

**NHS**  
Milton Keynes  
University Hospital  
NHS Foundation Trust



**MK** Milton Keynes  
City Council

# Armed Forces Support Directory.

The Armed Forces Covenant, our promise to the  
armed forces community

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July 2024  
Official

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# Introduction

**Milton Keynes Council (now Milton Keynes City Council) signed up to the Armed Forces Covenant in 2012 and it promises that those who serve or have served, and their families will be treated fairly in all aspects of life. An updated version of the document was re-signed, following us being granted our City status in 2022, and we are proud to reiterate our commitment to the armed forces community.**

Whether you are currently serving in the Armed Forces, are a reservist, or have previously served, there are many organisations who offer guidance and support for you and your family. Areas that help can be provided include:

- benefits and pensions
- crisis support
- employment and training
- finance, and hardship
- general help accessing support
- homelessness
- physical or mental health services
- social groups

Many of the local, regional, and national organisations have first-hand experience and specialist knowledge of the armed forces community. A list of services offered in Milton Keynes and adjoining areas can be found in this Armed Forces Support Directory. The directory has up-to-date details and links to service providers within it.

Applying for a Veterans Card can make access to help and support even easier! Apply at <https://www.gov.uk/veteran-card>

# Addiction (see also Family support – addiction)

## Alcoholics Anonymous

Phone: 01908 382509 (08:00-23:00 Mon-Sun) or 0800 9177 650 (at other times)

Multiple meetings all over Milton Keynes on various days:

<https://www.alcoholics-anonymous.org.uk/AA-Meetings/Find-a-Meeting/milton%20keynes>

Email: [help@aamail.org](mailto:help@aamail.org)

Web: <https://www.alcoholics-anonymous.org.uk/Professionals/Social-Sectors/Armed-Services>



Concerned solely with the personal recovery and continued sobriety of those who might be drinking too much. If you are having trouble with your drinking, or if your drinking has reached the point of where it worries you, you may be interested to know something about Alcoholics Anonymous and the AA programme of recovery from alcoholism. Safe, friendly, informal, confidential.

## Gamblers Anonymous

Fri 1830-1930hrs Phone: 0330 094 0322, Cross and Stable Church, Downs Barn Boulevard, Downs Barn, MK14 7RZ

Email: [miltonkeynesfridayga@gmail.com](mailto:miltonkeynesfridayga@gmail.com)

or

Tue 1930-2130hrs Phone: 07825 293223, The Quaker Centre, 1 Oakley Gardens, Milton Keynes, MK15 9BH

Email: [mkga@protonmail.com](mailto:mkga@protonmail.com)

Web: <https://www.gamblersanonymous.org.uk/>



A fellowship of men and women who share their experience, strength, and hope with each other so that they may solve their common problem and help others do the same. Meetings in MK are on Tuesday and Friday.

## MK ARC Drug and Alcohol Support

0930-1700 hrs Mon-Fri, Phone: 01908 250730

Email: [cnwl.arc-mk@nhs.net](mailto:cnwl.arc-mk@nhs.net) Web:

<https://www.cnwl.nhs.uk/services/mental-health-services/addictions-and-substance-misuse/arc-milton-keynes>



Free and confidential service for people who live in Milton Keynes.

Help to break a cycle of addiction to drugs and long-term alcohol or gambling issues.

## **Narcotics Anonymous**

**Phone:** 0300 999 1212, Meetings are available online and in person:

Wed 1900-2015hrs Heronsbrook Meeting Place, 5 Wadesmill Lane, Walnut Tree MK7 7ED

Sun 1030-1200hrs Unity Park Station, 401 Elder Gate, MK9 1LR

**Web:** <https://ukna.org/>



Recovering drug addicts who can help you get and stay clean. Members regularly share their personal experiences with each other, not as professionals but as ordinary people. NA teaches basic principles such as honesty, open-mindedness, trust, willingness, and humility that may be applied in everyday life. Drug users/those already in recovery make an individual decision to join and recover at their own pace. No appointment needed.

## **Adult Social Care (ASC)**

### **Milton Keynes City Council (MKCC)**

0830-1715 hrs Mon-Fri, **Phone:** 01908 253772

**Email:** [Access.Team@milton-keynes.gov.uk](mailto:Access.Team@milton-keynes.gov.uk) Referral form on

**website:** <https://www.milton-keynes.gov.uk/adult-social-care/support-adult-social-care>



We may be able to help you arrange the support you need, quickly and easily when you contact us, or we may arrange for you to have a more detailed assessment. This is free of charge and can be carried out regardless of your financial situation.

If you need ongoing social care support, our staff will contact you to offer further advice as required and where necessary we will carry out an assessment to look at your eligible social care needs and identify if you are eligible for funded adult social care.

### **MKCC ASC (out of hours)**

5:00pm -9:00am Mon-Fri, Weekends, Bank holidays 24-hrs

**Phone:** 01908 725005

**Web:** <https://www.milton-keynes.gov.uk/adult-social-care/support-adult-social-care/adult-social-care-assessment-care-and-support-needs>



Out of hours social care team.



# Benefits: Compensation

## Armed Forces Compensation Scheme

Online referral claim form <https://www.gov.uk/guidance/apply-for-armed-forces-compensation-or-a-war-pension>

Web: <https://www.gov.uk/guidance/armed-forces-compensation-scheme-afcs>



A compensation scheme for UK serving and former service personnel injured because of their service in His Majesty's Armed Forces. It compensates for any injury, illness or death which was caused by service on or after 6 April 2005. (must be within last 7 years).

There are two main types of AFCS awards:

- a tax-free lump sum payment for pain and suffering
- a Guaranteed Income Payment (GIP) which is a tax free, index linked monthly payment.

# Benefits: Compensation and Pensions

## Veterans UK

0800-1600 hrs Mon-Fri - by appointment, **Phone:** 0808 1914 218

**Email:** [veterans-uk@mod.gov.uk](mailto:veterans-uk@mod.gov.uk) and

[Veterans-UK-VWS-South@mod.gov.uk](mailto:Veterans-UK-VWS-South@mod.gov.uk)

**Web:** <https://www.gov.uk/government/news/learning-from-our-experiences-together>

Request your personal information: <https://submit-a-data-protection-request.service.mod.uk/start>



An MOD run service, providing free one-to-one support to veterans or anyone supporting a veteran, their families, and dependants, with a national network of welfare managers.

They work together with local authorities, voluntary organisations, service charities and Veterans Advisory and Pensions.

Initial phone call or email, then connection with local case worker. Committees to provide a free welfare service that promotes independence, maintains dignity, and provides continuous support through life.

# Benefits: Specific

## Department for Work and Pensions (DWP)

0900-1700 hrs – by appointment, **Phone:** 0300 046 1366

**Email:** [segroup.armedforceschampions@dwp.gov.uk](mailto:segroup.armedforceschampions@dwp.gov.uk) **Web:** [Armed Forces Champions](#)



Department  
for Work &  
Pensions

Help for veterans (and in some cases families) who receive Universal Credit (UC), Employment Seekers Allowance (ESA) and Jobseekers. Assessments to see if they are receiving the correct financial support. In many cases, there may be more entitlement that is not being claimed. Email the local Armed Forces Champion. F2F appointments after initial contact.

## Crisis

### Always a Rifleman

Available 24/7, **Phone:** 0800 470 0941, **Self-Referral form:** [Short self-referral form](#)

**Web:** <https://theriflesnetwork.co.uk/page/aarp>



**ALWAYS  
A RIFLEMAN**

The Always a Rifleman Programme (AARP) delivers support in the first few hours of an emerging crisis and paves the way to wellness.

Proven to save lives. During the most challenging real-life problems, it provides face-to-face coaching, mentoring and mental health support.

For veterans and their dependants of The Rifles or antecedent regiments, this is a dedicated service, always available.

### Icarus \*

Available 24/7, **Phone:** 0333 987 5055, Immediate call back by leaving your number at: <https://www.icaruscharity.org/contact/>

**Web:** <https://www.icaruscharity.org/>



**Icarus MH support for serving, veterans, reservists, and their families.**

Free support available for all UK Armed Forces serving and veterans regardless of rank, unit, service record or age. Can also support partners and families. Get in touch for an initial conversation to access support (usually via zoom) with a therapist. Ongoing support available too. Contact usually within 24 hours.

## MK Crisis Café

Various times, up to 23:00 hrs, In person (1700-2300 hrs), **Phone:** 0300 330 0648 (0900-1630 hrs), Zoom appointments available by arrangement

**Email:** [hq@mind-blmk.org.uk](mailto:hq@mind-blmk.org.uk) **Web:** <https://www.mind-blmk.org.uk/how-we-can-help/milton-keynes/>



- **Crisis Café** (1700-2300hrs daily) Safe, non-judgemental space that you can come to if you find yourself in crisis or mental distress in the evenings. You will be met by a trained mental health worker who will listen and help identify ways to address problems. **226 Queensway, Fenny Stratford, Bletchley, Milton Keynes, MK2 2TE**
- **Peer Support** (people with a similar lived experience come together to provide emotional, social, or practical help to each other)
- **Peer Mentoring** (One-to-one service with a trained mentors – all of whom have a lived experience of mental health challenges – to enhance their wellbeing or address a particular challenge they are facing such as improving social confidence, using public transport, accessing education, voluntary work, and employment.
- **Crisis recovery service.** provide support for individuals in mental health crisis who would like to address their immediate mental health needs, as well as manage their well-being in the long term.

## MK Mental Health out of hours urgent advice line

Available 24/7, **Phone:** 01908 724 365



Urgent Advice Line and single point of contact for people experiencing a mental health crisis out-of-hours in Milton Keynes. Friends and relatives can also use this number to get help and advice.

For people already using Mental Health services, this number is also on the Crisis Card given by the care coordinator or named lead professional.

## Op Fortitude

**Phone:** 0800 952 0774, Make an **online referral:**

<https://riv.org.uk/opfortitude>

Web address: <https://www.riverside.org.uk/care-and-support/veterans/opfortitude/>



Op FORTITUDE is the pathway for veterans at risk of or experiencing homelessness into supported housing or to keep them in their current home.

## Samaritans, Armed Forces Support \*

Available 24/7, Phone: 116 123 also Veterans App (search on app store)

Email: [jo@samaritans.org](mailto:jo@samaritans.org) Web: <https://www.samaritans.org/how-we-can-help/military/samaritans-veterans-app/>



They do not give counselling but do listen. Someone to hear you and a place to safely say what you need to. Specific veterans support programme.

## Shout

Available 24/7, Text: 85258 Web: <https://giveusashout.org/>

Shout **85258** is a free, confidential, anonymous text support service. You can text us from wherever you are in the UK.



If you are struggling to cope and need to talk, our trained Shout Volunteers are here for you, day, or night.

## Togetherall \*

Available 24/7, App only (search on App store) or

Web: <https://account.v2.togetherall.com/register>



Free sign-up to UK Armed Forces Community (serving, veteran, reservist, family member). Moderated service. A safe online community to always support your mental health. Connect with others experiencing similar feelings. Feel safe, trained professionals are always on hand. Stay anonymous.

# Employment

## Forces Employment Charity \*

0800-2000hrs Mon-Fri, Sat 0900-1400hrs, Phone: 0121 262 3058 or

Email: [info@forcesemployment.org.uk](mailto:info@forcesemployment.org.uk) for self-referral

Web: <https://www.forcesemployment.org.uk/who-we-help/veterans/>



Programmes and practical support. Support anyone who has served in His Majesty's Armed Forces, or Merchant Mariners who have seen duty.



Support delivered by Advisors, many of whom also served. They are committed to helping veterans succeed through their working lives. They also deliver Op Prosper, working with employment sectors to encourage veteran employment.

Programmes provide a range of practical tools and advice to help veterans use their military skills in civilian life.

## **The Poppy Factory \***

0900-1700 hrs Mon-Fri, Phone: 020 8939 1837

Email: [support@poppyfactory.org](mailto:support@poppyfactory.org) Web:

<https://www.poppyfactory.org/supportservices/>



**THE  
POPPY  
FACTORY**

getting you back to work

The Poppy Factory supports veterans with health conditions and their families into employment, helping them overcome barriers.

Four out of five of the veterans they work with report a mental health condition. Whatever their situation, and whatever they are going through, their employment team is on hand to offer one-to-one support.

## **Royal British Legion Industries (RBLI) - Lifeworks \***

0900-1700 hrs Mon-Fri, Phone: 0800 3196 844

Email: [lifeworks@rbli.co.uk](mailto:lifeworks@rbli.co.uk) Web:

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



Free employment support programme (residential or online). Helps veterans and family members of those currently serving to find meaningful employment outside the armed forces. Develop a winning CV, understand the hidden job market, develop your interview skills, adapt to, and overcome change, set realistic and obtainable goals.

## **Family support - addiction**

### **Al-Anon**

1000-2200 hrs 365 days a year, Phone: 0800 0086 811

Email (via webform): <https://al-anonuk.org.uk/contact/send-an-email/> Web: <https://al-anonuk.org.uk/>

There for anyone whose life is or has been affected by someone else's past or present drinking. Whatever your relationship with the drinker, you will find other people who have similar experience. Anonymity protected by using first names only. Anything discussed within an Al-Anon meeting is treated as confidential, including your presence. Al-Anon meetings are free. It is not a therapy group; they do not offer counselling or advice. Meetings on Tuesdays at 1930hrs (Christ the Cornerstone) and Sundays 1500hrs (Kents Hill).

## DAFS (Drug Alcohol Family Support)

0930-1400 hrs Mon-Fri, **Phone:** 07598 346244 or 07874 849659,

**Email:** [dafsmk@mail.com](mailto:dafsmk@mail.com) **Web:** Facebook closed group

<https://www.facebook.com/groups/MKFamilySupportgroup/>



DAFS is a caring support group created for parents and family members of loved ones suffering from drug and/or alcohol addiction. Volunteers run the group, all of whom have lived experience of dealing with an addicted loved one.

## Family support - bereavement

### Army Widows Association \*

0800-1700 hrs Mon-Fri, **Phone:** 0300 666 0136

**Email:** [info@armywidows.org.uk](mailto:info@armywidows.org.uk) **Web:**

<https://www.armywidows.org.uk/support/>



Formed by widows in 2004. Volunteer run. Offering comfort, support and friendship to the widows and widowers of service men and women.

### For the Fallen

0900-1700 hrs Mon-Fri, **Phone:** 0300 120 1758

**Web:** <https://www.forthefallen.org.uk/#contact>



For The Fallen CIC supports Families of Military Suicide. Peer support for partners and family members of military personnel and veterans who have taken their lives.

### Scotty's Little Soldiers \*

0900-1700 hrs Mon-Fri, **Phone:** 0800 092 8571 or **Text:** 07741 1621 132

**Email:** [families@scottyslittlesoldiers.co.uk](mailto:families@scottyslittlesoldiers.co.uk) **Web:**

<https://www.scottyslittlesoldiers.co.uk/about-us>



Supporting bereaved military children and young people who have experienced the death of a parent who served in the British Armed Forces. When a serving parent dies, the impact on their child is significant. The children often feeling they have lost their connection to the military community. Scotty's Little Soldiers ensures the very best bereavement support remains available for service/veteran families.

# Family support - general

## Army HIVEs

DMS Whittington, Lichfield, WS14 9PY

Phone: 01543 434362 / 07974 195428 Email: [RC-Pers-HIVE-](mailto:RC-Pers-HIVE-CentralHub-0Mailbox@mod.gov.uk)

[CentralHub-0Mailbox@mod.gov.uk](mailto:CentralHub-0Mailbox@mod.gov.uk) Web: [www.army.mod.uk/hives](http://www.army.mod.uk/hives)



Army HIVE is an MOD organisation, delivering information support for the whole Service community on a wide variety of topics affecting everyday Service and personal life, including relocation, accommodation, health and wellbeing, education, employment, finance, deployment, resettlement, and the local area.

# Family support – physical or psychological injury

## Headway: The Brain Injury Association

Phone: 0808 800 2244 or 07595 907131

Email: [Kirsty.rook@headwaymiltonkeynes.org.uk](mailto:Kirsty.rook@headwaymiltonkeynes.org.uk)

Web: <http://www.headwaymiltonkeynes.org.uk/>



the brain injury association

Through a network of local groups, Headway provides support, services, and information to survivors of brain injury and their families. Weekly group and 1:1 sessions. Community enablement programme to help with independent living. Cognitive skills, life planning and support.

## The Ripple Pond \*

0900-1700 hrs Mon-Fri, Self-referral by Email: [help@theripplepond.org](mailto:help@theripplepond.org)

or complete online self-referral form: [https://theripplepond.org/get-](https://theripplepond.org/get-support)

[support](https://theripplepond.org/get-support)

Web: <https://theripplepond.org/>



Support for adult family members of physically or psychologically injured British Armed Forces personnel and veterans.

## Spinal Injuries Association

Phone: 07896 877 200 or 01908 732144 Email: [k.ogilvie@spinl.co.uk](mailto:k.ogilvie@spinl.co.uk)

Web: <https://www.spinal.co.uk/find-support-now/buckinghamshire/>



Support with life after a spinal cord injury. Find local groups, advice on care packages, planning hospital stays, support for partners. Local lead, Kevin, is a veteran.

## Family support – Post Traumatic Stress Disorder (see also Mental Health, PTSD Resolution)

## Finance and hardship (see also Ongoing support – immediate and various need)

### The Army Benevolent Fund (ABF) \*

<https://soldierscharity.org/need-our-help/individual-grants/>

The Army Benevolent Fund is the Army's national charity, there for soldiers, past and present, and their families for life and providing financial assistance to relieve hardship.



### Dreamsai

0900-1700hrs Mon-Fri, Phone: 01908 033 541

Email: [admin@dreamsai.org](mailto:admin@dreamsai.org) Web: <https://www.dreamsai.org/>



Free food parcels and hot meals and hygiene items and essentials to homeless and people in need in temporary sheltered accommodation.



## The Food Bank, Milton Keynes

0900-1500 hrs Mon-Fri, **Phone:** 01908 322 800, 14 Burners Lane, Kiln Farm, Milton Keynes, MK11 3HB

**Email:** [office@mkfoodbank.org.uk](mailto:office@mkfoodbank.org.uk) **Web:** <https://mkfoodbank.org.uk/>



For those experiencing longer term financial hardship. Network of top-up shops provides an alternative route to food parcels and aims to encourage and support independence on a step-by-step basis.

People call or are referred for a variety of reasons, with family crises, loss of employment or benefits and debt. Sometimes people coming out of hospital or prison need immediate practical support, as do those placed in emergency accommodation. Whatever circumstances leave families struggling to keep a roof over their heads, The Food Bank can provide short term, crisis food.

## Royal Air Force (RAF) Benevolent Fund \*

0900-1700 hrs Mon-Fri, **Phone:** 0300 102 1919

**Email:** [welfare Navigators@rafbf.org.uk](mailto:welfare Navigators@rafbf.org.uk)

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



The RAF Benevolent supports members of the RAF Family providing practical, emotional, and financial support. They will consider any request for assistance, providing a tailor-made approach to each individual situation. From mobility aids and confidential counselling to financial grants, they offer a range of support tailored to the individual's needs.

## The Royal British Legion (RBL) \*

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

The Royal British Legion, SSAFA and regimental associations also cater for financial hardship. The ABF (Army Benevolent Fund) provides support but does so via referrals from the RBL and SSAFA.



## The Royal Naval Benevolent Trust \*

0900-1630 hrs Mon-Fri, **Phone:** 02392 690112

**Email:** [rnbt@rnbt.org.uk](mailto:rnbt@rnbt.org.uk) **Web:** <https://www.rnbt.org.uk/>



They make grants to assist in a very wide variety of circumstances, such as help towards living expenses, house repairs, disability aids, job training, all sorts of financial difficulties, care home top-up fees, domiciliary care and much more.

# Soldiers,' Sailors,' and Airmen's families Association (SSAFA) \*

<https://www.ssafa.org.uk/get-help>



SSAFA and their network of 7,500 volunteers provide lifelong support to anyone who is currently serving or has ever served in the Royal Navy, British Army or Royal Air Force and their families.

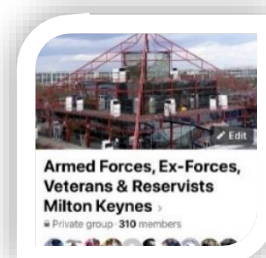
## Getting back on track

### Armed Forces, Ex-Forces, Veterans and Reservists Milton Keynes Facebook Group

Available 24/7 online:

<https://www.facebook.com/groups/939867076210022/>

A closed group, only for veterans/reservists and in some cases, a family member if the veteran is not a Facebook user. Admins and moderators ensure this is a safe space for informal peer support, events, information, updates, and a great way to connect to the MK Armed Forces community.



### Armed Forces and Veterans Breakfast Club, Bletchley

1000 hrs every Saturday, **Phone:** 07821 957064

**Email:** [miltonkeynes@afvbc.com](mailto:miltonkeynes@afvbc.com)

**Web:**

[https://www.afvbc.com/club/milton keynes armed forces veterans breakfast club](https://www.afvbc.com/club/milton%20keynes%20armed%20forces%20veterans%20breakfast%20club)



Veterans, those serving, and family members are invited to breakfast at **Capt. Ridley's Weatherspoons, Bletchley, Milton Keynes MK2 2ED**. Select and pay for your own breakfast.

### Armed Forces and Veterans Breakfast Club, Newport Pagnell

0930-1230 hrs First Saturday of the month, **Phone:** 07999 864644

**Email:** [dixonval@hotmail.com](mailto:dixonval@hotmail.com)

**Facebook:** <https://www.facebook.com/groups/afvbc.miltonkeynes>

**Web:** <https://www.afvbc.net/find-a-club/milton-keynes/>



Veterans and those serving are invited to **Ousebank House, Newport Pagnell, Milton Keynes MK16 8AN** on the first Saturday of the month. Full English and unlimited tea/coffee is £5.

## Back on Track

0900-1700 hrs Mon-Fri, **Phone:** 07956 598341 or **Online referral form:**

<https://backontrack.london/contact-us/>

**Email:** [enquiries@backontrack.london](mailto:enquiries@backontrack.london)

**Web:** <https://backontrack.london/>



The preservation of health, rehabilitation, and resettlement into society of former members of the armed forces who have been wounded, physically or psychologically, but not exclusively by providing or assisting in the provision of medical treatment (including reconstructive surgery) emotional and psychological support and facilities or other support.

## Men in Sheds

**Phone:** 01908 267126, **Web:** <https://www.meninshedsmk.org.uk/>



Primarily but not exclusively for men. Open 4 days a week. Use of workshop space for projects to promote wellbeing and offer informal friendship and support.

## Mission Motorsport \*

0900-1700 hrs Mon-Fri, **Phone:** 03330 338 338 or **online referral form:**

<https://www.missionmotorsport.org/contact>

**Email:** [team@missionmotorsport.org](mailto:team@missionmotorsport.org)

**Web:** <https://www.missionmotorsport.org/>



The Forces' Motorsport Charity aids in the recovery and rehabilitation of those affected by military operations by providing opportunities through motorsport and the automotive industry.

## MK Dons Sport and Education Trust

0900-1430 hrs Mon-Fri **Phone:** 01908 622888

**Email:** [information@mkdonsset.com](mailto:information@mkdonsset.com) **Web:** <https://www.mkdonsset.com>



Armed Forces Friendly. MK Dons run a wide range of physical activities, education and social activities including matchday social events to support members of the Armed Forces community locally.

They offer employment and education programme opportunities too across three facilities in MK.

## The Warrior Programme \*

[thewarriorprogramme](http://thewarriorprogramme.org.uk)

0900-1700hrs Mon-Fri, **Phone:** 07522 386555 or

**Email:** [Colin.davidson@warriorprogramme.org.uk](mailto:Colin.davidson@warriorprogramme.org.uk) for course information. For other

enquiries **Phone:** 0808 801 0898 or **Email:** [ENQUIRIES@WARRIORPROGRAMME.ORG.UK](mailto:ENQUIRIES@WARRIORPROGRAMME.ORG.UK)

or use **online contact form:** <https://www.warriorprogramme.org.uk/contact-us/>

**Web:** <https://www.warriorprogramme.org.uk/>

12-month programme, commencing with either a 3-day residential or 5 day online intensive foundation course, followed by regular refresher sessions and online interaction. Introduced to coaching techniques that will enable veterans to stay grounded, build resilience, deal positively with day-to-day life, and ensure that they remain focused and motivated to achieve.

Fully funded, including, food and accommodation, (excluding travel arrangements).

## Healthcare (non-urgent)

### Blesma (Limbless veterans) \*

0900-1700 hrs Mon-Fri, **Phone:** 07825 536364 or 020 3954 3020

**Email:** [bsoeastern@blesma.org](mailto:bsoeastern@blesma.org) **Web:** <https://blesma.org/>



Providing support to limbless and injured veterans for life. Blesma, The Limbless Veterans, is dedicated to assisting serving and ex-forces who have suffered life-changing limb loss or the use of a limb, an eye or loss of sight in the honourable service of our country.

### Blind Veterans UK \*

Mon-Fri, 0900-1700hrs (excluding Bank Holidays), register by **Phone:** 0800 389

7979 or

**Web:** [Supporter.services@blindveterans.org.uk](mailto:Supporter.services@blindveterans.org.uk)



Helps vision-impaired ex-forces rebuild their lives after sight loss.

Provide rehabilitation, training, practical advice, and emotional support to veterans regardless of how or when they lost their sight. Help blind veterans regain their independence.

## Defence Medical Welfare Service \*

Mon-Fri, 0900-1700hrs, register by **Phone:** 0800 999 3697

(**Freephone**; not a crisis service)

**Email:** [referrals@dmws.org.uk](mailto:referrals@dmws.org.uk) **Web:** <https://dmws.org.uk/>



Defence Medical  
Welfare Service  
Supporting  
the frontline

Provides medical welfare and helps navigate the healthcare pathway to improve wellbeing and support recovery.

They support serving personnel, reservists, veterans, and their family members/carers. (including Merchant Navy).

Their medical welfare service supports patients, their immediate family/primary caregivers and healthcare professionals involved in their care. Person-centred, tailored to the individual needs of the patient and their family.

## Fighting with Pride: The LGBT+ Military Charity \*



Online contact form: <https://www.fightingwithpride.org.uk/get-in-touch/> **Email:**

[info@fightingwithpride.org.uk](mailto:info@fightingwithpride.org.uk)

**Web:** <https://www.fightingwithpride.org.uk/get-in-touch/>

Supports the health and wellbeing of LGBT+ Veterans, service personnel and their families (in particular, those most impacted by the ban on LGBT+ personnel).

## GP practices – veteran friendly accredited

[Accredited GP practices and where to find them](#) - to date we

have trained 32 GPs, 12 GP practices have joined the

accreditation scheme and 35 GP administration staff have been trained as mentors to help those in need.



Armed Forces Veteran  
friendly accredited  
GP practice

## GP Armed Forces Champion, Milton Keynes

0900-1430 hrs Mon-Fri, **Email:** [Thao.nguyen1@nhs.net](mailto:Thao.nguyen1@nhs.net)

Local GP (Serving Lt Col Reservist) advises GPs about veteran patient care and can assist with issues relating to healthcare provision covered by the Armed Forces Covenant.

# Milton Keynes University Hospital NHS Foundation Trust

Email: [armedforcesnetwork@mkuh.nhs.uk](mailto:armedforcesnetwork@mkuh.nhs.uk) Web:

<https://www.mkuh.nhs.uk/working-at-mkuh/teammkuh/mkuh-staff-networks/armed-forces-staff-network>



MKUH has an Emergency Department and outpatient services. They employ an Armed Forces Covenant officer and have dedicated Armed Forces volunteers to support you during your visit.

## Op Restore (formerly Veterans Trauma Network)

GP opening hours via GP referral

Email: [imperial.oprestore@nhs.net](mailto:imperial.oprestore@nhs.net)

Web:

<https://support.veteransgateway.org.uk/ci/fattach/get/14181/1634219309/redirect/1/file/VTN%20Overview.pdf>



The only criteria are that you must be a veteran, you must be entitled to routine NHS care and the physical healthcare problem must be because of your military service. It has been recognised that some veterans have specific physical health problems related to their service.

The expertise to deal with these problems can be found in the consultants who support the VTN. Getting you to the right team will be better for you and will support your family and GP. They will also help you and your families to access other kinds of non-medical help and advice.

## Veterans Orthopaedic Service \*

GP opening hours via GP referral

Web: <https://www.rjah.nhs.uk/veterans>



The Veterans' Orthopaedic Service, led by Lieutenant Colonel Carl Meyer is open to UK veterans (including National Service) and treats arthritic lower limb problems.

Clinics are held every Thursday afternoon, and twice a month on Friday mornings. During the clinic, patients will see one of the Veterans' Service doctors.

## Walking with the Wounded \*

Phone: 03300 58 58 00

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



Walking With The Wounded 'WWTW' support veterans, reservists, serving and their families who may be mentally, physically, or socially wounded. They offer personalised employment support, mental health and wellbeing support, and support care coordination. WWTW are also the delivery partner for Op Courage in Milton Keynes.

## Help accessing support

### P3 Charity

0900-1700 hrs Mon-Fri, **Phone:** 0808 164 1810 or **online referral form** available on website

**Email:** [p3livelife@p3charity.org](mailto:p3livelife@p3charity.org) **Web:**

<https://www.p3charity.org/services/milton-keynes-health-service>



Work alongside people who may be feeling isolated and need some help to manage their day to day living and access support. They can link you into services to support with a range of needs including:

- Loneliness / social isolation / getting back into the community
- Mental and physical health
- Access to support with finances / benefits / debt
- Addiction / substance misuse
- Housing advice
- Relationships / staying safe

P3 can provide one-to-one emotional and practical support for up to 8 weeks. A friendly link worker will meet you in your home, out in the community and / or speak to you over the phone to create a support plan to suit you. P3 have experience of working with veterans/reservists and work closely with MK council and hospital.

# Homelessness

## Connection Support

**Phone:** 01908 101330 or **online referral available on website**

**Email:** [mkenquiries@connectionsupport.org.uk](mailto:mkenquiries@connectionsupport.org.uk)

**Web:** <https://www.connectionsupport.org.uk/>



At Connection Support the staff members and volunteers help people to overcome life's challenges. Providing support so that you become safely and sustainably housed and live as independently as possible. They provide a wide range of services offering support with homelessness, housing support, mental health, independent living, preventing isolation, parental mentoring, refugee resettlement and social prescribing.

## Milton Keynes City Council, Rough Sleeper Team



0900-1700 hrs Mon-Fri, **Phone:** 01908 691691 (contact before 1700 hrs that day)

**Email:** [RoughSleeperTeam@milton-keynes.gov.uk](mailto:RoughSleeperTeam@milton-keynes.gov.uk) **Web:** <https://www.milton-keynes.gov.uk/housing/rough-sleepers>

Rough sleepers, Male:

Purpose-built night accommodation above the former bus station at Station Square. For those who need overnight crisis accommodation. 24/7 for up to nineteen over 18 males. Showers, washing facilities, staff support, food.

## UnityMK (formerly Winter Night Shelter)

1000-1600hrs Mon-Fri, **Phone:** 07549 609427

**Web:** <https://www.unitymk.org/need-help> for more information plus online referral form



**Unity Park Station, 401 Elder Gate, Central Milton Keynes MK9 1LR** is open to provide year-round support to rough sleepers, sofa surfers, people in emergency accommodation or temporary housing, anyone at risk of homelessness, those who need support with their tenancies and others who are vulnerable.

The welfare team will meet with you to assess your situation and create a personal support plan for you. In-person appointments can be made using the contact details above.



# Mental Health (see also Crisis)

## Op Courage, NHS Veterans Mental Health Service



Now available 24 hrs, Phone: 0300 034 9991

Email: [mevs.mhm@nhs.net](mailto:mevs.mhm@nhs.net) Web: <https://www.nhs.uk/nhs-services/armed-forces-community/mental-health/veterans-reservists/>

Call to register. NHS mental health specialist service designed to help serving personnel due to leave the military, reservists, armed forces veterans and their families.

## PTSD Resolution \*

Mon-Fri 0900-1700 hrs, Phone: 0300 302 0551

Email: [contact@ptsdresolution.org](mailto:contact@ptsdresolution.org) Web: <https://ptsdresolution.org/>



PTSD (Post Traumatic Stress Disorder) Resolution for Armed Forces community members. (Serving, Veterans, reservists, their families including children). Call to register. Quick, free. (first session usually within 2 weeks). Free. 6x 1-hour sessions with local therapist. (you can then request a further six sessions). After you make the initial call, you will be asked to phone back 7 days later and then be contacted by a local therapist.

Includes those suffering from addiction issues or who are in prison as well as to family members, including partners and children, (singly or jointly) and those who may experience the symptoms of trauma from living with a traumatised veteran. Face to face or online.

## Reservists MH Programme

Phone: 0800 0326258

Email: [dphce-dcmhcol-vmhp@mod.uk](mailto:dphce-dcmhcol-vmhp@mod.uk) no specific website

The Reserves Mental Health programme provides assessment and treatment advice for reserves who have been deployed overseas since 1 January 2003 as a reservist and believe that their deployment may have affected their mental health.

Reserves whose condition is found to be operationally related and of a nature that can be treated within the resources of the Defence Medical Service (DMS) can access treatment in a MOD UK Department of Community Mental Health (DCMH) and will be offered out-patient treatment at a DCMH closest to where they live.

# Older person

## Age UK

0800-1900 hrs every day, **Phone:** 0800 678 1602

**Web:** <https://www.ageuk.org.uk/>



They aim to provide life-enhancing services and vital support to people in later life. Along with our local partners they deliver a range of services across the UK.

# Ongoing support – criminal justice

## Op Nova

0900-1700 hrs Mon-Fri, **Phone:** 0800 917 7299

**Web:** [opnova@forcesemployment.org.uk](mailto:opnova@forcesemployment.org.uk)

NHS  
Supporting Veterans in  
the Justice System



Support for veterans who are arrested or at risk of arrest; enabling them to access the services they need. Specialist programme developed to support veterans in the criminal justice system who may be vulnerable, socially isolated, or need support to live or maintain a law-abiding life.

# Ongoing support – immediate needs

## The Veterans' Charity \*

0900-1600 hrs Mon-Fri, **Phone:** 01271 371001 or **online referral form.**

<https://www.veteranscharity.org.uk/getsupport>

**Web:** <https://www.veteranscharity.org.uk/>



The immediate needs support charity for Veterans who find themselves battling hardship and distress. They can assist with essentials such as food shopping (including pet and baby products where required), utilities support, clothing and footwear, household items and single appliances, smartphones/tablets and calling credit/data.

# Ongoing support – various

## Get Around MK

Web: [Access to bikes - Milton Keynes \(getaroundmk.org.uk\)](http://getaroundmk.org.uk)



Useful travel information, journey planners, access to bikes and more.

## Hounds for Heroes

Phone: 01730 823118, Email: [enquiries@houndsforheroes.com](mailto:enquiries@houndsforheroes.com) , Web: <https://www.houndsforheroes.com/>



Open to all HM Armed Forces and Emergency Services personnel who have become disabled through illness or injury.

An assistance dog can help overcome some of the physical challenges caused by disability or illness. Costs met by charity. Injury/illness does not have to be service attributable.

## Royal British Legion \*

0800-2000 hrs every day, Phone: 0800 802 8080 to initially register, then connected to local case worker or [chat online](#)

Web: <https://www.britishlegion.org.uk/#>



Ongoing support which can include:

Care and independent living, financial and employment support, local community connections and tackling isolation (see information below). Help with costs for homeless veterans. (first month's rent and deposit, brown/white goods).

**RBL Tackling Isolation:** If you would like a home visit or telephone buddy, please call the national number (T: 0808 802 8080 and ask to be connected to the **MK BCSO (Branch Community Support Officer)**). Branch Community Support (BCS) is a network of RBL members who provide company to those living with social isolation and loneliness. This can be by telephone buddying or home visits.

## Soldiers,' Sailors,' and Airmen's families Association (SSAFA) \*

0900-1700 hrs Mon-Fri, Phone: 0800 260 6767 or online Chat

<https://www.ssafa.org.uk/get-help/forcesline>

Web: <https://www.ssafa.org.uk/get-help>



Transition support (leaving the armed forces), help for families, supporting older veterans, disability support, welfare and benefits, brown/white goods.

## **Turn to Starboard \***

Phone: 01326 314 262, Email: [info@turntostarboard.co.uk](mailto:info@turntostarboard.co.uk) , Web: <https://www.turntostarboard.co.uk/>



Fully funded support for serving and retired Armed Forces personnel, reservists, and their families, who have been affected by military operations. We help families re-engage in a completely new environment with sailing opportunities. The yacht is skippered by an experienced Yacht master so attendees can take part in as much or as little sailing as they like. Attendees sleep on the yacht which will be moored at different locations each night.

## **Ongoing support – wellbeing courses**

### **Recovery College, Milton Keynes**

0900-1430 hrs Mon-Fri, Phone: 01908 725800

Email: [cnwl.mkrecoverycollege@nhs.net](mailto:cnwl.mkrecoverycollege@nhs.net) Web:

<https://www.cnwl.nhs.uk/services/recovery-and-wellbeing-college>



A learning and development centre in **Queensway, Bletchley, Milton Keynes** providing a range of educational courses, workshops, and resources for people with mental health difficulties.

Courses aimed at empowering people with the information and practical steps they need to guide them on their journey to recovery.

All courses and workshops are designed to contribute towards wellbeing and recovery and are co-delivered by people who have the personal experience of living with mental health difficulties, known as peer recovery trainers.

They aim to promote opportunities for the recovery and social inclusion of people with different mental health experiences.

This is done in a safe environment that nurtures hope, fosters growth, creates opportunity, and draws on the strength of peer-to-peer support.

## Recovery College, Bedford

0900-1630 hrs Mon-Fri, **Phone:** 01234 263621 Bedford Wellbeing Centre, 3A Woburn Road, Bedford MK40 1EG

**Email:** [elft.recoverycollege@nhs.net](mailto:elft.recoverycollege@nhs.net)



Courses and workshops focusing on mental health wellbeing and recovery. They are delivered by people with lived experience and professional experience. Courses are open to:

- people aged 18 and over who live or work in Bedfordshire and Luton
- people living with mental health problems, their Carers, family, and friends
- colleagues from ELFT NHS area, Local Authorities, and local partner organisations.



**Milton Keynes**  
City Council