

# CONTACTS AND INFORMATION

Call the Veterans UK Helpline on:  
**0808 1914 2 18**

Monday to Friday: 08:00 – 17:00  
Overseas callers: +44 1253 866043  
Bereavement and Minicom Line: 0800 169 3458

Please note, we are unable to answer general queries on the bereavement line.  
If your query is not regarding bereavement please redial using 0808 1914 2 18.

When the helpline is closed, callers will have the option for their call to be transferred to Combat Stress or The Samaritans 24hr helpline. All callers speak directly to UK based advisers. You may be offered a call-back if lines are particularly busy.

Alternatively, you can contact us via email at [veterans-uk@mod.gov.uk](mailto:veterans-uk@mod.gov.uk)



Veterans UK is the MOD's dedicated veterans support organisation for service personnel, veterans and their families and works in partnership with the wider MOD, other Government departments and other organisations, who provide support and advice to the Veterans Community.

## Check out the Veterans Today Blog

A Veterans Today Blog features stories from Veterans UK, their partners and stakeholders and from veterans themselves on the programmes, initiatives and support available to Serving Personnel and the veterans community.

To follow the blog posts go to: [Veteranstoday.blog.gov.uk](http://Veteranstoday.blog.gov.uk)

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Ministry  
of Defence



*A guide to the*

**VETERANS WELFARE  
SERVICE**



The Veterans Welfare Service is part of the Ministry of Defence's Veterans UK support function and provides one to one welfare advice across the UK and Republic of Ireland. It facilitates access to all appropriate services using a caseworker approach that offers professional help and guidance.

#### What we do:

The Veterans Welfare Service (VWS) gives support to veterans and their dependants. The focus of the service is to provide assistance following a change in situation that may have resulted in a welfare need, such as:

- Leaving the services.
- Bereavement.
- Changes in disablement.
- Changes affecting income or finances.
- Changes affecting housing.

#### Who we can assist:

- Veterans (anyone who has served in HM Armed Forces, regular or reserves including National Servicemen), their families and dependants.
- Anyone who is eligible for, or in receipt of, compensation from the Armed Forces Compensation Scheme (AFCS) or the War Pensions Scheme (WPS).
- Service personnel who are to be medically discharged or have an enduring welfare requirement on discharge.
- Bereaved families of service personnel.

#### How we can help:

Help and guidance can be given through either telephone contact or face to face via a national network of Welfare Managers.

Initial contact should be made by telephone, to one of our Veterans Welfare Centres.

Once contact has been made, a Welfare Manager will be allocated to become the individual's caseworker. The Welfare Manager will either make further contact by telephone or if appropriate, a home visit will be arranged.

#### They will:

- Ask about the situation and identify any welfare needs.
- Using this information, identify what type of assistance is needed and available from different sources.
- Provide advice and practical help towards meeting the needs identified.

#### Things we can do include:

- Help with applying for the War Pension Scheme (WPS) and the Armed Forces Compensation Scheme (AFCS).

- Help with applying for any Armed Forces pension which there may be entitlement to.
- Give information and advice about benefits available through the Department for Work and Pensions (DWP) and help with applications for them.
- Make referrals to social services, local authorities, ex-service organisations or other voluntary organisations to apply for the services they provide.

#### Our Partners:

The VWS work alongside in-service welfare providers and closely with local authorities, voluntary organisations, service charities and the Department for Work and Pensions.

This ensures that those leaving the Armed Forces and existing veterans and their families receive all the information and assistance they need to access the appropriate services and benefits.

#### Working together with Defence Recovery Capability:

Veterans Welfare Service staff are part of the Defence Recovery Capability team working with Personnel Recovery Units and Personnel Recovery Centres, providing a joined up service to support the wounded, injured and sick personnel who are on the recovery pathway.

#### Veterans Welfare Centre location and contact details:

**Norcross, near Blackpool**  
(covering NW England, Yorkshire and Humber, North Wales and Isle of Man)  
**Telephone:**  
01253 333494  
**Email:**  
[veterans-uk-vws-North@mod.gov.uk](mailto:veterans-uk-vws-North@mod.gov.uk)

**Kidderminster**  
(covering East England, Midlands, South and Central Wales)  
**Telephone:**  
01562 825527  
**Email:**  
[veterans-uk-vws-Wales-Mid@mod.gov.uk](mailto:veterans-uk-vws-Wales-Mid@mod.gov.uk)

**Gosport**  
(covering London, SE and SW England)  
**Telephone:**  
02392 702232  
**Email:**  
[veterans-uk-vws-South@mod.gov.uk](mailto:veterans-uk-vws-South@mod.gov.uk)

**Glasgow**  
(covering Scotland, NE England, NI & ROI)  
**Telephone:**  
0141 2242709  
**Email:**  
[veterans-uk-vws-Scot-NI@mod.gov.uk](mailto:veterans-uk-vws-Scot-NI@mod.gov.uk)

Our opening hours are 08:30 - 17:00, outside of these hours please contact the Veterans UK Helpline on 0808 1914 2 18.

Outside of these times, an answerphone message can be left which will be actioned on the next working day.

