

# VETERANS SCOTLAND

COMRADESHIP



SUPPORT

## INFORMATION BOOKLET

28 March 2024

A VOICE FOR VETERANS  
IN SCOTLAND

VS Veterans  
Scotland

# VETERANS SCOTLAND INFORMATION BOOKLET

## INTRODUCTION

This booklet includes details of the Veterans Champions who have been established across Scotland to ensure that those who are serving and have served are not disadvantaged as a result of their service. It also brings together a wide range of help available to both the Veteran Community and those supporting them, the majority of which is available via the Internet. It lists some but not all of the organisations that provide support and advice to the Veteran Community. Additional information is available from the Veterans-Assist website.

### The Armed Forces Community consists of:

1. Serving personnel, including reservists.
2. Service Leavers; those who have served for more than 4 years in HM Armed Forces whether as a regular or a reservist.
3. Early Service Leavers; those who have served for more than one day but fewer than 4 years.
4. Families; consisting of spouse/ partner/ children of both serving personnel and veterans.
5. Veterans; those who served in HM Forces for more than one day.

A common fact that applies to all members of the Armed Forces, irrelevant of service or branch is that at some point they will leave the Armed Forces.

This will result in a period of transition for all personnel and their families. One of the aims of Veterans Scotland is to ensure that when this period is approaching that the service person and the family have all the relevant information, advice and guidance available to them that they may require to ensure that they have a successful transition back to civilian life.

To assist in this process Veterans Scotland has developed the Veterans- Assist website [www.veteransassist.org](http://www.veteransassist.org), which acts as a central information hub in the form of an online directory providing such useful information as housing options, GP practices and employment routes as well as both public sector and voluntary sector support and advisory services.

Veterans Assist provides signposting for: those in the transition period, veterans and very importantly those supporting veterans to engage with the organisations that are best suited to meet the overall needs of the Armed Forces Community. In doing so the website is contributing to the achievement of successful transition and by doing so ensuring a successful transition and thereafter as need arises.



Website: [www.veterans-assist.org](http://www.veterans-assist.org)

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# CONTENTS

## CHAMPIONS AND POINTS OF CONTACT

	<b>Organisation</b>	<b>Page</b>
	<b>Scottish Parliament</b>	<b>4</b>
	<b>Scottish Government</b>	<b>4</b>
	<b>Local Authority Champions</b>	<b>5 - 9</b>
	<b>Department for Work and Pensions (DWP) Champions</b>	<b>10</b>
	<b>NHS Champions</b>	<b>11 – 12</b>
	<b>Police Scotland Champion</b>	<b>11</b>
	<b>Scottish Prison Service Champions</b>	<b>12</b>
	<b>Scottish Veterans Commissioner</b>	<b>13</b>
	<b>Skills Development Scotland (SDS) Champions</b>	<b>13</b>
	<b>Armed Service Advice Project (ASAP) Contacts</b>	<b>14 – 15</b>
	<b>Veterans First Point (V1P) Contacts</b>	<b>16</b>
	<b>Church of Scotland Champions</b>	<b>16 - 17</b>
	<b>Community Engagement (Firm base) Task Force Unit Areas &amp; Contact Numbers</b>	<b>18</b>
	<b>University and College Champions</b>	<b>19 - 21</b>

## SUPPORT ORGANISATIONS

Statutory Bodies	page 22 - 23
Third Sector and Charitable Organisations	pages 24 - 29
Employment & Training	pages 30 - 32
Education	page 32
Housing	page 32 - 33
Other sources of Information	page 34
A Decade of the Covenant	page 36 - 42
Veterans Scotland Membership Organisations	page 44

**The Armed Forces Covenant** is a promise from the nation that those who serve or have served in the armed forces, and their families, are treated fairly. The government is committed to supporting the armed forces community by working with a range of partners who have signed the covenant. The covenant is a national responsibility involving government, businesses, local authorities, charities and the public. Further information is available on the Gov.uk website.

Website: [www.gov.uk/government/collections/armed-forces-covenant-supporting-information](http://www.gov.uk/government/collections/armed-forces-covenant-supporting-information)

## SCOTTISH PARLIAMENT ARMED FORCES AND VETERANS CROSS PARTY COMMUNITY GROUP



### Contact Details

Maurice Golden MSP - Convenor

0131 348 6148

Email: [Maurice.Golden.msp@parliament.scot](mailto:Maurice.Golden.msp@parliament.scot)

The Scottish Parliament  
Edinburgh, EH99 1SP

Jim Wilson - Secretariat

[gensec@veteransscotland.org.uk](mailto:gensec@veteransscotland.org.uk)  
Veterans Scotland New Haig House  
Logie Green Road  
Edinburgh EH7 4HR

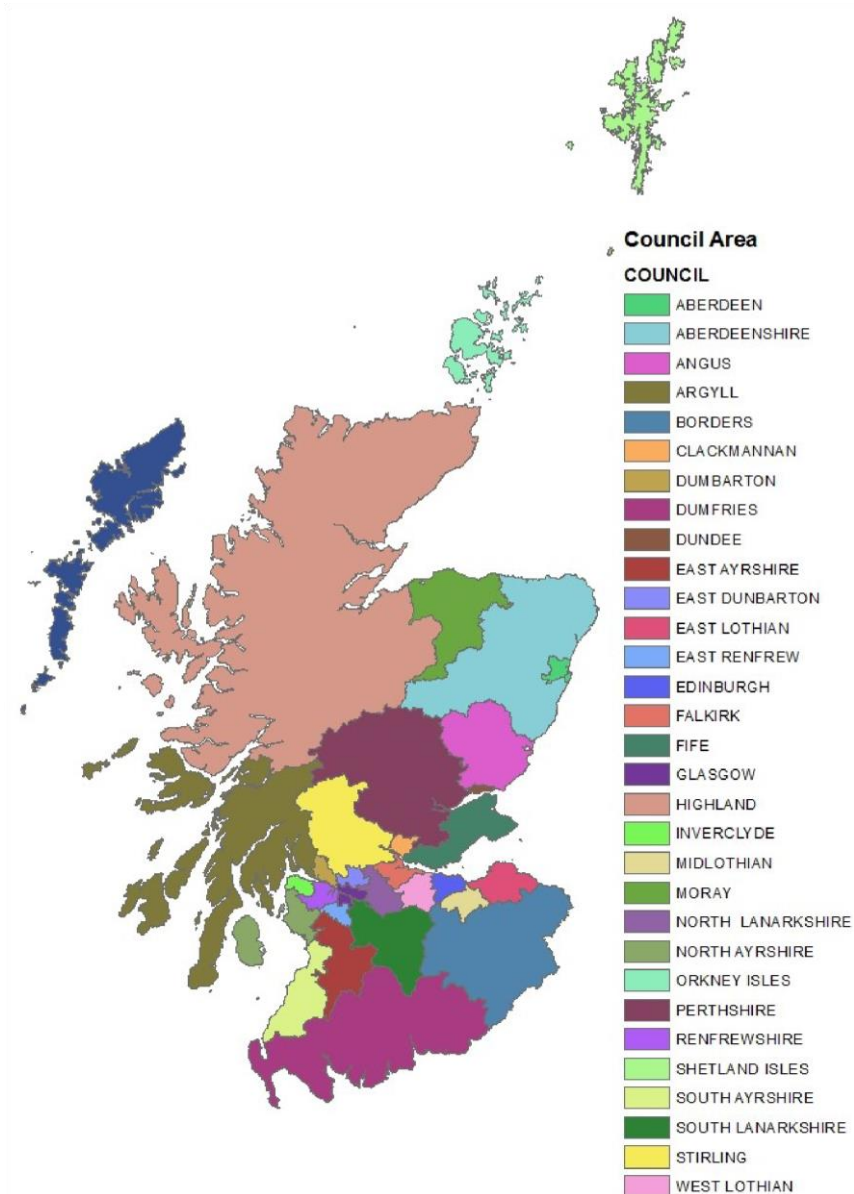
## SCOTTISH GOVERNMENT ARMED FORCES AND VETERANS CONTACTS



Name	Appointment	Contact Details
Graeme Dey MSP	Minister for Veterans	<a href="mailto:Graeme.Dev.msp@parliament.scot">Graeme.Dev.msp@parliament.scot</a>  The Scottish Parliament Edinburgh, EH99 1SP

# VETERANS CHAMPIONS AND POINTS OF CONTACT

## LOCAL AUTHORITY CHAMPIONS



Area	Champion	Contact Details
Aberdeen City	David Cameron - Lord Provost	<a href="mailto:dacameron@aberdeencity.gov.uk">dacameron@aberdeencity.gov.uk</a> Ground Floor, Marischal College, Broad Street, Aberdeen AB10 1AB <a href="http://www.aberdeencity.gov.uk">www.aberdeencity.gov.uk</a>
Aberdeenshire	R McKail - Depute Provost	<a href="mailto:cllr.r.mckail@aberdeenshire.gov.uk">cllr.r.mckail@aberdeenshire.gov.uk</a> Town House, 34 Low Street, Banff, Aberdeen AB45 1AN <a href="http://www.aberdeenshire.gov.uk">www.aberdeenshire.gov.uk</a>
Angus	Ronnie Proctor - Councillor	<a href="mailto:cillproctor@angus.gov.uk">cillproctor@angus.gov.uk</a> Orchardbank Business Park, Orchardbank, Forfar, Angus DD8 1AX <a href="http://www.angus.gov.uk">www.angus.gov.uk</a>
Argyll and Bute	Maurice Corry - Provost	<a href="mailto:maurice.corry@argyll-bute.gov.uk">maurice.corry@argyll-bute.gov.uk</a> Argyll and Bute Council, Kilmory, Lochgilphead, Argyll, PA31 8RT <a href="http://www.argyll-bute.gov.uk">www.argyll-bute.gov.uk</a>
City of Dundee	Bill Campbell – Lord Provost	<a href="mailto:bill.campbell@dundeecity.gov.uk">bill.campbell@dundeecity.gov.uk</a> Telephone: 01382 433177 21 City Square, Dundee DD1 3BT <a href="http://www.dundeecity.gov.uk">www.dundeecity.gov.uk</a>
City of Edinburgh	Robert Aldridge - Lord Provost	<a href="mailto:lord.provost@edinburgh.gov.uk">lord.provost@edinburgh.gov.uk</a> Telephone:0131 529 4400 City Chambers, High Street, Edinburgh EH1 1YJ <a href="http://www.edinburgh.gov.uk">www.edinburgh.gov.uk</a>
Clackmannanshire	Donal Balsillie Provost	<a href="mailto:dbalsillie@clacks.gov.uk">dbalsillie@clacks.gov.uk</a> Telephone: 01259 452015 Clackmannanshire Council, Greenfield, Alloa, Clackmannanshire FK10 2AD <a href="http://www.clacksweb.org.uk">www.clacksweb.org.uk</a>
Dumfries & Galloway	Archie Dryburgh - Councillor	<a href="mailto:archie.dryburgh@dumgal.gov.uk">archie.dryburgh@dumgal.gov.uk</a> Telephone: 030 3333 3000 22 Queensway, Annan, Dumfries & Galloway, DG12 5JU <a href="http://www.dgcommunity.net">www.dgcommunity.net</a>

East Ayrshire	Jim Todd -  Provost	<a href="mailto:jim.todd@east-ayrshire.gov.uk">jim.todd@east-ayrshire.gov.uk</a> Telephone: 01563 576036  Council Headquarters, London Road, Kilmarnock KA3 7BU <a href="http://www.east-ayrshire.gov.uk">www.east-ayrshire.gov.uk</a>
East Dunbartonshire	Stewart MacDonald-  Councillor	<a href="mailto:stewart.macdonald@eastdunbarton.gov.uk">stewart.macdonald@eastdunbarton.gov.uk</a>  Tom Johnstone House, Civic Way, Kirkintilloch, Glasgow G66 4TJ <a href="http://www.eastdunbarton.gov.uk">www.eastdunbarton.gov.uk</a>
East Lothian	John MacMillan -  Provost	<a href="mailto:jmcmillan@eastlothian.gov.uk">jmcmillan@eastlothian.gov.uk</a>  John Muir House, Brewery Park, Haddington EH41 3HA <a href="http://www.eastlothian.gov.uk">www.eastlothian.gov.uk</a>
East Renfrewshire	Kate Campbell -  Councillor	<a href="mailto:kate.campbell@eastrenfrewshire.gov.uk">kate.campbell@eastrenfrewshire.gov.uk</a> Telephone: 0141 577 3107  East Renfrewshire Council, Eastwood Park, Rouken Glen Road, Giffnock G46 6UG <a href="http://www.eastrenfrewshire.gov.uk">www.eastrenfrewshire.gov.uk</a>
Falkirk	Margaret Anslow-  Councillor	<a href="mailto:margaret.anslow@falkirk.gov.uk">margaret.anslow@falkirk.gov.uk</a>  01324 503628 Members Services, Municipal Buildings, Falkirk FK1 5RS <a href="http://www.falkirk.gov.uk">www.falkirk.gov.uk</a>
Fife	Derek Noble -  Councillor  Ken Gourlay - Council Official	<a href="mailto:Derek.noble@fife.gov.uk">Derek.noble@fife.gov.uk</a>  Fife House, North Street, Glenrothes KY7 5LT <a href="http://www.fife.gov.uk">www.fife.gov.uk</a>  03451 555555 ext 440473 <a href="mailto:Ken.Gourlay@fife.gov.uk">Ken.Gourlay@fife.gov.uk</a>
Glasgow City Council	Alex Wilson  Councillor	<a href="mailto:armedforceschampion@glasgow.gov.uk">armedforceschampion@glasgow.gov.uk</a> City Chambers, George Square, Glasgow G2 1DU <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>
Highland	Leslie-Anne Niven -  Councillor	<a href="mailto:Leslie-anne.Niven.cllr@highland.gov.uk">Leslie-anne.Niven.cllr@highland.gov.uk</a>  c/o Highland Council, Council Headquarters, Glenurquhart Road, Inverness IV3 5NX
Inverclyde	Graeme Brooks -  Councillor	<a href="mailto:Graeme.brooks@inverclyde.gov.uk">Graeme.brooks@inverclyde.gov.uk</a> Telephone: 01475 712975  27 Patrick Street, Greenock PA16 8HD <a href="http://www.inverclyde.gov.uk">www.inverclyde.gov.uk</a>

Midlothian	Pauline Winchester -  Councillor	<a href="mailto:Pauline.winchester@midlothian.gov.uk">Pauline.winchester@midlothian.gov.uk</a>  Midlothian Council, Midlothian House, Buccleuch Street, Dalkeith EH22 1DN <a href="http://www.midlothian.gov.uk">www.midlothian.gov.uk</a>
Moray	Peter Bloomfield -  Councillor	<a href="mailto:peter.bloomfield@moray.gov.uk">peter.bloomfield@moray.gov.uk</a> Telephone: 01343 563114  The Moray Council Office, High Street, Elgin, Moray IV30 1BX <a href="http://www.moray.gov.uk">www.moray.gov.uk</a>
North Ayrshire	Jim Montgomerie -  Councillor	<a href="mailto:jimmontgomerie@north-ayrshire.gov.uk">jimmontgomerie@north-ayrshire.gov.uk</a>  North Ayrshire Council, 3rd Floor, Cunninghame House, Irvine KA12 8EE <a href="http://www.north-ayrshire.gov.uk">www.north-ayrshire.gov.uk</a>
North Lanarkshire	Bob Burgess -  Councillor	<a href="mailto:burgessb@northlan.gov.uk">burgessb@northlan.gov.uk</a>  Civic Centre, Windmillhill Street, Motherwell ML1 1AB <a href="http://www.northlanarkshire.gov.uk">www.northlanarkshire.gov.uk</a>
Orkney Islands	David Dawson -  Councillor	<a href="mailto:david.dawson@orkney.gov.uk">david.dawson@orkney.gov.uk</a>  Orkney Islands Council, School Place, Kirkwall, Orkney KW15 1NY <a href="http://www.orkney.gov.uk">www.orkney.gov.uk</a>
Perth and Kinross	Chris Ahern -  Councillor	<a href="mailto:CAhern@pkc.gov.uk">CAhern@pkc.gov.uk</a> Telephone: 01738 475031  Perth & Kinross Council, Pullar House, 35 Kinnoull Street, Perth, Pitlochry PH1 5GD <a href="http://www.pkc.gov.uk">www.pkc.gov.uk</a>
Renfrewshire	Lorraine Cameron -  Provost	<a href="mailto:cllr.lorraine.cameron@renfrewshire.gov.uk">cllr.lorraine.cameron@renfrewshire.gov.uk</a> Telephone: 0300 300 1261  Renfrewshire Council, Cotton Street, Paisley, PA1 1BU <a href="http://www.renfrewshire.gov.uk">www.renfrewshire.gov.uk</a>
Scottish Borders	John Greenwell -  Councillor	<a href="mailto:John.greenwell@scotborders.gov.uk">John.greenwell@scotborders.gov.uk</a>  33 Lennel Mount, Coldstream, TD12 4NS. <a href="http://www.scotborders.gov.uk">www.scotborders.gov.uk</a>
Shetland	Allison Duncan -  Councillor	<a href="mailto:Allison.duncan@shetland.gov.uk">Allison.duncan@shetland.gov.uk</a> Telephone: 01595 744502  Town Hall, Lerwick, Shetland ZE1 0HB <a href="http://www.shetlopedia.com">www.shetlopedia.com</a>



South Ayrshire	Iain Campbell -  Provost	<a href="mailto:iain.campbell@south-ayrshire.gov.uk">iain.campbell@south-ayrshire.gov.uk</a> Telephone: 01292 612472  Council Headquarters, County Buildings, Wellington Square, Ayr, South Ayrshire KA7 1DR <a href="http://www.south-ayrshire.gov.uk">www.south-ayrshire.gov.uk</a>
South Lanarkshire	Mark Horsham -  Councillor	<a href="mailto:mark.horsham@southlanarkshire.gov.uk">mark.horsham@southlanarkshire.gov.uk</a> Telephone: 07388 955024  Council Offices, Almada Street, Hamilton ML3 0AA <a href="http://www.southlanarkshire.gov.uk">www.southlanarkshire.gov.uk</a>
Stirling	Gene Maxwell -  Councillor	<a href="mailto:maxwellg@stirling.gov.uk">maxwellg@stirling.gov.uk</a> Telephone: 01786 233101  Stirling Council, Viewforth, Stirling FK8 2ET <a href="http://www.stirling.gov.uk">www.stirling.gov.uk</a>
West Dunbartonshire	Douglas McAllister – Provost	<a href="mailto:Douglas.mcallister@west-dunbarton.gov.uk">Douglas.mcallister@west-dunbarton.gov.uk</a>  West Dunbartonshire Council, Rosebery Place, Clyde-bank G81 1TG <a href="http://www.west-dunbarton.gov.uk">www.west-dunbarton.gov.uk</a>
West Lothian	Tony Pearson -  Councillor	<a href="mailto:tony.pearson@westlothian.gov.uk">tony.pearson@westlothian.gov.uk</a>  Civic Centre, Howden South Road, Livingston, West Lothian EH54 6FF <a href="http://www.westlothian.gov.uk">www.westlothian.gov.uk</a>
Western Isles Council	Norman A MacDonald - Council Member	<a href="mailto:normanmacdonald@cne-siar.gov.uk">normanmacdonald@cne-siar.gov.uk</a> Telephone: 07884 236115  Council Offices, Sandwick Road, Stornoway HS1 2BW

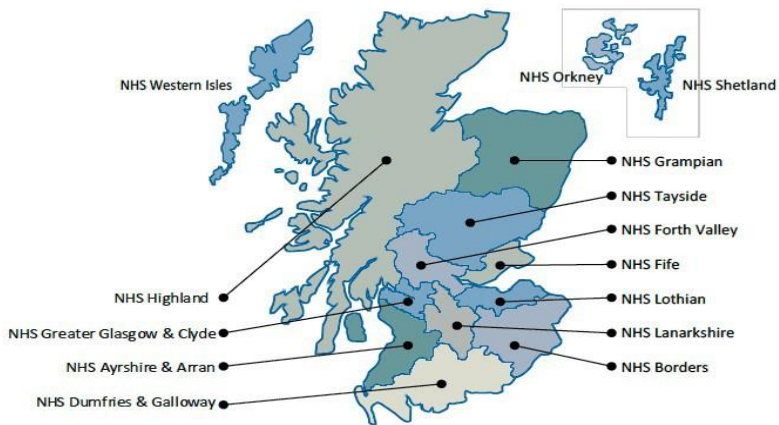
## DEPARTMENT FOR WORK AND PENSIONS



Department  
for Work &  
Pensions

DWP Armed Forces  
Champion Team

[scotland.armedforceschampions@dpw.gov.uk](mailto:scotland.armedforceschampions@dpw.gov.uk)



## NHS SCOTLAND CHAMPIONS



Area	Champion	Contact Details
NHS 24	Arlene Campbell (Armed Forces Champion)	<a href="mailto:Arlene.Campbell@nhs24.scot.nhs.uk">Arlene.Campbell@nhs24.scot.nhs.uk</a>
NHS Ayrshire & Arran	Dr Ewan McKenzie (Armed Forces Champion)	<a href="mailto:Euan.McKenzie@aapct.scot.nhs.uk">Euan.McKenzie@aapct.scot.nhs.uk</a>
NHS Dumfries & Galloway	Valerie White (Armed Forces Champion)	<a href="mailto:valerie.white@nhs.scot">valerie.white@nhs.scot</a>
NHS Fife	Ms Mairi McKinley (Armed Forces Champion)	<a href="mailto:fife.armedforceschampion@nhs.scot">fife.armedforceschampion@nhs.scot</a>
NHS Borders	Andrew Carter (Armed Forces Champion)	<a href="mailto:Andrew.carter@borders.scot.nhs.uk">Andrew.carter@borders.scot.nhs.uk</a>
NHS Greater Glasgow & Clyde	Mrs Julie Murray (Armed Forces Champion)	<a href="mailto:julie.murray@eastrenfrewshire.gov.uk">julie.murray@eastrenfrewshire.gov.uk</a>
NHS Shetland	Mr Brian Chittick (Armed Forces Champion)	<a href="mailto:brian.chittick@nhs.scot">brian.chittick@nhs.scot</a>
NHS Highland	Ms Jo Bain (Armed Forces Champion)	<a href="mailto:nhsh.armedforceschampion@nhs.scot">nhsh.armedforceschampion@nhs.scot</a>
NHS Tayside	Sarah Dickie (Armed Forces Champion)	<a href="mailto:Tay.armedforceschampion@nhs.scot">Tay.armedforceschampion@nhs.scot</a>
NHS Golden jubilee Hospital	Laura Liddle (Armed Forces Champion)	<a href="mailto:Laura.Liddle@gjnh.scot.nhs.uk">Laura.Liddle@gjnh.scot.nhs.uk</a>

NHS Grampian	Alasdair Pattinson (Armed Forces Champion)	<a href="mailto:alasdair.pattinson@nhs.scot">alasdair.pattinson@nhs.scot</a>
NHS Lanarkshire	Mr Craig Cunningham (Armed Forces Champion)	<a href="mailto:craig.cunningham@lanarkshire.scot.nhs.uk">craig.cunningham@lanarkshire.scot.nhs.uk</a>
NHS Lothian	Ms Tracey Gillies (Armed Forces Champion)	<a href="mailto:tracey.gillies@nhslothian.scot.nhs.uk">tracey.gillies@nhslothian.scot.nhs.uk</a>
NHS Western Isles	Lachlan MacPherson (Armed Forces Champion)	<a href="mailto:lachlan.macpherson@nhs.scot">lachlan.macpherson@nhs.scot</a>
NHS Forth Valley	Dr Andrew Murray (Armed Forces Champion)	<a href="mailto:andrew.murray1@nhs.scot">andrew.murray1@nhs.scot</a>
NHS Orkney	Dr Mark Henry (Armed Forces Champion)	<a href="mailto:mark.henry@nhs.scot">mark.henry@nhs.scot</a>
NHS NES	Adrian Dalby (Armed Forces Champion)	<a href="mailto:adrian.dalby@nes.scot.nhs.uk">adrian.dalby@nes.scot.nhs.uk</a>
NHS NSS	Martin Bell (Armed Forces Champion)	<a href="mailto:martin.bell4@nhs.scot">martin.bell4@nhs.scot</a>
NHS SAS	Keith Colver (Armed Forces Champion)	<a href="mailto:KeithAnthony.Colver@nhs.scot">KeithAnthony.Colver@nhs.scot</a>
National Waiting Times Centre Board	Mr David Miller (Armed Forces Champion)	<a href="mailto:david.miller2@nhs.scot">david.miller2@nhs.scot</a>

Speak to [your local GP](#) first if you're a veteran with health problems.

The Scottish Government's [Renewing our Commitments](#) publication explains that veterans are given priority NHS treatment for conditions relating to their service in the armed forces, based on clinical need. That means if there's another medical emergency or an urgent case, that will take priority. Find more information on [Scottish Government's healthcare objectives for veterans](#). [NHS inform](#) explains veterans' health rights and the services available to them.



## POLICE SCOTLAND CHAMPIONS

### Contact

### Contact Details

To be Confirmed	Local Policing Development and Support	2 French Street, Dalmarnock, Glasgow G40 4EH  Telephone Dalmarnock: <a href="tel:01786896243">01786 896 243</a>  E-mail:
-----------------	--	--

Area	Point of Contact	Contact Details
National	Paul Elliot	<a href="mailto:paul.elliott@sps.pnn.gov.uk">paul.elliott@sps.pnn.gov.uk</a>
Addiewell	Sara Paterson Kevin Ogg	<a href="mailto:Sara.Paterson@sodexojusticeservices.com">Sara.Paterson@sodexojusticeservices.com</a> <a href="mailto:Kevin.Ogg@sodexojusticeservices.com">Kevin.Ogg@sodexojusticeservices.com</a>
Barlinnie		
Cornton Vale	Scott Russell	<a href="mailto:Scott.Russell@prisons.gov.scot">Scott.Russell@prisons.gov.scot</a>
Dumfries	Stephen McMullen	<a href="mailto:Stephan.McMullen@prisons.gov.scot">Stephan.McMullen@prisons.gov.scot</a>
Edinburgh	Stuart Wright	<a href="mailto:Stuart.Wright@prisons.gov.scot">Stuart.Wright@prisons.gov.scot</a>
Glenochil	Michael Wilson	<a href="mailto:Michael.Wilson@prisons.gov.scot">Michael.Wilson@prisons.gov.scot</a>
Greenock	Scott Middlesworth	<a href="mailto:Scott.Middlesworth@prisons.gov.scot">Scott.Middlesworth@prisons.gov.scot</a>
Inverness	Daniel Maclean Iain Johnstone	<a href="mailto:Daniel.McLean@prisons.gov.scot">Daniel.McLean@prisons.gov.scot</a> <a href="mailto:Iain.Johnstone@prisons.gov.scot">Iain.Johnstone@prisons.gov.scot</a>
Kilmarnock	Gareth Black Joanne Barrie Bryan Crossan	<a href="mailto:Gareth.Black1@serco.com">Gareth.Black1@serco.com</a> <a href="mailto:Barrie.Joanne@serco.com">Barrie.Joanne@serco.com</a> <a href="mailto:Brian.crossan@serco.com">Brian.crossan@serco.com</a>
Low Moss	Ronnie Malone	<a href="mailto:Ronnie.Malone@prisons.gov.scot">Ronnie.Malone@prisons.gov.scot</a>
Castle Huntley	Gregor Watson	<a href="mailto:Gregor.Watson@prisons.gov.scot">Gregor.Watson@prisons.gov.scot</a>
Perth	Liam Kerr	<a href="mailto:Liam.Kerr@prisons.gov.scot">Liam.Kerr@prisons.gov.scot</a>
Polmont	William Inglis	<a href="mailto:William.Inglis@prisons.gov.scot">William.Inglis@prisons.gov.scot</a>
Shotts	Fraser Stones	<a href="mailto:Fraser.Stones@prisons.gov.uk">Fraser.Stones@prisons.gov.uk</a>
Grampian	John Duncan	<a href="mailto:John.Duncan@prisons.gov.scot">John.Duncan@prisons.gov.scot</a>

# SCOTTISH VETERANS COMMISSIONER



Contact	Contact Details
Susie Hamilton	<a href="mailto:scottishveteranscommissioner@gov.scot">scottishveteranscommissioner@gov.scot</a> 0131 244 7136 Scottish Veterans Commissioner 1B Bridge Victoria Quay Edinburgh, EH6 6QQ

# SKILLS DEVELOPMENT SCOTLAND CHAMPIONS



Area	Point of Contact	Contact Details
North Scotland	Alistair Ferrier	<a href="mailto:alistair.ferrier@sds.co.uk">alistair.ferrier@sds.co.uk</a> 07766 087081
North East	Liz Batterham	<a href="mailto:Elizabeth.Batterham@sds.co.uk">Elizabeth.Batterham@sds.co.uk</a> 01779 479345
South East	Ros Papworth	<a href="mailto:Rosalind.Papworth@sds.co.uk">Rosalind.Papworth@sds.co.uk</a> 07747 564304
West	Craig Bendoris	<a href="mailto:Craig.Bendoris@sds.co.uk">Craig.Bendoris@sds.co.uk</a> 07798 834310
South West	June Weir	<a href="mailto:June.weir@sds.co.uk">June.weir@sds.co.uk</a> 07766 251674

Support for Armed Forces leavers and veterans

Additional information is also available on the My World of Work website:

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

# ARMED SERVICES ADVICE PROJECT CONTACTS



Area	Regional Support Officer Contact Details	Bureaux covered
Scotland-wide	ASAP mailbox: <a href="mailto:ASAP@cas.org.uk">ASAP@cas.org.uk</a>	National
Aberdeen & Aberdeenshire	Jaishri Kumar <a href="mailto:Jaishri.Kumar@aberdeencab.casonline.org.uk">Jaishri.Kumar@aberdeencab.casonline.org.uk</a> 07946 525 165  Valerie Evans <a href="mailto:Valerie.Evans@aberdeencab.casonline.org.uk">Valerie.Evans@aberdeencab.casonline.org.uk</a>  General mailbox: <a href="mailto:asap@aberdeencab.org.uk">asap@aberdeencab.org.uk</a>	Aberdeen Banff and Buchan Kincardine & Mearns Turriff & District SW Aberdeenshire
Argyll & Bute	Sandra Staniland 07985 468042 01546 605555 <a href="mailto:Sandra.Staniland@abcb.org.uk">Sandra.Staniland@abcb.org.uk</a>  General mailbox: <a href="mailto:asap@abcb.org.uk">asap@abcb.org.uk</a>	Argyll & Bute Helensburgh Extension
Ayrshire	Jayne Mackie 07383094496 <a href="mailto:Jayne.mackie@eastayrshirecab.casonline.org.uk">Jayne.mackie@eastayrshirecab.casonline.org.uk</a>  Grant Fulton 07383094789 <a href="mailto:grant.fulton@eastayrshirecab.casonline.org.uk">grant.fulton@eastayrshirecab.casonline.org.uk</a>  General mailbox: <a href="mailto:ASAPReferrals@eastayrshirecab.org.uk">ASAPReferrals@eastayrshirecab.org.uk</a>	East Ayrshire North & South Ayrshire through outreach – no bureaux
Edinburgh & Lothians	Susan Proudfoot 07857 145903 <a href="mailto:Susan.Proudfoot@CABWestLothian.casonline.org.uk">Susan.Proudfoot@CABWestLothian.casonline.org.uk</a>  General mailbox: <a href="mailto:asap@CABWestLothian.casonline.org.uk">asap@CABWestLothian.casonline.org.uk</a>	Citizens Advice Edinburgh: Dundas Street Gorgie/Dalry Leith Pilton Portobello CAB West Lothian Dalkeith Haddington Musselburgh Penicuik
Falkirk	Charlene Kane <a href="mailto:Charlene.Kane@DennyCAB.org.uk">Charlene.Kane@DennyCAB.org.uk</a> 01324829160  General mailbox: <a href="mailto:asap@DennyCAB.casonline.org.uk">asap@DennyCAB.casonline.org.uk</a>	Denny & Dunipace Grangemouth Falkirk

Fife	Lorraine Reid 01592 765447 07598580975 <a href="mailto:lreid@carfonline.org.uk">lreid@carfonline.org.uk</a>  General mailbox: <a href="mailto:ASAPreferral@carfonline.org.uk">ASAPreferral@carfonline.org.uk</a>	Citizens Advice and Rights Fife (CARF)
Inverness, Moray & Nairn	Pamela Muir <a href="mailto:pamela.muir@NairnCAB.casonline.org.uk">pamela.muir@NairnCAB.casonline.org.uk</a>  General mailbox: <a href="mailto:asap@nairncab.casonline.org.uk">asap@nairncab.casonline.org.uk</a>	Inverness Moray Nairn
Lanarkshire	Audrey Cuthbertson 07741 735405 (for partners) <a href="mailto:audreyc@motherwellcab.casonline.org.uk">audreyc@motherwellcab.casonline.org.uk</a>  General mailbox: <a href="mailto:asap@MotherwellCAB.casonline.org.uk">asap@MotherwellCAB.casonline.org.uk</a>	Airdrie Bellshill Clydesdale Coatbridge Cumbernauld East Kilbride Hamilton Motherwell & Wishaw Rutherglen & Cambuslang
Renfrewshire (& Inverclyde)	Rosie Caulfield 07471 095334 <a href="mailto:rosie.caulfield@eastrenfrewshirecab.casonline.org.uk">rosie.caulfield@eastrenfrewshirecab.casonline.org.uk</a>  General mailbox: <a href="mailto:asap@EastRenfrewshireCAB.casonline.org.uk">asap@EastRenfrewshireCAB.casonline.org.uk</a>	East Renfrewshire Renfrewshire Inverclyde through outreach – no bureau
Stirlingshire	Alistair Gemmell 0758 0811807 <a href="mailto:Ally.Gemmell@StirlingCAB.casonline.org.uk">Ally.Gemmell@StirlingCAB.casonline.org.uk</a>  General mailbox: <a href="mailto:asap@StirlingCAB.casonline.org.uk">asap@StirlingCAB.casonline.org.uk</a>	Clackmannanshire Stirling
Tayside	Gareth Mowbray, Angus <a href="mailto:gareth.mowbray@anguscab.org.uk">gareth.mowbray@anguscab.org.uk</a> 01241 870661 General mailbox: <a href="mailto:asap@anguscab.org.uk">asap@anguscab.org.uk</a>  Connor Clark, Dundee 07563 139141 <a href="mailto:connor.clark@Dundeecab.casonline.org.uk">connor.clark@Dundeecab.casonline.org.uk</a> General mailbox: <a href="mailto:asap@Dundeecab.casonline.org.uk">asap@Dundeecab.casonline.org.uk</a>  Emma Schneider, Perth 07916 325875 <a href="mailto:emma.schneider@perthcab.org.uk">emma.schneider@perthcab.org.uk</a> General mailbox: <a href="mailto:asap@perthcab.org.uk">asap@perthcab.org.uk</a>	Angus – Arbroath Angus – Forfar Angus – Montrose Dundee Perth & Kinross

In addition to the contacts within ASAP individuals can also make use of their local Citizens Advice Scotland offices who are able to give advice across a wide range of subjects. More information is available at: <https://www.cas.org.uk/>

## VETERANS FIRST POINT (V1P)



Area	Contact Details
V1P Ayrshire & Arran	Phone: 01294 310400 Email: <a href="mailto:aa-uhb.veteransfirstpoint@nhs.net">aa-uhb.veteransfirstpoint@nhs.net</a>
V1P Borders	Phone: 0300 0132044 Email: <a href="mailto:VeteransFirstPoint@borders.scot.nhs.uk">VeteransFirstPoint@borders.scot.nhs.uk</a>
V1P Fife	Phone: 01383 565393 Email: <a href="mailto:fife-uhb.veteransfirstpoint@nhs.net">fife-uhb.veteransfirstpoint@nhs.net</a>
V1P Lanarkshire	Phone: 0300 303 3051 Email: <a href="mailto:lanarkshirev1p@lanarkshire.scot.nhs.uk">lanarkshirev1p@lanarkshire.scot.nhs.uk</a>
V1P Lothian	Phone: 0131 220 9920 Email: <a href="mailto:enquiries@veteransfirstpoint.org.uk">enquiries@veteransfirstpoint.org.uk</a>
V1P Scotland	Phone: 0131 221 7090 Email: <a href="mailto:V1P.Scotland@nhslothian.scot.nhs.uk">V1P.Scotland@nhslothian.scot.nhs.uk</a>
V1P Tayside	Phone: 01382 424029 Email: <a href="mailto:vfp.tayside@nhs.net">vfp.tayside@nhs.net</a>
Veterans First Point Website:	<a href="http://www.veteransfirstpoint.org.uk">www.veteransfirstpoint.org.uk</a>

## CHURCH OF SCOTLAND CHAMPIONS



Area	Point of Contact	Contact Details	
Aberdeen	Rev Louis Kinsey	<a href="mailto:LKinsey@churchofscotland.org.uk">LKinsey@churchofscotland.org.uk</a>	01224 705337
Abernethy	Rev Donald Prentice	<a href="mailto:DPrentice@churchofscotland.org.uk">DPrentice@churchofscotland.org.uk</a>	01309 672380
Annandale & Eskdale	Mrs Angels Brydson DCS	<a href="mailto:ABrydson@churchofscotland.org.uk">ABrydson@churchofscotland.org.uk</a>	07543 796820
Angus	Rev Stephen Blakey	<a href="mailto:SBlakey@churchofscotland.org.uk">SBlakey@churchofscotland.org.uk</a>	07712 542518
Ardrossan	Mr Richard Campbell-Doughty	<a href="mailto:doughts@btinternet.com">doughts@btinternet.com</a>	07901 857985



Argyll	Rev Dr Roderick Campbell	<a href="mailto:Roderick.Campbell@churchofscotland.org.uk">Roderick.Campbell@churchofscotland.org.uk</a>	01499 302295
Ayr	Rev Donald Prentice	<a href="mailto:DPrentice@churchofscotland.org.uk">DPrentice@churchofscotland.org.uk</a>	01309 672380
Buchan	Mr John MacKenzie	<a href="mailto:johnandmariemck@tiscali.co.uk">johnandmariemck@tiscali.co.uk</a>	
Caithness	Rev David Macartney	<a href="mailto:DMacartney@churchofscotland.org.uk">DMacartney@churchofscotland.org.uk</a>	
Dumbarton	Mr James Rodger	<a href="mailto:jamesprogers@talktalk.net">jamesprogers@talktalk.net</a>	
Dumfries & Kirkcudbright	Rev Dr Maurice Bond	<a href="mailto:MBond@churchofscotland.org.uk">MBond@churchofscotland.org.uk</a>	
Dundee	Rev William McLaren	<a href="mailto:WMcLaren@churchofscotland.org.uk">WMcLaren@churchofscotland.org.uk</a>	
Duns	Rev John Shields	<a href="mailto:john.shields118@btinternet.com">john.shields118@btinternet.com</a>	01573 229015
Edinburgh	Rev Stephen Ashley Emery	<a href="mailto:SEmery@churchofscotland.org.uk">SEmery@churchofscotland.org.uk</a>	07713 613069
England	Rev Dr David Coulter, Chap-Gen	<a href="mailto:padredqcoulter@yahoo.co.uk">padredqcoulter@yahoo.co.uk</a>	01264 887050
Falkirk	Rev Aftab Gohar	<a href="mailto:AGohar@churchofscotland.org.uk">AGohar@churchofscotland.org.uk</a>	01324 482109
Glasgow	Rev Sandy Fraser	<a href="mailto:AFraser@churchofscotland.org.uk">AFraser@churchofscotland.org.uk</a>	0141 959 7075
Gordon	Rev Dr Kay Gauld	<a href="mailto:KGauld@churchofscotland.org.uk">KGauld@churchofscotland.org.uk</a>	01464 820404
Irvine & Kilmarnock	Rev Colin Brockie	<a href="mailto:colinglynn@uwclub.net">colinglynn@uwclub.net</a>	01563 559960
Jedburgh	Rev Lisa-Jane Rankin	<a href="mailto:LRankin@churchofscotland.org.uk">LRankin@churchofscotland.org.uk</a>	01450 370744
Kirkcaldy	Rev Brian Tomlinson	<a href="mailto:abbkirk@blueyonder.co.uk">abbkirk@blueyonder.co.uk</a>	01592 564843
Lochaber	Rev Fiona Ogg	<a href="mailto:Fiona.Ogg@churchofscotland.org.uk">Fiona.Ogg@churchofscotland.org.uk</a>	01967 431654
Lochcarron-Skye	Rev Rory MacLeod	<a href="mailto:RmacLeod@churchofscotland.org.uk">RmacLeod@churchofscotland.org.uk</a>	01471 822416
Moray	Rev Donald Prentice	<a href="mailto:DPrentice@churchofscotland.org.uk">DPrentice@churchofscotland.org.uk</a>	01309 672380
Perth	Rev Jim Aitchison	<a href="mailto:JAitchison@churchofscotland.org.uk">JAitchison@churchofscotland.org.uk</a>	01738 446771
Ross	Rev Ivan Warwick	<a href="mailto:L70rev@btinternet.com">L70rev@btinternet.com</a>	01349 841464
St Andrews	Rev John Duncan	<a href="mailto:JDuncan@churchofscotland.org.uk">JDuncan@churchofscotland.org.uk</a>	01334 870038
Uist	Rev Alen McCulloch	<a href="mailto:AMcCulloch@churchofscotland.org.uk">AMcCulloch@churchofscotland.org.uk</a>	01876 510310
West Lothian	Rev Robert Craig	<a href="mailto:rcraig@churchofscotland.org.uk">rcraig@churchofscotland.org.uk</a>	01501 519085

## COMMUNITY ENGAGEMENT (FIRM BASE) TASK FORCE - UNIT AREAS & CONTACT NUMBERS

Local Authority Area	CTF Unit	Unit Contact Number
Aberdeen City	Aberdeen UOTC	01224 483861
Aberdeenshire	Aberdeen UOTC	01224 483861
Angus	225 Med Regt	01382 456602
Argyll & Bute	HMS Neptune	01436 674 321
Borders	6 SCOTS	0131 310 3833
Clackmannanshire	154 Regt RLC	01383 722 814
Dumbarton	32 Sig Regt	0141 224 5073
Dumfries & Galloway	6 SCOTS	0131 310 3833
Dundee	225 Med Regt	01382 456602
East Ayrshire	Scottish & North Irish Yeomanry (SNIY)	0141 224 5878
East Dunbartonshire	32 Sig Regt	0141 224 5073
East Lothian	Scottish & North Irish Yeomanry (SNIY)	0141 224 5878
East Renfrewshire	APC Glasgow	0141 248 7890
Edinburgh	HQ Edinburgh Garrison	0131 3105052
Eilean Siar (W Isles)	7 SCOTS	01313 108547
Falkirk	154 Regt RLC	01383 722 814
Fife	71 Engr Regt	01334 857632
Glasgow City	Glasgow UOTC	0141 339 6611
Highland	3 SCOTS	0131 3108676
Inverclyde	APC Glasgow	0141 248 7890
Midlothian	HQ Edinburgh Garrison	0131 3105052
Moray	39 Engr Regt	01309 617523
North Ayrshire	Scottish & North Irish Yeomanry (SNIY)	0141 224 5878
North Lanarkshire	6 SCOTS	0131 310 3833
Orkney	71 Engr Regt	01334 857632
Perth & Kinross	7 SCOTS	01313 108547
Renfrewshire	APC Glasgow	0141 248 7890
Shetland	105 Regt RA	0131 310 5420
South Ayrshire	Scottish & North Irish Yeomanry (SNIY)	0141 224 5878
South Lanarkshire	6 SCOTS	0131 310 3833
Stirling	154 Regt RLC	01383 722 814
West Lothian	105 Regt RA	0131 310 5420

# UNIVERSITY AND COLLEGE CHAMPIONS

Responding to the Scottish Veterans Commissioner's report, The Veterans Community – [Employability, Skills and Learning](#), SFC established a Veterans Group, with members from colleges, universities, Scottish Government, SAAS, Veterans Scotland, Universities Scotland and College Development Network, to take forward specific recommendations. The most recent [annual report from the Scottish Government](#) was published in November 2022.

The group aimed to establish an HE:FE Veterans Champions' Network to provide a single point of contact in each of Scotland's colleges and universities for veterans, ex-armed forces and their families. Champions would provide that first point of contact for members of the ex-service community and their families when applying for, or undertaking, further and higher education in Scotland.

Further information is available on the SFC website [Veterans \(sfc.ac.uk\)](#)

Each University and College in Scotland has a dedicated Veterans & Armed Forces Champion (VAFC) within their institution.

Area		Champion	Contact Details
<b>Aberdeen and Inverness</b>			
University/College	VAFC Name	Job Title	Email address
University of Aberdeen	Chris Sojka	Widening Participation Officer	<a href="mailto:c.sojka@abdn.ac.uk">c.sojka@abdn.ac.uk</a>
Robert Gordon University	Filippo Antoniazzi	Director of Student Life	<a href="mailto:f.antoniazzi@rgu.ac.uk">f.antoniazzi@rgu.ac.uk</a>
	Liz Hancock	Vice Principal Academic Development and Student Experience	<a href="mailto:l.hancock@rgu.ac.uk">l.hancock@rgu.ac.uk</a>
North East Scotland College (Aberdeen City Campus)	Linda Taylor	Director of Student Access and Information	<a href="mailto:ltaylor@nescol.ac.uk">ltaylor@nescol.ac.uk</a>
<b>Dundee and Fife</b>			
University of Dundee	Steve Hughes	External Relations	<a href="mailto:s.v.hughes@dundee.ac.uk">s.v.hughes@dundee.ac.uk</a>
Abertay University	Edward Simpson	Lecturer and Tayforth MEC Chairman	<a href="mailto:e.simpson@abertay.ac.uk">e.simpson@abertay.ac.uk</a>
University of St Andrews	Jessica Dalby	Education Liaison Officer	<a href="mailto:Jd230@st-andrews.ac.uk">Jd230@st-andrews.ac.uk</a>
Dundee and Angus College	Sarah Thom	Student Services Manager	<a href="mailto:s.thom@dundeeandangus.ac.uk">s.thom@dundeeandangus.ac.uk</a>
Fife College	Ann Playford	University Partnership Co-ordinator	<a href="mailto:annplayford@fife.ac.uk">annplayford@fife.ac.uk</a>
<b>University of the Highlands &amp; Islands plus college partners</b>			

University of Highlands & Islands	Nicola Smith	Careers & Employability Team Manager	<a href="mailto:nicola.smith@uhi.ac.uk">nicola.smith@uhi.ac.uk</a>
Argyll College UHI			<b>Please note;</b> Nicola Smith, University of Highlands & Islands, will be the point of contact for all the nine Colleges.
Inverness College UHI			
Lewis Castle College UHI			
Moray College UHI			
North Highland College UHI			
Orkney College UHI			
Perth College UHI			
Shetland College UHI			
West Highland College UHI	Sue MacFarlane	VP Academic Affairs	<a href="mailto:Sue.macfarlane.whc@uhi.ac.uk">Sue.macfarlane.whc@uhi.ac.uk</a>

### Edinburgh, Central Belt & Borders

University/College	VAFC Name	Job Title	Email address
Edinburgh Napier University	Claire Biggar	Exec. Assistant to Principal	<a href="mailto:c.biggar@napier.ac.uk">c.biggar@napier.ac.uk</a>
University of Edinburgh	TBC	Lead for Veterans and Service Families	
Queen Margaret University, Edinburgh	Callum Maguire	Head of Widening Participation and Outreach	<a href="mailto:cmaguire@qmu.ac.uk">cmaguire@qmu.ac.uk</a>
Heriot Watt University	Professor Gill Hogg	Deputy Principal (Staff Development and Engagement)	<a href="mailto:g.hogg@hw.ac.uk">g.hogg@hw.ac.uk</a> please cc: <a href="mailto:dparexecsupport@hw.ac.uk">dparexecsupport@hw.ac.uk</a>
	Tracey Kerr	Widening Participation Manager	<a href="mailto:t.kerr@hw.ac.uk">t.kerr@hw.ac.uk</a>
University of Stirling	Shona Barrie	Director of Admissions and Access	<a href="mailto:shona.barrie@stir.ac.uk">shona.barrie@stir.ac.uk</a>
Open University	Carla Anderson	Senior Manager, Student Support Operations	<a href="mailto:carla.anderson@open.ac.uk">carla.anderson@open.ac.uk</a>
Edinburgh College	Monica Hoenigmann	Head of Student Experience	<a href="mailto:monica.hoenigmann@edinburghcollege.ac.uk">monica.hoenigmann@edinburghcollege.ac.uk</a>
West Lothian College	Graham Clark	Head of Construction and Motor Vehicle	<a href="mailto:GClark@west-lothian.ac.uk">GClark@west-lothian.ac.uk</a>
Forth Valley College	Ralph Burns	Head of HR	<a href="mailto:Ralph.Burns@forthvalley.ac.uk">Ralph.Burns@forthvalley.ac.uk</a>
Borders College	Clare Nairn	Head of Student Services	<a href="mailto:cnair@borderscollege.ac.uk">cnair@borderscollege.ac.uk</a>
Newbattle Abbey College	NO CONTACT AS YET		
Scotland's Rural College	NO CONTACT AS YET		

### Glasgow, Dumfries & Galloway

University/College	VAFC Name	Job Title	Email address
Glasgow Caledonian University	Jim Castle	Programme Lead	<a href="mailto:James.castle@gcu.ac.uk">James.castle@gcu.ac.uk</a>
University of Glasgow	Monika Anderson	Widening Participation Officer	<a href="mailto:Monika.anderson@glasgow.ac.uk">Monika.anderson@glasgow.ac.uk</a>
University of West of Scotland	Alison Hillis	Senior Widening Participation Development Officer	<a href="mailto:Alison.hillis@uws.ac.uk">Alison.hillis@uws.ac.uk</a>

University of Strathclyde	Andrew McLaren	Vice Dean Academic	<a href="mailto:Andrew.mclaren@strath.ac.uk">Andrew.mclaren@strath.ac.uk</a>
Royal Conservatoire of Scotland	Andrew Comrie	Director of Fair Access	<a href="mailto:a.comrie@rcs.ac.uk">a.comrie@rcs.ac.uk</a>

Dumfries & Galloway College	Sue Livermore	Equality & Diversity & Student Engagement Officer	<a href="mailto:Livermores@dumgal.ac.uk">Livermores@dumgal.ac.uk</a>
Glasgow Clyde College	NO CONTACT AS YET		
Ayrshire College	Michael Breen	Vice Principal	<a href="mailto:Michael.breen@ayrshire.ac.uk">Michael.breen@ayrshire.ac.uk</a>
Glasgow Kelvin College	NO CONTACT AS YET		
City of Glasgow College	NO CONTACT AS YET		
South Lanarkshire College	<u>Rose</u> Harkness	Head of Student Services	<a href="mailto:rose.harkness@slc">rose.harkness@slc</a>
	Karen Pirie	Guidance and support advisor	<a href="mailto:karen.pirie@slc.ac.uk">karen.pirie@slc.ac.uk</a>
West College Scotland	David Alexander	Vice Principal Operations	<a href="mailto:david.alexander@wcs.ac.uk">david.alexander@wcs.ac.uk</a>
New College Lanarkshire	Martyn Campbell	Curriculum & Quality Leader	<a href="mailto:Martyn.Campbell@nclan.ac.uk">Martyn.Campbell@nclan.ac.uk</a>

# SUPPORT ORGANISATIONS

## STATUTORY BODIES

All 32 local authorities in Scotland have signed up to the Armed Forces Community Covenant that may help you get access to housing. The LA is able to provide lists of local housing associations within their area.

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

Website: [www.nhsinform.co.uk](http://www.nhsinform.co.uk)  
Phone: 0800 224488

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

Website: [www.show.scot.nhs.uk](http://www.show.scot.nhs.uk)

**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 over 22 million claimants and customers.

Website: [www.gov.uk/government/organisations/department-for-work-pensions](http://www.gov.uk/government/organisations/department-for-work-pensions)

**Veterans UK** administers the armed forces pension schemes and compensation payments for those injured or bereaved through service. This is the sole source of Government-funded help and advice on veterans' issues.

Website: [www.gov.uk/government/organisations/veterans-uk](http://www.gov.uk/government/organisations/veterans-uk)  
Email: [veterans-uk@mod.uk](mailto:veterans-uk@mod.uk)  
Freephone (UK only): 0808 1914 218

**Veterans Welfare Service (VWS)** is committed to enhancing the quality of life for veterans and beneficiaries of Veterans UK pensions and compensation schemes and all of their departments.

Website: [www.gov.uk/government/groups/veterans-welfare-service](http://www.gov.uk/government/groups/veterans-welfare-service)  
Email: [veterans-uk-vws-scot-ni@mod.uk](mailto:veterans-uk-vws-scot-ni@mod.uk)  
UK Helpline: 0808 1914 218

**Defence Transition Service (DTS)** will operate as part of the Defence Holistic Transition Policy to provide a full range of transition support for Service Leavers and their families. The DTS team will work to support single Service business areas responsible for transition and work directly with Service Leavers to provide advice and support to encourage Service Personnel and their families to plan early and leave well.

Website: [www.gov.uk/government/publications/help-and-support-for-service-leavers-and-their-families](http://www.gov.uk/government/publications/help-and-support-for-service-leavers-and-their-families)  
Email: [DBSVets-DTS-Central@mod.uk](mailto:DBSVets-DTS-Central@mod.uk)  
UK Helpline: 0808 1914 218

Further information is available in the JSP100

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/843852/20191028\\_JSP\\_100\\_V1.0\\_Oct\\_2019\\_-\\_Final.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/843852/20191028_JSP_100_V1.0_Oct_2019_-_Final.pdf)

**Skills Development Scotland (SDS)** is the national skills body supporting the people and businesses of Scotland to develop and apply their skills. Further information on the services that they can provide is available on their website.

Website: [www.skillsdevelopmentscotland.co.uk](http://www.skillsdevelopmentscotland.co.uk)  
Phone: 0800 917 8000 (Individual Helpline)  
0800 783 6000 (Employers Helpline)

## CHARITIES & THIRD SECTOR ORGANISATIONS

**Army Benevolent Fund** is the British Army's national charity. Working very closely with Regimental and Corps Welfare staff, and in partnership with caseworkers (usually SSAFA, in Scotland), ABF awards grants to serving soldiers, veterans and families, and funds leading charities and organisations delivering frontline support.

Website: [armybenevolentfund.org](http://armybenevolentfund.org)

Email: [scotland@armybenevolent.org](mailto:scotland@armybenevolent.org)

Phone: 0131 376 4008

**Age Scotland** is the leading charity representing older people in Scotland and supporting their rights and interests. It offers free advice guides for veterans on key later life topics, and can provide them with later life information and advice through the Age Scotland helpline 0800 12 44 222 / [Helpline@agescotland.org.uk](mailto:Helpline@agescotland.org.uk). It also offers socially isolated older veterans group telephone camaraderie through its Comradeship Circles service. Age Scotland is coordinating partner in Unforgotten Forces, a consortium of leading charities working together to boost the health and wellbeing of veterans in Scotland age 65 and older.

[www.age.scot/veterans](http://www.age.scot/veterans)

[www.unforgottenforces.scot](http://www.unforgottenforces.scot)

**The Association of Service Drop-In Centres** better known as ASDIC, represent, advise and unite service Drop-In centres across the UK. ASDIC encourage collaboration and create opportunities for members to exchange ideas and overcome shared challenges, so together we can ensure veterans and their families receive the comradeship and support they need in their local community.

Telephone: 01622 278110

Email: [admin@asdic.org.uk](mailto:admin@asdic.org.uk)

[www.asdic.org.uk](http://www.asdic.org.uk)

**Blesma – The Limbless Veterans**, a membership organisation, supports Veterans who have served in any of Her Majesty's Armed Forces, regular or reserve, and have either lost a limb(s) or the use of a limb(s) including sight and hearing, during or after their service, for life. Blesma also supports the widows/widowers of Members after the Member has passed away.

### National Office

Website: [www.blesma.org](http://www.blesma.org)

Email: [chadwellheath@blesma.org](mailto:chadwellheath@blesma.org)

Phone: 0208 590 1124

### Scotland Office

BSO: Steve Burton Email: [bsosniroi@blesma.org](mailto:bsosniroi@blesma.org) Tel: 07766258461

BOO: Emma Gratton Email: [outreachscotland@blesma.org](mailto:outreachscotland@blesma.org)

Tel: 07884 695703

**Citizens Advice Bureau** provide free and confidential advice and information.

Website: [www.cas.org.uk](http://www.cas.org.uk)

**Combat Stress (Ex Service Mental Welfare Society)** cares for former members of the Armed Force with psychiatric disabilities. Home near Ayr with outreach teams for home visits.

Website: [www.combatstress.org.uk](http://www.combatstress.org.uk)

Email: [contactus@combatstress.org.uk](mailto:contactus@combatstress.org.uk)

Phone: 01292 561300

**Community Veterans Support** For ten years Community Veterans Support has striven to support armed forces veterans, meeting them at their point of need. Originally established to assist veterans through the transition from military to civilian life it has grown into a diverse, 5 day a week drop in and support centre.

Website: [www.communityveteranssupport.org](http://www.communityveteranssupport.org)

Email: [info@communityveteranssupport.org](mailto:info@communityveteranssupport.org)

Facebook: [www.facebook.com/communityveteranssupport](https://www.facebook.com/communityveteranssupport)

Phone: 0141 237 8830

**DMWS** 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.

Website: [www.dmws.org.uk](http://www.dmws.org.uk)

Email: [info@dmws.org.uk](mailto:info@dmws.org.uk)

Phone: 0800 999 3697

**Erskine** As Scotland's foremost provider of care for Veterans and their spouses, Erskine provides unrivalled nursing, residential and dementia care in our care homes. For Veterans in an earlier stage of life, we have 44 cottages for Veterans and their families, 5 assisted living apartments and 23 transitional apartments, creating a Veterans Village supporting beneficiaries of all ages. We assist younger Veterans who need help to begin the next chapter of their lives, offering social, recreation and training facilities at our Activity Centre and employment opportunities in partnership with Scotland Bravest Manufacturing Co.

Erskine's strength lies in the very special blend of dedicated care, compassion and understanding we offer to residents and their families. Erskine supports nearly 1,000 Veterans each year; our homes provide Veterans with the companionship of like-minded people. Erskine not only care for our Veterans – we care about them. Our Service personnel display the highest levels of bravery and courage throughout the world, and it is only right that Erskine is there for them should they need support in the future.

Website: [www.erskine.org.uk](http://www.erskine.org.uk)

Email: [enquiries@erskine.org.uk](mailto:enquiries@erskine.org.uk)

Phone: 0141 812 1100

**Fares 4 Free** is a charity that encourages taxi drivers to give up to 4 of their fares every month to help veterans.

Website: [www.fares4free.org](http://www.fares4free.org)

Email: [info@fares4free.org](mailto:info@fares4free.org)

Phone: 0141 266 6000

**Forces Children Scotland (The Royal Caledonian Education Trust)** is an education trust supporting children from Armed Forces families.

Website: [www.forceschildrenscotland.org.uk](http://www.forceschildrenscotland.org.uk)

Phone: 0131 3227350

**Glasgow's Helping Heroes (GHH)** can access advice and support on a wide range of issues including debt, employment, benefits, health and housing issues. Glasgow's Helping Heroes is a partnership between SSAFA Forces Help and Glasgow City Council.

Website: [www.sites.google.com/site/glasgowshelpingheroes/](http://www.sites.google.com/site/glasgowshelpingheroes/)

Phone: 0141 276 7199

**Glen Art and the BRAVEHOUND** project supports veterans and their families with horticultural and artistic activities as well as an annual Festival of Remembrance. The BRAVEHOUND project places dogs with veterans and provides training and support, training is also available for veterans who already own a dog.

Website: [www.glenart.co.uk](http://www.glenart.co.uk) and [www.bravehound.co.uk](http://www.bravehound.co.uk)

Email: [info@glenart.co.uk](mailto:info@glenart.co.uk)



**Haig Housing** provides housing assistance to ex-Service people and/or their dependents. Currently this object is achieved by letting general needs homes at affordable rents to the ex-Service community and providing tailored housing solutions to suit specific and individual needs of severely wounded and disabled Service and ex-Service people. Haig Housing also offers a wide range of housing advice to the Service community and is the Strategic Housing Partner of Help for Heroes.

Website: [www.haighomes.org.uk](http://www.haighomes.org.uk)  
Email: [enquiries@haighomes.org.uk](mailto:enquiries@haighomes.org.uk)  
Phone: 0208 685 5777

**Help for Heroes** give practical, direct support to our current wounded.

Website: [www.helpforheroes.org.uk](http://www.helpforheroes.org.uk)

**High Ground's** is a charity which helps service leavers, reservists, and veterans to find jobs, careers, and vocational opportunities in the land-based sector.

Our Rural Weeks programme has been developed to help all those who have served and can be accessed here <https://highground-uk.org/land-based-employment/>

Website: [www.highground-uk.org](http://www.highground-uk.org)  
Email: [anna@highground-uk.org](mailto:anna@highground-uk.org)  
Phone: 0795 1495272

**Lothian Veterans Centre** was designed to meet the need for a veteran's drop-in centre with no appointment necessary allowing complex needs to be catered for in an environment which is familiar and friendly.

Website: [www.lothiansveteranscentre.org.uk](http://www.lothiansveteranscentre.org.uk)  
Phone: 0131 660 5537

**Officers Association Scotland (OA Scotland)** continues to provide an employment service as one of its key functions but welfare remains the most pressing call on its resources. In recognition of the service officers have selflessly given to the Monarch and Country, the Directors are committed to supporting them, their widows and dependents in their time of need.

Website: [www.oascotland.org.uk](http://www.oascotland.org.uk)  
Phone: 0131 550 1575 or 1581

**On Course Foundation** Supporting the recovery of wounded, injured and sick Service personnel and veterans through confidence building golf events and opportunities for employment in the golf industry.

Website: [www.oncoursefoundation.com](http://www.oncoursefoundation.com)

National office – Phone: 0208 334 2010 Email: [anne.farrow@oncoursefoundation.com](mailto:anne.farrow@oncoursefoundation.com)

Scotland office: Phone: 07856002176 Email: [will.barker@oncoursefoundation.com](mailto:will.barker@oncoursefoundation.com)

**Poppyscotland** provides life-changing support to the Armed Forces community, including those who have served, those still serving, and their families. Support is available to people of all ages, whether difficulties have arisen during their time in service or years later. They deliver tailored support and funding to help overcome challenges related to financial difficulties, employment grants for training, and work alongside partners to offer employment support to those facing barriers to work through vulnerability, disability, mental health conditions or because of a criminal conviction. Poppyscotland also has two Welfare Centres, in Inverness and Kilmarnock, and a dedicated Welfare Support Service to support those most vulnerable and with more complex needs.

Website: [www.poppyscotland.org.uk](http://www.poppyscotland.org.uk)  
Email: [gethelp@poppyscotland.org.uk](mailto:gethelp@poppyscotland.org.uk)  
Phone: 0131 550 1557

**PTSD Resolution**, Charity No. 1133188, provides therapy for the mental welfare of Forces' Veterans, Reservists and their families. Treatment is free, effective and delivered promptly through a network of 200 therapists nationwide, and now by phone and internet during the pandemic. Therapy is delivered in an average of six sessions, with 78% of cases seeing an improvement in reported symptoms to where the client and therapist agree that no further therapy is required.

The charity is one of the only organisations that provides therapy to veterans who are also suffering with addiction issues or are in prison. Services are also delivered to family members, including partners and children, who may experience the symptoms of trauma from living with a traumatised veteran.

Website: [www.PTSDreslution.org](http://www.PTSDreslution.org)

**Reading Force** provides FREE children's books (for all ages up to and including 18) and special scrapbooks to support shared reading and scrapbooking for families at home together, with wider family members such as grandparents, and for families who are separated for any reason. We particularly welcome veterans to get involved and take part.

Website: [www.readingforce.org.uk](http://www.readingforce.org.uk)

Email: [info@readingforce.org.uk](mailto:info@readingforce.org.uk)

Phone: 07548 778 930

**Remploy** provides career opportunities for disabled people.

Website: [www.remploy.co.uk](http://www.remploy.co.uk)

Phone: 0300 456 8031

**Royal Air Force Benevolent Fund (RAFBF)** exists to help serving and former members of the RAF, their children and their dependants.

Website: [www.rafbf.org](http://www.rafbf.org)

Phone: 0131 202 1585

**Royal Marines Association** The Royal Marines Association provides a national support and social network for you and your family, whatever stage you are at in your life and Royal Marines career. Whether you are just starting out, serving full-time or with the Reserves, preparing for civilian life or already there, belonging to the RMA keeps you at the heart of the Royal Marines Family.

General Enquires: 023 9298 1920

Membership: 023 9298 1922

Health & Wellbeing: 0800 468 1664

[www.rma-trmc.org](http://www.rma-trmc.org)

**Royal Marines Charity** The Royal Marines Charity is part of the wider Royal Marines Association network and provides support for you and your family, whatever stage you are at in your life and Royal Marines career. For help and advice please don't hesitate to contact us.

General Enquires: 023 9298 1920

Health & Wellbeing: 0800 468 1664

[www.rma-trmc.org](http://www.rma-trmc.org)

**Royal Naval Benevolent Trust (RNBT)** provides help in time of need to those who are serving or have served as Royal Naval ratings, Royal Marine other ranks, their wives, husbands and children.

Website: [www.rnbt.org.uk](http://www.rnbt.org.uk)

Email: [rnbt@rnbt.org.uk](mailto:rnbt@rnbt.org.uk)

Phone: 02392 690112

**Royal Navy and Royal Marines Charity** is the principal charity of the Royal Navy. It exists to support sailors, marines and their families, for life. Its Group of charities includes The Royal Marines Charitable Trust Fund, The Royal Navy Officers' Charity and The Naval Service Sports Charity.

Website: [www.nrmc.org.uk](http://www.nrmc.org.uk)

Email: [theteam@nrmc.org.uk](mailto:theteam@nrmc.org.uk)

Phone: 023 9387 1520

**SACRO** Veterans Mentoring Service is a service for military veterans who are currently in or are on the periphery of the criminal justice system. The service will work closely with the veteran to put an intensive support plan in place where strategies can be developed to cope with their specific needs. The aim of the service is to enable the service user to enjoy sustainable, independent living. The service currently operates from offices in Dundee, Edinburgh, Elgin and Glasgow.

Website: [www.sacro.org.uk](http://www.sacro.org.uk)

**SaluteMyJob** is a Social Enterprise providing consultancy, recruitment and assessment services to employers that are committed to supporting the Armed Forces and hiring ex-Service men and women. They help employers apply best practice, put structured ex-military programmes in place and to overcome barriers to successful recruitment of former Service men and women.

Website: [www.salutemyjob.com](http://www.salutemyjob.com)

Email: [info@salutemyjob.com](mailto:info@salutemyjob.com)

Telephone: 01249 691415

**Scottish Association for Mental Health (SAMH)** works to ensure that people are talking about mental health and we 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.

Website: [www.samh.org.uk](http://www.samh.org.uk)

Email: [enquire@samh.org.uk](mailto:enquire@samh.org.uk)

Phone: 0141 530 1000

**Scottish Veterans Residences** SVR's operational arm is Scottish Veterans Housing Association (SVHA) which provides high quality, supported accommodation for veterans who are homeless or in need. We house ex-service men and women of all ages in residences in Edinburgh, Dundee and Bellrock Close development in Glasgow.

Website: [www.svronline.org](http://www.svronline.org)

Email: [info@svronline.org](mailto:info@svronline.org)

Phone: 0131 556 0091

**Sight Scotland and Sight Scotland Veterans** provides a free service supporting individuals who at some point in their lives have served in the armed forces and currently live with a visual impairment. Members' sight loss does not have to have occurred during or as a result of time spent in the armed forces. Many of their members have lost their sight due to old age or illness.

Websites: [sightscotland.org.uk](http://sightscotland.org.uk) & [sightscotlandveterans.org.uk](http://sightscotlandveterans.org.uk)

Contact: <https://sightscotland.org.uk/veterans-contact-us>

Phone: 0131 333 1369

**Shoulder to Shoulder** volunteer mentoring programme supports ex-service men and women who are recovering from mental health issues or having difficulty adjusting to civilian life. They also support veterans' families, recognising that there is often little acknowledgement of the unique challenges they face.

Website: [www.timebank.org.uk](http://www.timebank.org.uk)

Email: [shoulder@timebank.org.uk](mailto:shoulder@timebank.org.uk)

Phone: 0121 236 2531

**Soldiers, Sailors, Airmen and Families Association (SSAFA)** provide lifelong support to our Forces and their families; SSAFA provides practical, emotion and financial support through a network of local branches.

Website: [www.ssafa.org.uk](http://www.ssafa.org.uk)

Email: [info@ssafa.org.uk](mailto:info@ssafa.org.uk)

Phone: 0800 731 4880

**The Armed Services Advice Project (ASAP)**, delivered by Citizens Advice Bureaux, provides dedicated advice, support and information for the Armed Forces Community, including benefits, debt, employment, relationships and housing through Scotland.

Website [www.asapadvice.org.uk](http://www.asapadvice.org.uk)

Helpline 0808 800 1007

**The Forces Employment Charity** provides life-long, life-changing support, job opportunities, and training to Service leavers, veterans, reservists and their families, regardless of circumstances, rank, length of service, or reason for leaving.

Website: [www.forcesemployment.org.uk](http://www.forcesemployment.org.uk)

Phone: 0131 557 1747 or 0141 339 0700

**The Royal British Legion Scotland (Legion Scotland)** is Scotland's largest ex-service community membership organisation with a branch network across the country. It promotes comradeship and Remembrance as well as wellbeing, benevolence and pension support.

Website: [www.legionscotland.org.uk](http://www.legionscotland.org.uk)

Phone: 0131 332 1076

**The Veterans Foundation** Many armed forces charities struggle to raise sufficient funding to support serving and former members of the British Armed Forces' and sometimes their dependants who are in need. The Veterans' Foundation has been created to establish a new and nationwide source of funding to help these charities. It acquires its funds through the Veterans' Lottery and donations.

Website: [www.veteransfoundation.org.uk](http://www.veteransfoundation.org.uk)

Email: [enquiries@veteransfoundation.org.uk](mailto:enquiries@veteransfoundation.org.uk)

**Thistle Foundation** is a Scottish charity with a long tradition of pioneering support for people with long term health conditions, including disabilities. They support people to take control and learn how to manage life with their condition so that they are better able to live a good life - whatever that means to them.

Website: [www.thistle.org.uk](http://www.thistle.org.uk)

Phone: 0131 656 7366

**Veterans Housing Scotland** has over 100 years' experience in providing homes for disabled Veterans and are extremely proud of their history and of the service they have provided to those who have served their country yet are equally excited about their future and how as a charity they will continue to work with and support members of the Veterans Housing Scotland family. The Charity's vision is to offer the Veterans Housing Scotland family much more than just a home but also, through coordination and cooperation with specialist partners, ensure that those veterans and their families who are in need of support get that support when and where it is required – as demonstrated in their strapline 'building lives; building communities'.

Email: [admin@vhscot.org.uk](mailto:admin@vhscot.org.uk)

Phone: 0131 557 1188

Address: 525 Ferry Road, Edinburgh EH5 2FF

**Veterans Scotland** is a membership organisation representing over 90 Service charities and organisations from across Scotland and the rest of the UK. Our 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

Website: [www.veteransscotland.org.uk](http://www.veteransscotland.org.uk) or [www.veterans-assist.org](http://www.veterans-assist.org)

Email: [gensec@veteransscotland.org.uk](mailto:gensec@veteransscotland.org.uk)

**Venture Trust** supports veterans finding it difficult to either transition fully into civilian life or are struggling with maintaining a civilian focussed identity. Their Positive Futures programme involves a 7-day Wilderness Journey, usually in the highlands, supporting individuals to develop their life skills and make positive changes that supports their transition. Veterans are then supported in the community for a period of up to 6 months. This helps individuals make and sustain connections to services and benefit from employment, education, training or volunteering opportunities within their communities.

Website: [www.venturetrust.org.uk](http://www.venturetrust.org.uk)

Email: [info@venturetrust.org.uk](mailto:info@venturetrust.org.uk)

Phone: 0131 228 7700

**Walking With The Wounded (WWTW)** supports those who have served in the Armed Forces and their families, empowering them to regain their independence, thrive and contribute in our communities. WWTW focusses on four key areas; family-centred care coordination, employment, reduction of reoffending and mental health and wellbeing care.

Website: [www.wwtw.org.uk](http://www.wwtw.org.uk)

Email: [info@wwtw.org.uk](mailto:info@wwtw.org.uk)

Phone: 01263 863 900

**War Widows Association of Great Britain (WWA)** exists to improve the conditions of widows and widowers in receipt of a war pension and their dependants in Great Britain.

Website: [www.warwidowsassociation.org.uk](http://www.warwidowsassociation.org.uk)

Email: [info@warwidowsassociation.org.uk](mailto:info@warwidowsassociation.org.uk)

Phone: 0845 2412 189

**Who Dares Cares** supports our Armed Forces, Emergency Services and Veterans including their families who are suffering from Post-Traumatic Stress Disorder (PTSD). They provide weekend family retreats, Walk, Talk and Brew Groups, PTSD awareness groups or individual sessions to help provide a better understanding of what the signs and symptoms of PTSD are, how to manage these symptoms and ways that families can better support in a way that is helpful to the individual. The charity recognises the importance of exercise as part of recovery and they work to encourage this and make this accessible for those who are struggling with PTSD and anxiety related issues.

Website: <https://www.who-dares-cares.com>

Email: [wdc@who-dares-cares.com](mailto:wdc@who-dares-cares.com)

Phone: 07341 872805

## EMPLOYMENT & TRAINING

Depending on your length of service and leaving date, you may be eligible for additional support through these organisations offering employment services and advice or events:

Probably the biggest challenge when leaving the Services will be finding a job. This section will never have a totally comprehensive selection of job sites, but we have tried to provide a selection of options as a start point. In addition, the Department of Work and Pensions has nominated a number of Employment Champions who maintain Jobcentre Plus' commitment to support the Armed Forces, their Families and Veterans, and raise the profile of the support available through Jobcentre Plus. Further information on how to contact Jobcentre Plus can be found on the link here: <https://www.gov.uk/contact-jobcentre-plus>



**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 over 22 million claimants and customers.

Website: [www.gov.uk/government/organisations/department-for-work-pensions](http://www.gov.uk/government/organisations/department-for-work-pensions)

## Employment Support

There is a multitude of support available across Scotland be it translating your skills, understanding the different sectors, getting your CV right to how to sell yourself in an interview. – Check out the agencies below to assist you.

To help you understand your skills and how they translate into the civilian world check out SCQF - [Support for Veterans | Scottish Credit and Qualifications Framework \(scqf.org.uk\)](http://www.scqf.org.uk)

There are also numerous events taking place across the central belt and the north, to help you access this support as well as building your network and introducing you first hand to employers from across Scotland. To find out more please visit here [Events - Officers' Association Scotland \(oascotland.org.uk\)](http://www.oascotland.org.uk)

**British Forces Resettlement Services** provides a careers platform for the Armed Forces Community.

Website: [www.bfrss.org.uk](http://www.bfrss.org.uk)

**Business gateway** is a publicly funded service contributing to the economic well being of Scotland by providing access to free business support services.

Website: [www.bgateway.com](http://www.bgateway.com)

Phone: 0300 013 4753

**Career Transition Partnership is the Ministry of Defence** working with Right Management to provide career transition advice and training opportunities.

Website: [www.ctp.org.uk](http://www.ctp.org.uk)

**Enhanced Learning Credits (ELCs)**. Additional funding opportunities for ex-service personnel dependant on length of service.

Website: [www.enhancedlearningcredits.com](http://www.enhancedlearningcredits.com) Telephone:

0845 300 5179 (01452 558390)

**Joined up for Jobs** is the jobs strategy for Edinburgh. It sets out how a partnership of key agencies will help more people into employment.

Website: [www.joinedupforjobs.org.uk](http://www.joinedupforjobs.org.uk)

Email: [joinedupforjobs@capitalcitypartnership.org](mailto:joinedupforjobs@capitalcitypartnership.org) Phone:

0131 270 6030

**My world of work** providing the help you need for the career you want.

Website: [www.myworldofwork.co.uk](http://www.myworldofwork.co.uk)

**Officers Association Scotland (OA Scotland)** continues to provide an employment service as one of its key functions, but welfare remains the most pressing call on its resources. In recognition of the service officers have selflessly given to the Monarch and Country, the Directors are committed to supporting them, their widows, and dependents in their time of need.

Website: [www.oascotland.org.uk](http://www.oascotland.org.uk)

Phone: 0131 550 1575 or 1581

**Remploy** provides career opportunities for disabled people.

Website: [www.remploy.co.uk](http://www.remploy.co.uk)

Phone: 0300 456 8031

**SaluteMyJob** is a Social Enterprise providing consultancy, recruitment and assessment services to employers that are committed to supporting the Armed Forces and hiring ex-Service men and women. They help employers apply best practice, put structured ex-military programmes in place and to overcome barriers to successful recruitment of former Service men and women.

Website: [www.salutemyjob.com](http://www.salutemyjob.com)

Email: [info@salutemyjob.com](mailto:info@salutemyjob.com)

Telephone: 01249 691415

**Skillforce** is the trusted bridge for Service leavers and ex-Forces into a new career in education.

Website: [www.skillforce.org](http://www.skillforce.org)

**Skills Development Scotland (SDS)** is the national skills body supporting the people and businesses of Scotland to develop and apply their skills. Further information on the services that they can provide is available on their website.

Website: [www.skillsdevelopmentscotland.co.uk](http://www.skillsdevelopmentscotland.co.uk)

Phone: 0800 917 8000 (Individual Helpline)

0800 783 6000 (Employers Helpline)

**The Forces Employment Charity** provides life-long, life-changing support, job opportunities, and training to Service leavers, veterans, reservists and their families, regardless of circumstances, rank, length of service, or reason for leaving.

Website: [www.forcesemployment.org.uk](http://www.forcesemployment.org.uk)

Phone: 0131 557 1747 or 0141 339 0700

**The Scottish Veterans Employment and Training Service (SVETS)** is a collaborative initiative between employers and veterans' organisations in Scotland, designed to link former Service men and women with those organisations best placed to support them. This is a unique, collaborative programme delivered in partnership of SaluteMyJob, Forth Valley Chamber of Commerce and Veterans Scotland. SVETS is designed to enable employers' access to ex-military talent, address skills shortages and help drive businesses forward.

Website: [www.svets.org.uk](http://www.svets.org.uk)

Email: [info@svets.org.uk](mailto:info@svets.org.uk)

**X-Forces** may be able to help if a veteran or their spouse are considering self-employment.

Website: [www.x-forces.com](http://www.x-forces.com)

Email: [helpdesk@x-forces.com](mailto:helpdesk@x-forces.com)

Telephone: 0207 022 0600

## Finding a job as a veteran

If you're thinking about leaving the armed forces, or have already left, you can get help to find a job.

You can use the [usual job search methods](#).

[Modern apprenticeships](#) are a way to learn on the job, get the experience you need, and work towards a qualification.

The [My World of Work website](#) has information for armed forces leavers and veterans.

There are also several charities that help veterans get new skills and training.

## Other support

You can get [help and advice with things like jobs or money](#) from groups who support people who've left the armed forces.

## An Employers' Guide to Hiring Veterans

This guide offers advice and guidance to employers on how to recruit, retain and support the career development of veterans.

There are over 2 million veterans in the UK, with over 13,000 individuals leaving the Armed Forces each year. The majority of those leaving service are of working age, in search of securing the next step in their civilian career after service.

### National Insurance Relief

Another benefit of hiring veterans is the 12 months of National Insurance contribution holiday available to those employing a veteran in their first civilian position after service. Find out more online about your eligibility as an employer and how to claim this relief:

[Claim National Insurance contributions relief for veterans as an employer - GOV.UK \(www.gov.uk\)](#)



**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/funding_guide.pdf)

[http://www.saas.gov.uk/\\_forms/armed\\_forces.pdf](http://www.saas.gov.uk/_forms/armed_forces.pdf)

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**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](http://www.scqf.org.uk)

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**Scottish Colleges**

There are 13 colleges in Scotland. The website below has a list of all colleges.

<https://collegesscotland.ac.uk/>

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**Erskine** As Scotland's foremost provider of care for Veterans and their spouses, Erskine provides unrivalled nursing, residential and dementia care in our care homes. For Veterans in an earlier stage of life, we have 44 cottages for Veterans and their families, 5 assisted living apartments and 23 transitional apartments, creating a Veterans Village supporting beneficiaries of all ages. We assist younger Veterans who need help to begin the next chapter of their lives, offering social, recreation and training facilities at our Activity Centre and employment opportunities in partnership with Scotland Bravest Manufacturing Co.



Erskine's strength lies in the very special blend of dedicated care, compassion and understanding we offer to residents and their families. Erskine supports nearly 1,000 Veterans each year; our homes provide Veterans with the companionship of like-minded people. Erskine not only care for our Veterans – we care about them. Our Service personnel display the highest levels of bravery and courage throughout the world, and it is only right that Erskine is there for them should they need support in the future.

Website: [www.erskine.org.uk](http://www.erskine.org.uk)

Email: [enquiries@erskine.org.uk](mailto:enquiries@erskine.org.uk)

Phone: 0141 812 1100

**Haig Housing Trust** provides housing assistance to ex-Service people and/or their dependents. Currently this object is achieved by letting general needs homes at affordable rents to the ex-Service community and providing tailored housing solutions to suit specific and individual needs of severely wounded and disabled Service and ex-Service people. Haig Housing also offers a wide range of housing advice to the Service community and is the Strategic Housing Partner of Help for Heroes.

Website: [www.haighomes.org.uk](http://www.haighomes.org.uk)

Email: [enquiries@haighomes.org.uk](mailto:enquiries@haighomes.org.uk)

Phone: 0208 685 5777

**Housing Options Scotland** provides information and advice to disabled people, veterans and older people. They do not provide housing. Their main aim is to ensure that disabled people, veterans and older people can access the right home for them. They advise on social renting, private renting, and home ownership.

Website: [www.housingoptionsscotland.org.uk](http://www.housingoptionsscotland.org.uk)

Email: [info@housingoptionsscotland.org.uk](mailto:info@housingoptionsscotland.org.uk)

Phone: 0131 247 1400

**Joint Service Housing Advice Office (JSHAO)** has information about the

different types of housing available. They also provide housing briefs in Scotland and general housing advice, it should be remembered Housing is a devolved matter in Scotland so the rules regarding provision do vary compared with the rest of UK.

Website: [www.gov.uk/housing-for-service-personnel-and-families](http://www.gov.uk/housing-for-service-personnel-and-families)

**Scottish Veterans Residences (SVRs)** operational arm is Scottish Veterans Housing Association (SVHA) which provides high quality, supported accommodation for veterans who are homeless or in need. We house ex-service men and women of all ages in residences in Edinburgh, Dundee and Bellrock Close development in Glasgow.

Website: [www.svronline.org](http://www.svronline.org)

Email: [info@svronline.org](mailto:info@svronline.org)

Phone: 0131 556 0091

**Veterans Housing Scotland** has over 100 years' experience in providing homes for disabled Veterans and are extremely proud of their history and of the service they have provided to those who have served their country yet are equally excited about their future and how as a charity they will continue to work with and support members of the Veterans Housing Scotland family. The Charity's vision is to offer the Veterans Housing Scotland family much more than just a home but also, through coordination and cooperation with specialist partners, ensure that those veterans and their families who are in need of support get that support when and where it is required – as demonstrated in their strapline 'building lives; building communities'.

For all enquiries please contact:

Email [admin@vhscot.org.uk](mailto:admin@vhscot.org.uk)

Phone: 0131 557 1188

Address: 525 Ferry Road, Edinburgh EH5 2FF

**A Scottish housing guide for people leaving the Armed Forces & ex-Service personnel**



**Poppyscotland information guide for Housing in Scotland**



**Scottish Federation of Housing Associations** - is the membership body for, and collective voice of, housing associations and co-operatives in Scotland.

<https://www.sfha.co.uk>

**Shelter Scotland** We exist to defend the right to a safe home and fight the devastating impact the housing emergency has on people and society.

<https://scotland.shelter.org.uk>

**Local Authority Housing** - 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 relevant LA as soon as possible. Below is a link to the Veterans Assist Scotland website which contains information and contact details. **DO NOT LEAVE IT TO THE LAST MINUTE.**

[Veterans Assist Scotland » Subjects » Housing \(veterans-assist.org\)](https://veterans-assist.org)



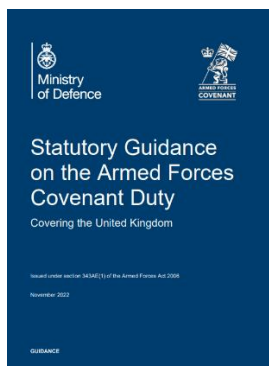
# INFORMATION GUIDES AND RESOURCES



**Our Community – Our Covenant**  
Improving the delivery of local Covenant pledges



The Armed Forces Covenant Duty is a legal obligation on certain public bodies to pay due regard to the Covenant principles when exercising certain functions.



[Armed Forces Covenant Duty Statutory Guidance.pdf](#)  
(publishing.service.gov.uk)

## Support services for military and defence personnel and their families, and for Veterans and their families

The MOD has published a series of collated links to support services for military and defence personnel and their families, and for Veterans and their families.

[Support services for military and defence personnel and their families](#)

[Support services for veterans and their families](#)

## HM Armed Forces Veteran Card

Guidance on the HM Armed Forces Veteran Card and how it can be used.

Contents

[The HM Armed Forces Veteran Card](#)

[Apply for a Veteran Card](#)

[Ways to use a Veteran Card](#)

# A Decade of the Covenant

## A review of delivery and impact of ten years of the Armed Forces Covenant Updated Covenant toolkit

### Introduction

In the original Our Community – Our Covenant report in 2016, we launched a “core infrastructure” and toolkit to support local authorities with the implementation of the Covenant. As our research shows, that core infrastructure continues to be of great importance to successful delivery. In the five years since it was last updated in 2017, several factors in the overall context for local public services and in the wider support infrastructure for the Covenant, have changed, including.

- The Armed Forces Act 2021, which creates a duty of due regard to the principles of the Covenant in the focus areas of housing, education and healthcare. It is important to note that the accompanying statutory guidance details how disadvantage can arise.
- Declining resource which makes it increasingly difficult for small local authorities or those with a small AFC presence to sustain Covenant related action.
- The growth of collaborative arrangements between local authorities in how they organise and deliver Covenant related action.
- Training resources have been developed by some local areas and made available for others to use.
- Further development and promotion of good practice, notably through the Armed Forces Covenant Fund Trust’s Knowledge Network:

<https://covenantfund.org.uk/resources/>

This section makes some updates to the components of the toolkit to reflect these changes and the findings of this report. It also sets out some recommendations for how the toolkit can be further developed to enhance its accessibility and usefulness. The original toolkit was aimed at local authorities. We have decided not to create varied versions aimed at different sectors within local public services - this could be confusing and, without extensive consultation, could create misplaced distinctions about what is important for different sectors. We are also aware of other existing toolkits that were cited in the survey responses and provide useful resources. Rather we stress that the toolkit recognises the role of local authorities in convening local action and local partnerships and that it is designed as an enabler to effective local collaborative working.

The key changes to the core infrastructure and self-assessment cover:

- Creation of clusters of councils with a dedicated officer across the cluster.
- The importance of making best use of data to produce evidence of impact related to need.
- Making best use of the training material available.
- Reinforcing the importance of the action plan, which our research shows is currently the least adopted element of the core infrastructure.

### Core infrastructure

The list of core infrastructure was developed in 2016 for the first Our Community – Our Covenant report and revised a year later. The version below has been updated but still has the same intention of being a checklist for councils and their partners to ensure that the basics are in place in their location.

## Core infrastructure to deliver the Covenant

### Individuals

- An elected member Champion.
- An officer point of contact within the council, or acting across a cluster of authorities.
- An officer Armed Forces lead within council departments as a liaison point with the central officer point of contact.

### Vision and commitment

- An action planning process that is proportionate to local needs and circumstances. This should set out planned actions, success criteria, which organisation is responsible or needs to be engaged and target timings. It should link to annual reporting to record progress. The scale and scope of the action plan can reflect local collaborations and, providing there is clear accountability, does not need to be at an individual local authority or local partner level
- Regular review of the action plan.
- Policy reviews to ensure the commitment to the Covenant and associated legislation is reflected in all local public services.
- Enthusiasm and commitment.

### Communication

- A webpage or presence to support delivery of the Covenant with key information and links for members of the AFC. This can be supported through use of web analytics to help focus refinement of content, and social media channels to highlight events and support offers.
- Clear and accessible public statements of what members of the AFC can expect from the council and partners.
- A route through which concerns can be raised.
- Training. This should include awareness raising of the Covenant in induction programmes for all new staff and more detailed training for frontline staff tailored to scenarios they may face with different cohorts within the AFC. Training packages, such as that developed by the Coventry, Solihull and Warwickshire Armed Forces Covenant partnership are available for use at no charge by other areas.
- A vehicle for reporting local action and achievements such as an annual report, newsletter or forum minutes. Ideally this should bring partnership action together into one place and be linked to the local action plan. If our recommendations for piloting impact measurement are adopted, the annual report should become a channel for reporting on this.

### Collaboration

- A Covenant Forum or co-ordinating group that meets at least twice a year. It includes the following: military representatives; military charities; public sector representatives, including the NHS, via the Integrated Care System; effective council members (senior elected members on cabinet); and the lead officer. Each Forum should review its membership, agenda and frequency of meeting every three or four years.
- In some places (for example where there are combined authorities) councils and their partners may wish to establish a mechanism for collaboration at a sub-regional level. This could include: joint forums and action plans, training packages and joint training co-ordination, across the local public sector, applications for the Covenant fund, and a shared web presence.
- Generally, collaboration should be considered: clusters of local action offer economy of scale in areas with a low Armed Forces presence, or for effective co-ordination of action covering small local authority areas.

## Self-assessment tool

We drafted a self-assessment tool for the first *Our Community – Our Covenant* report, intended for councils who want to assess the situation of their local Covenant pledges. We have updated it but with the same purpose of enabling local partners to have a meaningful discussion about their commitment to ensuring members of the AFC do not face disadvantage due to their service. It will identify any gaps in provision and focus future action for delivery.

The tool is split into four sections: vision and commitment; individuals; collaboration; and communication. It is designed for members of the Armed Forces Covenant Forum, or a range of stakeholders (including council officers, military representatives, and representatives from military charities) to have a conversation about their local area in relation to the prompts. It is not designed for every question to have an answer, but merely a way for a question to be considered if it is relevant in each local context.

### Self-assessment tool

#### Vision and Commitment

##### AFC presence

- What is the extent and nature of AFC presence in your local area? As a starting point, this should be linked to the typology for this report, described in [Table 7](#) of [Annex II](#) to the *A Decade of the Covenant* report.
- What more could be done to fully understand the AFC footprint? Has local evidence been reviewed in the light of data published in the 2021 census (England and Wales) and 2022 census (Scotland)?
- Is there potential for collaboration on the delivery of the Covenant with neighbouring councils or through a combined authority where it exists?

##### AFC needs and impact data

- Is there a good understanding of the needs of the AFC in housing, health, adult social care, employment and schools and children's services? How were those needs identified? Do they reflect the different needs of the three cohorts described in this report?
- Do you have the key data that evidences those needs?
- Which organisations would be able to help address those needs? (i.e. council, Armed Forces, charities).
- What is currently being done to help address those needs?
- What else can be done to address these needs?
- Do local organisations' policies reflect those needs or is there a need for review?
- How is the impact of local Covenant delivery evidenced?
- How is information about the impact of local Covenant delivery shared, locally and nationally?

##### Future direction

- Is there a shared understanding of what successful implementation of the Covenant would look like?

##### Action planning process

- Have the areas for action been defined?
- Is there an agreed method to the action planning process?
- Are actions published, with success criteria, a timeline and responsibility for delivery?
- How is the action monitored and reviewed?

## Individuals

### Armed Forces Champion

- Is there a councillor Armed Forces Champion?
- What does the role involve? Is there a role description for it?
- Are there areas in which the role of the Armed Forces Champion can evolve?

### Officers

- Who is the senior officer responsible for the delivery of the Covenant and who has day to day responsibility for it?
- Can this role be further supported, for example by having lead points of contact in key service areas and customer service teams for liaison on training or resolving difficult cases?

## Collaboration

### Forum/ co-ordinating group

- Is there a Covenant Forum in place? Does the membership reflect the most locally relevant drivers of disadvantage and ownership of the key levers to address them?
- How frequently does it meet?
- What are the key items covered at the forum?
- Does the Forum contribute to and monitor the local action plan?
- To what extent are the goals of the forum being achieved? What could be done to increase the impact the forum is having?
- How frequently is the Forum's membership, agenda and frequency of meeting reviewed?

### Local authority collaboration

- Has the council considered working together with other local councils in a cluster arrangement? Would such an arrangement offer benefits (economy of scale, consistency; better sharing of good practice) in areas including?
  - Sharing resources to fund a co-ordinator post.
  - Consistency of offer / policy.
  - Data assembly and analysis.
  - Training co-ordination.
  - Delivery (for example of Armed Forces hubs).
  - Single voice to larger local stakeholders that span local authority boundaries – housing associations, charities, ICSs.
  - Shared web presence.
  - Joint action plan.
  - Joint Armed Forces Forum.
- If your area has a combined authority, have your or your neighbouring authorities approached it about supporting co-ordination across the area?

## Relationships

- Are there mechanisms in place to maintain relationships between Armed Forces stakeholders?
- Could the council, the Armed Forces and charities work together more effectively?
- Would an increase sub-regional collaboration, including involvement of combined authorities where they exist, help with co-ordination or economy of scale in delivering local Covenant pledges?

## Communication

### Internal

- How are local public service and charity officers and front-line staff briefed and trained on the Covenant and the risks of disadvantage for the AFC?
- Are front-line staff trained about when and how to ask people whether they have an Armed Forces connection?
- Have training materials, such as e-learning modules, been included on local organisations' training platforms?
- How is knowledge and information gathered?
- How could knowledge sharing within organisations be improved?

### External

- How is action on local Covenant pledges disseminated to the public?
- How could the dissemination of information be improved?
- Is there an up to date website which is easy to use and regularly updated? Who hosts the website (council, HIVE or equivalent or charity)?
- Are patterns of website use monitored and linked to updates and enhancements?
- How is the support which is on offer to the AFC communicated to hard-to-reach people, such as homeless veterans?



## Scenarios

We have updated the scenarios published in the earlier *Our Community – Our Covenant* reports. They relate to the range of issues that we have found to occur and will not be relevant in all places.

We have linked them to the three cohorts described in this report and intend them to be a tool for councils and their partners to use to think about the delivery mechanisms that they have in place in order to address the main issues in the scenario. Councils and partners could use these by asking the question, "what would we be able to do if we were faced with a resident in this situation?"

## Serving personnel and their families

### The Nelsons

A Royal Navy family living in MoD Service Families Accommodation. The father is a submariner currently on patrol and can only be contacted in an extreme emergency. The mother does not have a job. They have two children aged six and 10. The deadline for applications for the older child for secondary schools is imminent. The parents have separated and are in the process of divorcing; the husband when onshore stays on base in MoD single living accommodation. The family has been served with notice to vacate their house in 93 days. The mother wishes to stay in the area (in which housing pressures are acute) and has approached the council for help.

### The Darlings

An Army family. They are moving from Germany to a base in an English county. Service Families Accommodation is provided at three locations in the area and family has been told that they will not know precisely where in the county their accommodation will be until two weeks before they arrive. They have two children aged eight and 13. The youngest has dyslexia and has a special educational needs assessment, whilst the older child requires routine but specialist secondary medical monitoring.

## Personnel and families in transition between serving and civilian life

### The Trenchards

A Royal Air Force family. The mother is serving in the RAF and is due to leave in five months at the end of her engagement aged 44. Her husband has a part-time job locally. They have two children aged 16 and 17 at the local sixth form college and want to settle in the area. Having joined the RAF initially as an airwoman, the mother is now a junior officer with qualifications which are not fully recognised outside the Armed Forces. She is beginning to look for work and for ways of translating her qualifications to be recognised by civilian employers. They do not have enough money to place a deposit on a house. What help is available to them, in housing and employment, as well as any other areas?

### Chris - Early Service Leaver

Chris joined the Armed Forces at the age of 18, but part way through basic training he realised that continuing in the Armed Forces was not the right choice. Having left a very difficult home life, he is not able to return there and so is now vulnerable without accommodation or employment.

### Sarah – discharge as a result of misconduct

Sarah had served in the Armed Forces for 10 years, but is about to be discharged from the Armed Forces for failing a Compulsory Drug Test. Sarah is in a same-sex partnership (the partner does not work) and the couple have a young child. They do not have enough money to rent accommodation and so find themselves at risk of homelessness.

## Veterans

### Roger Jarvis

Roger left the Army in 2001 having served in the Royal Logistics Corps for 14 years and taken voluntary redundancy as a Senior NCO. He is in his early 50s and left his wife eight years ago amidst mutual allegations of domestic abuse. He has had a variety of low-skilled jobs since leaving the Army and was recently made redundant and was not able to pay the rent on his flat. He has now moved back, without work, to the area in which he went to school, but his family no longer lives in the area and he appears to have no social network there either.

## Mavis Smith

Mavis was widowed five years ago and is now aged 87. She is a veteran who served in the Royal Air Force for 20 years. She lives in a three-bedroom house in East London and has a son who lives in Newcastle. She has been quite isolated since her husband died. She is fiercely independent, but on a recent visit, her son noticed his mother increasingly struggled with stairs and was erratic in her shopping. The house was unusually dusty. The son contacted the local authority who carried out an assessment. However, she is well above the financial threshold to qualify for local authority funded support.

## Peter Lal

Peter is Fijian and served in the British Army for 12 years. He is married to a Fijian and they have two children who were born in the UK. Having left the Army three years ago, the family now find themselves in need of social housing.

## Top Tips

Since the first *Our Community – Our Covenant* report, we have identified a number of Top Tips which we think may be helpful to councils and their partners who are thinking about ways of improving the local delivery of the Covenant. The following Top Tips build on these and have been updated to reflect the findings of the latest research.

### Good relationships

Establish, maintain and regularly refresh contact with base commanders and other key people in Armed Forces bases (reflecting the regular chum in post holders).

Use ceremonies, such as Armed Forces Day, to build and maintain contacts with key people.

Invite senior representatives of the AFC to serve on relevant local partnership bodies, not just those concerned with the Covenant.

Build and maintain good contacts with Armed Forces charities and establish a shared understanding with them on issues such as at what stage people with housing or social care needs will be referred to them.

Nurture relationships with the publication of annual reports about Covenant related achievements.

## Council organisation

Explore the potential for your councils to collaborate with neighbours to make best use of the limited resources available to support work on the Covenant, including the potential role of combined authorities where they exist.

If the core infrastructure is not yet in place, establish a dedicated, time-limited post to help get the it and contacts in place.

In addition to having an officer point of contact on the Covenant in the council, consider nominating officer armed forces leads within key council departments and customer service teams. This should be a conduit to the central officer point of contact on points such as training co-ordination and resolving difficult cases.

Encourage the council's overview and scrutiny function to carry out a regular review of the delivery of the Covenant.

Ensure that the Covenant features in council induction and training programmes and that there is suitable training for front-line officers. Use available material shared by other authorities to provide e-learning through the learning management system.

Involve the Royal British Legion or another similar charity in briefing public-facing council staff.

Employ veterans and Service spouses as key workers providing support for veterans.

## Data

Develop a simple process for capturing data and success stories about Covenant delivery. The best way to sustain action is to show the value of it.

Link this to an annual reporting process to make success visible and to be show the AFC the pride the organisation takes in what it delivers.

Take the publication of 2021 census information (England and Wales) and 2022 (Scotland), which will include information about people who identify as veterans, as an opportunity to review the evidence on the AFC locally.

## Engaging with the bases

Secure, enable, encourage shared used of facilities on or near Armed Forces bases, stations or units.

Identify a Champion for each base – usually the member in whose ward or division the base is located.

Engage with young people from Armed Forces families – they bring a different and honest perspective. This can be done through the Service Youth Forums.

## And finally...

Recognise that Base Commanders have to juggle a number of priorities, some of which will always have more priority than the Covenant. They also change post every couple of years so new relationships will need to be made as this occurs.

## Recommendations

### Self-assessment

We consider that the self-assessment process has the potential to be a helpful tool to assist in measuring impact of the Covenant.

We recommend that FiMT considers creating an online version of the self-assessment with the option for areas to give consent to share their answers with the Trust. This will help to gather baseline information. We previously noted that it would be useful for councils to complete a self-assessment every year – doing this through an online process and sharing of results would provide a mechanism to track Covenant action and assist with measuring impact.

### Consolidation of good practice resources

Since the publication of the previous *Our Community – Our Covenant* reports, the toolkit has existed only as an annex to the report. It would be more accessible if it were created as a free-standing resource and promoted through websites including, the Armed Forces Covenant Fund Trust's Knowledge Network; the Government's Armed Forces Covenant website, charities and the LGA.

We also recommend a consolidation of good practice and case study resources so either a common set is available on all websites the offer them, or there is signposting to one location, such as the Armed Forces Covenant Fund Trust's Knowledge Network. This will support consistent messaging and should make available resources more well known.



An electronic copy of the full report and tool kit is available on the FiMT website via the [link here](#).

# GENERAL ADVICE

<p>Citizens Advice Scotland <a href="http://www.cas.org.uk">www.cas.org.uk</a></p> <p>Courses4Forces <a href="http://www.courses4forces.co.uk">www.courses4forces.co.uk</a></p> <p>Entitled To <a href="http://www.entitledto.co.uk">www.entitledto.co.uk</a></p> <p>Turn2Us <a href="http://www.turn2us.org.uk">www.turn2us.org.uk</a></p> <p>The Money Advice Service <a href="http://www.moneyadviceservice.org.uk">www.moneyadviceservice.org.uk</a></p> <p>Money Force <a href="http://www.moneyforce.org.uk">www.moneyforce.org.uk</a></p> <p>Shelter Scotland <a href="https://scotland.shelter.org.uk">https://scotland.shelter.org.uk</a></p> <p>Scottish Federation of Housing Associations <a href="https://www.sfha.co.uk">https://www.sfha.co.uk</a></p> <p>Quest online <a href="http://www.questonline.co.uk">www.questonline.co.uk</a></p>	<p>Defence Discount Service <a href="http://www.defencediscountservice.co.uk">www.defencediscountservice.co.uk</a></p> <p>Equipped magazine <a href="http://www.equippedmagazine.co.uk">www.equippedmagazine.co.uk</a></p> <p>Pathfinder International <a href="http://www.pathfinderinternational.co.uk">www.pathfinderinternational.co.uk</a></p> <p>Veterans' Gateway <a href="http://www.veteransgateway.org.uk">www.veteransgateway.org.uk</a></p> <p>Veterans UK <a href="http://www.veterans-uk.info">www.veterans-uk.info</a></p> <p>Office for Veterans Affairs <a href="https://www.gov.uk/government/organizations/office-for-veterans-affairs">https://www.gov.uk/government/organizations/office-for-veterans-affairs</a></p>
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# VETERANS SCOTLAND MEMBER ORGANISATIONS

Army Benevolent Fund  
Airborne Alliance Association  
Age Scotland  
Argyll & Sutherland Highlanders Regimental Association  
Association of Service Drop-In Centres  
Black Watch Association  
Blesma  
Blind Veterans UK  
Burma Star Association  
Cameronians (Scottish Rifles) Regimental Association  
Canine Partners  
Change Mental Health  
Combat Stress  
Community Veterans Support  
Defence Medical Welfare Services  
East of Scotland Veterans Advisory & Pensions Committee  
Erskine  
Fares4Free  
Fife Veterans Association  
Fighting With Pride  
Firstlight Trust  
Forces Children Scotland  
Forces Employment Charity  
Glasgow's Helping Heroes  
Glen Art – (Brave Hound)  
Gordon Highlanders Association  
Ghurka Welfare Trust  
Haig Housing Trust  
Help for Heroes  
High Ground  
Highlanders Regimental Secretary  
Housing Options Scotland  
Icarus  
Kings Own Scottish Borderers Association  
Lady Haig Poppy Factory  
Lothian Veterans Centre  
National War Pensions  
Networks of Wellbeing (NoW)  
Northeast Scotland Veterans Association  
Officer's Association Scotland  
On Course Foundation  
Phoenix Heroes  
Poppyscotland  
PTSD Resolution  
Queens Own Highlanders Association  
RAF Benevolent Fund  
RASC & RCT Association  
Reading Force  
RAF Association  
Rock2Recovery  
Royal British Legion Scotland (Legion Scotland)  
Royal British Legion Scotland Women's Section  
Royal Highland Fusiliers Regimental Benevolent Association  
Royal Marines Association  
Royal Navy Association  
Royal Naval Benevolent Trust  
Royal Navy & Royal Marines Charity  
Royal Regiment of Scotland  
Royal Scots Dragoon Guards Regimental Trust  
SACRO  
Salute My Job  
Sandilands Memorial Trust  
Scots Guards Association  
Scottish National War Memorial  
Scottish Region Royal Artillery Association  
Scottish Veterans Residences  
Sight Scotland Veterans (Scottish War Blinded)  
Seafarers UK  
Skillforce  
South Atlantic Medal Association 82  
SSAFA  
Stand Easy  
Submariners Association Scotland  
Scottish Veterans Housing Association  
The Royal Scots Benevolent Fund  
The Veterans Foundation  
Thistle Foundation  
Venture Trust  
Veterans First Point  
Veterans Housing Scotland – (SVGCA)  
Walking With the Wounded  
War Widows Association  
West of Scotland Veterans Advisory & Pensions Committee  
Who Dares Cares  
William Simpson's Home  
Workplace Chaplaincy Scotland

## CONTACT INFORMATION

[www.veteransscotland.co.uk](http://www.veteransscotland.co.uk)

[www.veterans-assist.org](http://www.veterans-assist.org)

By email - [gensec@veteransscotland.org.uk](mailto:gensec@veteransscotland.org.uk)

By phone - 0131 550 1569

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