



Llywodraeth Cymru
Welsh Government

Welcome to Wales

Supporting and investing in our
Armed Forces Community in Wales





The policies referenced in the document were correct prior to Covid 19. Some may have been inadvertently effected due to the pandemic, please check relevant section on the Welsh Government website for further information.

Mae'r ddogfen yma hefyd ar gael yn Gymraeg / This document is also available in Welsh

Foreword

The Welsh Government would like to extend a very warm welcome to Wales to you and your families.

We are proud of our Armed Forces and recognise the enormous contribution you make to communities across Wales. We have many links to all three Armed services through our veterans but also through the many people from Wales who currently serve within your ranks.

We recognise the impact deployment can have on your lives, and that accessing services and support in a new area of the country can sometimes be a challenge. Working with our Armed Forces partners, we have produced this booklet to support you and your families as you settle into your new communities.

The Welsh Government is committed to supporting both Serving personnel and those who leave the Armed Forces and return to civilian life. We remain firmly supportive of the principles of the Armed Forces Covenant to ensure fair treatment of Serving personnel, veterans and their families. This booklet outlines the support and services available when you are Serving, including specialist health care and access to free swimming at local leisure centres. For those with families, it also includes information about the range of support and services available to you – including early education and free childcare.

We hope this information will help you to settle in quickly and to enjoy your time in Wales.



A handwritten signature in black ink that reads "Hannah Blythyn".

Hannah Blythyn MS

Deputy Minister for Housing and Local Government

Introduction

The Welsh Government welcomes you to Wales.

The Welsh Government is the overarching Governmental body in Wales and has devolved powers from the UK Government in areas of public services, including health, social care, education and Local Government. The UK Government currently retains responsibility for defence, foreign policy and most benefits.

Wales is a vibrant nation with its own language, heritage and cultural identity. It has a proud military tradition. We recognise the valuable contribution the Armed Forces make to the communities in which they live.

As a Government we work closely with the Armed Forces sector. We have an Armed Forces Expert Group whose membership consists of the Tri-services and partners in the public and third sectors, to ensure services meet your needs as members of the Armed Forces community in Wales. The Expert Group advises us and helps us ensure you are supported and have a voice.

This booklet gives you information on some of the services provided which was correct at the time of publication but may be subject to change. Using the contact details provided in the booklet will enable you to access more detailed information if you wish.



About Wales



In Wales we have had our own devolved Government since 1997, and we are proud to be part of the United Kingdom. We have a population of just over 3 million people with two official languages: English and Welsh. Welsh is spoken by approximately 20% of the population.

Wales is a diverse country and many parts are predominantly rural. It is well known for its varied and beautiful landscape, which attracts a great deal of tourism. There are three National Parks: the Brecon Beacons, Snowdonia and the Pembrokeshire Coast National Park. Wales also has a Coast Path which was opened in 2012 and is the world's first uninterrupted route along a national coast. However, we also have vibrant and dynamic cities including Cardiff (our capital), Swansea and Newport, and bustling towns including Carmarthen, Bangor, Wrexham and Aberystwyth.

Wales' history and culture also attracts tourists. We have more castles than any other country in Europe and we have many historical sites that go back to Roman times. National Museums are free to visit in Wales, including the St Fagans National Museum of History and the National Museum in Cardiff.

Wales' National Day, St David's Day, is celebrated on 1st March every year. Many people in Wales will wear the national emblem of a daffodil or leek on St David's Day.

For more information on places of interest: www.visitwales.com


Government and Parliament in Wales

Wales is governed by the Welsh Government which is based in the capital city of Cardiff. The First Minister is the leader of the Welsh Government. His official office is based in Ty Hywel in Cardiff Bay.

In Wales we have our own Parliament – The National Assembly for Wales was established by the Government of Wales Act 1998 – and elections take place every five years.

From 6 May 2020 the National Assembly for Wales changed its name to the Welsh Parliament or Senedd Cymru, commonly known as the Senedd.

The Senedd in Cardiff Bay is the main building of the Welsh Parliament. As it is a public building you are able to visit seven days a week and access the public galleries to listen to debates when the Parliament is sitting. For more information: www.assembly.wales



Everyone in Wales is represented by Members of the Senedd. It is their role to carry out the work of the Welsh Parliament; they represent the interests of Wales and its people, make laws for Wales and hold the Welsh Government to account.

To find out who your Member of the Senedd is, visit:

www.senedd.assembly.wales/mgMemberIndex.aspx?bcr=1

Wales also has 22 Local Authorities. These cover all local government responsibilities including education, housing, waste/recycling, open spaces and parks.

The Military in Wales is represented by all three services. The Army (regular and reserve) is based in many locations around Wales, the RAF primarily represented by RAF Valley on Anglesey with a reserve Squadron in Cardiff, and the Navy also has a Reserve Unit in Cardiff. Whilst your unit staff will be able to provide support if required there are also numerous agencies around Wales referred to in this document who can help you settle in to your new home.



Education and Skills

As is the case across the UK, education is free in state schools in Wales. The Local Authority is responsible for providing education in the area where you live.

As with the rest of the UK, the school year comprises 3 terms:

- Autumn Term usually runs from the beginning of September until Christmas time.
- Spring Term starts at the beginning of January and lasts until Easter (usually the end of March).
- Summer Term starts from the end of the Easter holidays (usually early April) until the middle of July.

Each term also has a half term break: schools are usually closed for a week.

Your child might well attend different schools according to their age. In Wales we are clear that a good start in life is crucial.

All 3-4 year olds in Wales are entitled to a minimum of 30 hours per week of early education and childcare for working parents. This could be in a childcare setting (which can be a day nursery, sessional playgroup or childminder) approved by your Local Authority, or a school. Your child would start early education from the term following their third birthday.

Every child is required by law to receive full-time education from the beginning of the school term following their fifth birthday, although most children in Wales will be offered a place in a Reception class at the beginning of the school year (September) in which they become five.

From 4-11 they will normally attend a primary school and then move to secondary school from the age of 11.

In some areas in Wales we are now moving to campuses that provide education from 3-18. Again your Local Authority will be able to provide further information.

You can contact your Local Authority Family Information Service (FIS) who will be able to provide information and support on services including childcare and education, including a list of settings in your area which are registered to provide funded, part time places in the Foundation Phase.

The School Admission Code makes provision for your child/children to be admitted to an infant class mid-term even if it means the class will breach the infant class size limit. Your child's/children's place will be kept throughout the duration of their stay in the Foundation Phase in school.

Welsh language and bilingual education is available in schools across Wales. Your child does not have to speak Welsh to attend a Welsh language or bilingual school – they will have the best opportunity to become fluent in both Welsh and English. Schools will provide support for children learning Welsh or English as an additional language.

To find a place for your child in a school local to you and information on the provision of Welsh language and bilingual education, please contact your Local Authority for information. A list of Local Authorities can be found in Annex A, at the back of this booklet.

Term Time Absence – We recognise that the operational needs of the Armed Forces can prevent a Service family taking leave during school holidays. You can apply for permission, in writing to your child's school for permission to allow your child leave of absence during term time.

The Supporting Service Children in Education (SSCE) Cymru Project provides a dedicated officer to work with schools, families, Local Authorities and partner organisations across Wales to improve support for your children when entering education in Wales. If your child/children have additional learning needs a programme of work is underway to ensure their needs are considered through the Additional Learning Needs and Education Tribunal (Wales) Act 2018.



Since the programme began in 2014, SSCE Cymru has worked with schools, children and young people, Local Authorities, Welsh Government, education professionals, Armed Forces families and support organisations to gather their views and experiences, build networks across Wales and raise awareness and understanding of the experiences of children of Armed Forces personnel.

A whole host of resources are available for you and your family to access. These include guidance and digital resources for schools and families, a directory of support and films showcasing experiences of other Service children.

For further information, visit: www.SSCECymru.co.uk

At the age of 16, school is no longer compulsory in Wales. If your child wishes to continue his or her education they may be able to access financial help through the **Welsh Government's Education Maintenance Allowance (EMA) or the Welsh Government's Learning Grant (Further Education) (WGLG (FE))**.

Grants and loans are available if your child wishes to access Higher Education (HE) such as University. Information about EMA, WGLG (FE) and HE grants/loans can be found at: www.studentfinancewales.co.uk

You can find **careers advice** (for those aged 16 years and over) and advice on **Apprenticeships** and **Traineeships** to gain skills whilst working, or skills to gain employment or further their education at: www.careerswales.com

The **Motivational Preparation College for Training** offers opportunities for young people through training and education, equipping them for post 16 and Higher Education.

www.mpct.co.uk

Other sources of information which may help you in making an informed choice regarding your child's education is **The Children's Education Advisory Service (CEAS)**. It provides guidance and information to Service families on education and schools. When children move frequently from one school to another or between different educational systems obtaining appropriate provision can be complex, CEAS provides a dedicated service providing professional advice about all aspects of children's education both in the UK and Overseas.

Email: enquiries@ceas.uk.com

Web: www.gov.uk/childrens-education-advisory-service



Childcare

The Welsh Government recognises childcare is one of the biggest challenges facing working parents in Wales. Through our **Welsh Government funded Childcare Offer** we are providing 30 hours a week of government-funded early education and childcare for working parents of three and four year olds, for up to 48 weeks of the year. This support is available across all Local Authorities in Wales and can be accessed by you as working parents.

In addition to this, there are also numerous other facilities available in Wales for young children under 5 years old:

Playgroups: Can be state run or private, and some are free to attend but others will charge.

Creche/Nurseries: Children can attend for a full 5 days a week or a few hours per day. They are state or privately run. Some are free and some charge.

Parent and Toddler Groups: These are groups where you can take your child to play with other children. Some playgroups are run through the medium of Welsh or bilingually. For more information contact your Local Authority.

Child-minders: Care for your child in their own homes. Child minders must be registered with Care Inspectorate Wales to ensure a safe and suitable environment for your child. All staff must have received health and Police clearance to look after children. Local Authorities will have a list of all registered child-minders in your area and note if they're Welsh Speakers. For more information: www.careinspectorate.wales/



The Family Information Service provides free, impartial help, support and advice on a range of family issues including childcare. Each Local Authority in Wales delivers the service. If you require further information contact your Local Authority.

Health and Wellbeing



The National Health Service (Wales) (NHS Wales) is responsible for providing health care which includes medical, dental and optical treatment.

In Wales you can find information about registering with a GP, NHS Dentist or Optician through visiting www.wales.nhs.uk. This site provides links to each Local Health Board (LHB) which will provide full details of the primary care services in your area.

GPs will look after your general health needs. To register with a GP you should contact your chosen practice and ask to be included on their patient list. You will be asked to fill in a form to ask for your medical records to be transferred there.

You will be able to arrange for your child to receive **immunisations** from your GP Practice.

Your GP will also be able to advise on **Family Planning and Contraceptive advice.**


The Family Planning Association also provides information on all aspects of sexual health, including contraception and pregnancy. To find a Family Planning clinic located in your area please access: www.fpa.org.uk

Service women and their dependants can access **Cervical Screening** services through NHS Wales. To find out more information contact your local GP Practice.

If you or a member of your immediate family is on a **NHS waiting list** and you are posted to another part of the country, any waiting time accrued will be carried forward with you. All LHBs in Wales are aware of this commitment. If you have any concerns about your wait, these can be raised with the Chief Executive of the relevant Health Board.

If as a Serving member of the Armed Forces you are in need of particular specialist care you will be able to access the **Fast Track Referral Pathway**. This is a joint initiative between the Defence Medical Service and NHS Wales which prioritises access to secondary care to get you back on your feet and back to work. Your doctor will be able to tell you if you are eligible for the service.

You may wish to consider becoming an **organ donor**. The legislation introduced in 2015 in Wales is 'deemed consent'. This means if you haven't registered an organ and tissue donation (to opt in or out) you will be considered to have no objection to becoming a donor.



If you live in Wales it is important that you discuss your organ donation decision with your family and friends. You can find out more about your decision at:

www.organdonation.nhs.uk/uk-laws/organ-donation-law-in-wales/

You may also like to donate blood and can register to do so via the Welsh Blood Service. Whilst most people are able to give blood, checks will be carried out prior to each donation to ensure your safety, and the safety of any patients who may receive your blood. To find out more please visit: www.welsh-blood.org.uk/giving-blood/

C.A.L.L is a free 24 hour helpline which offers emotional support to people suffering mental distress as well as their friends, carers and relatives. Anyone concerned about their own mental health, or that of a relative or friend, can access the service on **0800 132 737** or by texting 'help' and your question to **81066**. www.callhelpline.org.uk

You can also access confidential **emotional support and advice** by contacting the Samaritans. The Samaritans provide a 24 hour helpline, 365 day a year and can be contacted on **116 123**.

You can contact **DAN 24/7** a 24 hour drug and alcohol helpline, for information and advice relating to **substance misuse**. Freephone **0808 808 2234**, Text **DAN** to **81066** or: www.dan247.org.uk

You and your family are entitled to **free prescriptions** on the presentation of an Exemption Certificate which can be obtained from the Local Health Board area in which you live. Please visit www.wales.nhs.uk

NHS Direct Wales is a telephone line providing health advice and information 24 hours a day. You can call the service on 0845 46 47 if you are feeling unwell, or need information on health services. You can also access the website: www.nhsdirect.wales.nhs.uk

For immediate life threatening emergencies **call 999**.

Benefits and Tax

Serving personnel may be entitled to Department for Work and Pensions (**DWP**) **benefits** the same as other UK citizens. Examples of benefits can include Universal Credit, Tax Credits and Jobseekers Allowance. A network of Armed Forces Single Point of Contacts (SPoCs) is in place in every Jobcentre site across Wales, to help you access benefits and support services. For more information contact: www.gov.uk/browse/benefits

If you live in Ministry of Defence provided accommodation you are entitled to a **50% council tax discount on second homes that you own**. The property must be a second home, which is defined in legislation as an unoccupied and furnished dwelling. You can apply to your Local Authority's council tax department to check eligibility and claim the discount.

If you own your own home or are living in rented accommodation you may be eligible for a reduction in your **Council Tax**, to find out if you qualify contact your Local Authority.

Citizen's Advice is a network of independent charities that will provide you with information and advice on a wide range of issues including benefits, work, debt and money, family, housing and legal matters. For further information contact: www.citizensadvice.org.uk/wales/

The Defence Privilege Card enables Service men and women to access discounts both online and on the high street if you produce your card. The Membership Card is a physical card that you can take into stores, restaurants, leisure facilities and other venues in order to obtain a discount. To obtain your card contact the Defence Discount Service at: www.defencediscountservice.co.uk

Service personnel can access **free swimming** at Local Authority swimming pools across Wales, using your Defence Privilege Card as proof of eligibility.

For all queries relating to the Free Swimming Scheme please contact: AFFSenquiries@WLGA.gov.uk



Housing



Service Families Accommodation (SFA) is available for accompanied married Service personnel or civil partnerships when serving with the Armed Forces.

If you would like to leave service accommodation and get on the first rung of the property ladder the **Forces Help to Buy Scheme** may help you to do that. The **Forces Help to Buy Scheme** is a home loan scheme which has been set up to help serving UK Military personnel to buy their first home – or to move house. For more information contact: www.forces-helptobuy.co.uk

Help to Buy – Wales is an initiative that provides shared equity loan assistance to home buyers from Help to Buy (Wales) Limited (HtBW) with funding provided by the Welsh Government. For more information contact: www.helptobuywales.co.uk


Rent First is a Welsh Government scheme which provides rented housing at intermediate rents and gives tenants an opportunity to buy their property outright. Local Authorities can allocate funding for the scheme through their Social Housing Grant allocation. To find out more about the scheme contact the Local Authority in your area.

You may wish to **rent accommodation**, and there are many companies and individuals who offer accommodation for rent. You may wish to rent privately or register with a letting agency. All landlords have a legal duty to provide you with details of your rights and responsibilities whilst you are living in their accommodation. Your Local Authority should be able to provide you with a list of agencies that rent properties in your area.

Landlords in Wales have a new set of rules to comply with when moving in tenants. From 28 February 2020, new regulations demand landlords give tenants a list of information before they ask for a holding deposit. To find out more about the new regulations contact: www.landlordsguild.com

On 15 May 2019, the Renting Homes (Fees etc) (Wales) Bill received Royal Assent, it has now passed into law and is an Act. The Act permits letting agents and landlords to only charge fees relating to rent, security deposits, holding deposits, or when a tenant breaches a contract.

The ban on fees came in to force on 1 September 2019. To find out more visit: www.arla.co.uk/tenant-fees-wales/



Local Authorities use allocation schemes when dealing with applications for housing. If you are interested in applying for social housing you can contact your Local Authority Housing Department for more information. Local Authorities will also be able to direct you to Registered Social Landlords, or as they are more commonly known, Housing Associations. They own and manage housing stock across Wales. Their primary role is the development of new homes for rent (and in some instances for shared ownership), the repair and improvement of existing homes, and the provision of housing management services. For more information of Housing Associations in the area you wish to settle contact your Local Authority.

The Joint Service Housing Advice Office (JSHAO) provides Service personnel and their families with housing information and advice on housing options:

www.gov.uk/government/collections/joint-service-housing-advice-office-jshao

SSAFA Forces Help Housing Advisory Service provides advice and guidance about a range of housing options. They will also be able to give you details of estate agents and housing organisations in the area. For further information contact: www.safa.org.uk

Employment and Managing Finances

We recognise the difficulties spouses and partners of Serving personnel may have in finding employment. There are avenues of support available to gain employment.

Business Wales is the Welsh Government's bilingual business support service. It provides impartial, independent support and advice to people starting, running and growing a business in Wales. To find out how it can help you visit: www.businesswales.gov.wales

Forces Families Jobs is an employment and training platform specifically designed to support Service families into meaningful employment and provide opportunities for training and development.

Delivered by a Tri-service partnership between the Naval Families Federation (NFF), Army Families Federation (AFF) and Royal Air Force Families Federation (RAF-FF) the service is available to military spouses/families seeking employment and training with the secure knowledge that the employers have signed up to the Armed Forces Covenant. This includes:

- Spouses and partners of currently Serving and Reserve personnel, and adult children (aged 18-25).
- Spouses and partners of Service personnel who have left the Armed Forces within the last 12 months, and adult children (aged 18-25).
- Bereaved spouses and partners for up to two years post service, and adult children (aged 18-25).

To visit the site please go to: www.forcesfamiliesjobs.co.uk

X-Forces offers a similar service if you are considering self-employment: www.x-forces.com or tel: 0207 022 0600.


Recruit for Spouses is run by military spouses and will help you find employment, contact: www.recruitforspouses.co.uk or Tel: 0333 2020 996.

Help is also available from Jobcentre Plus: www.jobcentreplus.gov.uk



Working Wales

Working Wales is the Welsh Government's new approach to delivering free, impartial, employability and careers advice tailored to an individual's needs and circumstances. The service, delivered by Careers Wales, provides professional careers information, advice and guidance.



Based on your individual personal circumstances and aspirations, trained advisors will identify the most suitable support for you. In agreement with the individual, advisors will then refer you to the most appropriate support; this could be to the Employability Skills Programme, Communities for Work, or other interventions.

For more information you can visit the Working Wales website: www.workingwales.gov.wales/, which also has a support finder service. Or you can call 0800 028 4844 to speak to an advisor.

Employability Skills Programme

The Welsh Government's Employability Skills programme aims to support unemployed adults into a job and to stay in work by improving employability skills. The Programme offers a high quality work placement or employer specific training which is combined with work preparation training, and essential skills provision if required. The Programme is aimed at unemployed adults who have a reasonable chance of being ready for employment within six months. Please contact: www.careerswales.com/en/skills-gateway/employability-skills-programme/ or telephone on 0800 028 4844.

Some Armed Forces personnel have difficulties getting credit, as they have moved regularly and not been able to build up a good credit rating. The UK Government has provided funding to establish an **Armed Forces Credit Union** which is 'a payroll deduction' system to allow Service personnel and veterans in receipt of a military pension, to save with and pay off loans from a credit union. The payment will come directly from your salary or pension at source. www.joiningforcescu.co.uk/

If you would like to access an independent Credit Union, information on Credit Unions in Wales, and one local to yourself can be found at: www.creditunionsofwales.co.uk/en/find-my-credit-union.html

You can also access help from the following organisations:

Money Force www.moneyforce.org.uk, **Money Made Clear Wales** www.moneymadeclearwales.org, the **Money Advice Service** www.moneyadvice.service.org.uk the **Department for Work and Pensions** www.dwp.gov.uk and the **HM Revenue and Customs**, www.hmrc.gov.uk

Citizen Advice Cymru can provide advice and assistance with debt difficulties, Tel: 03454 04 05 06 Email: www.adviceguide.org.uk. Support concerning loan sharks can be obtained from the Wales Illegal Money Lending Unit by email mlu@cardiff.gov.uk or via a confidential, 24 hour helpline 0300 123 3311.

If you have financial problems due to gambling or if it is creating family stress you can access advice and help from: www.gamblersanonymous.org.uk

Community and Participation

Serving personnel, along with their spouses or civil partners can take part in elections and referendums. You can register at a fixed address in the UK for a 5-year period and those who are posted overseas can register at their previous UK address. If you live in service families' accommodation during the week you can register at the address where you spend weekends or leave. Once registered, there are three ways to vote – in person, by post or by proxy.

www.electoralcommission.org.uk/faq/voting-and-registration/what-registration-provisions-exist-for-crown-servants-and-service-personnel

It is against the law to smoke in any public place in Wales; this includes bus stops, shops, restaurants, pubs, nightclubs, buses, trains, train platforms, offices, factories and cars if there is a passenger present under the age of 18 years. Smoking causes many diseases and health problems. For these reasons there are laws relating to smoking and you can be fined up to £200 for smoking in a designated smoke-free place.

We are very proud to have two official languages. If you would like to learn Welsh, information about Welsh adult learner classes can be found here: www.learnwelsh.cymru/
Tel: 0300 323 4324 Email: office@learnwelsh.cymru

You can also access information at: www.cymraeg.gov.wales/learning/Adults/Welsh-for-Adults/?lang=en

New smacking law: In Wales the Welsh Government's Children (Abolition of Defence of Reasonable Punishment) (Wales) Bill has been given Royal Assent, meaning it can now pass into law.

The new act removed the legal defence of 'reasonably chastisement' in assault cases – meaning a parent, carer or any other adult can no longer claim they were disciplining their child when accused of assault. The new rules will come into force Spring 2022.





Commemoration

Wales has a proud military tradition and history. Remembrance events including the Wales Festival of Remembrance, National Service of Remembrance and Field of Remembrance take place every year. Remembrance Sunday events and services take place across Wales.

Military museums and heritage sites provide important insights into Welsh history. The Welsh Government will continue to work with accredited museums to encourage visitors to broaden their understanding of Welsh military participation. www.cadw.gov.wales/about/?lang=en

Cymru'n Cofio/Wales Remembers 1914-1918: Programme overview

Cymru'n Cofio was the Welsh Government programme for the centenary commemoration of the First World War. From 2013 the programme supported and developed targeted commemorative activity to present a strong national identity for Wales' commemoration of this vital period in our history.

The Programme formally ended on 31 March 2020 though there is still activity planned place later in 2020 not to mention the huge digital legacy that will endure for future generations. Details can be found at: www.walesremembers.org/

As Custodian of Remembrance, the Royal British Legion works actively in Wales to ensure the memories of those who have fought and sacrificed in our Armed Forces live on through the generations.

Armed Forces Day gives us as a nation, the opportunity to honour and thank you, our Armed Forces, both past and present for the sacrifices you have made to ensure the freedom we enjoy today. Armed Forces Day also provides an opportunity for the younger generation to learn and appreciate the sacrifices you, our Service men and women have made defending our freedom.

Armed Forces Day is a fitting tribute to you all, who have given so much for us to enjoy the just and safe society we have today, and also an opportunity for us all to offer our heartfelt thanks for your courage, dedication and sacrifice.

National Armed Forces Day

In Wales, Armed Forces day is recognised every year in communities across Wales. Events involve the military, Welsh Government, Local Authorities and third sector groups.

In 2018, Conwy County Borough Council hosted National Armed Forces Day. The Welsh Government supported this prestigious event. The Day celebrated the Armed Forces, and provided an opportunity for the public to express their support and thanks to you, and the wider Armed Forces community.

Just over a thousand Serving Personnel, Cadets and Veterans took part in the parade along the promenade. The parade was watched by a number of dignitaries including Her Royal Highness The Princess Royal, Former Prime Minister Rt Hon. Theresa May MP, and the former First Minister of Wales the Rt Hon Carwyn Jones.

Over 100,000 onlookers gathered along the promenade to support the parade and then enjoy a range of activities and displays.





Support Available

There are times in most peoples' lives when they feel they need help and support, whether it is for personal or family reasons. Below you can find contact details for organisations which support and help Serving personnel and their families.

The Royal British Legion (RBL)

The RBL provide practical care, advice and support to serving members of the Armed Forces, veterans of all ages and their families.

www.britishlegion.org.uk Email: wales@britishlegion.org.uk Tel: 0808 802 8080

The Soldiers, Sailors and Airmen's Families Association (SSAFA)

SSAFA provide practical support and assistance to Servicemen and women, veterans and their families. www.ssafa.org.uk Tel: 0800 731 4880

Help for Heroes

In Wales the Community recovery team deliver holistic support to veterans and Armed Forces personnel who have been affected by their military service.

www.helpforheroes.org.uk/get-support/how-to-access-our-services/recovery-in-wales/
Tel: 01443 808910

Army Families Federation (AFF)

The AFF is the independent voice of Army Families and works hard to improve the quality of life for Army families. www.aff.org.uk Email: wales@aff.org.uk

Navy Families Federation (NFF)

The NFF gives Royal Naval and Royal Marines' families an independent voice.

www.nff.org.uk Email: admin@nff.org.uk Tel: 023 9265 4374

Royal Air Force (RAF) Families Federation

The RAF Families Federation represents the views and concerns of RAF personnel and their family. www.raf-ff.org.uk Tel: 01780 781650

Army HIVE

HIVE provides up to date and relevant information to all members of the Service Community.

www.army.mod.uk/HIVES

We recognise that some **of you may be starting to plan your transition from Service into civilian life**, and may therefore require alternative means of support and advice.

There is a wide range of support available:

The Defence Transition Services (DTS)

Run by the MoD's Veterans UK, DTS exists to provide information and support for those Service leavers and their families who are most likely to face challenges as they leave the Armed Forces and adjust to civilian life. DBSVets-DTS-Central@mod.gov.uk



Career Transition Partnership (CTP)

The CTP is the official provider of resettlement support for all members of the Armed Forces, regardless of time served. All Service leavers can benefit from flexible CTP support, from career transition advice and skills development, vocational training courses and finding employment. www.ctp.org.uk/

RFEA The Forces Employment Charity

RFEA provide life-long, life changing support, jobs and training opportunities to Service Leavers and veterans, irrespective of circumstances, rank, length of service, or reason for leaving. www.rfea.org.uk/ Tel: 0121 262 3058.

Officers Association (OA)

The OA provide officers and families with the support needed to thrive in civilian life. They work with serving, reservist and former officers to enable them to achieve a viable and fulfilling transition from military to civilian employment. www.officersassociation.org.uk

Annex A

Local Councils in Wales		
	Telephone	Email
Anglesey	01248 752109	www.anglesey.gov.uk
Blaenau Gwent	01495 311556	www.blaenau-gwent.gov.uk
Bridgend	01656 643643	www.bridgend.gov.uk
Caerphilly	01443 815588	www.caerphilly.gov.uk
Cardiff City Council	029 2087 2087	www.cardiff.gov.uk
Carmarthenshire	01267 234567	www.carmarthenshire.gov.uk
Ceredigion	01545 570881	www.ceredigion.gov.uk
Conwy	01492 574000	www.conwy.gov.uk
Denbighshire	01824 706101	www.denbighshire.gov.uk
Flintshire	01352 752121	www.flintshire.gov.uk
Gwynedd	01766 771000	www.gwynedd.gov.uk
Merthyr Tydfil	01685 725000	www.merthyr.gov.uk
Monmouthshire	01633 644644	www.monmouthshire.gov.uk
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Rhondda Cynon Taff	01443 424005	covenant@rctcbc.gov.uk www.rctcbc.gov.uk
Swansea City Council	01792 636003	www.swansea.gov.uk
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Vale of Glamorgan	01446 700111	www.valeofglamorgan.gov.uk
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