



SUPPORTING THE ARMED FORCES FAMILY



ssafa

the
Armed Forces
charity

WE'RE HERE FOR THE ARMED FORCES

SSAFA, the Armed Forces charity, supports the person behind the uniform; those currently serving, veterans and their families. Last year, we helped more than 85,000 people from the Forces family get back on their feet.

Sometimes even the strongest among us need help. When anyone in our Forces family finds themselves in need, SSAFA is the charity they can turn to. Support is there for people at any stage in their military career; from the youngest recruit to the oldest veteran – no one's service is ever forgotten. We give hope, guidance and personal support for as long as it takes to get that person's life back to where they want it to be.



85,616

people in the Armed Forces community have received our support – 4% more than in 2018.



WHAT WE DO

Welfare advice and support

Our network of branches in local communities and service committees on military bases offer practical, financial and emotional support from our trained volunteers. They are the heart and soul of SSAFA and our work, a vital part of how we help the Armed Forces community. We help serving personnel, reserves, veterans and their families with everything from financial hardship to family breakdown.

Tailored support services

We have range of specialist services designed to meet the specific needs of the Armed Forces community, run by SSAFA employees and supported by our dedicated volunteers. Our support includes mentoring service leavers and their families as they transition from military to civilian life, assisting veterans within the criminal justice system and providing a support service to the UK Gurkha veteran community.

Health and social care services

We provide primary and community health care and social work services, on contract to the Ministry of Defence in 11 countries, including the UK. We deliver a Personal Support and Social Work Service on behalf of the RAF, so those serving, and their families can access support on every RAF base in the UK and overseas.

HOW WE HELP

Through our 92 SSAFA branches UK-wide and overseas in 11 different countries - including Cyprus, the Falkland Islands, Germany, Gibraltar and Nepal, we have more than 5,000 SSAFA volunteers, many of whom are caseworkers who visit former members of the Armed Forces and their families in the local area.

Our trained welfare advisors and volunteers work with each individual to find out exactly what they need. Once assessed, we'll help them access the support required.

They may just need someone to listen. But, more often than not, we put them in touch with services that can help them get their lives back on track. Whether it's practical, financial or emotional, we ensure the right kind of tailored support is provided, protecting their independence and dignity throughout.



5,201

volunteers helped us deliver vital support all over the world.

OUR SUPPORT

- **Additional Needs and Disability Support** – Giving advice and respite for military families through our support forum and short break holidays.
- **Adoption** – Our independent adoption agency for military individuals and couples.
- **Forcesline** – Our free, confidential helpline for currently serving personnel, veterans and their families.
- **Glasgow's Helping Heroes** – Our partnership with Glasgow City Council, supporting the local Forces community.
- **Gurkha Services** – Providing tailored support for Gurkhas and their families who live in the UK.
- **Housing** – A range of safe and comfortable housing options, for older and disabled veterans.
- **Joining Forces** – Our partnership with Age UK to improve the lives of veterans born before 1950.
- **Mentoring** – Providing personalised face-to-face mentoring support for service leavers.
- **Military Wives Choirs** – Providing support to women in the military community through our choirs.
- **Norton House, Stanford Hall** – 'Home-from-home' accommodation for military families, for those receiving treatment at the Defence Medical Rehabilitation centre.
- **Personal Support and Social Work Service RAF** – Supporting serving RAF personnel and their families.
- **Prison In-reach/Veterans in the Criminal Justice System (VCJS)** – Supporting veterans and their families, when they need it most.
- **Stepping Stone Home, Gildea House** – Providing safe accommodation for military families whose relationships have broken down.
- **Support Groups** – Providing a wide range of support for those within the service community, including those affected by bereavement.
- **Welfare Support** – Our volunteer-led network offer practical, emotional and financial support.

For more details, visit ssafa.org.uk

SSAFA, the Armed Forces charity, has been providing lifelong support to our Forces and their families since 1885. Last year our teams of volunteers and employees helped more than 85,000 people in need, from Second World War veterans to those who have served in more recent conflicts or are still currently serving, and their families.

SSAFA understands that behind every uniform is a person. And we are here for that person - any time they need us, in any way they need us, for as long as they need us.

NEED TO TALK?

SSAFA's Forcesline is a free and confidential helpline providing advice and information for serving personnel, reserves, veterans and their families, and is completely independent of the chain of command.

■ Call **0800 731 4880** Lines open 09.00 to 17.30 weekdays

■ Visit **ssafa.org.uk/forcesline**

To make a donation to support our Armed Forces family:

■ Call **020 7403 8783**

■ Visit **ssafa.org.uk/give**



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Volunteers are the lifeblood of SSAFA, contributing in many ways to the support of our serving and veterans' communities, either with long established volunteer networks or through specialist schemes managed by Central Office.

Branch networks

The branch network predominantly supports former members of the armed forces and their families, though it also helps those who are currently serving in cases where there are complex welfare and/or financial needs.

There are currently 92 branches with more than 5,000 volunteers, of whom some 4,200 are caseworkers. In the UK there is a branch in each county made up of divisions based on local authority boundaries; there are also branches in Cyprus, France, Germany and Ireland.

Most branches comprise a chairman, secretary, treasurer, fundraising organiser, publicity officer, training organiser, IT coordinator, division secretaries, caseworkers, friendship visitors and helpers.

The branch chairman is responsible to Council, through Chairman of Council, for all SSAFA activity in the branch area. The branch secretary is responsible for the routine operation of the branch and through division secretaries and caseworkers the 'almonising' of funds for clients. The branch treasurer is responsible for handling these funds and making payments that have been authorised by the secretary. To ensure financial probity treasurers cannot also be caseworkers and close relatives such as husband and wife teams cannot hold the posts of treasurer and secretary at the same time.

Caseworkers are trained volunteers who visit clients, assess their welfare needs and take action to ensure their needs are met. In some cases, the task is as simple as making sure they are claiming all the benefits to which they are entitled; in others it involves arranging grants from benevolent funds and other assistance providers. For eligible clients in financial difficulty caseworkers can often help with a wide range of welfare needs such as the provision of food, clothing, white goods, furniture, housing, training, employment, adapting homes for people with disabilities and arranging the provision of a mobility scooter. In many cases, though, the problem is not a financial one and can be solved by other means, such as signposting the client to a specialist organisation.

If you decide to join your local branch as a volunteer, you will normally be assigned to a local key lead, dependant on your role and supported by our Volunteer Experience and Learning and Development Team.

If you wish to view any of the role profiles or have any more questions, then please do not hesitate to contact me; paula.harrison@ssafa.org.uk.