

RESOURCES FOR HOMELESS EX-SERVICE PERSONNEL IN LONDON



ESAG

EX-SERVICE ACTION GROUP
ON HOMELESSNESS



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Resources For Homeless Ex-Service Personnel in London

This guide has been produced by the Ex-Service Action Group on Homelessness (ESAG), and funded by the Ministry of Defence. ESAG is a partnership of ex-Service welfare organisations working together to tackle the problem of ex-Service homelessness.

The guide details the many ex-Service benevolent sector organisations predominantly in London, who may be able to assist a client in need, who has served in the Royal Navy, Army or Royal Air Force. **Housing Advisors should note that the Ex-Service Resettlement Project, SSAFA Forces Help, the Royal British Legion, and the Ex-Service Fellowship Centres are the main sources of advice, support and assistance for homeless ex-Service personnel. By contacting them first you may well receive more up-to-date practical advice on such matters as housing and welfare assistance.**

The Guide also provides information on broader support available to ex-Service personnel helping them to link back into employment opportunities, and to access benefits and housing.

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Resources for Homeless Ex-Service Personnel in London

NATIONAL ORGANISATIONS

THE ROYAL BRITISH LEGION

- The Royal British Legion is Britain's leading Service and ex-Service charity protecting the interests, welfare and memory of ex-British Service people and their families and dependents since 1921. Some 13 million people – of all ages – are eligible to approach the Legion for support.
- The Legion spends over £50 million every year providing a wide range of welfare assistance to the Service and ex-Service community. All its work is funded through the Poppy Appeal and the donations and sponsorship of individuals, groups and businesses, which support its aims. This is done by:
 - Providing financial assistance to eligible people who are in need in the form of welfare grants.
 - Providing advice and support for claiming war pensions and benefits. Assists with counselling and job retraining; home and hospital visits and provision of full nursing care.
 - Providing accommodation for eligible personnel in one of its seven care homes around the country and welfare breaks for veterans and their carers in one of its three welfare break centres.
 - Practical assistance for widows and families to visit a relative's war grave.
 - Employment for ex-Service people, many of whom are disabled, within the Legion and its related companies. Support for Serving and ex-Service people in finding jobs and courses to equip them for civilian life. Advice and financial support to Serving and ex-Service people wanting to start a business.

- The Legion has a local branch network nation-wide; details of membership are available through Legionline. You do not need to be a member of the Legion to take advantage of the services.

Telephone: Legionline 08457 725725

Web Site: www.britishlegion.org.uk

SSAFA FORCES HELP

(Soldiers, Sailors, Airmen and Families Association
– Forces Help)

- SSAFA Forces Help offers practical and personal welfare and support, residential care, and short-term accommodation for separated families.

Telephone: 020 7403 8783

E-Mail: info@ssafa.org.uk

Web Site: www.ssafa.org.uk

- **Homeless Division London.**

Floor 3, 2 Grosvenor Gardens, London, SW1W 0DH

Telephone: 020 7730 2527

E-mail: ssafa@homelessdiv.fsnet.co.uk

After initial assessment, Homeless ex-Service men and women can access assistance covering available options, practical advice, goal setting, general support, and appropriate referrals by contacting the telephone or e-mail address above, or by visiting **The Connection at St. Martin's Day Centre, 5 St. Martin Place, Trafalgar Square, London, WC2N 4JJ**, for face-to-face initial assessment, ongoing case work, assessment, and assistance. Small emergency cash grants are available. Session Days and Times held there are:

Tuesday 2 - 4 pm (for over 50s); 4.30 – 6 pm (for over 26's)

Saturday 9 – 12.30 pm (primarily for Rough Sleepers 18 +)

No appointment necessary.

- A specialist **Housing Advisory Service**, providing information on a wide range of housing matters. Also has access to databases containing details of organisations providing accommodation for ex-Service personnel, and other housing providers.

Telephone: 01722 436 400 (9.15 am to 5 pm Mon - Fri.)

- Application for **welfare grants** for rental deposits, furniture, white goods and furniture, may be made through the local Branch network, details of which can be obtained from Central Office on **020 7403 8783**, or the telephone directory.
- Details of its **short-stay accommodation** for separated families (Stepping Stone Homes), bungalows for those with disabilities, residential care home, and holiday apartments – contact Central Office on **020 7403 8783** or e-mail: housing@ssafa.org.uk

HAIG HOMES

A charitable Housing Association with over 1,250 homes throughout the UK for the ex-Service community. Haig Homes does not provide supported housing, nursing or residential care. Contact Head Office (normal office hours).

Telephone: 020 8685 5777

Fax: 020 8685 5778

E-mail: haig@haighomes.org.uk

Web Site: www.haighomes.org.uk

COMBAT STRESS (EX-SERVICES MENTAL WELFARE SOCIETY)

Provides support to ex-Service personnel with mental health problems, including depression, anxiety and post traumatic stress disorder (PTSD). Combat Stress also manages three Nursing

Homes for treatment, rehabilitation and respite care, situated in Leatherhead (Surrey), Newport (Shropshire) and Hollybush (Scotland).

Telephone: 01372 841600

Web Site: www.combatstress.com

LONDON & SOUTH EAST

EX-SERVICE FELLOWSHIP CENTRES

- The Ex-Service Fellowship Centres operate a London Relief Centre for help to needy ex-Service persons and dependents, and a 42-room hostel in Stepney, East London, for homeless ex-Service persons. A further 15 rooms are being added in 2004.

- **The London Relief Centre** at 8 Lower Grosvenor Place, London SW1W 0EP, is open on weekdays from 8.30 am to 4 pm and offers immediate help through small cash grants, the provision of clothing and footwear, meal and travel vouchers, and advice and assistance with personal problems including job applications and benefits.

Telephone: 020 7828 2468

- The **hostel** for homeless ex-Service personnel is at New Belvedere House, Whitehorse Road, London, E1 0ND.

Telephone: 020 7790 1474

THE SIR OSWALD STOLL FOUNDATION

Provides housing and support to disabled ex-Service personnel, including those who are vulnerable through poor mental health and/ or alcohol abuse. As well as the 141 self contained homes it has in Fulham, it also manages, with Home Base (see Home Base) a 6-room house in W12 for single ex-Service personnel.

The Foundation works with the Ex-Service Resettlement Project (see Ex-Service Resettlement Project) to provide a route out of homelessness for ex-Service personnel. Any referrals for its Fulham estate or other properties should therefore be made to the Ex-Service Resettlement Project.

The Foundation also manages the Chiswick War Memorial Homes, though vacancies will not be available until 2006 whilst major refurbishment works are in progress.

Telephone: 020 7385 2110
E-mail: info@oswaldstoll.org.uk

EX-SERVICE RESETTLEMENT PROJECT

A comprehensive assessment and resettlement service for ex-Service personnel with a background of homelessness and who have poor mental health and/or alcohol abuse problems.

Funded by the Royal British Legion, the Sir Oswald Stoll Foundation and other charities, the project works from a number of centres in London frequented by homeless ex-Service personnel and takes ex-Service referrals from other homeless organisations. The project aims to settle homeless ex-Service personnel in decent temporary accommodation so that their personal issues can be addressed and a plan put in place to work towards recovery, rebuilding their lives and a move to suitable permanent accommodation.

The project is managed by the Alcohol Recovery Project from its Kings Cross Office.

Telephone: 020 7837 0063 or 07801 679 255
E-mail: jrogers@arp-uk.org

HOMEBASE

A project operated by Community Housing and Therapy (CHT) offering supported housing accommodation for single ex-Service personnel looking for a home and job in London. CHT in partnership with Central and Cecil Housing Association provides 26 flats in central London. CHT also runs a group home for up to 6 individuals in partnership with the Sir Oswald Stoll Foundation. Contact the manager for further details.

Telephone: 020 7381 8114; 07958 729638; 07960 636471

ROYAL STAR AND GARTER HOME

A home for ex-Service personnel in Richmond, providing full time nursing and residential care, together with physiotherapy and speech and language therapy where necessary. There are rooms for 172 residents including facilities for respite and rehabilitation care in a listed building, purpose built for disabled access. A varied programme of social activities is offered both in and outside the Home.

Telephone: 020 8940 3314
E-mail: generalenquiries@starandgarter.org.uk
Web Site: www.starandgarter.org.uk

ST DAVID'S HOME, EALING

A Nursing Home for disabled ex-Service men and women. The Home can accommodate 40 men and women and is open to men and women from any area subject to local authority funding.

Telephone: 020 8997 5121
E-mail: stdavids.office@virgin.net

E. HAYES DASHWOOD FOUNDATION

The Foundation has approximately 100 purpose-built flats in Balham, SW12 for infirm or disabled ex-Servicemen, with one or two bedded rooms on the ground or first floor. About 6 to 12 vacancies a year.

Telephone: 020 8673 4060

ARMY

ARMY BENEVOLENT FUND

As the Army's central charity, the Army Benevolent Fund provides assistance to any individual who is serving, or has served in the British Army, and their dependents. Assistance is given in the form of financial help, by way of grants to individuals through the Regimental or Corps Associations to supplement whatever the Association is able to provide. The ABF also makes grants on behalf of all the Regiments and Corps to about 80 national charities each year, which provide specialist help to soldiers and their families.

Telephone: 020 7591 2060

REGIMENTAL/CORPS/HOME HEADQUARTERS

An ex-soldier's Regimental/Corps/Home Headquarters is responsible for the aftercare of those who have left the Army. The assistance given depends on the individual's circumstances. However, they do serve as a 'gateway' to support from a large number of ex-Service welfare organisations.

The address and telephone number of the appropriate Regimental/ Corps/Home Headquarters can be obtained from SSAFA Forces Help or the MOD's Veterans Agency Helpline 0800 169 2277.

ROYAL NAVY

ROYAL NAVAL BENEVOLENT TRUST

Provides grants for 'relief of distress' for those who have served in the Royal Navy as ratings or other ranks in the Royal Marines.

Telephone: 023 9266 0296

ROYAL ALFRED SEAFARERS SOCIETY

Provides residential and nursing care for retired or disabled former seamen in separate establishments at Banstead, Surrey, and at Eastbourne, East Sussex. Sheltered housing in bed-sits is also available at Banstead.

Telephone: 020 8401 2889

ROYAL AIR FORCE

ROYAL AIR FORCE BENEVOLENT FUND (RAFBF)

The RAFBF, the RAF's principal welfare charity, exists to provide financial assistance to serving and former members of the RAF and their dependents in times of hardship. Assistance is given world wide as a consequence of poverty, sickness, disability, accident, infirmity or other adversity and eligibility last for life.

Telephone: 020 7580 8343
Support line: 0800 1692942
Online assistance: www.raf-benfund.org.uk

ROYAL AIR FORCES ASSOCIATION

Provides help and support through local welfare offices for current and former members of the RAF and their dependents. Some sheltered and supported housing is available, together with places for those in need of long-term nursing care and convalescent and respite breaks. Financial assistance is also available.

Telephone: 0116 266 5224
E-mail: welfare@rafa.org.uk

OTHER

VETERANS AGENCY HELPLINE

A Ministry of Defence confidential Helpline that advises veterans and their dependents how to obtain expert advice on any issue that concerns them. Helpline staff also advise and assist with claims for a War Pension and associated supplementary allowances.

The Helpline is open from 8.15 am to 5.15 pm Monday to Thursday and 8.15 am to 4.30 pm on Friday. Calls within the UK are free.

Telephone: 0800 169 2277 (within the UK)
Minicom: 0800 169 3458 (within the UK)
E-mail: help@veteransagency.mod.uk
Web Site: www.veteransagency.mod.uk

HOUSING

Although some of the ex-Service benevolent sector organisations mentioned earlier in the Guide offer accommodation, the following are other sources of help for ex-Service personnel.

SPACES (SINGLE PERSONS ACCOMMODATION CENTRE FOR THE EX SERVICES) – CATTERICK

SPACES is an accommodation placement centre designed specifically to provide help to single Service leavers seeking appropriate civilian housing. The agency works in close collaboration with the JSHAO, Catterick Regional Resettlement and Welfare Centre, and local ex-Service benevolent organisations.

Telephone: 01748 833 797
Fax: 01748 835 774
E-mail: spaces@echg.org.uk

JOINT SERVICE HOUSING ADVICE OFFICE (JSHAO)

The JSHAO provides housing information and advice, and in some cases helps place Service personnel and their dependents in suitable civilian accommodation.

JSHAO provides information on the alternative options, which fit individual needs, on completion of an Information Proforma. For example the JSHAO will give details of:

- The local authority where you would like to live and its policy towards housing ex-regulars.
- Housing Associations, some of who have Low Cost Home Ownership schemes as well as rental properties; Estate Agents, and Property Management Agents in the area.

- Any special schemes or contacts that the JSHAO may have which could generate housing options not previously considered.

For information and advice contact the JSHAO direct.

Telephone: 01722 436575
Fax: 01722 436577
E-mail: jshao@hqland.army.mod.uk

EX-SERVICES HOMES REFERRAL AGENCY (ESHRA)

ESHRA's main aim is to help older ex-Service personnel looking for a care home or sheltered accommodation. It advises on care homes and independent living accommodation owned and managed by ex-Service organisations throughout the United Kingdom. It also holds a database on private and voluntary care homes and information on sheltered accommodation across the UK.

The Royal British Legion has taken ownership of ESHRA.

Telephone: 020 7839 4466 (Mon – Fri 9.30 am to 4 pm.)
E-mail: eshra@britishlegion.org.uk
Web Site: www.eshra.com

SHELTERLINE

Emergency advice 24 hours a day for anyone in housing difficulty is provided by Shelterline.

Telephone: 0808 800 4444 (Freephone)

NATIONAL HOMELESSNESS ADVICE SERVICE

In addition your local Citizens Advice Bureau (CAB) will be able to provide specialist housing advice through the National Homelessness Advice Service Association (run by Shelter). Call the National Association of CABs to find where your nearest CAB is or visit their website.

Telephone: 020 7833 2181
Website: www.adviceguide.org.uk

EMPLOYMENT

Linking individuals into employment and training opportunities is a key factor in helping them rebuild a life away from the streets and reducing the risks of a return to homelessness. The following are employment training opportunities in London.

PROJECT COMPASS

Project Compass was established in 2003 to tackle the issue of homelessness amongst ex-Service people by providing help in returning to sustained employment and independence. Funding was originally provided by a number of leading Defence manufacturers with support from the Ministry of Defence's Veterans Agency and the Government's Homelessness Directorate. Both the remit and scope of the original project has now expanded to encompass all of the UK and to ensure that a co-ordinated approach is provided, especially by working with other agencies and ex-Service charities, to meet all the needs of the client. Without this approach the likelihood of a permanent return to independent living and sustained employment is greatly reduced.

Central to the Project's approach is a process of individual assessment followed by personal development training, where beneficial, and preparation for a return to work, which includes a two-

week placement with a leading company. Subsequent job coaching, a client support network, accommodation referrals, funding for other professional training and one to one support complete the package.

Project Compass was originally set up jointly by Business Action on Homelessness (BAOH – part of Business in the Community) and the London-based charity, Training For Life.

Further details about the project may be found on its website or by contacting BAOH directly.

Telephone: 020 7566 8690 (direct) or 0870 600 2482
Web Site: www.projectcompass.org.uk

OFF THE STREETS AND INTO WORK (OSW)

OSW is an independent charity that provides the largest coordinated guidance, training and employment programme for homeless people in Europe. It's mission is 'To provide quality services that meet the identified training and employment needs of socially excluded people, in particular those who are homeless'.

OSW works in partnership with a range of strategic and delivery agencies, including Homeless Link, London Voluntary Service Council, the Refugee Council, Job Centre Plus, the Association of Colleges, the Careers Service, homeless organisations, training agencies and the Greater London Authority.

OSW funds and works with some of the key homeless agencies and colleges delivering employment and training in London and offers through this partnership a range of provision to support individuals access to the employment and training opportunities.

OSW provides employment and training information to the Greater London Authority website www.homelesslondon.org.uk which offers information about services across London

For more information see the website www.osw.org.uk or call on 020 7089 2722. E-mail info@osw.org.uk

BENEFITS

BENEFITS AGENCY OUTREACH TEAM

Benefits advice is available from a number of the agencies listed in this Guide. However the Benefits Agency has set up an outreach team in London who regularly attend shelters, hostels and day centres to help homeless people set up benefit claims quickly.

For more information on where they are working contact the team manager.

Telephone: 020 7200 6200

WAR PENSIONERS' WELFARE SERVICE (WPWS)

WPWS is located throughout the UK and the Republic of Ireland. The WPWS currently gives war disablement pensioners and war widow(er)s advice, information and practical assistance to access appropriate services at key life events and other periods of acute welfare need. The WPWS works in close partnership with ex-Service charities, local community service providers and War Pensions Committees (WPCs) in delivering welfare support.

The WPWS uses a caseworker approach to its work. Each of its clients has a readily accessible, identified welfare manager and team responsible for coordinating action on that client's behalf and providing a gateway to other services provided by other parts of Government and by voluntary organisations.

Telephone: 0800 169 2277
Minicom: 0800 169 3458
E-mail: help@veteransagency.mod.uk
Website: www.veteransagency.mod.uk

Further copies of this report are available from:

Sir Oswald Stoll Foundation
446 Fulham Road
London
SW6 1DT

Telephone: 020 7385 2110

or

The Veterans Agency
Norcross
Blackpool
FY5 3WP

Telephone: 0800 169 2277

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