

MOD Services

Veterans UK

Provides a range of advice and services including:

- Pensions and compensation claims
- Service records, medals and badges
- Welfare support

Tel: 0808 1914 2 18

The Veterans Welfare Service (VWS)

Provides assistance following a change in situation that may have resulted in a welfare need i.e. leaving Service, bereavement, disablement, income or housing. Help available by phone or a dedicated visiting service.

Tel: 023 92 702232 Helpline: 0808 1914 2 18

Army Welfare Service

Counselling and advice to service personnel and dependents. (HIVES local Info centres)

Royal Navy and Royal Marines Welfare

Advice counselling, practical support and advocacy for personnel and their families.

[navyperswelfare@mod.uk](mailto:navywelfare@mod.uk)

Royal Air Force HIVES

Provides an information and welfare referral service to the whole AF Community

Help, Advice and Support

Drop-Ins

There are a number of monthly drop-ins being developed across the county. See the Councils [Armed forces calendar](#) or [ASDIC](#) for details.

Caseworker and Face-to-Face Support

Royal British Legion

Offers direct support. Outreach Support helping those with complex needs Tel: 0808 802 8080

SSAFA

Local caseworkers provide home calls and face to face support. surrey@ssafa.org.uk

Tel: 01483 208111

Forcesline Tel: 0800 731 4880

Support for families

- [Army Families Federation \(AFF\)](#)
- [Naval Families Federation \(NFF\)](#)
- [Royal Air Force Families Federation](#)
- [The Ripple Pond](#) - Support groups for families of injured service persons, veterans and reservists. Tel: 01252 913021
Email: help@theripplepond.org

Defence Medical Welfare Service

Provides independent and confidential medical welfare service to the Armed Forces Community and the police. Tel: 0800 999 3697

Other Charities offering Welfare Support

- [ABF – The Soldiers Charity](#)
- [Royal Navy and Royal Marines Charity](#)
- [The Royal Air Force Benevolent Fund](#)
- [Royal Air Force Association](#)

Citizens Advice Bureaus

CAB can be accessed locally or via website.

Armed Forces & Veterans Breakfast Clubs

Local clubs providing an opportunity to socialise over a meal with other veterans

Directories of Services

Veterans' Gateway

Providing a single point of contact for veterans seeking advice and support.

24/7 Tel: 0808 802 1212

Text: 81212 and live chats via their website

Cobseo

A central point for Cobseo approved Service Charities across the UK. Tel: 0207 811 3224/5

Armed Forces Charities

Online resource is a comprehensive searchable database of the Armed Forces Charity sector.

Royal British Legion Knowledge Base

Online resource which answers questions regarding support to veterans.

Regimental Associations

The link above will direct you to the Directory Regimental Associations.

Local information

General Information sites

Surrey Information Point

A directory of care, support and wellbeing services mainly for adults over the age of 25. Tel: 0300 470 9100

Family Information Directory

A children's directory, encompassing all childcare and children's services in Surrey.

Community information sheets

Contact details of key social care, community support and health organisations/services in each of Surrey's 11 Borough and District areas.

Local Library

The local libraries hold a selection of resources and have access to internet.

Solicitors/Business support

Forces Law

Network of civilian lawyers who specialise in advising serving and former members of the Armed Forces, their families and dependents. Services cover all aspects of civilian law: also provide advice and assistance to those who've been arrested, or referred to a court-martial. Tel: 0845 601 1260

Home Care Service

Home Instead

Specialists in non-medical care of older people in their homes.

For locally owned and operated offices, see website or contact tel: 01925 730273

Advocacy

seAp

Provides free independent and confidential advocacy services.

Tel: 0330 440 9000 or text SEAP to 80800

Local Authority Support

Adult Social Care Services

Adult Social Care will arrange an assessment to ensure you meet the current eligibility criteria. If successful they will provide support with a number of services.

Surrey County Council

Adult Social Care web pages includes information on preventative services to help residents keep safe, fit and well, our care assessment process, paying for care and support during a mental health crisis.

Tel: 0300 200 1005 (Mon - Fri 8-6)

Email: contactcentre.adults@surreycc.gov.uk

Send confidential [Online form](#)

Tel: 01483 517898 (out of hours emergency)

edt.ssd@surreycc.gov.uk

Surrey Multi Agency Safeguarding Hub (MASH)

Tel: 0300 470 9100 (Mon - Fri 9-5)

asmash@surreycc.gov.uk

Continuing Healthcare (IPC4V)

Personalised care for those transitioning out of service, veterans and their families, meeting your complex needs and making use of all the things available to you in your area. Speak to your local CHC team or email:

england.integratedpersonalcommissioning@nhs.net

Money Debt and Finance

The Royal British Legion

Core services dedicated to benefits and money advice as well as War Pensions and Armed Forces Compensation Scheme advice.

Tel: 0808 802 8080

SSAFA

Provides professional financial advice, can give grants for a range of reasons, accessed through caseworkers. Tel: 01483 208111

Email: surrey@ssafa.org.uk

The Forces Pension Society

Ensures Armed Forces personnel, their partners and dependants receive the pension to which they are entitled. Tel: 020 7820 9988

Money Force

Guidance and financial tips designed for Service people and families.

National Energy Action – Forces for Warmth

Tackling fuel debt and energy related issues providing guidance and signposting.

Veterans Advisory & Pensions Committees

Formerly the War Pensions Committee. Advise veterans and their families on government pensions and allowances. Tel: 0808 1914 218

Turn 2 Us – Grants and Funding

Free online service to help people access welfare benefits, charitable grants and other financial help. Can filter searches by occupation – Armed Forces / Veteran.

SAIL – Seafarers Advice & Information Line

Advice on benefits, debt, housing and much more. Tel: 0800 160 1842