



Military Matters

Supplementary Guide

A booklet for Veterans

Covering Scotland





What this guide is about

This guide is for Housing Options Scotland's Military Matters clients. We hope you find it a useful resource to find out more about our service, as well as Scotland-wide veterans services.

It accompanies our 'Your Area' Guides and is designed to help you to have a successful move to a new home and transition from military life.



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Armed Forces Covenant



Armed Forces Covenant - Published in 2011, the Armed Forces Covenant is a 'promise by the nation ensuring that those who serve or who have served in the armed forces, and their families, are treated fairly'.

The Covenant states that members of the Armed Forces community should face no disadvantage in comparison with other citizens in the provision of public and commercial services. Special consideration is appropriate in some cases, especially for those who have given most, such as the injured and the bereaved.

Veteran - Anyone who has served for at least one day in Her Majesty's Armed Forces (Regular or Reserve) or Merchant Mariners who have seen duty on legally defined military operations.

Our Military Matters team



Ryan Macdonald
Military Matters Manager



Gina Wilson
Veteran Volunteer Co-Ordinator



Tessa Law
Housing Options Broker



Tony Carruthers
Military Matters Consultant

Military Matters service – for members of the Armed Forces, a veteran or still serving, finding a home on civvy street can be one of the hardest things they can do.

Our dedicated Military Matters service is here to support our clients and to understand more about the housing options out there, and help the client find a housing solution that works for them and their specific needs. For more information, please see [here](#).

Armed Forces Champions

An Armed Forces Champion is a person who acts as a chief representative in achieving its commitment to supporting armed forces personnel, veterans & their families.

The Champion will support the organisation in following the Covenant & Scottish Government policy by ensuring that veterans & their families are not disadvantaged in any way.

Please click on the Veterans Scotland Guide Information booklet [here](#) for a list of Armed Forces Champions covering:

Scottish Parliament

Scottish Government

Local Authority Champions

Department of Work & Pensions (DWP) Champions

NHS Champions

Police Scotland Champions

Scottish Prison Service Champions

Skills Development Scotland (SDS) Champions

Church of Scotland Champions

University & College Champions



Department
for Work &
Pensions

For all DWP enquiries & referrals please email:

scotland.armedforceschampions@dwp.gov.uk

Health & Wellbeing Mental Health

There are a number of organisations to support mental & physical health. Please see the following links for your information.



Veterans First Point have been developed by Veterans for Veterans and is staffed by an alliance of clinicians and veterans. The service provided is free at the point of access and provided as part of the NHS. There are currently six Veteran First Points in Scotland providing a range of services to find help with: Jobs & Employment, Money & Debt Advice, Substance use, Housing, Family & Relationships, Physical Health, Mental Health & Wellbeing, Lifelong Learning & Training, Socialising - Connecting & Comradeship.



Veterans Scotland provide a network of information, advice & guidance on a range of subjects: Health & Wellbeing, Housing, Support, Comradeship & Remembrance.



Edinburgh Crisis Centre is open 24 hours a day 365 days of the year and provides community based, emotional & practical support at times of crisis. It is a service for people who are aged 16 & over who are using or have used mental health services and are resident in the city of Edinburgh when they are facing a crisis. This includes people who have seen their GP, used voluntary services & people who can identify themselves as having a mental health issue.



Penumbra are a pioneering charity providing dedicated services for people with mild to serious & enduring mental ill health. Supporting people on their journey to better mental health, by working with each person to find their own way forward.



Health in Mind promote positive mental health & wellbeing in Scotland since 1982. They provide a wide range of services & courses to support people & enable them to make a positive difference in their lives.



NHS inform is Scotland's national health information service. It is to provide the people of Scotland with accurate and relevant information to help them make informed decisions about their own health & the health of the people they care for.



SAMH are Scotland's mental health charity & here to help with mental health support information & resources.



Support In Mind Scotland provide unique person-centered support to people with severe & enduring mental ill health. By building connections & a network of support, looking at the bigger picture & not just the illness by taking a holistic approach. Connecting people to further support with signposting by working in & becoming part of communities.



Breathing Space are a free, confidential, phone & webchat service for anyone in Scotland over the age of 16 experiencing low mood, depression or anxiety. In times of difficulty to provide a safe & supportive space by listening, offering advice & providing information.



Combat Stress are the UK's leading charity for veterans' mental health. For over a century, we've helped former servicemen & women with mental health problems such as post-traumatic stress disorder (PTSD), anxiety & depression. Today we provide specialist treatment & support veterans from every service & conflict, focusing on those with complex mental health issues.



Who Dares Cares are a charity to help support our Armed Forces, Emergency Services & Veterans including their Families & Dependants who are suffering from Post-Traumatic Stress Disorder (PTSD). An insight to some of the things we provide: Weekend Retreat Facilities; Walk Talk & Brew; PTSD Awareness Sessions; Buddy Buddy.



Help for Heroes support veterans & their families in their homes & communities across the UK. We help people improve their physical health & mental health. We consider each individual & make sure the support we give is tailored to them. This may be counselling, funding equipment, helping people manage their health conditions & navigating support systems, welfare support, joining physical activities, wellbeing support, joining social activities, self-guided help or signposting.



PTSD Resolution helps Veterans, Reservists & Families who are struggling to reintegrate into a normal work & family life because of trauma suffered during military service & other adverse life events. The programme is community-based, with treatment & support provided locally through a nationwide network of 200 therapists, accredited by the Professional Standards Authority. PTSD Resolution helps Veterans & Reservists to resolve the mental health problems associated with military trauma that obstruct a normal range of family & work relationships.



Talking 2 Minds is a small charity founded by Rob Paxman (former 22 SAS) in 2008. Their ethos is 'Veterans helping Veterans' by offering free treatment & assistance for the following: PTSD, stress & anxiety, anger & depression.

Health & Wellbeing

Physical Health



DMWS Defence Medical Welfare Service provide medical welfare to the armed forces, veterans, NHS staff, emergency services, The Merchant Navy & their immediate family when they are receiving treatment in hospital. Our practical & emotional support ensures that no one goes through the worry of illness or injury alone. We operate in hospitals and recovery centres across the UK & Cyprus.



Who Dares Cares



Help for Heroes



Horseback UK is a charity set up to empower service personnel & veterans suffering from life changing injuries & Post-Traumatic Stress Disorder, & to aid them on their road to recovery.



CENTRE FOR
VETERANS' HEALTH
KING EDWARD VII HOSPITAL

Veterans' Pain Management Programme (PMP) helps veterans enjoy a greater quality of life by teaching them how to manage pain. PMP is an innovative PMP which we offer exclusively to Veterans' of the Armed Forces. The programme is a ten-day virtual programme run over nine months and delivered virtually on Zoom. The virtual PMP delivers the same content as the previously run face-to-face programme, without the need for you to travel or stay in London.

Money & Debt



ABF The Soldiers' Charity stand in the forefront of support for the Army family. As one of the largest funders in the sector, we award grants to individuals & families, & fund leading organisations that support soldiers, former soldiers, & their families. When we hear from a person or family in need, we aim to respond within 48 hours. We offer support in six key areas: independent living, elderly care, education & employability, mental fitness, families & housing.



Royal Air Force Benevolent Fund provide lifelong support to serving & ex-serving RAF personnel & their families. We'll consider any request for assistance, however, big or small, providing a tailor-made approach to each individual situation. From mobility aids & confidential counselling to financial grants, we offer a range of support tailored to the individual needs.



Royal Navy & Royal Marine Charity has funded projects & facilities that boost morale for those who serve today. It also distributes millions of pounds annually to military charities which care for children, families & veterans of the Royal Navy & Royal Marines. These are some of the ways in which the Royal Navy & Royal Marines Charity help its beneficiaries: care in old age, families & relationships, times of need, serving & deployment, transition & employment.

Money & Debt



Royal Naval Association are a family of current & former Naval Service personnel, relatives & supporters of our country's Royal Navy. With over 11,000 members across 250+ branches in the UK & overseas.



Glasgow Helping Heroes (SSAFA/GCC) A partnership between SSAFA & Glasgow City Council to help those who are serving or have served in the Armed Forces, or their families.



SSAFA are the UK's oldest national tri-service charity. We help with welfare, health & support services, for the UK military's serving personnel, veterans & their families.



Legion Scotland make a difference every day to the lives of Scotland's veterans through providing community, friendship & practical advice, whether they left military service yesterday or 50 plus years ago.



Poppy Scotland provide support for current & former members of the Armed Forces as well as their families. To overcome challenges related to financial difficulties, employment, housing, or any number of other areas.



The Armed Services Advice Project (ASAP) provides dedicated information, advice & support to members of the Armed Forces Community in Scotland. This service is provided by the Scottish Citizens Advice Bureau Service, & the funding group is led by Poppy Scotland. We work closely with many organisations, both Service related & others, to provide support to the people who contact us.

Work



Officers Association Scotland support Officers & their families across Scotland to find security, stability & independence for the last 102 years. We are proud to have the unique role of being the only tri-service charity supporting commissioned officers.



Forces Employment Charity provide life-long, life changing support, jobs & training opportunities to veterans, irrespective of circumstances, rank, length of service, or reason for leaving. With a stunning track record, the Forces Employment Charity is uniquely positioned to offer long standing expertise with a modern approach to recruitment.



Salute My Job is on a mission to better connect ex-military people with supportive employers & the opportunities they offer by offering a variety of ex-military recruitment services. With working with employers and highly experienced ex-military recruiters to create a library of support & guidance for Service leavers & veteran jobseekers to help them with their career after the military & help them to realise their true potential.



Joint Force Alba are a specialist ex-military recruitment agency. We are dedicated to recruiting for the Scottish jobs market. We focus on supporting employers in Scotland to recruit uniquely experienced & highly skilled people who have served in the Armed Forces.



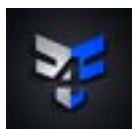
X-Forces is the leading organisation in the UK for enterprise in the military community, Training, funding & support for ex-military, veterans, service leavers & their families.

Education

List of colleges and universities can be found [here](#) within Veterans Scotland Information booklet.



Transport



[Fares4Free](#) support veterans & their families throughout Scotland & whilst we work mainly by referral, we always try to help you find the support you need. By using friendly & mental health first aid trained drivers, we facilitate the transportation of veterans & their families to essential, recreational & therapeutic appointments that they otherwise would be unable to attend.



[Veterans Railcard](#) gives 1/3 off most rail fares including Standard & First class Anytime, Off-Peak & Advance fares to UK Veterans across Scotland, England & Wales, whether they are visiting family & friends or simply enjoying a day out.



[Scotrail](#) is the railway network covering Scotland.



[Transport Scotland](#) is the national transport agency covering Scotland.



Armed Forces Community



Armed Forces & Veterans Breakfast Clubs purpose is to facilitate veterans & serving Armed forces personnel to meet face to face in a relaxed, safe, social environment to enjoy breakfast & banter, to combat loneliness & allow veterans to 'return to the tribe'. Free to attend - There are no fees, subs or commitments; we don't exist to support any national charity, organisation or business; just turn up, pay for your own breakfast & enjoy the company of other Armed Forces Veterans.



Lothian Veterans Centre is a small independent charity which supports military veterans and their families. We operate a drop-in centre in Dalkeith & have a small team of staff who are readily available to tackle any challenges that arrives through our door. It is a safe & welcoming environment that can provide instant assistance, support & advice in relation to a wide range of services, including health & wellbeing; housing; employment; benefits; pensions; further education & training; access to health services; welfare; comradeship; & activities. Veterans can also drop in for a brew & a chat. Sometimes there's biscuits!

Please click on these following links for Regimental Associations:

[1\) Regimental Associations,](#)

[\(2\) Regimental Associations](#)

Other Organisations & Key Contacts



RAF Association are here to give friendship, help & support. Welfare is at the absolute heart of the Royal Air Forces Association. Our reason for existing is a member-led welfare charity. By association, everyone in the organisation from fundraiser to member to welfare officer or case worker is a part of the welfare chain. The real help we give to real people - the core of the welfare work that the RAF Association so successfully delivers is making a real difference to the lives of those in the RAF family who find themselves in times of need.



RAF Widows' Association help with emotional & financial advice when it is needed. We don't claim to be experts on all issues, but we do have a large collective experience & if we don't know the answer, we can probably point you in the right direction.



The Royal Naval Benevolent Trust assists thousands of people who are serving or have served as warrant officers & below in the Royal Navy & Royal Marines, & their dependants, who find themselves in need or distress. Our aim is to help them enjoy a reasonable quality of life mainly by providing wide ranging financial assistance. We also care for older people in our own care home & Almshouse.



Sail is a completely free advice service dedicated to all seafarers & their families across the UK. We give free, confidential advice on benefits, money worries, charity grants, pensions & much more.



The Royal Marines Charity provides support, advice & friendship to serving & retired Royal Marines, their families, those who aspire to join & those with close links to our Corps.

Other Organisations & Key Contacts



Sight Scotland Veterans provides support to all veterans in Scotland who are experiencing changes to their sight, regardless of the cause, or what point you are at. We also support you if you are caring for a veteran with vision loss, whether you are a family member or friend.



The Veterans Charity are the immediate needs support charity for Veterans who find themselves battling hardship & distress. We help with Food & Groceries; Utilities Support; Clothing & Footwear; Household Support; Communications; Guide to Wellbeing; Black Dog Walking Clubs.



Veterans' Gateway are the first point of contact for you and your loved ones. Contact us 24/7 for help across housing, mental wellbeing, finances & more. Get in touch with our friendly helpline team by phone, text & chat. You can contact our expert partners including Combat Stress, SSAFA & Poppy Scotland via our Self-Help section, & we can also refer you directly to our Referral Partners.

venturetrust Venture Trust support people struggling with involvement in Scotland's criminal justice system, long term unemployment & mental health & wellbeing. We work with people to gain the life skills, stability & confidence needed to reach their potential.



The White Ensign Association is a Naval Charity, is to inform & provide guidance to all serving and former members of the Royal Navy, Royal Marines, Royal Fleet Auxiliary, their Reserves & their families on employment, finance, resettlement & personal administration.

Other organisations & Key contacts



[The Veterans Welfare Service](#) is run by the MOD [Veterans UK](#) & provides free one-to-one support to veterans or anyone supporting a veteran, their families and dependants. We work together with all Services, local authorities, voluntary organisations, service charities, & [Veterans Advisory & Pensions Committees](#) to provide a free welfare service.



[Veterans Aid](#) provides immediate practical support to all former UK servicemen & women who are homeless, facing homelessness or in a crisis.



[Veterans Assist Scotland](#) recognise there are numerous Veterans' organisations in Scotland, we understand that it can be frustrating to find just the right person to help with a problem. This website has been set up to put in one place most of the resources you might need.



[Veterans with Dogs](#) is the first organisation in the UK to pioneer specialised assistance dogs for Veterans with mental health difficulties.



[Walking with the Wounded](#) deliver employment, mental health, care coordination & volunteering programmes in collaboration with the NHS to get those who served, & their families, whether mentally, socially or physically wounded, back on their feet & making a positive contribution once more.



[Women's Royal Naval Service Benevolent Trust](#) exists to provide worldwide advice & financial relief in cases of necessity or distress among its members & their dependants. We can also make grants for the education of members.



[Defence Discount Service](#) is the official MoD discount service for the Armed Forces, Veterans & Armed Forces Community.



Our Veteran Volunteers



Andrew Fife
Veteran Volunteer



Pam Mitchell
Veteran Volunteer



Sally Stimson
Veteran Volunteer



Stephen Johnston
Veteran Volunteer

Introducing our Military Matters Veteran Volunteers - Pam (RAF), Andy (Army), Stephen (Army) and Sally (Navy). They bring a breadth of knowledge from their military experience and life experience. Whilst working alongside our broker staff team - Ryan and Tessa, they support our Military Matters clients throughout their housing journey and beyond. We are so grateful to these wonderful volunteers making a difference to our clients lives and they are such a valuable asset to the HOS team.