the website: <https://www.citizensadvice.org.uk/benefits/armed-forces-and-veterans/benefits-and-concessions-for-the-armed-forces-veterans-and-their-families/>

Crombie Wilkinson and the Veterans Foundation

Crombie Wilkinson are a leading law firm in North Yorkshire with a team specialising in a variety of disciplines that support the armed forces community including family law, family mediation, conveyancing, Wills, Lasting Powers of Attorney, Trusts and much more. They offer a 12.5% discount on legal fees to members of the Armed Forces Community.

Telephone: 01904 624185

19 Clifford Street, York

Branches also in Malton, Selby and Pickering

Website: www.crombiwilkinson.co.uk/site/sectors/armed_forces

Department for Work and Pensions

The Department for Work and Pensions has ensured, as part of the Armed Forces Covenant, that every district Job Centre Plus has an armed forces champion who ensures provision of support to meet the needs of the armed forces community. This includes employment support and policies that help with transition, employment and service families and spouses.

Visit the website guidance: <https://www.gov.uk/government/publications/jobcentre-plus-services-for-the-armed-forces-and-their-families/armed-forces-enhanced-access-to-jobcentre-plus-services-and-armed-forces-champions>

Ex Forces Support

To be eligible, you or the person you know, must be aged 65 or older and living in North Yorkshire. They provide person-centred, practical, financial and holistic support for older ex-Forces individuals. They offer activities, advice, support, advocacy, support for carers and families, community outreach and friendship lunches.

Email: exforces@communityfirstyorkshire.org.uk

Telephone: 01904 704177

Forces Mutual

Forces Mutual provide a range of products, services, advice and guidance on insurance, money, mortgages, health, and more general enquiries. They also offer financial education information.

Website: www.forcesmutual.org

Telephone: 00 800 00 01 02 03

Please call to book an appointment

Hive

The HIVE (The Army Welfare Service) Information Service provides information on behalf of the chain of command to the Service community and welcomes enquiries from serving personnel, dependants, partners, extended families, and the wider military community including veterans and MOD civilians. The network of HIVEs across the UK and overseas provides a valuable point of contact for serving personnel and families during assignment relocations.

Website: www.army.mod.uk/hives

Help for Heroes Band of Sisters

The Help for Heroes Band of Sisters is open to both men and women and offers fellowship, support and a listening ear to the loved ones of our Heroes. Offering lifelong access to all the financial and welfare support from Help for Heroes, the fellowship also provides opportunities to meet others who understand what it's like to care for a loved one. Membership is free, confidential and offers access to opportunities all around the UK.

Telephone: 01980 844280

Website: www.helpforheroes.org.uk/get-support/beneficiary-support-network/band-of-sisters/

Home Start York

Home Start supports families in the York area to help parents give their children the best start in life. Home-Start responds to each family's individual needs and supports those needs through a home-visiting volunteer supporting them each week for 2-3 hours.

Telephone: 01904 674764

Email: support@homestartYork.org.uk

49 Cemetery Road, Fulford, York, North Yorkshire YO10 5AJ

Island

Many of the children and young people referred to The Island have limited recreational and development opportunities, therefore spending quality time with an affirmative adult role model cannot be underestimated. Mentors at The Island help to raise self-esteem and provide the inspiration to enhance many young lives, in turn helping to reduce anti-social and criminal behaviour in our communities.

Email: enquiries@theislandyork.org

Telephone: 01904 628449

The Island, 32 Priory Street, York YO1 6EX

Lime Trees (CAMHS)

Lime Trees is the name of the Child & Adolescent Mental Health Outpatients Service covering the York and Selby area. Lime Trees CAMHS Outpatient Service

Telephone: 01904 615300 31

Shipton Road, York, YO30 5RE

Mill Lodge (CAMHS)

Mill Lodge is the name of the Child & Adolescent Mental Health Inpatients Service covering the York and Selby area. Mill Lodge CAMHS Inpatient Service.

Telephone: 01904 294050 520

Huntington Road, Huntington, York

Military Wives Choirs Foundation

Was created following the enormous success of the No.1 single Wherever You Are, which raised over half a million pounds for SSAFA and The Royal British Legion.

Website: www.militarywiveschoirs.org

Project Nova

Project Nova supports Veterans who have been arrested and enter Police Custody. It also supports Veterans who are referred by specialist Police teams, or other statutory organisations, because they are at risk of arrest.

Central Support Team

Telephone: 0121 236 0058

Email: info.nst@projectnova.org.uk

SSAFA – Soldiers, Sailors, Airmen and Families Association

Whatever challenges they're facing, members of the Armed Forces community can rely on SSAFA. Our network of more than 5,000 trained volunteers provides practical and emotional support for serving personnel, veterans and military families across the UK and worldwide.

Website: www.ssafa.org.uk

Phone: 08007314880

Shine

Shine is an online directory aimed at school age children, young people and families. It contains information on lots of great holiday activities throughout York that you can do in your free time.

York Family Information Service

Telephone: 01904 554444

Email: fis@york.gov.uk

Speak Out Helpline

The Army's Speak Out helpline is a confidential helpline for anyone experiencing unacceptable behaviours and also offers support to the CoC. It is staffed by military personnel and is open every day from 0830-1700 Monday to Friday excluding bank holidays and Christmas stand down.

The helpline signposts Service Personnel to suitable contacts in their units to enable the problem to be addressed at the most appropriate level of escalation.

The helpline numbers are:

Military 96770 4656 **Civilian** 0306 770 4656

Email: Army-SpeakOut@mod.gov.uk

Tickets For Troops

Set up in 2009 to provide all serving members of the Armed Forces and those medically discharged since 2001 with free tickets for major sporting events, theatre performances, music concerts and cultural attractions. Over the last five years, the charity has been donated over 500,000 tickets which have been made available to their 140,000 registered members

Website: www.ticketsfortroops.org.uk

Veterans Charity

The Veterans Charity provides direct support to Veterans who have served in the UK Armed Forces. They provide fast, direct support to Veterans facing hardship and distress. They also supply essential items including food shopping, clothing, household goods like kitchenware and appliances as well as furniture and even mobile phones.

Website: www.veteranscharity.org.uk

The Veterans Foundation

Many armed forces charities struggle to raise sufficient funding to support serving and former members of the British Armed Forces' and sometimes their dependants who are in need. The Veterans' Foundation has been created to establish a new and nationwide source of funding to help these charities. It acquires its funds through the Veterans' Lottery and donations.

Veterans' Foundation, 1-2 Thistle Court, Thistle Street, Edinburgh EH2 1DD

Veterans' Lottery Tel: 0333 9993899

All other enquiries email: enquiries@veteransfoundation.org.uk

York Foodbank

York Foodbank provide three days' nutritionally balanced emergency food and support to local people who are referred to them. They are part of a nationwide network of foodbanks, supported by The Trussell Trust, working to combat poverty and hunger across the UK. York Foodbank now runs out of 4 food distribution centres across the city (Tang Hall, Huntingdon, Acomb and City Centre). The aim is to meet the needs of those in the local community of York who are experiencing a crisis situation, to give people hope, practical help, and a brighter future

Email: info@york.foodbank.org.uk

Telephone: 07871 610894

York Foodbank, Unit 5 Sterling Park, Bleriot Way, Clifton Moor, York YO30 4WU

York Women's Counselling

York Women's Counselling (YWC) provides a counselling service for women in York and surrounding areas who are experiencing difficulties as a result of current or past emotional stress and trauma. Their aim is to provide an atmosphere of trust, safety and support within which the client may explore her problems and concerns, and, through increasing her awareness, move towards making informed choices and finding effective coping strategies in her own life. Their

counsellors will respect the autonomy of the client and her ability to make her own decisions; counsellors will not give advice unless it is requested.

Website: www.yorkwomenscounselling.org

Telephone: 01904 652706

Email: yorkwomens@outlook.com

15 Priory St, York, YO1 6ET

Transition

British Forces Resettlement Services

British Forces Resettlement Services (BFRS) is a Social Enterprise created to help the Armed Forces Community with their transition into civilian life.

Telephone: 02476 939931

Email: info@bfrss.org.uk

Website: www.bfrss.org.uk

Career Transition Partnership (CTP)

The Career Transition Partnership (CTP) is the Ministry of Defence working with Right Management. Leave the Royal Navy, Army, Royal Air Force or the Royal Marines at any rank and you can benefit from resettlement support, career transition advice and training opportunities. They are the official provider of Armed Forces resettlement. They offer courses and resettlement centres.

Speak with a CTP Career Consultant contact the CTP team on 0203 162 4410

Website: <https://www.ctp.org.uk/>

For further information on the courses, to check availability or to book your provisional place contact the Course Booking and Information Centre (CBIC)

on: 01252 954 007

Email: coursebookings@ctp.org.uk

Career Transition Partnership (CTP) Resettlement Guides

The Resettlement Guides include useful reference documents, articles for further reading and comprehensive listings of links to external sites relevant to each topic. Some guides also include checklists to highlight the key points

Website: <https://www.ctp.org.uk/resettlement-guides>

CTP Regional Resettlement Centre in Catterick

CTP provides flexible support from two years before discharge, through to two years after. They give you all the tools you need to market yourself confidently to employers and to get the most out of life outside the forces.

There are nine Resettlement Centres in the UK, and one in Germany. The headquarters are in London, and the Vocational Training Centre is in Aldershot

Regional Resettlement Centre, St Aidans Road, North Yorkshire DL9 3AY

Telephone: 01748 872930 **Mil. Phone:** 94731 2930

Email: rrccatterick@ctp.org.uk

Civvy Street

Civvy Street aims to provide support and mentoring for all those recently leaving, or about to leave, the forces who are looking for employment opportunities and a chance to redeploy the skills learned while serving. Civvy Street is for anyone who has served in the UK Armed Forces (regular or reserves). It is also for their widows, widowers, partners and dependants. Anyone with an Armed Forces connection can apply to become a registered and approved member of Civvy Street. Membership is validated against Armed Forces number and branch'.

Telephone: 0800 009 8015

Email: info@civvystreet.org

Web: www.civvystreet.org/en-gb/home.aspx

Forces in Mind Trust

The aim of the Forces in Mind Trust is to provide an evidence base that will influence and underpin policy making and service delivery in order to enable ex-Service personnel and their families to lead successful civilian lives.

Website: www.fim-trust.org

To make contact use the contact form through this link: <https://www.fim-trust.org/contact-form/>

Pathfinder Magazine

Pathfinder International magazine has been distributed by the Ministry of Defence to personnel leaving the Armed Forces each and every month since 1991 and is a vital source of information for resettling servicemen and women'.

Telephone: 0191 442 0198

Email: pathfinder@balticpublications.co.uk

Web: www.pathfinderinternational.co.uk

QUEST (Courses4Forces)

If people are in uniform or have already started to prepare for life 'outside', QUEST – now incorporating COURSES 4 FORCES – a new go-to guide to support people along their Forces journey. With education options while serving, to resettlement and beyond. A guide to funding, training, courses, careers and transition.

If people have left HM Armed Forces, QUEST still has a lot to offer. Whether it's finding out about funding, help with job hunting or general support with the everyday challenges of settling back in to civilian life'

Website: www.questonline.co.uk/

Online contact www.questonline.co.uk/contact

Veteran's Employment Transition Support

VETS - Veterans Employment Transition Support -is a social enterprise that brings together charities, businesses and the MOD to improve employment outcomes for veterans, employers and the UK economy.

VETS is completely free to join and is open to anyone eligible to work in the UK who has served in the Armed Forces, including the Reserves, regardless of length of service. They help with everything from translating military skills, on the job support, refining a CV, to general advice and guidance.

Email: team@veteranemployment.co.uk

Or fill in a form online at: www.veteranemployment.co.uk/veterans/sign_up

BUILDING COMMUNITIES

Breakfast Clubs for the Armed Forces Community

There are no fees or subs, Breakfast Clubs exist simply to facilitate veterans, families and serving personnel to meet in a safe, relaxed and social environment. There are now over 300 Breakfast Clubs worldwide. By simply entering a location in the 'Enter your town or Postcode' search bar you are taken to a list of Breakfast Clubs who have individual pages and contact information.

Telephone: 01133 281148

Email: support@afvbc.co.uk

Website: www.afvbc.net

City of York Council Local Area Coordinators

Local Area Coordinators help local citizens stay safe, well, independent and connected to your local communities by:

- helping raise awareness of available resources
- providing links to local services
- supporting people with a wide range of issues
- developing resilience and social inclusion in communities

Local Area Coordinators work with individuals and families of all ages and abilities. They take time to get to know local people, family, friends, carers in a local community, so they help build a strong support network. Local Area Coordinators work closely with Community involvement officers in the following wards: Acomb, Clifton, Guildhall, Haxby/Wigginton, Heworth, Holgate, Huntington, New Easrick, Tang Hall and Westfield.

Website: <https://www.york.gov.uk/LocalAreaCoordination>

Telephone: 01904 551550

Please check individual LACs contact details on the website or ring 01904 551550.

Community Involvement Officers

Each ward across the City has a designated Community Involvement Officer (CIO), who work with elected members to promote community engagement and involvement with issues which matter in the local area.

Each CIO has an understanding of the community in a particular ward, links with local community and voluntary organisations and skills in community development.

Telephone: 01904 551832

Email: shapingneighbourhoods@york.gov.uk

Website: <https://www.york.gov.uk/Wards>

Yorkey Dads

Yorkey Dads provide a social hub for York dads (dad's accessing dads support), granddads, carers or soon to be dads by connecting dads in and around the York area through meet ups, activities, events and online support. We represent a diverse group of dads: at home and working dads, married, single and divorced dads, straight and gay dads, young and old dads, dads of different ethnic and racial backgrounds. We share one common goal of being an active parent.

Visit <https://youtu.be/-1wRJ5FyL7I> - outlines what Yorkey Dads brings to York men and in turn to their families and their community.

Yorki dads - Menfulness programme provides men the opportunity to exercise, chat and have a laugh with each other at sessions held late evening so bedtime with kids can be covered. The feedback from each session tells us it's helping. find more info here <https://www.yorkpress.co.uk/news/18130824.york-circuit-sessions-offer-men-boost-mentalhealth/>

Website: <https://yorkeydads.wixsite.com/yorkeydads>





Contact Details

Contact: Ian Cartwright,
Email: ian.cartwright@york.gov.uk

Armed Forces Covenant
City of York Council
Communities and Equalities
2 Floor (Lendal Bridge Hub)
West Offices
Station Rise
York
YO1 6GA

Email: armedforcescovenant@york.gov.uk
Telephone: 01904 553965
www.york.gov.uk/armedforcescovenant
