

SCOTLAND GUIDE

For Line Mangers and Serving Personnel in Scotland



Updated: 17 June 2020



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Introduction: This guide has been produced to provide information on a range of topics to consider as you plan for your transition to civilian life in Scotland. It aims to give useful information on the sort of help you available and importantly who can provide it.

The information in this booklet is not a definitive statement of the law. All contact details were correct at time of publication.

Foreword

Preparing for post-service life can be hard. Feelings of uncertainty and anxiety are normal for anyone stepping out into the unfamiliar world of Civvy Street. Whether you're moving into further training, expanding your skills set or finding a job, the whole situation can be daunting at the best of times so it's natural that feelings of anxiety or apprehension are heightened in the midst of a Pandemic.

That's why this publication – 'A Guide to Services for The Armed Forces Community in Scotland' - is so timely. I would encourage you to use it and the time you have right now wisely. This crisis will not last forever. Keep your head up and prepare yourself for the future. This stretch of time will fly by quicker than you think.

The guide was developed as a collaborative effort between Veterans Scotland, Skills Development Scotland and Army HQ Scotland. Its aim is to provide information to those currently serving in the Armed Forces, Service Leavers and their families who are thinking of settling in Scotland. The Scottish Government aims to make Scotland the destination of choice for service leavers and their families and a great quality of life is certainly here for the taking.

The comprehensive guide provides factual information on a wide range of topics including; resettlement, housing, employment, education and skills, health, pensions and benefits. It also provides contact details of charities and other organisations operating in Scotland who are there to provide advice and support. It is a great example of organisations coming together and working collaboratively for the benefit of our Service Leavers and Veterans Community.

I recommend the guide to you and hope you find it useful in providing the answers you need, and that it will encourage you and your family to consider settling in Scotland when your Military Service comes to an end.



A handwritten signature in black ink, which appears to read 'Charlie Wallace'. The signature is fluid and cursive, with a long horizontal stroke at the end.

Charlie Wallace
Scottish Veterans Commissioner

State, and affiliated departments (Devolved and Reserved).

Scottish Government (SG)

The Scottish Government is a Devolved Administration (DA). Devolution is about the transfer of power by a central government to local or regional administrations. Devolution is not new. There have been different forms of devolution in the UK for decades and it is common in other parts of the world. Today, it means that there are distinct legislatures and governments in Scotland, Wales and Northern Ireland, which have powers over a range of policy areas which had previously been the staffed by civil servants, provides extensive advice and support to the Minister for Parliamentary Business and Veterans, who has responsibility for the veterans portfolio. The Unit also provides support to other Ministers, such as the First and Deputy First Ministers, on a programme of ceremonial engagements.



Scottish Government
Riaghaltas na h-Alba
gov.scot

Scotland Office (SO)

The Office of the Secretary of State for Scotland supports the Secretary of State in promoting the best interests of Scotland within a stronger United Kingdom. It ensures Scottish interests are fully and effectively represented at the heart of the UK Government, and the UK Government's responsibilities are fully and effectively represented in Scotland.



Convention of Scottish Local Authorities (COSLA)

COSLA was established in 1975. Today, they are a councillor-led, cross-party organisation who champions councils' vital work to secure resources and the powers they need. They work on councils' behalf to focus on the challenges and opportunities they face, and to engage positively with governments and others on policy, funding and legislation. See more at: <https://www.cosla.gov.uk/>



Society of Local Authority Chief Executives (SOLACE)

Solace is the leading members' network for local government and public sector professionals throughout the UK. We offer a range of services including personal and organisational development, events, and both interim and executive recruitment through our profit for purpose subsidiary, Solace in Business. In addition to our services, we also have an active policy team, who along with our policy leads influence debate around the future of public services to ensure that policy and legislation are informed by the experience and expertise of our members. See more at: <https://www.solace.org.uk/>



Reserve Forces and Cadets Associations (RFCA)

Established in 1908 (as Territorial Associations) the Reserve Forces' and Cadets' Associations (RFCAs) were originally designed to provide local support to the Territorial Force in every county. Over 100 years later the name has changed, the number of associations has reduced and the RFCA dependency has grown to encompass reserves and cadets of all 3 services.



RFCA business is publically funded, delivered regionally and reported upon against a range of Service Level Agreements (SLAs) which lay out the support provided by the RFCAs to the single services of the MOD.

The RFCA is comprised of 13 individual associations which cover the United Kingdom. They were formed in 1908 and until 1999 were known as Territorial, Auxiliary and Volunteer Reserve

Associations (TAVRAs) and are central government bodies with Crown status. The RFCAs are established by Act of Parliament, each with its own scheme of association, drawn up by the Defence Council under the Reserve Forces Act 1996 (RFA 96), therefore the RFCAs are 'arms length bodies' of the MOD. These schemes last for 5 years, after which re-constitution must take place.

The associations are largely comparable with regional government boundaries. Each association comprises a body of volunteer members drawn from all strata of society with a professional (salaried) secretariat that is responsible for the wellbeing of the region's reserve forces and cadets promoting the interests of the armed forces and building relationships with the local community and employees. The salaried staff employed by the RFCAs are Crown servants.

There are two RFCAs in Scotland:

Lowland RFCA: <https://www.lowlandrfca.org.uk/>

Highland RFCA: <https://www.hrfca.co.uk/>

Department of 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.



DWP is a ministerial department, supported by [15 agencies and public bodies](#)

The DWP in Scotland has Armed Forces Champions in their offices across Scotland.

Social Security Scotland (SSS)

Social Security Scotland is an Executive Agency of the Scottish Government. In Scotland there are a number of devolved benefits, and it's their responsibility to ensure that they are managed correctly and fairly, delivering those benefits to the 1.4 million people.



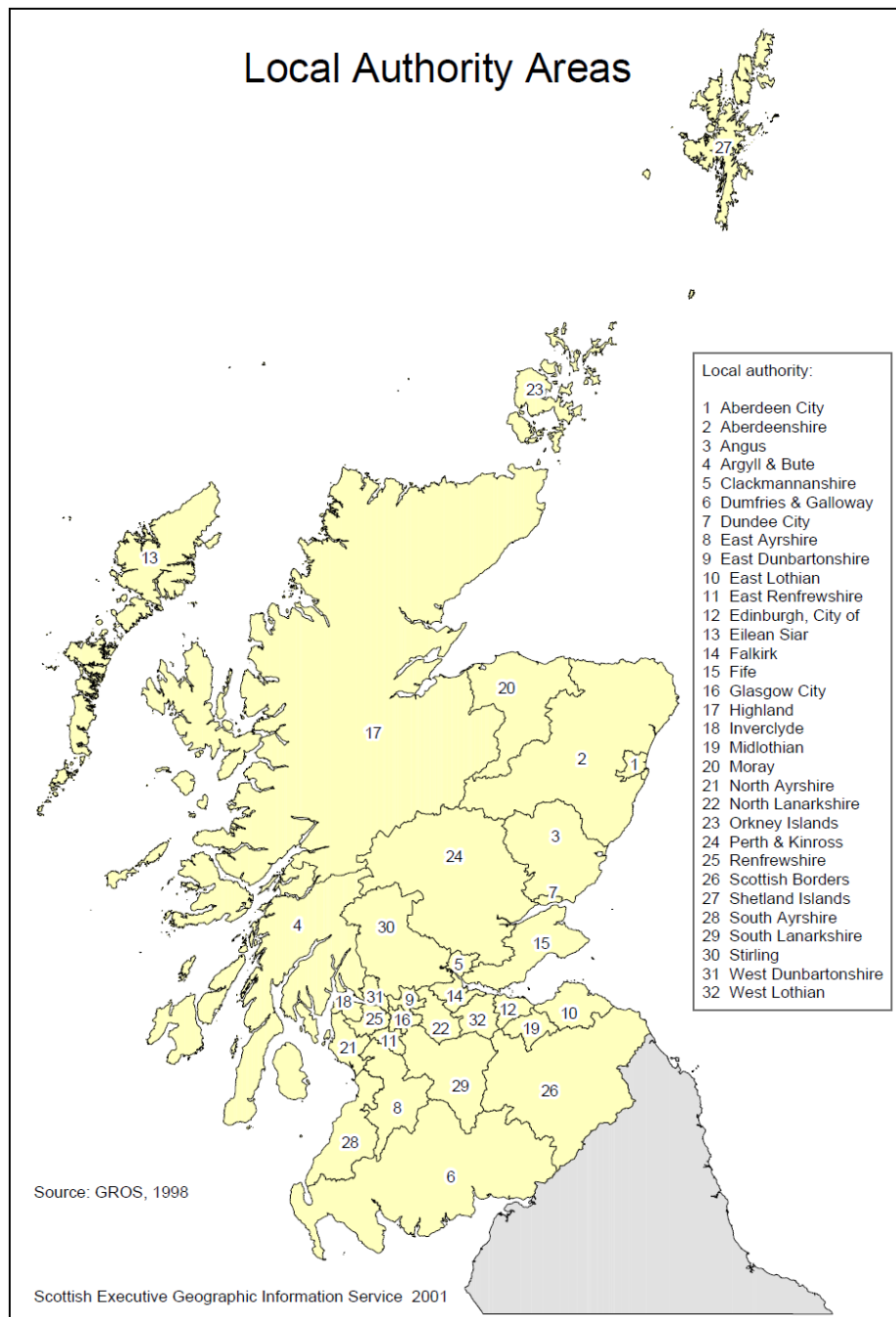
Social Security Scotland
Tèarainteachd Shòisealta Alba

Local Authorities (LAs).

Local government in Scotland is organised through 32 unitary authorities designated as councils which consist of councillors elected every five years by registered voters in each of the council areas.

Councils receive the majority of their funding from the Scottish Government, through aggregate external finance (AEF). AEF consists of three parts: Revenue support grants, non-domestic rates, and income and specific grants. The level of central government support for each authority is determined by the Cabinet Secretary for Finance and the Constitution, currently Kate Forbes MSP, and is distributed by the Finance and Central Services Department of the Scottish Government. Councils obtain additional income through the Council Tax, that the council itself sets.

Scottish councils co-operate through, and are represented collectively by, the Convention of Scottish Local Authorities (COSLA).



Resettlement

Veterans UK

Veterans UK will produce a summary of your pension for free. Details of how to request this can be found on their website.



Freephone (UK only): 0808 1914 2 18

Telephone (overseas): +44 1253 866 043

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

Veterans Welfare Service (VWS)

VWS is the MOD department which gives assistance to Veterans and those transitioning to civilian life. It is not a charity but it's branding makes it look like another service charity; It is the statutory body set up by the MOD to assist veterans.

They are Subject Matter Experts (SMEs) - veterans and those transitioning to civilian life should not hesitate to contact them if they need any help or advice. In particular, it is the department who will give guidance and assistance (inc. completing forms) on the following:

- War Pensions Scheme – Service Injury pre April 05
- Armed Forces Compensation Scheme – Service Injury post April 05.
- Medical discharge only - Armed Forces Pension Scheme (75, 05 & 15)
- DWP Benefits entitlements
- Can support referrals to:
 - In service welfare
 - Social services
 - Local authorities
 - CAB
 - Ex-service organisations and other voluntary organisations.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/863957/Veterans_Welfare_Leaflet_06-19.pdf

Please note that for those individuals who have been identified requiring additional support (See AGAI 81) their Unit needs to complete the Tri-Service Welfare Referral form. VWS can then engage up to 3 months prior to discharge and then proactively continue support post discharge. Form available here: <https://www.gov.uk/government/collections/veterans-welfare-service-protocols>

SLs: should take a note of the Veterans UK website and help line. It is also worth mentioning that the rules regarding the Armed Forces Compensation Scheme have changed. Claims for an injury (mental or physical) must be made within 7 years of the injury. The only exceptions are injury which has a delay in presenting itself e.g. mental health issues. Claims can be made by personnel while they are still serving.

Please note that any Armed Forces Pension Scheme (75, 05 & 15) – For general enquiries and forecasts please call JPAC Helpline on Vets UK Helpline on 0808 1914 218 (From abroad – 00441253 866 043). JPAC Helpline 0800-085-3600

Defence Transition Services (DTS)

DTS is a new organisation. It sits within Veterans UK and works alongside Veterans Welfare Service (VWS) to support Service leavers and their families to help them make the best possible transition from Service life. DTS operates as part of the new tri-Service Defence Holistic Transition Policy, which was launched by the MOD in October 2019.

The Chain of Command and those responsible for delivering in-Service welfare and transition support will identify potentially vulnerable Service leavers who in turn will be referred to DTS for

ongoing support and information before, during and after transition. Service leavers and family members can also self-refer to DTS if they want to access support directly.

Both the VWS and DTS work alongside in-Service welfare providers and closely with local authorities, voluntary organisations, Service charities and other Government departments to ensure 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.

Visit: www.gov.uk/government/publications/help-and-support-for-service-leavers-and-their-families

Scottish Government

If you are posted to or settling in Scotland it is important to understand how it differs from the rest of the UK. This is a short guide to help designed to help Serving Personnel, Families and Service Leavers living in Scotland.

The Scottish Government have produced two useful guides to support personnel posted to Scotland and/or those settling in Scotland after Service. Provides practical information to service personnel and their families on topics such as housing, education, healthcare and employment.



[Welcome to Scotland](#)

Career Transition Partnership (CTP)

CTP is a partnership between MOD and Right Management and delivers 3rd line support to all service leavers (1st is delivered by Unit staff, 2nd by the Individual Education and Resettlement Officer (IERO)).



Resettlement is a Service Leavers responsibility. CTP provide a framework and support for service leavers planning their resettlement. Entitlement will vary depending on length of service, see JSP 534 for details. Their CTW workshop includes; Transferrable skills, CV writing, networking, interview skills, career planning.

CTP run many training courses throughout the UK. Their website includes 20 guidebooks to resettlement from; emigration to business start-up. They also run the jobs website RightJob which all service leavers will have access to regardless of length of time served. CTP support for SLs is optional but SLs should be strongly encouraged to attend. They support individuals for up to 2 years after they leave. CTP's role is to deliver career transition, they will signpost vulnerable SLs to other transition support agencies.

www.ctp.org.uk

CTP's Resettlement Centre in Scotland is based in Rosyth with some courses being run in satellite locations across Scotland.

Housing

Scottish Government has produced a housing guide for people leaving the Armed Forces & ex-Service personnel.

Scottish Government Housing guide

<https://www.gov.scot/publications/scottish-housing-guide-people-leaving-armed-forces-ex-service-personnel-9781787811539/>



Low Cost Initiative for First Time Buyers (LIFT)

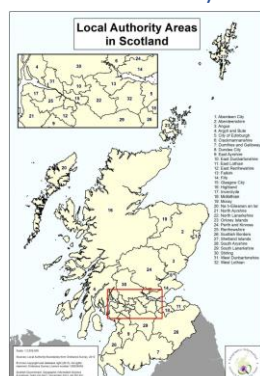
LIFT (Low Cost Initiative for First Time Buyers) OMSE (Open Market Shared Equity) is a shared equity scheme funded by the Scottish Government to help first time buyers, and other priority groups – including those serving in the armed forces and veterans who have left the forces in the last two years, get onto the property ladder.

When buying through the scheme, eligible applicants can apply for funding towards the price of a property that has been advertised for sale on the open market. The Scottish Government helps buyers to purchase a property by providing funding for between 10% and 40% of the sale price and gets the same percentage back when the property is sold. There are restrictions to the size and price of property that can be bought through the scheme (see website for full details).



Link administer the scheme for the Scottish Government for the whole of Scotland. More information can be found on our website (www.linkhousing.org.uk/LIFT) or on the page we have created specifically for the armed forces www.linkhousing.org.uk/armedforces the page has a video explaining the scheme and downloadable pdfs with details of the pricing thresholds for each area. We will continue to update the information on the page so let me know if there is anything specific that you think would be useful to include. When buying through a shared equity scheme, the majority of buyers can do so with a much smaller deposit (usually around 5% - depending on the mortgage provider) so buying a property is much more accessible.

Local Authority Housing



Local Authority Housing Departments

There are 32 Local Authorities (LA) in Scotland. Each LA in Scotland runs their own housing department. If you think you may need to apply for social housing when you leave the forces get in touch with the LA as soon as possible. Below is a list of all 32 Local Authorities websites and contact telephone numbers.

DO NOT LEAVE IT TO THE LAST MINUTE.

| Local Authority | Phone | Website |
|---|---------------|--|
| Aberdeen City Council | 01224 522000 | www.aberdeencity.gov.uk |
| Aberdeenshire Council | 0845 608 1207 | www.aberdeenshire.gov.uk |
| Angus Council | 08452 777778 | www.angus.gov.uk |
| Argyll & Bute Council | 01546 602127 | www.argyll-bute.gov.uk |
| City of Edinburgh Council | 0131 200 2000 | www.edinburgh.gov.uk |
| City of Glasgow | 0141 287 2000 | www.glasgow.gov.uk |
| Clackmannanshire Council | 01259 450 000 | www.clacks.gov.uk |
| Comhairleanan Eilean Siar (Western Isles Council) | 01851 703773 | www.w-isles.gov.uk |
| Dumfries and Galloway Council | 0303 333 3000 | www.dumgal.gov.uk |
| East Dunbartonshire Council | 0845 045 4510 | www.eastdunbarton.gov.uk |
| Dundee City Council | 01382 434000 | www.dundeecity.gov.uk |
| East Ayrshire Council | 01563 576 000 | www.east-ayrshire.gov.uk |
| East Lothian Council | 01620 827 827 | www.eastlothian.gov.uk |
| East Renfrewshire Council | 0141 577 3001 | www.eastrenfrewshire.gov.uk |
| Falkirk Council | 01324 506 070 | www.falkirk.gov.uk |
| Fife Council | 08451 550000 | www.fife.gov.uk |
| Highland Council | 0845 129 7777 | www.highland.gov.uk |
| Inverclyde Council | 01475 717171 | www.inverclyde.gov.uk |
| Midlothian Council | 0131 270 7500 | www.midlothian.gov.uk |
| Moray Council | 01343 543451 | www.moray.gov.uk |
| North Ayrshire Council | 0845 603 0590 | www.north-ayrshire.gov.uk |
| North Lanarkshire Council | 01698 403200 | www.northlan.gov.uk |
| Orkney Islands Council | 01865 249811 | www.orkney.gov.uk |
| Perth and Kinross Council | 01738 475000 | www.pkc.gov.uk |
| Renfrewshire Council | 0141 842 5000 | www.renfrewshire.gov.uk |
| Scottish Borders Council | 01835 824000 | www.scotborders.gov.uk |
| Shetland Islands Council | 01595 693535 | www.shetland.gov.uk |
| South Ayrshire Council | 01292 612000 | www.south-ayrshire.gov.uk |

| | | |
|-----------------------------|---------------|--|
| South Lanarkshire Council | 01698 454444 | www.southlanarkshire.gov.uk |
| Stirling Council | 0845 277 7000 | www.stirling.gov.uk |
| West Dunbartonshire Council | 01389 737000 | www.west-dunbarton.gov.uk |
| West Lothian Council | 01506 775000 | www.westlothian.gov.uk |

Housing Options Scotland (HOS)

HOS are a charity who provide advice on Housing in Scotland to service personnel with a physical or mental disability or with a family member with a physical or mental disability.



They have now expanded their service to any service leaver, regardless of injury or no injury: **Email:** militarymatters@housingoptionsscotland.org.uk

Call: 0131 247 1400

Website: www.housingoptionsscotland.org.uk

Veterans Housing Scotland

also known as Scottish Veterans Garden City Association (SVGCA)

SVGCA is a charity which manages 647 rented for life homes across Scotland for veterans suffering from mental or physical disabilities — that are affordable and provide peer support through building communities within communities.



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

Scottish Veterans Residences (SVR)

SVR are a charity who provide high quality, supported accommodation for veterans who are homeless or in need. They take ex-service people of any age. They have residences in Edinburgh, Glasgow and Dundee. Length of residence is unrestricted but typically 6 months to 1 year.



SVR can help with **emergency accommodation** for Service Leavers.

<https://www.svronline.org/>

Erskine

Erskine are a Scottish charity who provide ex-service men and women nursing, dementia and respite care and support. They have 44 independent cottages and 5 assisted living apartments across their Bishopton site for veterans living with disability. With 24 Single apartments due for completion in 2019, priority is given to those with a physical or mental disability, but they will accept veterans without a disability.



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

Haig Housing

Haig Housing (UK Wide) is a charity who provides housing assistance to ex-service people and their dependants. They provided rental accommodation at affordable prices and where needed with solutions specific to individual needs. They have properties across Scotland.

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



Education, Skills and Training

Army Skills Offer

Personnel should be encouraged to take advantage of the Army Skills Offer. The Army Skills Offer is a scheme in which the Army will pay for soldiers and officers (Regular and Reserve) to receive **free civilian qualifications through their Army training and service**. These qualifications range from national Level 1 (GCSE level) – Level 7 (Masters level) and include academic and vocational (role-based) qualifications.

Details of how to apply are on the following website: <https://www.army.mod.uk/personnel-and-welfare/career-enhancing-qualifications/>

Application Process

All soldiers and officers (Regular and Reserve) that have completed an eligible course can apply for their free qualification.

Scottish Credit and Qualifications Framework (SCQF)

The Scottish Credit and Qualifications Framework is Scotland's lifelong learning framework. Through the Framework you can gain a better understanding of qualifications in Scotland and plan your future learning.



The Framework supports service leavers in helping them understand the qualifications they have gained while serving in the armed forces, so they can think about their next move whether that be employment or further learning.

For more information go to www.scqf.org.uk

Enhanced Learning Credits

Service Leavers with 6 years or more service should be reminded that if they haven't already used their Enhanced Learning Credits (ELCs) then they can still use them for up to 5 years after leaving the services. Guidance on how to claim them is on this website.



<http://www.enhancedlearningcredits.com/>

Universities and Colleges Scotland

As Service personnel start to consider transition from service life into civilian life it is important they have all the options highlighted, from entering the workforce to considering higher or further education. Education should not be dismissed as an option due to misinformation around the cost of study, methods of study and time it takes to receive a qualification. There are many flexible study options available through the university and college route which should be explored.

Each University and College in Scotland has a dedicated Veterans & Armed Forces Champion (VAFC) within their institution. This person is responsible for establishing and leading a small team of

knowledgeable individuals familiar with the Armed Forces community who can help answer questions and often break down the myths associated with HE:FE study.

A full list of University and College Veterans and Armed Forces Champions can be found in the Veterans Scotland Information Booklet. (Link below)

[Veterans Scotland Information Booklet](#)

The following website has a list of all 19 universities in Scotland; <https://www.universities-scotland.ac.uk/member-universities/>

There are 13 colleges in Scotland. The website below has a list of all colleges. <https://collegesscotland.ac.uk/>

Student Awards Agency Scotland (SAAS)

The Student Awards Agency Scotland (SAAS) is the national student funding body for eligible Scottish and EU students in Higher Education at college or university. SAAS provide eligible students with a range of support, guidance and information and will assess each student based on their circumstances.



SAAS have produced a one-page guide for Armed Forces personnel and their families which should help them understand which UK funding body they should apply to for funding. Personnel who have 'signed up' to the forces in Scotland or meet the residency requirements may be eligible to apply to SAAS for HE financial support for themselves, their spouses and children.

<http://www.saas.gov.uk/>

http://www.saas.gov.uk/forms/funding_guide.pdf

http://www.saas.gov.uk/forms/armed_forces.pdf

Skills Development Scotland

SDS is Scotland's national skills body. They provide careers support and guidance to anyone of any age. They have high street centres across the country. Serving Personnel, Service Leavers and family members can use their centres or book a careers guidance session with their staff.



They also run the website: <https://www.myworldofwork.co.uk/> which can be used by anyone to assist in career planning.

Apprenticeships.scot

SLs will be able to find out more information about apprenticeships in Scotland on their website.



<https://www.apprenticeships.scot/>

Employment

Department for Work and Pensions (DWP)

Information for Service Leavers about Jobcentre Plus services can be accessed via the following link - [Jobcentre Plus services](#)

There are 6 Armed Forces Champions in Jobcentre Plus across Scotland (Central, East, North, West, South West and North East).



Department
for Work &
Pensions

Skills Development Scotland/ My World of Work (Veterans)

My World of Work is Scotland's career information and advice website. The site is designed to support everyone develop their career management skills, no matter what stage you're at in your career.

Career suggestions tailored to you

We have advice and tools to help you find out more about yourself and the opportunities open to you. Your My World of Work account will help you discover careers which match your skills, strengths and personality type.

You can [register for a free account](#) to complete the tools and create your profile. The more tools you complete, the better career suggestions we can give.

<https://www.myworldofwork.co.uk/support-armed-forces-leavers-and-veterans>



Regular Forces Employment Association (RFEA)

RFEA are a **UK wide charity who provide life-long**, life-changing support, jobs and training opportunities to service leavers, veterans and reservists.

They have two Regional Employment Advisors in Scotland.

<https://www.rfea.org.uk/about/>



The Officers Association Scotland (OAS)

The OA Scotland is a charity established shortly after the First World War to provide support for ex-officers and their families who are based in Scotland or who have links to Scotland. They have two Employment Support Officers in Scotland.

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



They are also involved with organising TNE and TNG. Networking groups for Service Leavers looking for employment in those areas. They are useful for SLs looking for middle to senior management roles (and includes all ranks looking for those types of roles).

[TNG](#) – The Network Glasgow (Locate via Linked In)

[TNE](#) – The Network Edinburgh (Locate via Linked In)

SaluteMyJob

Access to a range of job opportunities from employers looking for ex-military talent

- 1-to-1 careers advice
- Help creating a stand-out CV
- Assessments to identify your strengths
- FREE cyber training and other courses



SaluteMyJob is a Social Enterprise providing consultancy, recruitment and training services to employers and helping former members of the Armed Forces, and reservists, into employment. We help employers plan and implement structured, sustainable and measurable 'veterans' programmes, aiming to inform and increase demand 'pull' for ex-military people as employees, contractors or consultants.

<https://www.salutemyjob.com/>

British Forces Resettlement Services (BFRS)

BFRS has been assisting the Armed Forces Community (AFC) for the past 10 years and are there to help, whatever stage you are at within your current career. With thousands of Job Vacancies, training opportunities and events at the click of a button.



Registration is free and services are open to service leavers, reserve forces, veterans, civilian MOD employees, partners and families.

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

Joint Force Alba

Joint Force Alba are the only Scottish ex-military recruitment agency.

Focused on supporting Scotland-based organisations wanting to recruit the exceptional skills and attributes of military personnel, and Armed Forces personnel wanting to live and work in Scotland.

Their expertise combines active careers with the British Armed Forces working in joint force and multi-national environments, along with civilian experience in both agency and in-house recruitment and HR.



Scotland's Bravest Manufacturing Company

Scotland's Bravest Manufacturing Co. is a new social enterprise situated in the Erskine Veterans Village Estate in Bishopton, Renfrewshire.



Our new commercially viable factory boasts state-of-the art technology and will provide jobs and support to those men and women adjusting to life outside the military. Some may be learning to live with an injury or disability, others may need support adapting to civilian life

Health

National Health Service (NHS) Scotland

NHS Scotland is a national Health Board working with public, private and third sectors to reduce health inequalities and improve health.

www.show.scot.nhs.uk



Registering with a GP

To register with an NHS GP, you should contact your chosen practice and ask to be included on their patient list. You will be asked to fill in a form so your medical records can be transferred to the practice. As part of this process, it is important to tell the GP practice that you are a Veteran and give your GP the paperwork that your military medical centre gave you, including any medical records. This will help to ensure your military health record transfers to your NHS health record. It will also give your GP information on your health and ensure that any ongoing care and treatment is continued.

<https://www.nhsinform.scot/care-support-and-rights/nhs-services/doctors/registering-with-a-gp-practice>

Registering with a Dentist

The NHS also provides dental care and it is important to find an NHS dentist as soon as possible, rather than wait until treatment is needed. If you have a family, they should also find an NHS dentist.

For more information on finding an NHS GP or dentist please visit the NHS Inform website. Information is also provided on accessing hospitals, opticians and pharmacists, as well as support for carers. You will also be able to find out about the dedicated health services for Veterans that may be available in your area.

NHS Inform

NHS Inform provides a coordinated, single source of quality assured health and care information for the people of Scotland.

www.nhsinform.co.uk 0800 224488

Defence Medical Welfare Services (DMWS)

Our Purpose: To help people during their most critical time of need.

Our Vision: To be the most respected provider of welfare support for those in front line services.

Our Mission: To provide a high-quality medical welfare service to those who serve the nation and the community when they are in the patient care pathway, in order to deliver capability and productivity.



Veterans 1st Point

For veterans and families, particularly with mental health issues. Veterans First Point (V1P) has been developed by Veterans for Veterans and is staffed by clinicians (part of the NHS) and Veterans. The service they provide is free at the point of access and provided as part of the NHS. If you ever served in the HM Armed Forces in any capacity for any length of time, they can offer you free advice and support, whatever your needs may be.

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



Scottish Association for Mental Health (SAMH)

Scottish Association for Mental Health (SAMH) works to ensure that people are talking about mental health and they do this in four ways: community-based service for people with mental health problems, national programmes, policy and campaigning work, raising funds to ensure or vital work can continue. Runs the Employ-Able mentoring/employment service on behalf of Poppyscotland for veterans in Scotland.

www.samh.org.uk



Combat Stress

Combat Stress help former servicemen and women deal with trauma-related mental health problems such as anxiety, depression and post-traumatic stress disorder (PTSD).

They provide support on the phone and online. In the community and at their specialist centres.

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



Families

Royal Caledonian Education Trust (RCET)

RCET is a charity supporting Scotland's Armed Forces Children. They provide grants, resources, advice and training to support Scottish Armed Forces children. <https://www.rcet.org.uk/>



Forces Children's Education

The Association of Directors of Education in Scotland (ADES) have the following website which is a very useful resource for parents and educators.



<http://www.forceschildrenseducation.scot/>

Army Families Federation

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.



AFF is often pivotal in achieving improvements for Army families such as changes to Government and military policy and changes to the delivery of how things are provided for families. AFF does not do this by itself; our role is to highlight problems to the chain of command or service providers, and to work with them and other agencies to improve the support they provide to Service families.

AFF collects information by speaking to families either face-to-face when out in the community, by telephone, via emails, feedback on our website, and through web-forums.

We will help with any issue. Some of the main areas we deal with are:

- Housing
- Health & additional needs
- Education and childcare
- Deployments
- Money matters
- Employment and training

Contact your local AFF Co-ordinator if you want help with a local issue.

scotland@aff.org.uk

Naval Families Federation

Sometimes it can be difficult to find the help, support or advice you need. That's why we're here.

Our website has the answers to questions we're often asked.



But if you need something else, our friendly team is ready to help, or to introduce you to someone else who can. We're a totally confidential service, we understand the challenges of Navy life but aren't a formal part of the Naval Service.

Whether you need help with schools, where you live or work, your finances, your future, a posting overseas, relationships or your health, our concern is always for you, our Naval Service family.

<https://nff.org.uk>

Royal Air Force Families Federation

The RAF Families Federation provides an independent voice for **all** personnel (single, married or in a partnership) and all of your families.



We work to improve quality of life around the world – at work or at home. This could include resolving problems with access to education or healthcare for children and young people, sorting out problems with accommodation, benefits and visas, or helping military spouses find [meaningful employment](#) – all issues that arise from having a mobile lifestyle.

The team can provide [practical support and advice](#), as well as lobbying for change with politicians, the Chain of Command and policy makers in the British Government and across Scotland, Wales and NI.

We work hard with a multitude of other organisations and agencies – from the NHS to the big banks – to ensure that you and your family are [treated fairly](#) and that you do not face disadvantage because of the unique nature of service life.

Skills Development Scotland

My Kid's Career

Parents and carers are the biggest influence on children's career decisions.

At mykidscareer.com you'll find the information you need to support your child.

It includes information on current and future jobs in demand, the routes into those careers, and hints and tips on talking about those careers with your child at the times that matter.



[Go to My Kid's Career.](#)

Digital World

Digital World has been developed in partnership with the technology sector to promote digital skills and career opportunities to young people in Scotland.



The site showcases the amazing work of tech companies and technologists already changing lives for the better across the world, and aims to inspire the next generation of "digital humans", who in turn will shape and fast forward not just their own future, but the future of an entire nation....and beyond.

[Go to Digital World](#)

Advice, Pension and other Benefits

Veterans UK

Veterans UK will produce a summary of your pension for free. Details of how to request this can be found on their website.

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



Social Security Scotland

Social Security Scotland is the new public service set up by the Scottish Government to deliver the social security benefits transferring from the UK Government to Scotland.



Social Security Scotland
Tèarainteachd Shòisealta Alba

The benefits coming to Scotland will be for people on low incomes, disabled people, carers, young people entering the workplace and support to help people heat their homes. The Department for Work and Pensions (DWP) will continue to deliver benefits for people who require support whilst looking for employment.

Social Security Scotland has already started to deliver some social security benefits. This includes Carer's Allowance Supplement, which is an extra payment to carers in Scotland who are receiving Carer's Allowance from the DWP, and the Best Start Grant Pregnancy and Baby Payment. This is helping people on low incomes to cover some of the costs of having children.

Citizens Advice Scotland

Citizens Advice Scotland is a registered charity which supports Scottish Citizens Advice Bureaux by providing expertise on things like management and fundraising, resources such as IT support, tools and training to support advice giving, and help with running campaigns.



We look at the problems people bring to our advice services and campaign for change where it's needed most. So when we speak out about something, it's because it matters to people – whether it's limiting the damaging effects of welfare reform or making sure payday loan companies can't ruin lives.

Armed Services Advice Project (ASAP)

ASAP is staffed by fully trained Citizens Advice Bureau Advisers. They provide free, confidential, impartial information, advice and support to people who are currently serving (Regular or Reserve), Dependants, Veterans and Merchant Navy (where they have served in support of military operations). Their advice covers a range of areas, including benefits, debt, employment, relationships and housing. You can call the ASAP helpline on 0808 800 1007 from Monday to Friday, 9am to 5pm, or to find your local adviser [click here](#) (add link if you have it?).



Some unit locations have advisors situated in Welfare Offices.

<https://www.cas.org.uk/partnerships-services/cab-service-partners/armed-services-advice-project>

The Forces Pension Society

The Forces Pension Society will, for a fee, provide you with a pension statement. Forces Pension Society will talk you through what the statement means. Serving Personnel of all ranks have found their services incredibly valuable and worth the small fee.

www.forcespensionsociety.org



Other Sources of Help

Veterans Gateway (UK)

The first point of contact for veterans seeking support. We put veterans and their families in touch with the organisations best placed to help with the information, advice and support they need – from healthcare and housing to employability, finances, personal relationships and more.



You can use the [Self Help service](#) to find information yourself. Or download the app via your app store: Veterans Gateway.

This includes advice from a range of organisations covering issues from employment, finances and housing, to independent living, mental wellbeing, physical health, and families and communities.



Veterans Assist (Scotland)

Veterans Scotland have established this website to put in one place most of the resources that you might need, whether it is finding the right school or college for you or your kids; options for somewhere to live; getting access to a War Disablement pension; or finding a route into employment.



<http://www.veterans-assist.org/>

Soldiers, Sailors, Airmen and Families Association (SSAFA)

SSAFA have a network of volunteers (5800) across the UK. They have many branches in Scotland. Trained volunteers provide practical and emotional support for serving personnel, veterans and military families across the UK and worldwide (Regular and Reserve).



SSAFA provide a range of personalised services, including welfare advice, housing and healthcare, and signposting to organisations that offer more specialised support., including sign posting to addiction, debt or relationship breakdown support.

SSAFA can provide welfare grants to personnel and or families in need.

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

Legion Scotland

The Legion Scotland (known as the Royal British Legion across the rest of the UK)

The Royal British Legion provides lifelong support for the Armed Forces community - serving men and women, veterans, and their families.



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

Poppyscotland

Best known for running the Poppy Appeal, Poppyscotland can support those who have served, those still serving, and their families at times of crisis and need by offering practical advice, assistance and funding.

Poppyscotland can provide support for a wide variety of issues such as housing, employment, education, finances, mobility and mental health.



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

Kilmarnock

Our Ayrshire Welfare centre is there to provide advice and support to all members of the Armed Forces community. No need to make an appointment, just drop in. We can pinpoint what support you need and put you in contact with experts who can help. Our welfare centres also give you the opportunity to meet other veterans.

Inverness

Life has a tendency to become overly complicated and stress and worry can overwhelm you when you are unsure where to turn. Poppyscotland Inverness can help you pinpoint the support you need, whatever your circumstances. Whether you need advice on benefits or housing, or want to talk to an expert about debt problems or employment, we're here to help.

The Army Benevolent Fund: ABF The Soldiers' Charity

The Army's national charity provides support to all serving soldiers, veterans and their families, when in need. Beneficiaries can therefore range in age from a 2-year-old child to a 105-year-old veteran or widow, whether funded on an individual basis or through an organisation providing specific welfare support (e.g. residential care, therapy etc); no two cases are the same.



On a daily basis, the charity works very closely with individual regiments and corps, using welfare information provided by caseworkers (typically from Army welfare staff, SSAFA or the Royal British Legion), to provide financial support, potentially within 48 hours in urgent circumstances. The charity is donor-funded, therefore support from individual fundraisers and corporate businesses alike can make a life-changing difference to beneficiaries.

To find out more about how to access welfare support or to help raise funds, please contact scotland@soldierscharity.org, 0131 310 5132

The Royal Air Force Benevolent Fund

The RAF Benevolent Fund is the RAF's leading welfare charity with a proud tradition of looking after its own. We are there for all serving and former members of the RAF as well as their partners and dependent children.



Helpline: 0300 102 1919

<https://www.rafbf.org/>

The Royal Naval Benevolent Fund

RNBT gives help, in cases of need, to serving and former Royal Naval ratings and Royal Marines other ranks, which includes Reservists; they are known as Primary Beneficiaries. We also help their partners, children and some others connected with them. Our beneficiaries are known collectively as The RNBT Family.



Helpline: 02392 690112

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

The Scottish Association for the Care and Resettlement of Offenders (sacro)

Sacro helps create safer and more cohesive communities across Scotland.

Sacro operates a national Veterans Mentoring Service which supports military veterans who are in-or at risk of becoming involved in-the criminal justice system.



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

Help for Heroes and Phoenix House Recovery Centre

In the main, Help for Heroes assist members of the UK Armed Forces who were wounded, injured or sick in service and those who have developed a condition relating to their time in service since leaving the Forces, resulting in an ongoing need for support from Help for Heroes. We would require confirmation of this eligibility.



For Veterans (and their families) based in Scotland most of our support is delivered from teams situated at Phoenix House Recovery Centre in North Yorkshire. The support can take place at PHRC or via phone/email. The teams providing support include Welfare, Psychological and Wellbeing, Training, Development and Careers, Fellowship and Activities (including Sport, and Health and Physical Wellbeing).

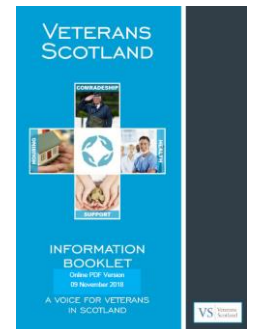
Veterans attending PHRC can receive support from any of those teams, and potentially stay at the Centre whilst attending various courses pertaining to mental health, physical wellbeing, sport and other activities. We would look to complement and supplement the services of statutory and third sector organisations in the immediate vicinity of where the Veteran lives.

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

Veterans Scotland

A membership organisation representing over 70 Service charities and organisations from across Scotland and the rest of the UK. Their vision is that Scotland is an environment where veterans are regarded as an asset to society. Veterans Scotland focusses its efforts on the four key areas of: Comradeship, Health & Wellbeing, Housing, and Support. Veterans Scotland seeks to promote the advantages of having served as well as seeking to prevent disadvantages that may come about as a result of service, in line with the Armed Forces Covenant.

Their information booklet is an essential read for anyone working in welfare for serving personnel and with Veterans.



<http://www.veteransscotland.co.uk/>

SERVICE LEAVERS (SLs): SLs should be made aware of Veterans Scotland as they provide a very comprehensive source of information for anyone leaving the services and living in Scotland.

Information Booklet:

<http://www.veteransscotland.co.uk/docs/resources/Veterans%20Scotland%20Information%20Booklet%20-%20December%202018.pdf>

Fares4Free

Fares4Free work closely with over 30 charities and organisations throughout the country who refer veterans and their families for support through transport. Our network of partners provides 24/7 coverage from The Highlands to the Borders.



Financial security is not a barrier to using our service. Our only criteria are that our passengers or a family member has served in the Armed Forces.

The driver is often mental health first aid trained. The cost is covered by the charity or by another veterans charity.

<https://www.fares4free.org/how-we-can-help/>

Gamble Aware

If you are looking for help, advice or support in relation to your gambling, please go to: [BeGambleAware.org](https://www.begambleaware.org) or contact the National Gambling Helpline on [0808 8020 133](tel:08088020133).



The National Gambling Helpline, operated by GamCare, which is accessible by telephone and online 24 hours a day, 365 days a year. It provides the easiest and quickest way for most people to be connected with the service that can best help them. Some people prefer to access all the help that they need via the Helpline, because it can be accessed remotely. This includes computerised Cognitive Behavioural Therapy.

Veterans Drop in Centres

Reid MacEwan Activity Centre (Erskine)

The Erskine Reid MacEwan Activities Centre aims to enhance the quality of life and wellbeing of veterans in the community, providing the opportunity to engage with people who have shared experiences and history, learn new skills, explore a number of interests and access support services.



Objectives

- To be accessible to veterans living in the community with the choice of how often to visit, supporting an increased social network
- To offer a range of purposeful activities and opportunities supported by a skilled team of staff and volunteers
- To provide relevant guidance and advice in partnership with specialist organisations
- To engage veterans in the design and delivery of services, encouraging skill sharing

Telephone: 0141 814 4534

Email: debra.dickson@erskine.org.uk

Lothian veterans Centre (Edinburgh)

'LVC offer a safe, relaxed and supportive environment where likeminded people can share experiences, gain professional and peer support in a home from home setting, breaking down barriers of social exclusion and promoting comradeship.'



LVC can provide help, support and advice in a wide range of services, including:

- Housing & Benefits
- Employment, training and education
- Pensions and Welfare
- Access Health Services
- Welfare, Comradeship and activities

VC @ the KC (Lanarkshire)

The VC at the KC is a drop-in cafe for all veterans and their families. It is open every Friday from 10am - 2pm in the Kings Centre, Airbles Road, Motherwell.



Coming Home Centre (Glasgow)

The Coming Home Centre is a drop-in centre for Armed Forces Veterans based at the Pearce Institute, Govan, Glasgow.

The Charity works with veterans at the point of needing assistance with issues surrounding mental and physical health, homelessness, housing, pensions, benefits support, employment and training, bike maintenance workshops, adventurous activities, vans for furniture uplift, removal or recycling, friendship and camaraderie.



Tel: 0141 2378830, <https://www.cominghomecentre.org>