

General Information

Veterans' Gateway is the first point of contact for veterans seeking support. It's made up of a number of military charities and can put you in touch with organisations who can help further. **Contact Veteran's Gateway on 0808 802 1212 (24 hours a day, 365 days a year)**.

There is now a **Veterans' Gateway App** which you can use to find support organisations in your area using a smartphone or tablet.

Armed Forces Covenant Annual Report to Parliament by Defence Secretary

– at the end of each year The Secretary of State for Defence presents a report to Parliament outlining the progress which has been made in delivering the principles of the Armed Forces Covenant:

1. Members of the armed forces community should face no disadvantage compared to other citizens in the provision of public and commercial services; and
2. Special consideration is appropriate in some cases, especially for those who have given the most such as the injured or the bereaved.

The **Armed Forces Covenant annual report** is quite long so you can find the most important information in the **Covenant Summary Report** which is usually about 20 pages; and a **one page 'info-sheet'**.

British Forces Broadcasting Service is a registered charity and has been a pioneer in armed forces broadcasting and communications for over 75 years, bringing the best of UK TV, sport and music to the forces family worldwide.

The mission of BFBS is to entertain, inform, connect and champion the UK armed forces, their families and veterans – **broadcasting to more than 20 countries worldwide** with permanently-manned studios in 10 countries, including Bahrain, Cyprus, the Falkland Islands and Canada – to provide a wide variety of military content for everyone interested in the work of the armed forces.

For the **latest news and information about all things military** visit BFBS's **Forces.net website**. This includes access to all the **BFBS radio stations**.

On Parade – is an military-themed information chat show on YouTube, discussing issues facing veterans in Civilian Life. Hosted by ex-Parachute Regiment soldier who is an award-winning documentary filmmaker and author Neil 'Taff' Davies & ex-Royal Artillery stage and screen actor Shaun 'Johnno' Johnson.

Veterans' ID card – As part of the Veterans' Recognition Scheme, since February 2019 all service-leavers receive a new ID card as proof of their time in the armed forces.

It was due to be rolled out to all existing veterans so that they could apply for one, and then use it to easily and securely prove their military service in the UK Armed Forces – in order to access services which require this evidence.

Unfortunately the need to 'future-proof' the scheme so that veterans can access a wider range of benefits, and prevent fraudulent use, has delayed the process. The Office of Veterans' Affairs will provide information about when you will be able to apply on the **.Gov website**.

Defence Discount Service is the official MoD discount service for the Armed Forces, Veterans and Armed Forces Community – providing discounts both online and on the high street for members of the Armed Forces, Veterans and Armed Forces Community.

Defence Discount Service is home of the Defence Privilege Card, the vetted discount card that can be used in stores, restaurants and venues to obtain armed forces discounts. This discount card allows Veterans and the Armed Forces Community to have a card that can allow them to receive military discounts. Go to the website to find out how to get your discount card.

Veterans Railcard – was launched at the end of 2020 for British military veterans*. It costs £30, and can be used at any time – peak or off-peak – although during peak times a minimum fare of £12 applies. The Railcard will provide you and your companion 1/3 off most rail fares and 60% off for up to four children aged 5-15 years. You can also save on Advance tickets.

You **MUST** have your railcard **with** you **when** you **travel**, so keep it in your purse or wallet!

It is estimated that between 1.6 and 1.7 million veterans already qualify for either the Senior (over-60s) or Disabled Person's Railcard.

*UK Veterans refers to those who served at least one day in Her Majesty's Armed Forces; or Merchant Mariners who have seen duty on legally defined military operations.

RAF Benevolent Fund – The RAF's leading welfare charity, providing practical, financial and personal lifetime support to all members of the RAF family whether serving or veterans and their families.

Provides practical, financial and – in some cases – emotional support to all members of the RAF family, regardless of rank, from childhood through to old age. Support includes:

- Help with top-up care fees
- Adaptations
- Mobility
- Housing assistance
- Financial Need
- Welfare breaks
- "Airplay" Youth Support Project
- Benefits and Money Advice Service
- Help with disability
- Equipment
- Death and Disablement in Service
- Education costs
- Property Repairs
- Support for the serving RAF
- Childcare centres
- Free relationship counselling

Royal Navy & Marines Charity – Single focus charity for the Naval Service – provides major grants to serving units and to naval charities. Key outputs are (Serving – Dependents, Amenities, Sport and Prizes; Through-life care–Benevolence).

The Soldiers Charity (also known as the **Army Benevolent Fund** – ABF) provides grants for soldiers and veterans from the British Army, and their immediate families, when they are in need. Each year around 4,500 individuals receive a grant – dealing with half of all cases presented to Regimental and Corps charities. All cases are considered on their merits. Underlying every case is a clearly identified individual case of need which cannot be met by other sources.

Free Online search for Armed Forces Charities – the Directory of Social Change and Forces in Mind Trust have created this website to map support for veterans in detail, so that potential sources of the right support are easily identifiable. You may want to search for charities offering help in a specific area.

War Widows Association of GB – pressure group to improve the conditions of War Widows and their dependents, petitioning for improvements in pensions, benefits and other issues.

[Project Nova](#) supports veterans who have been arrested or are at risk of arrest. Operating in four areas of the UK – the East of England, North West, North East and South Yorkshire and Humberside.

Project Nova supports Veterans who have been arrested and enter Police Custody. It also supports Veterans who are referred by specialist Police teams, or other statutory organisations, because they are at risk of arrest. It is delivered as a partnership between RFEA and **[Walking With The Wounded](#)** (WWTW).

[The Forces in Mind Trust \(FiMT\)](#) provides UK-wide support and advocacy for ex-Service personnel and their families to make a successful transition back to civilian life.

FiMT commissions research to provide evidence which can be used to influence and underpin policy making and service delivery – by both the State and Voluntary sectors – to bring about sustainable change.

Their six specific areas of interest are housing, employment, health and wellbeing, finance, the Criminal Justice System and relationships.

[Applying for a veterans badge or a medal](#) – online information

Anyone who has served in any of the UK armed forces can apply for a veterans' badge. There is **no fee** for this.

Eligibility – You can apply if you were in the:

- army
- Royal Navy
- Royal Marines
- Royal Air Force (RAF)
- volunteer or regular reserves

You **cannot** apply if you:

- served in the armed forces of another country
- served alongside the UK armed forces, for example in the Canadian Navy or Royal Australian Air Force

You can only apply on behalf of a veteran who's died if you get either:

- a **[War Widow's or Widower's Pension](#)**
- compensation under the **[Survivors Guaranteed Income Payment \(SGIP\)](#)**

MOD Medal Office – Veterans' Badges

Freephone (UK): **0800 085 3600**

Telephone (from overseas): **+44 141 224 3600**

If you need to **contact MOD about your veterans badge application**, you can phone, fax or send an email to **dbs-modmo-vetsbadge@mod.gov.uk**.

You **cannot** apply for a veterans' badge **by email**.