

Submariners Association



Welfare & Support Contacts

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INTRODUCTION

This document has been put together by the Submariners Association National Management Committee with the help of its branches and members.

We have tried to put in one place as much information of places you can go to for help and or assistance if require. However, the information which follows is by no means exhaustive and not in any order of importance or preference.

The information listed in here was correct at the time of writing and as time moves on things may change, so if you find that something is not quite correct or if you think we could include something we might have missed, then please do contact the Submariners Association Secretary on secretary@submarinersassociation.co.uk.

Without doubt, it can be very satisfying to assist our colleagues in their time of need; knowing that you are making a difference to someone's life through direct support and advice in their time of hardship, need or distress.

The needs and requirements of each individual is very personal and infinitely variable and will require to be dealt with in an individual manner, so the purpose of this guide is to give you a brief list of possible sources of help.

If you are a Branch Welfare Officer or an individual helping others, you are advised to make contact and liaise with your local branches of SSAFA, the Veterans Welfare Service, the Royal British Legion and the RNRMC. This liaison may provide you with additional local information and help you to help the people you assist.

Confidentiality

This is vital when dealing with all welfare cases. The permission of the client MUST be sought before involving any third party

In many cases help may be available from the Benefits Section or the Local Council, but the member may need help to apply. It can also be helpful to get the leaflets from Social Services (Benefits) possibly about late March because benefits change in April each year. These could give some idea of what benefits might be available.

SSAFA

SSAFA should always be your first point of contact for all types of help. Contact with the local SSAFA Branch is important as they can offer advice and possible financial help. They are the recognised almoners for all naval charities including the RNBT.

The Soldiers, Sailors and Airmen and Families Association (SSAFA)
4 St. Dunstan's Hill
London
EC3R 8AD
Telephone: 0800 731 4880
Website: <https://www.ssafa.org.uk>

Veteran Welfare Service

The Veterans Welfare Service (VWS) is committed to enhancing the quality of life for Veterans and beneficiaries of SPVA pensions and compensation schemes, and all their dependants. It also focuses upon providing support that will enable the seamless transition from Service to Civilian life, assist bereaved families or respond to key life events that present welfare needs. It achieves this by adopting a single central coordinating role that facilitates access to all appropriate services.

The VWS provides a caseworker approach that offers professional help and guidance through either telephone contact or a dedicated visiting service. Under Veterans UK the VWS works in collaborative partnerships with the tri-Services, ex-Service charities, statutory and non-statutory bodies, local community service providers and Veterans Advisory & Pensions Committees to deliver a quality welfare service that promotes independence, maintains dignity and provides continuous support through life.

Website: <https://www.gov.uk/government/groups/veterans-welfare-service>

Any queries on service disabilities and possible compensation claims should be directed to Veterans UK.

Website: <https://www.gov.uk/government/organisations/veterans-uk>

Telephone: 0808 1914218

How to Contact the Veterans Welfare Service

The Veterans Welfare Service has four Veterans Welfare Centres, providing advice and support across the UK. The contact details for each office are:

Centurion (London, SE & SW England)

Tel 02392 702232

Email: veterans-uk-vws-south@mod.uk

Kidderminster (South and Central Wales, Midlands & East England)

Tel 01562 825527

Email: veterans-uk-vws-wales-mid@mod.uk

Norcross VWC (NW England, Yorkshire and Humber, North Wales & IOM)

Tel 01253 333494

Email: veterans-uk-vws-north@mod.uk

Glasgow (Scotland, NE England, NI & ROI)

Tel 0141 2242709

Email: veterans-uk-vws-scot-ni@mod.uk

The Royal British Legion

The RBL is going through a major change programme, known as the 'Pathway to Growth' – which will eventually see help centres in 16 of the major cities in GB. The website has an excellent knowledge base, which you can access online to answer many questions. The Areas of help that the RBL might provide are:

- Financial with SSAFA
- Help with claiming a War pension or compensation
- Inquest support for bereaved families
- Debt management
- Poppy help (see later)
- Poppy breaks for respite.
- Resettlement support
- Residential homes
- Education support for service leavers

The Royal British Legion's Head Office
199 Borough High Street
London
SE1 1AA

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

Telephone: 0808 802 8080

RNBT

RNBT is the main grant distributor for the RN. Anyone who is or has been a rating/other rank or a dependant is eligible to apply for financial help from RNBT. While RNBT are happy to consider any request for help, it should be noted that although naval or ex naval personnel are eligible there is no automatic entitlement.

The Submarine Memorial Fund (S/M Fund) is administered as a restricted fund by the RNBT. The S/M Fund is used to support current and former rating submariners.

The RNBT Headquarters

Castaway House,

311 Twyford Avenue,

PORTSMOUTH

PO2 8RN

Telephone: 02392 690112 or 02392 660296

Website: <http://www.rnbt.org.uk/>

Other cases such as former officers who have no lower deck service should be referred to ARNO.

RN Benevolent Society for Officers;

Support for serving & former RN Commissioned Officers (not midshipmen).

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

Email: enquiries@arno.org.uk

Telephone: 0207 4025231

OTHER SOURCES OF INFORMATION

Royal Navy & Royal Marine Charity

Gives some grants to individuals and immediate grants to families on the death of serving personnel. Grants can also be provided for a wide variety of purposes

Royal Navy Royal Marines Charity (RNRMC)

Building 37

HMS Excellent

Whale Island

Portsmouth

Hampshire

PO2 8ER

Telephone: 02393 871520

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

Email: theteam@rnrmc.org.uk

RNA

The RNA is a very valuable source of general information on a multitude of subjects and should be contacted for advice whenever necessary.

Royal Naval Association
RNA Headquarters
Room 209
Semaphore Tower
PP7Q
HM Naval Base
Portsmouth
P01 3LT

Telephone: 023 9272 3747

Website: <https://royal-naval-association.co.uk>

Email: admin@royalnavalassoc.com

The White Ensign Association

The White Ensign Association is a Naval Charity whose purpose is to provide guidance to all serving and former members of the Royal Navy, Royal Marines, their Reserves and also their families on:

- Employment
- Finance
- Resettlement
- Personal Administration

The White Ensign Association
HMS Belfast
Tooley Street
London
SE1 2JH

Telephone: 020 7407 8658

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

Email: office@whiteensign.co.uk

SAIL

Seafarers' Advice & Information Line (SAIL) provides fast, free confidential advice. SAIL is completely independent from the Royal Navy and Royal Marines. They provide information, advice and support on a wide range of issues including:

- Welfare Benefits and tax credits
- Debt
- Charity grants
- Pensions
- Immigration
- Accommodation
- Family problems
- Consumer issues
- Employment

Seafarers' Advice & Information Line (SAIL)
30 King William Walk
Greenwich
SE10 9HU

Telephone: 0800 160 1842 or 02035971580
Website: <http://sailine.org.uk>

Seafarers UK

8 Hatherley St.
Westminster
London
SW1P 2QT

Telephone: 020 9732 0000
Website: <https://www.seafarers.uk>
Email: seafarers@seafarers.uk

The Ministry of Defence's Veterans UK

Veterans UK
Ministry of Defence
Norcross
Thornton Cleveleys
FY5 3WP

Telephone: 0808 1914 218

Website: <https://www.gov.uk/government/organisations/veterans-uk>

Email: veterans-uk@mod.gov.uk

The Ministry of Defence's Veterans UK helpline provides assistance on many issues including

- [Help and support for veterans](#)
- [War Pension Scheme](#)
- [Armed Forces Compensation Scheme](#)
- [Making a claim: forms](#)
- [Armed forces pensions](#)
- [Apply for medals or a veterans badge](#)
- [How to get service records](#)
- [Armed Forces Covenant](#)
- [Veterans Advisory and Pensions Committees \(VAPC\)](#)

Help for Heroes

Unit 14 Parkers Close
Downton Business Centre
Salisbury
Wiltshire
SP5 3RB

Telephone:

- North: Phoenix House, Catterick 01748 834148
- West: Plymouth Recovery Centre 01752 562179
- East: Chavasse VC House, Colchester 01206 814880
- South: Tedworth House, Tidworth 01980 844200

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

Email: getsupport@helpforheroes.org.uk

Poppy Scotland

Poppy Scotland - Edinburgh
New Haig House
Logie Green Road
Edinburgh
EH7 4HQ

Telephone: 0131 557 2782

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

Email: enquiries@poppyscotland.org.uk

Poppy Scotland also operate out of 3 other offices, details can be found on there website

<https://www.poppyscotland.org.uk/contact-us>

Conference of Naval Associations (CONA)

CONA is a loose federation of like-minded naval associations who believe in working together for the benefit of their members.

The Submariners Association was a 'founder member' of CONA

The Second Sea Lord is the ex officio President of the Conference.

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

OTHER WAYS TO HELP

Decorating - May be funded by local sources such as "Care and Repair" Organisations within the local volunteer community such as the RBL. (See later section on Poppy Calls).

Services such as the Local Authority Community Care, Local Council or Adult Support Services may be able to help.

Red Cross

Medical equipment such as a wheelchair can be lent from the local branch of the British Red Cross

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

Citizens Advice Bureau

Advice - especially for Debt should be referred to the Citizens Advice Bureau.

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

The Not Forgotten Association

TV sets and /or licenses are sometimes available from:

The Not Forgotten Association
2 Grosvenor
London
SW1W 0DH

Tel: 0207 730 2400 or 0207 730 3660

Website: <https://www.nfassociation.org>

Email: info@nfassociation.org

RNBT / TRBL

Needs - such as white goods, help with ablution facilities are best addressed through application to RNBT/TRBL through SSAFA.

RBL

Other types of help may be needed such as shopping/gardening/help with travel to doctors or just a little time chatting together, and these needs can usually be addressed by the Branch Welfare Officer and shipmates or the RBL.

If there are homes or hospitals in the Area which may have naval people in, then the Branch Welfare Officer should make contact to be kept informed and arrange shipmates to visit where acceptable. If shipmates are sick then when possible a home visit should be made and if admitted to hospital then help with visits, travelling and possible cost should be considered.

Poppy Calls If you're having trouble with those small household repairs and minor adaptations around your home and you're eligible for our help, The Royal British Legion might be able to help you through our handy van service known as Poppy Calls.

Telephone: 0800 032 0306

Email: homesupportadmin@britishlegion.org.uk

Poppy Breaks

Respite breaks for clients or their families in four centres in the UK (must show need)

Telephone: 08457 725 725

Combat Stress

Combat Stress is the UK's leading mental health charity for veterans. They treat a range of mental health conditions including PTSD, depression and anxiety. Their treatment and support services are always free of charge for veterans. They are Care Quality Commission (CQC) registered and the NHS England PTSD specialist treatment providers for veterans.

If you're currently serving, or have served in the UK Armed Forces, you can call our 24-Hour Helpline to talk about your mental health.

Combat Stress
Tyrwhitt House
Oaklawn Road
Leatherhead
Surrey
KT22 0BX

Telephone: 0800 138 1619

Text: 07537 404 719

(Standard charges may apply for texts, please check with your provider.)

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

Email: helpline@combatstress.org.uk

Glasgow Helping Heroes

Glasgow's Helping Heroes is a partnership between SSAFA and Glasgow City Council to help those who are serving or have served in the Armed Forces.

This service is also available to their immediate family members.

We can help you get advice and information on:

- [Housing and Homelessness](#)
- [Employability and Training](#)
- [Benefits](#)
- [Health Issues](#)
- [Financial Advice](#)

The service provided is impartial, completely confidential and best of all, free!

Glasgow Helping Heroes
15/17 Duke Street
Glasgow
G4 0UL

Telephone: 0141 276 7199

Website: <https://sites.google.com/site/glasgowshelpingheroes/home>