



Transition to Civilian Life

A Welfare Guide for the Service Leaver



Useful Addresses:

Enquiries can be made to the Service Personnel Veterans Agency (SPVA)
Joint Personnel Administration Centre (JPAC):

JPAC Enquiry Centre
Mail Point 465, Kentigern House
65 Brown Street
Glasgow
G2 8EX

Tel: 0800 085 3600 (freephone)
Mil: 94560 3600
Email: JPAC@spva.mod.uk
Fax: 0141 224 3586

After leaving the Army the Veterans Helpline can help to answer your questions.

Tel: 0800 169 2777
Email: veterans.help@spva.gsi.gov.uk

You can also contact your local SPVA Veterans Welfare Service Office whose number you will find in the phone book under 'Veterans Welfare Service'.

Useful Telephone Numbers:

| | |
|---------------------------------------|--------------------------|
| Your Regimental Headquarters | |
| Army Welfare Information Service | 01722 436569 |
| JPAC Enquiry Centre | 0800 0853600 (Freephone) |
| Service Personnel and Veterans Agency | 0800 1692277 |
| The Royal British Legion | 020 3207 2100 |
| Army Benevolent Fund | 0845 2414820 |
| SSAFA Forces Help | 0207 463 9398 |
| Officers Association | 0845 873 7150 |

Contents

This is a guide that provides general advice.
It is important that you have the most up to date information on resettlement.
Check with your Unit Resettlement Officer or Unit Welfare Officer.

| Section | Detail | Page |
|---------|---|------|
| 1 | Introduction | 1 |
| 2 | Normal Service Leavers | 5 |
| 3 | Resettlement | 7 |
| 4 | Housing | 19 |
| 5 | Leave | 29 |
| 6 | Removals and Allowances | 31 |
| 7 | Administration | 33 |
| 8 | Service Pensions and Compensation | 37 |
| 9 | Welfare Support | 41 |
| 10 | Benefits and Health | 53 |
| 11 | British Army Soldiers who are also Non-British Citizens | 63 |
| 12 | Medically Retired Service Leavers | 67 |
| 13 | Early Service Leavers | 83 |
| 14 | Information | 87 |

Section 1

Introduction



This guide covers resettlement, housing, leave, and pensions as well as the administrative procedures, for the smooth transition to Civilian Life.

The guide is written for those who are going to live in the UK.

If you are leaving the Army from the UK and returning to your country of origin you will need to ask about matters relating to that country. Your Unit Welfare Officer (UWO) would be a good place to start seeking help and advice.

This guide tells you about the ex-Service and civilian welfare agencies which are there to help you, if you wish, once you have left the Army. It will also explain procedures for all Service Leavers (SL). Definitions of the three types of SL and guidance for British Army soldiers who are also non-British citizens:

- If you are a **Normal Service Leaver** you are leaving the Army on completion of your engagement or have given your notice to leave or have been given notice of discharge under redundancy. See Section 2 of this guide.

- If you are an **Early Service Leaver** you have been discharged either:
 - compulsorily from the trained or untrained strength, or
 - at your own request from the trained strength or untrained strength having completed less than 4 years service.See Section 13 of this guide.
- If you are being **Medically Discharged/Retired** your service is being terminated on medical grounds, you will have attended a Medical Board which has recommended that your services are terminated. See Section 12 of this guide.
- If you are a **British Army Soldier who is also a non-British citizen** and are serving overseas and wish to settle in the country in which you are serving, you may wish to seek guidance in the Country from the Bde G1 staff, it is essential that you seek this guidance as early as possible as there may be immigration implications that will need to be resolved prior to leaving. See Section 11 of this guide

There is a useful Flow Diagram on the next page. Sections 3 to 10 are useful for everyone.

Interviews

As soon as you know you are leaving, you will need to be interviewed by the following as minimum:

- Unit Welfare Officer (UWO)
- Regimental Career Management Officer (RCMO)
- Regimental Sergeant Major (RSM)
- Regimental Administrative Officer (RAO)
- Commanding Officer (CO)

They will be able to answer your questions on welfare, pay, allowances or pension entitlements, and certainly discuss with them any financial or debt worries you may have.

Section 2

Normal Service Leavers



You are a Normal Service Leaver if you are leaving the Army on completion of your engagement or have given your notice to leave or have been given notice of discharge under redundancy.

Leaving the Army can be quite stressful. If you have any worries about the future, it is very important that you discuss them as early as possible so that the right help can be offered in time to make a difference.

The following people will conduct formal interviews with you:

- Unit Resettlement Officer.
- Individual Education and Resettlement Officer (IERO) who is based at your local Army Education Centre (AEC).

The following people will be able to give you further advice:

- Unit Welfare Officer
- Regimental Career Management Officer
- Regimental Sergeant Major
- Regimental Administrative Office
- Commanding Officer.

You should get a Service Leavers Guide from the Service Personnel and Veterans Agency (SPVA) **9 months** before you leave. You can also find it online at www.veterans-uk.info.

This pack contains important information about Service pensions and charities' details. More information can be found in Sections 3, 8 and 9 of this guide.

You should check the financial support you can get, for up to 10 years after leaving, if you decide to undertake an educational course which leads to a Level 3 qualification (England and Wales), or a Scottish Level 6 qualification. You may be eligible for financial support to take a first foundation degree or first full undergraduate degree or national equivalent. Your Individual education and resettlement Officer (IERO), who is based in an Army Education Centre (AEC) can give you more information.

Section 3

Resettlement



Introduction

This Section covers details on the resettlement support available to you before and after your service. Section 1 shows a flowchart of support available.

Resettlement is about making a successful transition from military life to the civilian world.

During this time you may need to make decisions about housing, children's education, financial matters and future employment. While you are still serving, the Resettlement Service will help you by providing professional advice, information, guidance and, if appropriate, training to assist you to prepare for, and find, suitable civilian employment.

You are entitled to advice at any time prior to discharge and in some circumstances beyond, for example if you have been injured or are ill during your resettlement.

Organisation of Resettlement Service

Your unit should have a Unit Resettlement Officer (URO) who will provide initial resettlement information and administration. Your URO will interview you and provide information on how you access further levels of resettlement advice. If you are entitled to this resettlement service, you should make full use of it.

Your URO will make arrangements for you to have further resettlement interview with an Individual Education and Resettlement Officer (IERO). Your IERO will give you and your unit a copy of the Record of Resettlement Advice (MOD Form 1173).

The IERO can give you information and advice depending on your personal circumstances. Your own needs will decide what will be covered at the interview(s). It is likely that the following subjects will be covered:

Housing (see also Section 4).

Welfare Agencies e.g.: SSAFA Forces Help, The RBL, DWP etc. (See also Section 9).

Jobcentre Plus. Through your IERO the MOD Form 1173 is your proof of Service that the DWP requires for your priority access to a variety of their services and courses. More information is available at their website, www.jobcentreplus.gov.uk

There is special Jobcentre Plus assistance from the Disability Employment Advisor (DEA) if your disability significantly affects the kind of work you can do, or your chances of getting and keeping work.

You will receive your resettlement under the terms of Graduated Resettlement Time (GRT).

Your IERO will confirm the advice given, suggested actions and pre-release training activity and dates. Hospital or home visits can be arranged, if necessary.

The IERO can also provide information on types of pre-release resettlement provision that you are entitled to according to your options i.e. GRT and CTP (Career Transition Partnership) / Non CTP activities, the allowances payable and details of post-release training opportunities.

Resettlement Support Programmes

During your terminal leave you should contact your local Jobcentre Plus. As soon as you leave the Army, if you do not have a job, you may be seen by a new Job Seeker Interviewer who will give you information about what you have to do to claim Job Seeker Allowance (JSA). They can also give you information about your priority access to mainstream Jobcentre Plus programmes. These can include Work Trials, Programmes Centres and New Deal for people aged 18-24. Most of these programmes are designed to help you with your job search. All will help you find new employment.

If appropriate, you should contact your local Disability Employment Advisor (DEA) at the Jobcentre Plus and arrange an interview. If your assessment shows that you are unable to work in open employment without significant support, the DEA can provide a range of advice, information and suggest training programmes. The Jobcentre Plus has contracts with different providers depending on which part of the country you live. (e.g.: TRBLI, Shaw Trust, Remploy, Erskine etc.).

There are 3 resettlement support programmes, depending upon your length of service:

The full resettlement programme (FRP) for soldiers who have 6 or more years of service or are medically discharged, irrespective of time served

The employment support programme (ESP) for soldiers with more than 4 years but less than 6 years of service

The early service leaver support programme (ESL) for those designated as ESL in Section 1.

The IEROs have full details of the support programmes.

Graduated Resettlement Time for Normal Service Leavers

GRT aims to reward length of service and allows you full flexibility in how you use your pre-release resettlement time i.e. in any appropriate mix of briefings, workshops, training or Individual Resettlement Preparation (IRP). Your IERO can work out your entitlement to GRT and GRT warrants, according to your length of service.

If you have less than one year's service and are medically discharged you are still entitled to access the full resettlement service, but you will only receive 10 days GRT.

Attendance at consultancy sessions, travelling time and time taken up with IERO interviews will not count against your GRT entitlement.

Career Transition Partnership

A contract partnership exists between the MOD's Directorate of Resettlement (D Resettlement) and Right Management Ltd to provide further resettlement services. This is the Career Transition Partnership (CTP) Normally if you have completed 6 years of service you are entitled to the full CTP resettlement programme. An outline of the CTP service is described on the next page.

You are encouraged to register with the CTP who will ensure that you receive the resettlement service that you need. You will need to complete the registration form, MOD Form 1173, which is available from your URO. Your unit or IERO must sign the MOD Form 1173.

The CTP resettlement programme includes:

Career Transition Support. This is a personal service of Core Resettlement workshops, briefings, skills training, individual career counselling, and job-finding support e.g. assistance with your CV.

You will be allocated a Consultant at one of the 10 Regional Resettlement Centres (RRCs) most convenient to you. You can get the addresses and telephone numbers of the RRCs from your URO or IERO.

Job opportunities. The CTP will provide you with job opportunities that will be suitable for you, and help you secure them, primarily through the UK wide network of Regular Forces Employment Association (RFEA) Branch Offices and the Officers' Association (OA) working as part of the CTP. The CTP job finding support is available for up to 2 years from date of retirement/discharge. Note that the RFEA and OA, in their charitable role, will offer you this service free for the rest of your working life.

RFEA

Tel: 0845 873 7162

Fax: 0845 873 7154

Web: www.rfea.org.uk

OA

Tel: 0845 873 7145

Fax : 0845 873 7154

Web: www.officersassociation.com

If you register for the CTP Service, you may be allowed up to 3 warrants to visit your allocated CTP Consultant if you have difficulty accessing them. They are issued at the discretion of the IERO. Speak to your IERO for further information.

Resettlement Provision under GRT

Service Leavers are also entitled to Graduated Resettlement Time (GRT). A table of Individual Entitlement can be found in Section 14.

If you are resettling under GRT you have full flexibility to use your pre-release resettlement time (within your overall limit) in any appropriate mix of the following elements:

The Career Transition Workshop (CTW).

Core Resettlement Workshops.

Self-Marketing.

New Horizons in Retirement.

Self Employment/Small Business Awareness.

Small Business Start Up.

Job Finding skills seminars such as interview techniques.

Skills Training at the Aldershot RTC or at some of the RRCs.

Civilian Training Course (CTC). Training undertaken at a civilian college or firm.

CTP Recommended Courses. Courses delivered by training suppliers on the CTP Preferred Suppliers List. They must be discussed with your CTP consultant and authorised by the IERO.

Civilian Work Attachment (CWA). An attachment to a firm for job intelligence and on the job training, rather than formal course instruction.

Individual Resettlement Preparation (IRP). Time used for house hunting, CV writing, attending interviews, cold calling etc.

Attendance at Financial Aspects of Resettlement (FAR) briefings and Housing Briefings do not count against your GRT entitlement.

Deferred Resettlement

The resettlement arrangements are flexible to allow for both deferred and transferred resettlement.

You can defer your resettlement for 2 years after medical discharge, it can also be transferred to your spouse or registered civil partner, if they have died in Service.

Post Release Support

You can seek resettlement advice from your IERO at any time up to 2 years before your date of discharge. You should discuss with your IERO the best means of accessing this service.

The CTP will deliver support from the point where your resettlement starts to a point 2 years following your discharge.

You will also have access to Jobcentre Plus Programmes, which may include special programmes, Disability Employment Advisor (DEA) support, Jobseeker's Allowance (JSA), vacancy and job search information at Jobcentres Plus, and you can join local Job Clubs.

Assistance is also available from the ex-Services welfare organisations as explained in Section 9.

Employment in MOD

Jobs within the MOD are not specifically held open for ex-Service personnel, but there are no restrictions on ex-Service personnel being employed in civilian jobs in the MOD. Certain civilian jobs in MOD and elsewhere draw heavily on previous Service experience and are particularly suitable for retired Service personnel. These jobs fall within a category known as The Military Support Function (MSF) Scheme.

The Department complies fully with the Disability Discrimination Act 1995 and was one of the first Government departments to achieve the Jobcentre Plus two-tick 'Positive about disabled People' symbol in May 1995. You may wish to join the Territorial Army (TA). Further career details can be found on the MOD website which includes details on the MSF Scheme.

Additional information can be found at www.armyjobs.mod.uk or by calling Army Careers Information on 0845 603 8000.

Service Leaver Support Teams (SLSTs)

The Service Leaver Support Teams are in addition to IEROs and deal with non-entitled resettlers. They are there to ease any problems you may have to enable a smooth transition between Military and Civilian life, they can be contacted at the following addresses: Your chain of command will be able to tell you which Division you currently serve under.

2 Div

1 AEC, Fulwood Barracks,
Preston PR2 8AA
SLST WO2

Tel: 01772 260 272

Mil: 94554 2272

2 AEC, Imphal Barracks,
Fulford Road, York YP10 4AU
SLST WO2

Tel: 01904 665758

Mil: 94777 5758

3 AEC, Vimy Barracks,
Scotton Road, Catterick DL9 3PE
SLST WO2

Tel: 01748 872770

Mil: 94731 2770

27 AEC, Redford Cavalry Barracks,
Colinton Road, Edinburgh EH13 0PP
SLST WO2

Tel: 0131 310 5504

Mil: 94748 5504

32 AEC, Thiepval Barracks,
Lisburn, BFPO 801
Resettlement Office

Tel: 02892 266538

Mil: 9491 66538

4 Div

HQ 43 (Wessex) Bde, Picton
Barracks, Bulford Camp, Salisbury,
Wilts SP4 9NY

SO2 G1 MS/SLST

Tel: 01980 673345

Mil: 94321 3345

10 AEC, Block 60, Delhi Barracks,
Tidworth, Wilts SP9 7AE

SLST WO2

Tel: 01980 650237

Mil: 94342 2237

77 AEC, Arnhem Barracks,
Aldershot, Hampshire GU11 2AU

Staff Asst SLST WO2

Tel: 01252 349 4275

Mil: 94222 4275

or

Tel: 01252 349 4169

Mil: 94222 4169

5 Div

4 AEC, St George's Barracks, North
Luffenham, Oakham LE15 8RL

Staff Asst SLST WO1

Tel: 01780 727798

Mil: 95361 7798

SLST, East Anglia Resettlement
Advice Centre, Merville Barracks,
Colchester, Essex CO2 7SW

SO2 SLST

Tel: 01206 815983

Mil: 94660 5983

Staff Asst SLST

Tel: 01206 815984

Mil: 94660 5984

HQ 143 (West Midlands) Bde,
Cophthorne Barracks, Shrewsbury,
Shropshire SY3 8LZ

SO2 SLST

Tel: 01743 262003

Mil: 94461 2003

Individual Resettlement Training Costs (IRTC) Grant

If you are entitled to the CTP full resettlement programme you can claim an IRTC grant to assist with the cost of training with an external civilian college or firm. Details are on the CTP website, www.ctp.org.uk

Civilian Training Attachments (CTA) and CTP Sponsored courses attract IRTC.

If you register with the CTP and attend a training course at the Aldershot Resettlement Training Centre (RTC), or at one of the RRCs, your IRTC will be reduced by a specified amount for each day of training undertaken there.

Section 4

Housing



This is an important section as it covers details of the various agencies available to help you find accommodation on leaving the Army. Finding somewhere to live may be one of your biggest challenges as you will no longer be entitled to service accommodation.

You should be aware that your status as a Key Worker is extended for 12 months after discharge. This gives you access to the Key Worker Living Scheme and the Affordable Homes Scheme.

More details can be found on Page 22 where you will find the link to the Service Personnel Command Paper.

Retention of Service Family Accommodation (SFA)

4 months or as soon as possible thereafter, before your discharge, your unit will inform DE Ops (Housing). You will be given the following periods of notice to vacate your SFA:

On normal discharge and on Premature Voluntary Release (PVR), the Housing Information Centre will issue 93 days Notice to Vacate timed to expire on the last day of your service.

For personnel discharged on medical grounds, 93 days continued use and occupancy of the SFA would be permitted after the date of discharge, at entitled SFA charges. Extensions of up to 93 days at a time may be granted on compassionate grounds, at the discretion of the Housing Information Centre (HIC), in consultation with the appropriate Local Service Commander, at non-entitled SFA charges.

In cases of discharge on disciplinary grounds or misconduct a minimum of 28 days notice will be given.

The Joint Service Housing Advice Office (JSHAO)

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

There are many housing options to consider, and certainly if you have the opportunity, you should attend a 'Housing: The Options' resettlement brief. They are run at the Regional Resettlement Centres (RRCs) in the UK, in Germany, Gibraltar and Cyprus. These briefings are designed to review the variety of housing alternatives you may wish to consider which range from council and housing associations options through to house purchase. They also allow a short time for individual advice or counselling. Details of course dates and locations are available from IEROs/RRCs or the JSHAO (see below).

If you are unable to attend a briefing and wish JSHAO advice, you should get a copy of the information proforma from your Unit Resettlement Officer or contact them at:

Joint Service Housing Advice Office

HQ Land Command
Erskine Barracks
Wilton
Salisbury
Wilts SP2 0AG

Tel: 01722 436575
Mil: (94331) Ext 2575
Fax: 01722 436577
Mil: (94331) Ext 2577

Web: www.army.mod.uk/jshao
Email: landpersawsjshaogm@land.mod.uk

The MOD Nomination Scheme

The aim of the Ministry of Defence Nomination scheme is to, where possible; help service leavers and their families into Social Housing following their discharge. Properties through the scheme come from various housing associations and local authorities throughout England, Scotland and South Wales, which the MOD has agreements with. The scheme can provide low-cost, rented homes for Service leavers and those leaving SFA. Further details can be obtained from the JSHAO (see Page 21).

Finding Civilian Accommodation

Do not delay getting in touch with Local Authorities if you have nowhere to live after discharge - the more notice these agencies have the better! Listed below are a few housing options that are available. In The Nations Commitment: Cross-Government Support to our Armed Forces also known as Service Personnel Command Paper (SPCP) the government has made a commitment to Service Personnel with regards to housing including Affordable Homes (extended for 12 months post discharge) social Housing and establishing a local connection and the possibility of using more void property for Service Leavers as an interim measure. Full details of The Nations Commitment: Cross-Government Support to our Armed Forces (SPCP), their Families and Veterans can be found at. <http://www.official-documents.gov.uk/document/cm74/7424/7424.pdf>

Social Housing

Be aware that it is difficult to get social housing. You must consider other solutions to your housing problems. If you receive a gratuity on leaving the Service, this will be taken into account by many authorities who will expect you to use these funds to provide your own home. You are advised to register with any Local Authority with which you can establish a local connection as soon as possible. The Service Personnel Command Paper has recognised that a local connection maybe a factor in the allocation of social housing. Current legislation prevents Service Personnel from establishing a local connection with the area in which they are serving. The legislation is being changed to enable Service Personnel to establish a local connection, so improving access to social housing. <http://www.official-documents.gov.uk/document/cm74/7424/7424.pdf>

Housing Associations

Housing Associations are non-profit making organisations that work closely with Local Authorities (LA) in providing rented accommodation and low cost home ownership schemes. Details of the Housing Associations working in a specific area can be found on the JSHAO website.

Private Rental

Private rental is expensive but it may be a sensible choice for a short period until you decide if you are in the right location for your employment and your personal or family needs. The following may assist you in your search Internet, Estate Agent or local Letting Agent.

House Purchase

If you decide to buy your own home, it pays to shop around for a mortgage. Always look for free impartial financial advice. Members of the Services Investment and Insurance Advisory Panel (SIIAP) may be able to help you. See their website www.siiap.org.

You should also note that you have extended access for 12 months post discharge to the Government's Affordable Homes Scheme. Further Details can be found in the Service Personnel Command Paper. <http://www.official-documents.gov.uk/document/cm74/7424/7424.pdf>

SPACES - Catterick and Aldershot

SPACES (Single Persons Accommodation Centre for the Ex-Services) is an accommodation placement centre especially for single Service Leavers who are looking for civilian housing. It targets those Service Leavers with less than 6 years' service, or those who have been administratively or medically discharged. The agency works closely with the JSHAO, Catterick Resettlement Centre and local Service Welfare agencies.

Accommodation is available in Catterick, Aldershot and Richmond. For all locations and further information contact SPACES at:

SPACES

Resettlement Centre
St Aidans Road
Catterick Garrison
N. Yorks DL9 3AY

Tel: 01748 833797
Mil: (94731) Ext 2940
Fax: 01748 835774
Mil: (94731) Ext 2577

Web: www.spaces.org.uk
Email: swest@ECHG.org.uk

SSAFA Forces Help Housing Advice Service

The SSAFA Forces Help Housing Advisory Service provides housing information and advice to ex-Service personnel and their dependants. For further information contact them at:

SSAFA Forces Help Housing Advisory Service

19 Queen Elizabeth Street
London SE1 2LP

Tel: 0207 4639398
Fax: 0207 4038815
Email: housing@SSAFA.org.uk

Opening Hours:
Mon - Fri 9.15am - 5pm

Homelessness - Assistance

Local Authorities (LA)

Local Authorities have a legal duty under the Homelessness Act 2002 to help you find accommodation if you are threatened with homelessness, have a priority need and can establish a local connection with the area.

The legal duty is to secure some form of temporary accommodation. If accepted as homeless, you will be automatically placed on the housing register (or waiting list). You will be given 'reasonable preference' (i.e. priority) for a permanent tenancy.

If you are living in Service Family Accommodation (SFA) you should get a 'Certificate of Cessation of Entitlement for Service Accommodation' and give it to the relevant LA up to six months before you leave the Army. The certificate can be obtained from JSHAO, Defence Estates. Possession of this will enable the Local Authority to provide housing assistance.

Rent Deposit Schemes

Many LAs operate rent guarantee schemes to help homeless people to access the private sector and are normally used to help the 'non-priority need' homeless people who

do not qualify for the priority council accommodation. Your LA will be able to advise on this. In addition there may be rent deposit schemes in your local area operated by the voluntary sector.

Housing Benefit

If you are unemployed or on a low income you may be eligible for Housing Benefit. This is covered in Section 4.

You can get more details from the JSHAO or from the LA for the area you intend to settle in.

Emergency Advice

Emergency advice seven days a week from 8am to midnight is provided by Shelterline - Tel: 0800 800 4444.

Also, your local Citizen's Advice Bureau (CAB) will be able to provide specialist housing advice through the National Homelessness Advice Service Association (run by Shelter). Call the National Association of CAB on 020 7833 2181 to find where your nearest CAB is or visit the website at: www.adviceguide.org.

Ex-Service Organisations

Other organisations that may be able to help single personnel with housing needs are:

Veterans Aid

At its hostel in Stepney East London, Veterans Aid provides good quality hostel accommodation to ex-Service homeless. Immediate practical support, including help with accommodation, employment advice and emergency assistance, is available from the London Relief Centre at:

40 Buckingham Palace Road,
Victoria,
London
SW1 0RE

Tel: 0207 828 2468

Sir Oswald Stoll Foundation

In 2001, the Foundation set up a jointly managed project between the Sir Oswald Stoll Foundation and community housing and therapy's 'Homebase' to provide temporary accommodation with support for ex-Service personnel either homeless or threatened with becoming homeless. For further details contact the Foundation at:

446 Fulham Road
London
SW6 1DT

Tel: 0207 385 2110

Fax: 0207 381 7484

Email: info@oswaldstoll.org.uk

Web: www.oswaldstoll.org.uk

Haig Homes

Haig Homes have over 1,300 properties on small estates ranging in size from 6 houses up to the largest estate in Surrey of over 270 homes. The properties, a mix of family-sized houses, maisonettes and flats, are spread throughout the United Kingdom in 47 different Local Authorities. The properties are only for rent. Contact Haig Homes at the following address:

Haig Homes

Alban Dobson House
Green Lane
Morden
Surrey
SM4 5SN

Tel: 0208 685 5782
Fax: 0208 685 5778
Email: haig@haighomes.org.uk
Web: www.haighomes.org.uk

Scottish Veterans' Residences (SVR)

SVR has residences in both Edinburgh and Broughty Ferry, near Dundee. For further details contact SVR at:

Scottish Veterans' Residences

Whiteford House
53 Canongate
Edinburgh
EH8 8BS

Tel: 0131 556 0091
Fax: 0131 5578734
Email: info@svronline.org
Web: www.svronline.org

Section 5

Leave



Terminal Leave

Terminal leave is designed to assist resettlement and is to be granted to qualifying personnel. You will continue to remain on Army pay during your terminal leave. Terminal leave is just the same as any other leave, except that you are free to take up civilian employment before it finishes.

Terminal leave however is not normally to be granted to Service personnel whose service terminated prematurely for misconduct.

Service personnel are to be granted 20 working days' Terminal leave on completion of their commission/engagement.

Illness during Terminal Leave

If you are admitted to hospital during your Terminal leave, you or a relative should ask the hospital staff to contact your Unit to let them know the nature of your illness/injury and the length of time you expect to be in hospital.

This will ensure that correct action is taken regarding your pay and allowances. Personnel who undergo hospital treatment whilst on Terminal leave may be extended in the Service for any period spent as an in

patient under treatment. However, Service time will not be extended for periods of outpatient treatment, convalescence, illness at home or hospital sick leave.

Further information can be found at: www.spva.mod.uk then follow the link entitled Service Leavers Guide on the SPVA home page.

Annual Leave

Personnel leaving the Army are eligible for annual leave in the year of resignation on a proportionate basis. 2½ days per calendar month.

Section 6

Removals and Allowances



Provisions & Allowances

Final Tour of Duty Allowance (FTOD)

The aim of the FTOD provision is to assist eligible Service personnel in their final tour of duty, who are not in the geographical area in which they have formally expressed a preference to serve, with meeting the costs of settling themselves and/or their immediate family at a Selected Place of Residence (SPR) in the UK. **For Compulsorily discharged leavers there is no entitlement to the FTOD.**

More information can be found in the Joint Service Publication (JSP) 752 section 4 chapter 7.

Removals and Disturbance Allowance

Removals and Disturbance Allowance (DA) may be provided, at public expense, under the FTOD provision. FTOD may be paid at any time during the final tour up to and including the last day of service. In general, all PStat Cat 1,2 and PStat 3,4 or 5 personnel who are householders or homeowners in the UK, may be entitled to FTOD when moving to private accommodation on discharge, subject to the eligibility criteria explained in Section 4 to Chapter 7 of Joint Service Publication (JSP) 752. Service personnel will be ineligible to claim FTOD if they have received DA and removal expenses

within the previous 6 months. PStat Cat 1 and 2 personnel serving overseas returning to Service Family Accommodation or their own home in the UK will be entitled to removal expenses and DA in accordance with Sections 1 and 2 to Chapter 7 of Joint Service Publication (JSP) 752.

Those not covered but whom believe they have exceptional circumstances may submit a claim for extra-regulatory authority via the Chain of Command to the JPAC PACCC may help here.

Insurance Allowance

Insurance Allowance (IA) is to meet the average cost of transit insurance purchased by Service personnel when they are required to move their personal effects but are not entitled to claim Disturbance Allowance. Single, married (or those in a civil partnership) unaccompanied personnel may be eligible for IA for their move back to the UK. Further details are in Section 3 to Chapter 7 of Joint Service Publication (JSP) 752.

Continuity of Education Allowance

This ceases on retirement from the Army, further details are in Joint Service Publication 752, Chapter 9.

Section 7

Administration



Before your last day of Service

If you are based in the UK your own unit will complete all your discharge arrangements. If you are serving overseas (including Germany), you will normally be moved back to a unit in the UK for final administration.

The administrative arrangements leading up to your discharge will include a resettlement interview with your Unit Resettlement Officer (URO) or Unit Welfare Officer (UWO) to discuss arrangements for finding a job, accommodation and any welfare support once you have been discharged. All personnel are entitled to an interview with the Individual Education Resettlement Officer (IERO) at the local Army Education Centre.

De-kitting by the QM. You will be expected to pay for any deficiencies from your final pay.

A pre-release medical examination by your unit MO. You must arrange a final medical at your unit. Your attention is drawn to the part of Section 8 of this guide, which deals with the Armed Forces Compensation Scheme (AFCS). You should ensure that the MO is aware of any injury you believe has been caused, or made worse by your service as the SPVA will

use your medical documents when deciding on any claim for a War Disablement Pension/compensation under AFCS.

If you are single, you may consider completing a 'Certificate of Cessation of Entitlement for Single Personnel to Occupy Service Living Accommodation and Impending Homelessness' (MOD Form 1166). This should be taken to your Local Authority as soon as possible; the MOD Form 1166 can be obtained from JSHAO or Defence Estates.

Final day in the Unit

On your final day in the unit or shortly after you will receive a number of forms, which you will require after the Termination of your Service:

Termination of Service

Certificate. This form certifies the date that your service in the Armed Forces will expire. It will be sent to your home address (or the address entered into JPA) during or shortly after your terminal leave.

Security Form. A reminder that you should not travel to certain countries without informing the Service Security Staff. This normally applies for 2 years from the date of discharge (5 years for individuals who possess DV clearance).

Certificate of Service. This form is a record of your professional career in the Armed Forces. This document is issued with the Termination of Service certificate.

FP13 - Report of National Health Service Number (how to register with NHS and services available). This should be handed to your new GP.

Valedictory Certificate. This certificate is issued to Normal long term Service Leavers only.

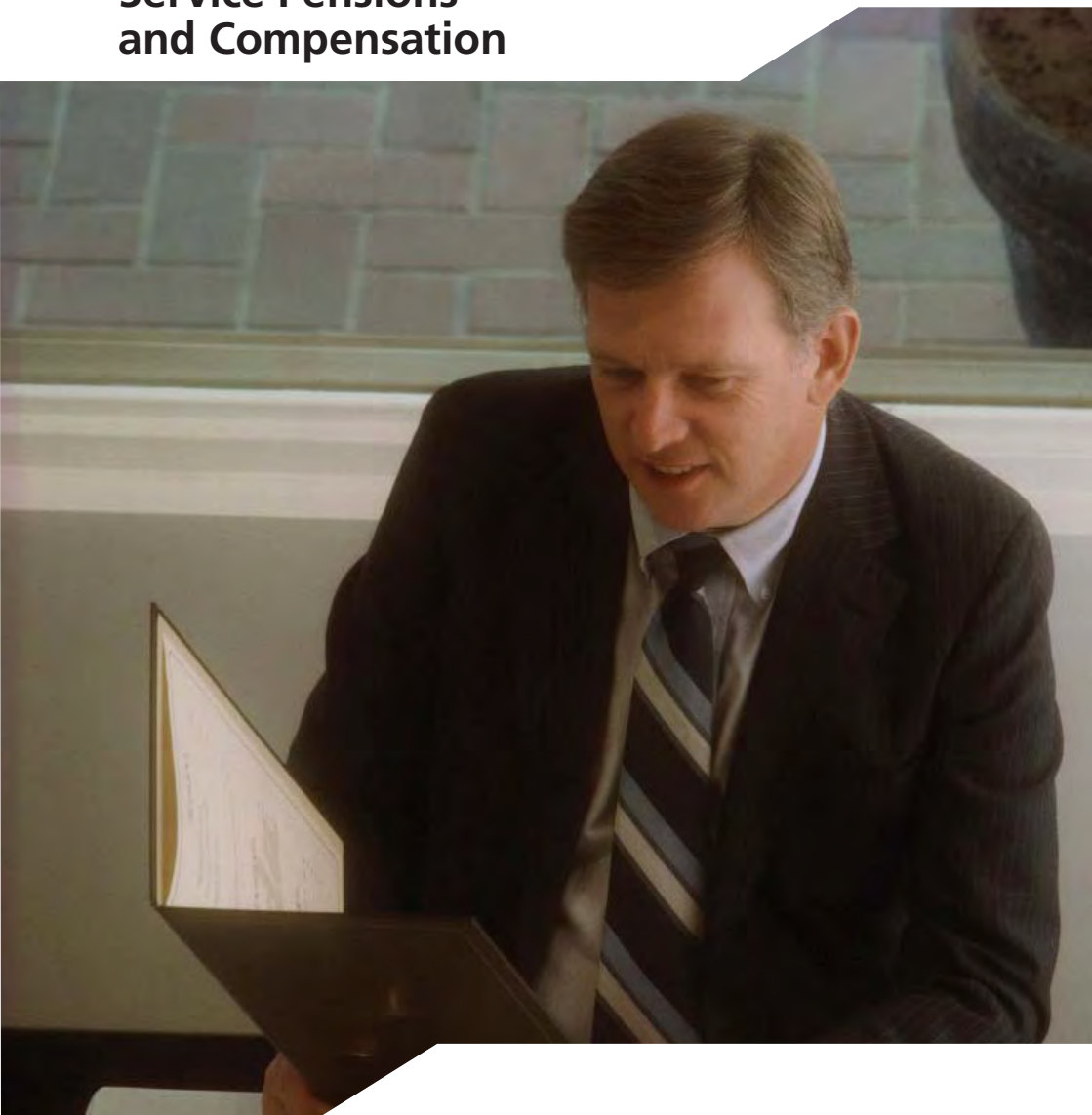
F/Med 133/GSMS1 (Family Doctor Registration) - Medical History on Release from HM Forces. Hand to your new GP.

It is vital that you provide a permanent address on discharge so that contact can be maintained. If you move, please inform the Service Personnel and Veterans Agency, and your home RHQ of your new address.

A checklist for all your resettlement and welfare is on Page 88.

Section 8

Service Pensions and Compensation



Service Pensions

This section covers details about your eligibility to a Service pension, a War Disablement Pension (Pre 6th April 05) or the Armed Forces Compensation Scheme (AFCS) (Post 6th April 05) for injury, illness or death.

You should visit the following websites for further information:
www.armedforcespensions.mod.uk
or www.veterans-uk.info

Whilst serving in the Army you will normally have automatically been a member of the Armed Forces Pension Scheme (AFPS), which is an occupational pension scheme providing pension and invaliding benefits to its members. The scheme is a 'non contributory' scheme, which means that the members make no direct contributions into the scheme; however your pension benefits are taken into account when your pay is assessed.

Your unit administration office has copies of a pension booklet, which will provide you with further information on specific aspects of your pension.

There are three pension schemes AFPS 75 and AFPS 05 and the Reserve Forces Pension Scheme (RFPS). You should find out which scheme you belong to.

Under current arrangements, all Service Leavers will receive a Service Leaver's Guide from the Termination Cell, SPVA(G), about 9 months prior to their termination date or as soon as possible after the notification of discharge, if less than 9 months. This guide is intended to offer guidance and advice prior to and

War Pension Scheme - War Disablement Pension

(Pre 6th April 05)

after leaving Regular Service. If you are eligible for a guide and do not receive one, you can submit a request through the JPAC Enquiry Centre on 0141 224 3600, Freephone 0800 0853600 or MOD 94560 3600.

The guide is also available online.

The guide contains information about your pension (if eligible), Resettlement, Reserve Liability and support agencies. A full list of contents and the relevant document sponsors is available on the Defence Intranet (<http://www.mod.uk/DefenceInternet/AboutDefence/CorporatePublications/PersonnelPublications/SPVA/ServiceLeaversPack>).

Of particular importance to Service Leavers is the SPVA Pension Form 1. This form should be completed no earlier than 6 months, and no later than 6 weeks before your last day of service, and must be returned to SPVA (address given on the form). The completion of this form is a legal requirement and failure to do so will result in a delay to the receipt of your Termination Benefits and pension, if eligible.

You can claim a War Disablement Pension if you are no longer serving in the UK Armed Forces and;

You have a condition which was caused by your service - we call this attributable service

Made worse by your service - we call this aggravated by service

Claims can be made at any time after leaving service. If you are invalided, SPVA will automatically consider a pension without the need to claim. You can get more information and claim forms from SPVA address and email as follows:

MP 480
Kentigern House,
65 Brown Street
Glasgow G2 8EX

JPAC Enquiry Centre on
0141 224 3600, Freephone 0800
0853600 or MOD 94560 3600.

Email: JPAC@spva.mod.uk

Armed Forces Compensation Scheme (AFCS)

(Post 6th April 05)

The Armed Forces Compensation Scheme (AFCS) replaces previous arrangements under the War Pension Scheme. It is a compensation scheme for all members of the Regular and Reserve Forces¹. It provides compensation to Regular, ex-Regular, Reserve and ex-Reserve personnel for significant injuries, ill-health and deaths caused by service on or after 6th April 05.

Claims should be made within 5 years of the date of the event that caused the injury or illness, whether you are still in-service or discharged. More details can be found in Joint Service Publication 765 (JSP), also further information and claim forms are available from the address below:

MP 480
Kentigern House, 65 Brown Street
Glasgow G2 8EX

JPAC Enquiry Centre on
0141 224 3600, Freephone 0800
0853600 or MOD 94560 3600.

Email: JPAC@spva.mod.uk
or from www.veterans-uk.info

¹ As defined in the Reserve Forces Act.

Section 9

Welfare Support



This section applies to all Service Leavers.

Non-British Service Leavers and their families are eligible for support from the Service charities, the Service Personnel and Veterans Agency, Regimental and Corps Associations in the same way as their British counterparts.

There are a number of ex-Service welfare agencies that may be able to provide assistance in the future. The primary organisations that can help you are listed in this Section.

Your Regimental or Corps Headquarters (RHQ)

This term relates to the RHQ in the UK that is responsible for your Aftercare when you have left the Army. The assistance you will get will depend on your circumstances, however; they do serve as the 'gateway' to support from a large number of ex-Service welfare organisations. Your RHQ will be informed if you are to be medically discharged and will write to you prior to discharge so that contact can be maintained. If you move, please inform the Service Personnel and Veterans Agency (SPVA) and your RHQ of a new contact address.

You should obtain the address of your RHQ from your RAO before leaving your unit and record it in the front of this guide.

The address and telephone number of your RHQ can also be obtained from the SPVA Helpline (Tel 0800 169 2277). www.veteransagency.mod.uk

Help from Service and Ex-Service Organisations

There are a number of other organisations, particularly Service and ex-Service charities, that may be able to give you help and advice either before or after you have been discharged. To make it easy for you to contact a charity if you want help, and ensure you get put in touch with the one best able to give you the right support, the MOD has an arrangement with the leading Service and ex-Service charities you may wish to use. You will need to complete a consent form with your URO prior to discharge. A copy of the consent form is at Pages 51-52. The charity will then arrange for one of their representatives to get in touch with you. Further details on each charity are listed on the next page.

Welfare Support - In and Post Service

| Charity | Contact Details | Purpose | In Service | Post Service | Provision |
|---|---|--|------------|--------------|---|
| GENERAL WELFARE SUPPORT - ADVICE - SIGNPOSTING AND FUNDING | | | | | |
| Army Benevolent Fund (ABF) | Mountbarrow House 6-20 Elizabeth Street LONDON SW1W 9RB Tel: 0845 241 4820 www.armybenevolentfund.com | The ABF is the Army's leading charity and helps fund many other charities and organisations that operate either directly or indirectly in support of the family, children, the elderly, the disabled and those seeking employment. It works in partnership or close co-operation with Corps and Regimental associations and charities to whom it is normally best to direct enquires in the first instance. It has provided support to such organisations as the AFF, RELATE, SSAFA-FH and RFEA, and makes individual grants to both serving and ex-Service personnel. | Y | Y | Wide ranging welfare support for individual cases and other service related charitable organisations. |
| Army Widows Association | c/o AIASC Building 43 Trenchard Lines Upavon Wiltshire SN9 6BE Tel: 01980 615 558 Email: info@armywidows.org.uk | Formed in 2004 the Army Widows Association aims to offer comfort, support and friendship to the widows/widowers of Service personnel. | | Y | Support to widows/widowers of deceased service personnel. |
| British Limbless Ex-Servicemen's Association (BLESMA) | 185-187 High Road, Chadwell Heath, Romford, Essex RM6 6NA Tel: 0208 590 1124 Email: headquarters@blesma.org | The aim of BLESMA is to assist and advise its members over pensions, allowances, welfare and employment issues and to establish homes for those who need special care. It has approximately 70 branches in the UK. | Y | Y | Welfare support and advice to those who lose a limb. |
| Consumer Credit Counselling Service (CCCS) | Helpline: 0800 138 1111. Website: www.cccs.co.uk | CCCS is a charity dedicated to providing confidential, free counselling and money management assistance to financially distressed families and individuals. | Y | Y | Support for money management. |
| Citizens Advice Bureau (CAB) | Citizens Advice Myddelton House, 115-123 Pentonville Road, London, N1 9LZ 020 7833 2181 (admin only no advice available on this number) www.citizensadvice.org.uk | There are CABs in most towns in the UK and are run mainly by volunteers but often with local authority support. The object of a CAB is to give free advice on all subjects and if necessary referral to a specialist agency. (CAB advisors undergo extended and detailed training). It is possible to make arrangements for a local CAB to set up an office in more remote stations. | Y | Y | Free advice and signposting |

| Charity | Contact Details | Purpose | In Service | Post Service | Provision |
|--|---|---|------------|--------------|--|
| Regimental and Corps Associations | Via Regimental or Corps Secretary | Regimental or Corps Associations provide a focal point for serving and ex-Service members to support and promote their Regiment or Corps in a variety of ways. The Associations are able to provide welfare support and assistance to former serving members, and in some case to those still serving. Individuals should make contact with their Regimental or Corps Secretary. | Y | Y | Wide ranging welfare support for individual cases. Cases not fully funded are normally almonised to the ABF. |
| Ex-Services Mental Welfare Society (Combat Stress) | Head Office Tyrwhitt House, Oaklawn Road Leatherhead, Surrey KT22 0BX Tel: 01372 841600 Email: contactus@combatstress.org.uk | Ex-Services Mental Welfare Society (Combat Stress) specialises in the welfare of ex-Servicemen and women who suffer from psychiatric disabilities arising from military service. It has 3 short stay treatment centres and a residential home. | | Y | Mental Health welfare support and treatment. |
| Helplines | a). National Helpline: 0845 769 7555 b). Day by Day Helpline 0844 477 9400 c).Tel: 0808 2000 247 d). Freephone 24-hour National Domestic Violence Helpline Tel: 0300 100 1234. e). Tel :UK: 08457 90 90 90 | A number of national and local charities and voluntary bodies offer help lines. These include: <ul style="list-style-type: none"> • Alcoholics Anonymous see contact a) • Alcohol & Drug Abuse Advisory Service • ARC (Young People's Information & Counselling Service) • Carers National Association • CRUSE (bereavement support) see contact b) • Family Crisis Line • Rape and Sexual Abuse Support Centre • REFUGE see contact c) • RELATE see contact d) • Samaritans see contact e) In the UK details of contact numbers are contained in local telephone directories. Where these facilities operate outside the UK details are to be found in garrison information booklets. See also Confidential Support Line. | Y | Y | Specific welfare support advice |
| National Gulf Veterans & Families Association (NGV&FA) | National Gulf Veterans & Families Association Offices 57-60 The Pavillion 536 Hall Road HULL HU6 9BS Tel: 0845 257 4853 (0845 257 GULF) Email: info@ngva.org.uk | NGV&FA provides support and financial assistance to Service men and women, either still serving or ex-Service, and their families, who have suffered as a result of their experiences in the Gulf War. | Y | Y | General welfare support for those in need who suffered as a result of their experiences in the Gulf war. |

| Charity | Contact Details | Purpose | In Service | Post Service | Provision |
|--|---|---|------------|--------------|--|
| Officers Association (OA) | The Officers' Association 1st Floor, Mountbarrow House 6-20 Elizabeth Street London SW1W 9RB Tel: 0845 873 7150 www.officersassociation.com | The OA has a wide welfare brief to help and represent those who have held a commission, but the activity for which it is best known is the resettlement and employment branch which operates as part of the Career Transition Partnership. | Y | Y | Primarily resettlement and employment advice to ex-officers. |
| Regular Forces Employment Association (RFEA) | 1st Floor, Mountbatten House 6-20 Elizabeth Street, London SW1Y 9RB Tel: 0121-236-0058. Email: www.rfea.org.uk | The RFEA assists men and women who have left the Services to resettle and find employment. Support is also extended to commissioned former warrant officers. The RFEA works in close co-operation with the Services Employment Network and is part of the Career Transition Partnership. | | Y | Assistance in finding employment. |
| Service Personnel and Veterans Agency-Veterans Welfare Service | Service Personnel and Veterans Agency, Norcross, Thornton Cleveleys, Lancashire, FY5 3WP Free Veterans Helpline 0800 169 22 77 Email: veterans.help@spva.gsi.gov.uk | The main focus for providing support to ex-Service personnel on a wide range of issues related to veterans and pensions entitlements. They also work in partnership with other organisations to provide a helpline for veterans and a range of advice and information. The VWS are instrumental in the 'Transition to civilian life' process for the more seriously ill and those who are identified as being particularly vulnerable or Early Service Leavers. They work along side the AWS in the lead up to discharge and then take on responsibility for these personnel and provide support for up to 2 years beyond discharge and longer if deemed necessary. | Y | Y | Confidential welfare advice and signposting for those Service personnel transitioning to civilian life and ex-Service personnel. |


| Charity | Contact Details | Purpose | In Service | Post Service | Provision |
|--|--|---|------------|--------------|---|
| Soldiers, Sailors, Airmens and Families Association-Forces Help (SSAFA-FH) | SSAFA-FH 19 Queen Elizabeth Street LONDON SE1 2LP Tel: 0845 1300 975 Email: info@ssafa.org.uk | SSAFA-FH is an amalgamation of the two Service charities in its title. It is a national caseworking charity helping serving and former members of the Armed Services and their families. It has both a volunteer and full time component with over 7,000 volunteers at over 100 branches in the UK and overseas. It employs over 400 health professionals and social work staff to assist Service families around the world under contract to the MOD. In the case of the Army, the latter work mainly within the AWS. In addition SSAFA-FH maintains residential care homes for disabled and/or frail elderly ex-Service men and women and widows of ex-Servicemen. It can also offer bungalows and other cottage homes for ex-Servicemen and their spouses, short-term convalescent holidays, including a number of purpose-built holiday apartments for disabled ex-Servicemen and women, their carers and for holidays for serving and ex-Service people in need. | Y | Y | General welfare advice and financial support to serving and ex-service personnel and their families. Plus care homes, convalescence and respite for disable ex-Service personnel. |
| The Royal British Legion (TRBL) | 199 Borough High Street, London SE1 1AA Tel: 020 3207 2100. www.britishlegion.org.uk | The Royal British Legion (TRBL) is the major ex-Servicemen/women's organisation in the country with branches in all towns and many villages and in some stations overseas. It plays a major role in catering for the welfare of those who have served especially those with special needs or disabilities. It also helps with home or job finding and as a representative and lobbying body. Its clubs offer a social and comradely environment for ex-Service personnel. | | Y | General welfare advice and financial support to ex-service personnel. |
| GENERAL WELFARE SUPPORT - ADVICE - SIGNPOSTING AND FUNDING | | | | | |
| Joint Service Housing Advice Office (JSHAO) | HQ Land Forces, Erskine Barracks Wilton Salisbury Wiltshire SP2 0AG Tel: Civ: 01722 436575 Mil: 94331 2575 www.mod.uk/jshao | The JSHAO provides service personnel and their families with information and advice on the increasingly complex range of housing options open to them whilst they are serving and when they are about to return to civilian life. JSHAO also provides information to ex-service personnel who are still in service accommodation. | Y | Y | Housing advice. |

| Charity | Contact Details | Purpose | In Service | Post Service | Provision |
|------------------------|--|--|------------|--------------|---|
| Stepping Stone Homes | SSAFA Forces Help Housing Department 19 Queen Elizabeth St London SE1 2LP Tel: 0207 463 9287 or 0207 463 9217 Email: housing@ssaafa.org.uk | SSAFA-FH run these homes for wives and children where a family has suffered a marital breakdown. Referrals are usually made by the AWS, or UWO, who have the contact details. | Y | | Temporary accommodation for estranged families of service personnel |
| Royal Hospital Chelsea | Royal Hospital Road London SW3 4SR Tel: 020 7881 5200 Email: info@chelsea-pensioners.org.uk | To be eligible for admission as an In-Pensioner, a candidate must be a former non-commissioned officer or soldier of the British Army who is: <ul style="list-style-type: none"> 1. In receipt of an Army Service or War Disability Pension for Army Service. 2. Normally 65 years of age or over; exceptionally a candidate may be admitted under this age if he is suffering from a seriously disabling, incurable but not immediately life-threatening condition requiring long-term care 3. Free from any obligation to support a partner or family Also eligible for admission are any former officers of the British Army who meet the criteria provided they served for at least 12 years in the ranks before obtaining a commission or if they were awarded a disablement pension while serving in the ranks. | | Y | Accommodation and nursing for Pension aged ex-Service personnel. |

| Charity | Contact Details | Purpose | In Service | Post Service | Provision |
|---------------------------------|--|---|------------|--------------|---|
| SPACES | Regional Resettlement Centre St. Aidan's Road Catterick Garrison Catterick North Yorkshire DL9 3AY Tel: 01748 833797 Mil: 94731 2940 Email: spaces@echg.org.uk | SPACES is based within the Resettlement/Welfare complex at Catterick Garrison, North Yorkshire and Aldershot. Designed to help single ex-regulars find appropriate accommodation when they leave the services. Through this service the project reduces the likelihood of ex-Services personnel becoming homeless or sleeping rough after discharge. It helps to place single service leavers into appropriate accommodation throughout the UK. SPACES can refer you to The Galleries project in Richmond, North Yorkshire, which provides temporary accommodation for single service leavers in 13 modern, fully-furnished, self-contained flats with support staff on site. The service is in addition to and compliments the work of the existing resettlement services such as the Service Resettlement Organisation, Service Welfare Organisation, the Joint Service Housing Advice Office (JSHAO) and the Department of Community Mental Health (DCMH). | | Y | Temporary accommodation for single ex-Service personnel. |
| SSAFA Forces Help (SSAFA-FH) | SSAFA Forces Help 19 Queen Elizabeth Street London SE1 2LP Tel: 0207 463 9398 Email: housing@ssaafa.org.uk | SSAFA has a range of housing around England, including purpose-built bungalows for those with disabilities although you must still be capable of independent living. Most of the properties are situated in Blackpool, Barnsley, Wantage and Ryde (Isle of Wight) There is also a sheltered housing complex at Bamahague on the Isle of Man. | | Y | Accommodation for disabled ex-Service personnel. |
| The Sir Oswald Stoll Foundation | 446 Fulham Road, London, SW6 1DT Tel: 020 7385 2110 Email: info@oswaldstoll.org.uk website: www.oswaldstoll.org.uk | The Sir Oswald Stoll Foundation is a charity and Registered Social Landlord which provides housing and enabling services to disabled and homeless ex-Service personnel and other people with disabilities. The Sir Oswald Stoll Foundation own and manage housing and provide the appropriate support to those they house to ensure that they can live independently in the community with a good quality of life. | | Y | Accommodation for disabled and homeless ex-Service personnel. |
| Union Jack Club (UJC) | Sandell Street, Waterloo, London, SE1 8UJ Tel: 020 7902 6000 Email: admin@ujclub.co.uk | The Union Jack Club is situated near Waterloo Station in London and offers accommodation and facilities primarily for Service personnel below commissioned rank and their families. It may also be used by officers. | Y | Y | Accommodation and facilities for serving and ex-service personnel and their families. |

| Charity | Contact Details | Purpose | In Service | Post Service | Provision |
|---------------------------------|--|--|------------|--------------|---|
| Veterans Aid | Veterans Aid 40 Buckingham Palace Road Victoria London SW1W 0RE United Kingdom Free Phone 0800 012 68 67 Email: info@ veterans-aid.net | They can provide emergency assistance in the form of accommodation, cash grants, travel warrants, clothing, footwear and meal vouchers. | | Y | Accommodation for ex-service personnel. |
| Victory Services Club (VSC) | 63/79 Seymour St, London W2 2HF Tel: 020 7723 4474 Email: info@vsc. co.uk | Victory Services Club offers accommodation and other facilities for Service personnel and their families located close to Marble Arch in London. | Y | Y | Accommodation and facilities for serving and ex-service personnel and their families. |
| LOBBYING ORGANISATIONS | | | | | |
| Forces Pension Society | 68 South Lambeth Road London SW8 1RL Tel: 020 7820 9988 Email: memsec@ forpen.co.uk | The society seeks to secure equitable and justified conditions in the Armed Forces Pension Scheme for all ranks of all 3 Services, both serving and retired and for their widows, widowers and dependants. | Y | Y | Pensions advice and lobbying. |
| Officers Pensions Society (OPS) | 68 South Lambeth Road London SW8 1RL Tel: 0207 820 9988 www. officerspensionsoc. co.uk/ | The OPS, which may be subscribed to by former officers and their dependants, acts as a representative body and as a source of information on pensions and benefits. | Y | Y | Pensions advice and lobbying. |

Consent for release of personal contact details to specific service and ex-service charities

| ANNEX D | | | |
|--|-------------|--|-------------------------------------|
| <u>CONSENT FOR RELEASE OF PERSONAL CONTACT DETAILS TO SPECIFIC SERVICE AND EX-SERVICE CHARITIES</u> | | | |
| Only complete this form if you want help or advice from a Service or Ex-Service charity | | | |
| Part 1 - PERSONAL DETAILS (Please complete in block capitals - you must complete all the fields marked *) | | | |
| Surname*: | Forenames*: | Rank/Title*: Mr/ Mrs/ Miss/Ms/Other | Service Number (if still serving)*: |
| Corps or Regiment: | | | |
| Current Work Address: | | Address at which charity can contact you : | |
| Post Code: | | Post Code: | |
| Tel: | Mobile no: | Tel*: | Mobile no: |
| e-mail: | | e-mail: | |
| Part 2 - CHARITIES (Put a cross in the box of the charity you want to contact you. Put a cross in one box only. <i>Army personnel selecting the Service Benevolent Fund will be contacted by their Regimental/Corps Association.</i>) | | | |
| The Army Benevolent Fund | | <input type="checkbox"/> | |
| The Royal British Legion (not in Scotland) | | <input type="checkbox"/> | |
| SSAFA - Forces Help | | <input type="checkbox"/> | |
| Part 3 - DATA PROTECTION AND PRIVACY (You must sign this part of the form to consent to your contact details being held by the selected charity and, in the case of Army Service leavers electing for contact via the Army Benevolent Fund, by the relevant Regimental or Corps Association.) | | | |
|  | | | |
| This form is used to record your preference for passing your personal contact details, as authorised by you, to the Service or ex-Service charity selected by you in Part 2. The information on this form will be used solely to enable the charity you have indicated to make contact with you for the purposes of providing help and advice. The data provided by you will be kept and processed by the charity to the highest standards of privacy in accordance with the provisions of the Data Protection Act 1998 and it will only be passed on to other parties with your express permission. | | | |
| Any personal data you provide will be used by the charity you have selected in Part 2 (and, in the case of Army Service leavers nominating the Army Benevolent Fund, their Regimental or Corps Association) only to create and update a record of your contact details. This form and all records created from it will be destroyed if you advise the charity/Regimental or Corps Association in writing that you no longer wish to maintain contact with them. | | | |
| By signing below, you are consenting to the holding and processing of your personal data for the purposes stated above. | | | |
| Signed: | | Date:/...../..... | |
| Once you have completed this form, please send it to the charity you have selected. The address is shown on the reverse of this form. | | | |

Reverse Page to Annex D

Phillip Eddens
Grants and Loans Team
Poppy Support
Royal British Legion
48 Pall Mall
London SW1Y 5JY

Cleo Nixon – Welfare Support
Soldiers, Sailors, Airmen and Families Association – Forces
Help
19 Queen Elizabeth Street
London
SE1 2LP

Sally Campbell - Welfare Department
The Army Benevolent Fund
Mountbarrow House
6-20 Elizabeth Street
London
SW1W 9RB

Section 10

Benefits and Health



Department for Work and Pensions (DWP) Benefits

This Section provides details on Department for Work and Pensions (DWP) and Housing Benefit, together with information on Community Care and Health. It applies to all Service Leavers. There may be UK Home Office constraints on non-British soldiers because of their immigration status. An explanation of entitlement should be sought from the department or agency that administers the assistance.

When you leave the Army, you may be eligible for a variety of DWP Benefits whether you are in employment or not. The DWP provides information on a wide range of benefits for people in a variety of different situations and therefore, this guide does not aim to provide a detailed explanation of each of them and should not be treated as a complete and authoritative statement of the regulations. However, set out below is information to help you find out what benefit is appropriate and how to claim it.

Your circumstances on discharge

Unemployed

You may be eligible for Job Seekers Allowance. To qualify, you must be actively seeking work, capable of work and available for work. Job Seekers Allowance is paid fortnightly. (See next page.)

Unable to work due to ill health or a disability

You may be able to claim Incapability Benefit/Income support. It gives people of working age a replacement income when they cannot work. Contact Jobcentre Plus to find out if you qualify for this benefit.

Aged between 16 and 18

You may need to see a careers officer. Contact your local Careers office for further information.

Working but on a low income

You could be eligible for Working Tax Credit. Contact the Tax Credits helpline on 08454 300 3909. When calling make sure you have your National Insurance Number available as you will need to quote this to prove who you say you are.

Responsible for a Child

If you are responsible for at least one child under 16 or in full time

education you could be eligible for Child Tax Credit. Contact the Tax Credits helpline on 08454 300 3909. When calling make sure you have your National Insurance Number available as you will need to quote this to prove who you say you are.

Other sources of help

Crisis Loans are interest free loans you have to pay back. They are available to anyone, whether or not they get benefit, who need help to meet expenses in an emergency or as a consequence of a disaster. Contact the Jobcentre Plus for more information.

How to claim Job Seekers' Allowance (JSA)

As soon as you are discharged you should immediately call your local Job Centre Plus - details on how to find your nearest Jobcentre Plus are on the next page. Don't forget - any delay may affect your payment of Job Seekers Allowance.

When you contact the Job Centre Plus you will be given a time and a date to discuss your benefits and employment options. Remember to take any information that you are asked to provide to the interview. You should ensure that you keep your appointment - if you are late or fail to make the appointment, your benefit could be affected. Claims to JSA can be taken online and by phone but calls can only be accepted from the person making the claim.

Information you will need:

You will need to know your National Insurance Number and take your Temporary Discharge Certificate (AF B108C).

You should also be ready to provide some additional proof of identity (such as a valid passport; original birth, marriage or adoption certificate; building society or bank book; full driving license).

If you have received a lump sum, or compensation from the Army, you should be ready to provide information about this at your interview. For instance Job Seekers Allowance may be recovered from you if you are awarded any form of lump sum compensation. Other benefits may be means tested, but this depends on the particular benefit. You should be aware that entitlement may also be affected by your discharge circumstances, for instance, if you are in receipt of a Service Personnel and Veterans' Agency War Disablement pension (See Section 8).

Details of other income and savings.

Housing Benefit & Council Tax Benefit

To find your nearest Jobcentre Plus offices look for the display advert in the Business Numbers section of the phone book. Alternatively, call the Jobcentre Plus Enquiry Line: 0800 055 6688 Text phone: 0800 023 4888 or visit the website at www.jobcentreplus.gov.uk

You can also call Jobcentre Plus Jobseeker Direct, which is a national service providing information about full time and part time job vacancies and how to apply for them: 0845 606 0234.

The DWP website at www.dwp.gov.uk provides a range of useful information.

Your local Citizens Advice Bureau (CAB) will have copies of all the latest information and will be able to offer advice. Call the National Association of CAB on 020 7833 2181 to find out where your nearest office is, or visit the website at www.adviceguide.org.uk. Advice can also be sought online at the same address. You should also note that at various Citizens Advice Bureau's around the country the Royal British Legion has funded a number of Benefits and Money Advice service caseworkers to assist as necessary.

Housing Benefit

This is sometimes called rent rebate or rent allowance. It provides help to individuals to pay their rent. It is paid by local councils, you do not have to be in receipt of other benefits and you can get it if you are in or out of work. To be eligible for Housing Benefit you must:

Be on a low income.

Live in the accommodation as your home; and

Have income and capital below a certain level. If you are entitled to Jobseekers allowance Income-based or Income Support you will meet this condition for Housing Benefits.

You must claim Housing Benefit from your Local Authority (LA). If you are eligible for Jobseekers Allowance Income-based or Income Support you will get a claim form for Housing Benefit with your claim pack. When you have completed this, the local Jobcentre Plus office will send it to your LA and confirm that you are entitled to Jobseekers Allowance Income-based or Income Support. The LA will then pay housing benefit;

if it is unsure how much housing benefit to pay it will ask you to fill in another form.

If you are not entitled to Jobseekers Allowance Income-based or Income Support make a claim for Housing Benefit direct to your LA. You should use the LA's claim form which is available from your LA Housing Benefit Office; you should request the claim form in writing rather than by telephone - this is because the claim will then be back dated from when the letter was received. Claim forms can also be downloaded at www.dwp.gov.uk.

Council Tax Benefit

Housing benefit does not help with the Council Tax, but if you are on a low income you may be able to get Council Tax Benefit to help you pay your Council Tax. Contact your LA direct for details and a claim form. More information and a claim form can be downloaded from the DWP website at www.dwp.gov.uk.

Council Tax Discounts

There are various discounts that you may be able to claim to reduce your bills. Your full Council Tax bill assumes

that there are at least two adults living in your home. If there is only one adult living in your main residence the Council Tax is reduced by 25 percent.

Help on Housing

Housing support is available in Section 4.

Community Care

Care at Home. If you are leaving the Army with a registered disability, your Local Authority Social Services Department may have a duty of care towards you under the terms of various legislation including The Community Care Act 1990. You should contact your Local Authority to discover what help is available. Grants are means tested and subject to local budgets. Additional information on this is available through Army Welfare Information Service (AWIS) whose telephone number is inside the front cover. Your local Citizens Advice Bureau (CAB) will have copies of all the latest information and will be able to offer advice. Call the National Association of CAB on 020 7833 2181 to find out where your nearest office is, or visit the website at www.adviceguide.org.uk. Advice can also be sought online.

Healthcare

How to register with a Doctor or a Dentist

You and your family should register with your local doctor once you have been discharged. This can be done by completing the form provided at your nearest General Practitioner (GP) practice; you will need to know your NHS Medical Number.

You do not need to register with a dentist to get regular treatment. Simply contact a practice offering NHS Dentistry and ask if you can have an appointment, you can find a dentist by visiting the website or calling NHS Direct which are listed below.

NHS Direct

If you require out of hours medical advice, you can call NHS Direct. This service is a nurse-led information and advice line, which can provide 24 hour help on a wide range of health care issues. Call 0845 4647 or visit the website on www.nhsdirect.nhs.uk.

NHS Choices Mobile

NHS Choices Mobile is a joint service run by NHS Choices and DirectGov.

It provides access to the directory services in the NHS Choices website from any mobile phone using either SMS text or mobile internet via WAP

If you are on the move or you don't have access to a PC, you can use your phone to get details about a range of local NHS services. And if you can get the internet on your phone you can use several interactive tools, for example to calculate your body mass index (BMI).

Services Available

You can access nine directories by mobile phone: A&E, alcohol services, dentists, GP's, opticians, pharmacists, sexual health services, stop smoking services, and walk-in centres. All of these directories contain information about NHS services in your local area.

The keywords for each of the directories are:

- For A&E departments, text "A&E"
- For alcohol services, text "alcohol"
- For dentists, text "dentist"
- For GPs, text "doctor"
- For opticians, text "optician"
- For pharmacists, text "pharmacy"
- For sexual health services, text "sexual health"
- For stop-smoking services, text "quit"
- For walk-in centres, text "walk"

If you have an internet-enabled phone you can also use three of the interactive tools:

- To calculate your body mass index, text "BMI"
- To find out how much smoking costs you, text "Calculator"
- To check whether you are drinking within sensible limits, text "Drinkquiz"

Using the Service

Using the mobile service is simple:

Send a text message with a keyword for the information you want. If you are looking for a dentist simply text "dentist" to 64746 or "NHSGO".

They will send you up to three text messages with the results that are nearest to your location. You will not be charged for receiving these messages. Each time you text this service your mobile network will reveal your location only once.

You will then be able to contact the practice directly and make your appointment.

This section on Choices Mobile has been taken from the NHS website.

Priority NHS Healthcare for Veterans

Under long-standing arrangements, war pensioners in England, Scotland and Wales have been given priority NHS treatment for the conditions for which they receive a war pension, subject to clinical need. This provision has now been extended to all veterans where a person has a health problem as a result of their military service. They no longer have to have applied and become entitled to a war pension.

The Service Personnel Command Paper (SPCP) is addressing the specialist health needs of veterans and you should be aware that the Government are establishing 6 pilot schemes across the UK to address the mental health issues of veterans, which may differ from those of the general population, more information can be found at <http://www.official-documents.gov.uk/document/cm74/7424/7424.pdf>

How the process works

When referring a patient who they know to be a veteran for secondary (more specialist) care, GPs have now been asked to consider if, in their clinical opinion, the condition may be related to the patient's military service.

Where this is the case, and with the patient's agreement, it should be made clear in the referral.

Where secondary care clinicians agree that a veteran's condition is likely to be Service related, they have been asked to prioritise veterans over other patients with the same level of clinical need. Veterans will not be given priority over other patients with more urgent clinical needs. It is for the clinician in charge to determine whether a condition is related to Service and to allocate priority.

Except in exceptional circumstances, the extension does not apply to anyone who had already been referred to treatment or who was already undergoing treatment before the new arrangements came into effect. To prioritise them could affect other people who have already received dates for appointments.

Compensation Scheme Payments

It is important to note that a veteran who has a disorder recognised as qualifying for priority treatment, does not then automatically fulfil the criteria for an award of a War Pension or Armed Forces Compensation Scheme payment. Veterans given

priority treatment are encouraged to contact the Veterans-UK helpline on 0800 169 2277 to discuss eligibility under the schemes.

Free Prescriptions

Veterans who are not War Pensioners do not have the same access to free prescriptions that War Pensioners receive.

Complaints

Veterans are able to use the NHS complaints system in the same way as War Pensioners, to resolve any breakdowns in the arrangements for priority treatment.

The Medical Assessment Programme (MAP)

Those personnel who have left the Service who subsequently suffer any mental health problems at any time following their discharge may be eligible for a medical assessment as part of the Government Medical Assessment Programme (MAP) based at St Thomas's Hospital, London. This programme is in place to address Government concerns about veterans suffering from mental health problems as a result of service on operations since 1982 (The end of the Falklands Conflict). The MAP provides an

Other Services

assessment of the treatment required. Individuals who require an assessment should seek a referral from their GP. The cost of the assessment is borne by the MOD.

You may need help or advice about a range of more specialist health issues such as:

Alcohol. The Government sponsored Drinkline, run by Alcohol Concern on 0800 917 8282 provides free and confidential advice and information on any alcohol issue 24 hours a day. Website address: www.Alcoholconcern.org.uk.

Drugs. The National Drugs Helpline also called 'Talk to Frank' is a website and telephone helpline offering advice and support on 0800 917 8765 or www.talktofrank.com

Carers UK can provide advice and information for carers. They can be contacted at:

Carers UK
20-25 Glasshouse Yard
London
EC1A 4JS

Carersline: 0808 808 7777
Fax: 0207 490 8824
Email: info@carersuk.org
Web: www.carersuk.org

Section 11

British Army Soldiers who are also Non-British Citizens



Normal Army discharge procedures are followed in all cases. In addition, if you are a non-British member of the Army who has not been granted UK nationality, the 'Exempt from Immigration Control' status in your passport ceases on the day you are discharged and you will again become subject to Immigration control. If you have completed 4 years service you may apply for settlement (also known as Indefinite Leave to Remain (ILR)) normally up to 10 weeks prior to your discharge, if you have not already sought UK Citizenship. Guidance must be sought from your Unit Admin Staff.

You must check with your Unit Administrative Staff for further help as soon as you know you are leaving the Army.

You must also contact the Immigration Enquiry Bureau (tel 0870 606 7766). They will provide advice and application forms to apply for ILR in the UK under all categories of the immigration rules.

If you are a non-British citizen who is medically discharged from the Army your discharge will be exactly the same as your British counterparts. You must regularise your immigration

status with the Home Office normally up to 10 weeks prior to discharge if you decide to remain in the UK at the end of your Regular Army service when your exemption from immigration control automatically ceases. It should be noted that the current legal position is that the UK Borders Agency is unable to grant Indefinite Leave to Remain (ILR) until the day the individual is actually discharged from the Army. **It is essential that you obtain your AFB 108c Temporary Certificate of Discharge prior to discharge. You need this document when dealing with UK Borders Agency.**

If you are a non-British citizen who has been granted UK Citizenship you will lose your 'exempt immigration status' on the day you are discharged from the Army. When your date of discharge is known in advance, your unit will notify the UK Borders Agency. Individuals with serious medical conditions who have served for four years and are eligible for ILR may normally apply up to 10 weeks prior to the actual discharge date, along with any immediate family, citing any permanent need for medical care as the reason for this. The UK Borders Agency will judge each case on its merits. If you are eligible for ILR

the UK Borders Agency will provide your unit with a letter in advance of your discharge date confirming this.

If you are a non-British citizen who is medically discharged as a direct result of injury sustained in an operational theatre, the Home Office requirement for you to have completed four years service towards a grant of ILR will normally be waived. It means that you will qualify under these circumstances and may now apply for ILR even if you have not completed 4 years' Army service. Your accompanying spouse and children will also qualify for ILR at the same time.

The Home Office has confirmed that individuals discharged with less than four years service for reasons other than injuries directly sustained on operations leading to medical discharge may continue to seek discretionary leave to remain in the UK. Each case will be examined sensitively on its merits and in the light of the evidence and supporting documentation produced by the applicant. There may be cases, where the circumstances are complicated - for instance, those discharged for inappropriate behaviour, misconduct or criminal activity and such applications will be investigated

thoroughly by the Home Office and then decided on a case-by-case basis.

Serving Army personnel or discharged Army personnel seeking immigration advice in connection with their medical discharge should contact:

Armed Forces Team
UK Borders Agency
Tel: 0845 4105996

ESL - Compulsorily Discharged

Non-British Citizens Subject to Immigration Controls

Normal Army discharge procedures are followed in all cases.

If you are a non-British citizen, subject to immigration control who has not been granted UK nationality, the 'Exempt Immigration Control' status stops on the day you are discharged from the Army.

If you have completed 4 years service with the Army you may apply for settlement (also known as Indefinite Leave to Remain) normally up to 10 weeks before your discharge.

Your unit will inform the Armed Forces Team of the UK BORDERS AGENCY of the date of your discharge and mark your passport with a 'cessation of exemption' stamp. **It is essential that you obtain your AFB 108c Temporary Certificate of Discharge prior to discharge. You need this document when dealing with UK Borders Agency.**

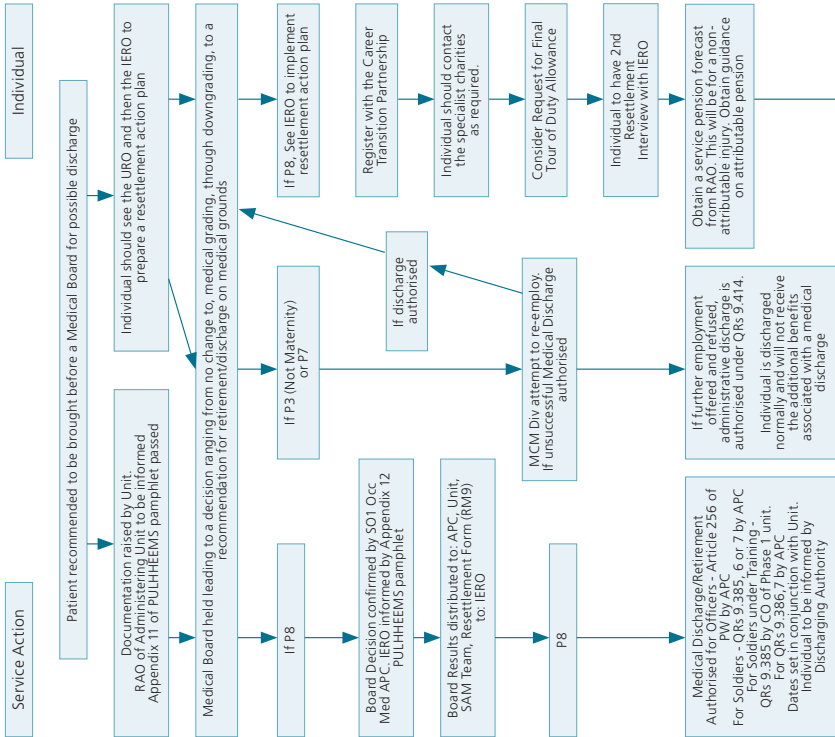
You can get further details from your unit or from the UK BORDERS AGENCY direct on 0870 606 7766 www.bia.homeoffice.gov.uk

Section 12

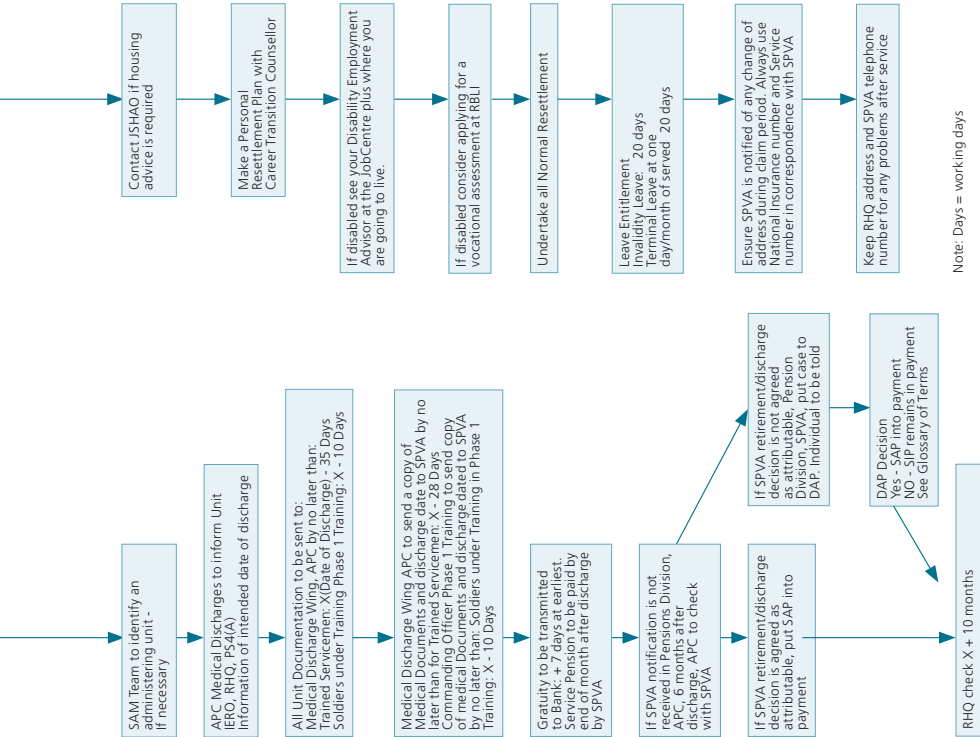
Medically Retired Service Leavers



Medical Discharge/Retirement Procedure



12



Note: Days = working days

Contact JSHAO if housing advice is required

Make a Personal Resettlement Plan with Career Transition Counsellor

If disabled see your Disability Employment Advisor at the Jobcentre plus where you are going to live.

If disabled consider applying for a vocational assessment at RBL

Undertake all Normal Resettlement

Leaves Entitlement: Inflexible Leave: 20 days Terminal Leave at one day/month of served: 20 days

Ensure SPVA is notified of any change of address during claim period. Always use National Insurance number and Service number in correspondence with SPVA

Keep RHO address and SPVA telephone number for any problems after service

Appearing before a Medical Board

If your service is being terminated on medical grounds you will have attended a Medical Board which has recommended that your services are terminated. This section of the guide gives you advice and help before going to the Medical Board. Not everybody who goes before a Medical Board will be discharged/retired, but if you have been recommended for medical discharge/retirement you will need this information.

Please note for the purpose of this guide, we use the generic term medical discharge which covers medical retirement for Officers and medical discharge for all Other Ranks.

You will have been referred to a Medical Board because you have been injured or have developed a medical condition that may affect your future with the Army.

The Medical Board will conduct a formal medical assessment and report on your medical condition.

Your doctor, your unit or the local Sickness Absence Management Team (known as the SAM Team) will have referred you for assessment by a Medical Board. This Medical Board may also be called a Standing Medical Board. The Board usually consists of 3 experienced Army, or ex-Army doctors, the chairman or president will be a consultant in occupational medicine.

You will be sent a date and time for your appointment.

It is very important that you keep this appointment and any future appointments or tell the Board so that the appointment can be changed.

The Medical Board will look at your medical notes and discuss your medical condition with you. The doctors may need to examine you.

The doctors will discuss with you their recommendations and your future in the Army. The views of your unit chain of command will also be considered. The Medical Board will allocate you a medical category.

If the Medical Board recommends that you leave the Army, they will give you advice on getting further treatment after you have left. There are specialist ex-Service charities that can help you (see Section 9). You are strongly advised to take advantage of these supporting organisations.

It is very important that you ask the Medical Board any questions that you have about the effect of your medical condition on any future employment. You can ask your unit medical officer for advice if you have any medical questions that you did not ask at the Medical Board.

The Medical Board will not be able to give you advice about pay, resettlement, pensions, leave welfare issues or any other non medical matters. You must ask your RAO and read the rest of this guide for this information.

Receiving a Medical Grading

This is the list of medical gradings:

P2: Fit for combat.

P3: Fit for light duties. This is used for personnel who have a medical condition that prevents them undertaking the full range of military duties.

P4: Pregnancy/maternity.

P7: Fit for limited duties. This is used for personnel who are able to perform useful Army duties within the limits of their disabilities. They may require regular, continued medical care or supervision or regular long-term medication.

P8: Medically unfit for any form of military service.

P0: Unfit for duty but under medical care. This is used for personnel who are likely to return to duty within a total period of 12 months.

The findings of the Medical Board have to be approved after you have been seen. This may take some time, normally up to 2 weeks. If the Medical

Board finds that you are not fit for further service in the Army, you are advised to plan for leaving the Army. Await for final confirmation by the Chain of Command before firmly committing yourself to any future arrangements. Medical Boards will also inform Individual Educational and Resettlement Officers (IERO) of your contact details.

If you receive a P8 grading, this means:

Officers/Warrant Officers/NCOs/Trained Soldiers. Efforts have been made to enable you to continue to be employed within the Army. These efforts have not been successful and the decision has been taken that you are to be medically retired/discharged. Specific details follow below.

Soldiers under Training. You are unfit for the entry standards for your chosen Regiment/Corps, employment and length of service. This means that you will be discharged, although you may be able to re-enlist when the medical condition has cleared up. Officer Cadets at the Royal Military Academy Sandhurst (RMAS) may also fall into this category. Those at RMAS with probationary commissions will have their commission terminated.

Officers

The Medical Board may recommend that you be retired under Article 259 of the Pay Warrant 1964. This will require confirmation by the SO1 Occupational Medicine at APC and will be implemented by the APC. You will be notified of the date of retirement and it will take into account resettlement, invaliding and terminal leave.

Warrant Officers/NCOs/ Trained Soldiers

If you are classified as P8 the Medical Board result will require confirmation by the SO1 Occupational Medicine at APC. The discharge will be authorised by the APC under QRs and will be one of the following categories:

QR 9.385 - Ceasing to fulfil Army medical requirements, that is medically unfit under existing standards. Can be re-allocated but if no vacancy exists or if a Soldier under Training, is discharged. You may be able to re-enlist if the medical condition improves but not until a minimum of 6 months has passed from the date of discharge.

QR 9.386 - Ceasing to fulfil Army medical requirements, that is temporarily unfit for any form of Army service. You may be able to re-enlist if the medical condition improves but not until a minimum of 6 months has passed from the date of retirement/discharge.

QR 9.387 - Ceasing to fulfil Army medical requirements, that is permanently medically unfit for any form of Army service. You can apply to re-enlist if the medical condition improves, but may not normally be considered within 5 years of discharge.

Your date of discharge will take into account resettlement, invaliding and terminal leave.

If you are graded as P3 or P7, your Manning and Career Management (MCM) Division within the APC will have taken the decision on your employability. You may have been offered either continued employment in your current trade grouping/ classification or you may have been offered alternative employment. You will only be medically retired/ discharged if the Army cannot employ you as a result of your medical condition. If you refuse alternative employment, you will be discharged under QRs 9.414 - Services No Longer Required / Release from Army Service.

Soldiers under Training

You will be discharged by the Commanding Officer of your Phase 1 Training Regiment under the QRs mentioned above following confirmation of the Medical Board by ARTD/APC.

You should be aware that any ex-Service personnel who are in receipt of a War Disablement Pension from MOD and/or a Service Invaliding/ Attributable Pension are not normally

considered for re-enlistment. However, exceptional cases may be submitted to MOD(A) Recruiting Group for consideration. Should you be in receipt of any War Disablement or Service Invaliding Pension and be accepted for re-enlistment you will forfeit that pension.

Discharge Procedure

Discharge procedures are complicated. Please take time to study the flowchart on Pages 68 - 69 as it shows what happens during the Medical Discharge process. See your Unit Resettlement Officer (URO) as soon as you have been recommended to go before a Medical Board for a possible discharge. They will make sure that you have an interview with your local Individual Education and Resettlement Officer (IERO), who will help you prepare your resettlement plan.

Once you have been before a Medical Board and your discharge has been authorised, you should:

Contact your IERO as soon as possible to put your resettlement plans into action.

Contact the specialist charities if you feel you need assistance - see Section 9 for details.

If disabled, see your Disablement Employment Advisor at the Jobcentre Plus office nearest where you intend to live. In addition you may consider applying for assessment at The Royal British Legion's Vocational Assessment Centre - see Section 9.

The Army Personnel Centre will tell you your discharge date once the discharge is authorised. When setting this date, they take into account:

Any privilege annual leave allocation you may have.

Your entitlement to 20 working days invaliding leave.

Your entitlement to terminal leave on the basis of one day for every month served, up to a maximum of 20 working days. See Section 7.

Your medical documents should automatically be forwarded to the Service Personnel and Veterans Agency (SPVA) for assessment. This will determine the type of pension/compensation you may be able to claim - see Sections 8 & 10. You are strongly advised to call SPVA to confirm your pension and for compensation eligibility. (Tel: 0800 0853 600 or Mil: 94560 6300)

You must keep the SPVA informed of any change of address in the first few months after discharge. The Veterans Welfare Service is notified of all medical discharges and should send you an introductory letter detailing the service they can provide for you.

It is very important that you register with a civilian doctor after you have left the Army. You will be given an F Med 133 at the time of your Medical Board. This tells your new doctor how to get a summary of your Army medical records. If you want, you can request a copy of your medical documents, which you can give to your civilian doctor.

If you need medical treatment after you have left the Army, this will be provided in the UK by the National Health Service (NHS).

Once you have been medically discharged you can receive priority treatment in the NHS, for examination and treatment of the condition or conditions which you sustained or aggravated in service.

You should receive priority treatment unless there is an emergency or another case which demands your doctor's clinical priority.

Priority is not given for unrelated conditions.

Note: This provision is in operation within the NHS; however, there may be regional variations due to devolved government, (check with your doctor). If you decide to move overseas, you may be responsible for the costs of your healthcare (see SPVA leaflet No 6).

If you have any questions about what is happening to you at any time during your discharge, please contact your unit administration staff or the APC Medical Discharge Cell.

If you need welfare support after you have been discharged you should contact:

Your RHQ/Home HQ

One of the ex-Service welfare organizations - see Section 9.

Your old unit will be unable to give welfare support once you have left the Army.

THE Nations Commitment

THE Nations Commitment: Cross-Government Support to our Armed Forces, their Families and Veterans

You should be aware that the Government has pledged its support to service personnel, their families and veterans in the Service Personnel and Command Paper published in July 2008. Copies are available from the internet. Use the following link to access it. <http://www.official-documents.gov.uk/document/cm74/7424/7424.pdf>

The main thrust of the paper is that it aims to end any disadvantage that Service may have on you when you are serving or a veteran, whether it is access to health care, social housing or getting a mortgage.

Resettlement

All individuals who are medically discharged are entitled to the full resettlement provision.

Once it has been decided that you are to be discharged on medical grounds, your unit should arrange for you to be seen as soon as possible by the Resettlement Staff.

You will have a mandatory interview with an IERO if your Medical Officer feels that it is highly likely that you will be medically retired/discharged. This will be arranged by your URO. If you are going to be discharged, you must see the IERO again for a Career Advice Briefing.

Your IERO will send you and your unit (and/or hand you a copy) of the Record of Resettlement Advice (MOD Form 1173) outlining the advice given, suggested actions and pre-release training activity and dates. For trained personnel, your IERO may then consult the APC MCM Occurrence Wing (for officers) or Medical Discharge Cell (for soldiers) to discuss discharge dates. For Soldiers under Training, this will be handled within your unit.

If you are being medically discharged you can ask for Vocational Assessment, if appropriate, to help

you to come to terms with your disabilities. There are several providers. The Royal British Legion Industries (TRBLI) Vocational Assessment Centre is at Aylesford (see Section 9).

Assessment is helpful for those seeking to take part in the Jobcentre Plus supported employment programmes.

You are also entitled to the full service from the Career Transition Partnership (CTP).

Resettlement activities should normally be completed before you begin Terminal and/or Invaliding Leave and your discharge date should be calculated accordingly. However if you are undergoing long term medical treatment it is possible to put back your resettlement until after discharge.

Section 3 of this booklet gives more information on resettlement.

Deferred Resettlement

The resettlement arrangements are sufficiently flexible to allow for both deferred and transferred resettlement.

Individuals who are medically discharged are permitted to defer their resettlement provision for up to 2 years after their medical discharge. In exceptional cases, when the injured person is unable, for long term medical reasons, to take advantage of the resettlement provision to which they are entitled, it can be transferred to their spouse or registered civil partner.

In exceptional circumstances, but only with the authorisation of D Resettlement, the resettlement can be transferred to another close relative for up to two years following release. Further information is available from your IERO.

The full rules are laid down in Joint Service Publication (JSP) 534. If you think that you should delay your resettlement, you should discuss the matter firstly with your IERO and then with your Medical Board, who are responsible for recommending deferment.

However please note that the purpose of resettlement training is to prepare you for civilian life and it should therefore be taken as early as possible.

GRT for Medically Discharged Service Leavers

Attendance at consultancy sessions, travelling time and time taken up with IERO interviews will not count against your Graduated Resettlement Time (GRT) entitlement.

GRT aims to reward length of service and allows you full flexibility in how you use your pre-release resettlement time i.e. in any appropriate mix of briefings, workshops, training or Individual Resettlement Preparation (IRP). Your IERO can work out your entitlement to GRT and GRT warrants, according to your length of service.

If you have less than one year's service and are medically discharged you are still entitled to access the full resettlement service, but you will only have 10 days GRT.

Leave

Terminal Leave

Terminal leave is designed to assist resettlement and is to be granted to qualifying personnel. You will continue to remain on Army pay during your terminal leave. Terminal leave is just the same as any other leave, except that you are free to take up civilian employment before it expires. Terminal leave however is not normally to be granted to Service personnel whose service terminated prematurely for misconduct.

Medically Discharged Leavers

Personnel who are medically retired under the Army Pay Warrant or discharged under QRs 9.385, 9.386 or 9.387 are entitled to Terminal leave at the rate of one calendar day for each month of reckonable service served up to a maximum of 20 working days.

Illness during Terminal Leave

If you are admitted to hospital during your Terminal leave, you or a relative should ask the hospital staff to contact your Unit to let them know the nature of your illness/injury and the length of time you expect to be in hospital.

Removals and Allowance

This will ensure that correct action is taken regarding your pay and allowances. Personnel who undergo hospital treatment whilst on Terminal leave may be extended in the Service for any period spent as an inpatient under treatment. However, Service time will not be extended for periods of outpatient treatment, convalescence, illness at home or hospital sick leave.

Further information can be found at: www.spva.mod.uk then follow the link entitled Service Leavers Guide on the SPVA home page.

Invaliding Leave

All those medically retired/discharged are normally entitled to 20 working days Invaliding Leave. This needs to be clarified by your Unit Resettlement Officer.

Annual Leave

Medical Discharge Leavers. Once an individual is informed that they are to be medically retired/discharged, no entitlement to further annual leave remains.

This section applies only to normal and medically discharged Service Leavers. For compulsorily discharged leavers there is no entitlement to the Final Tour of Duty Provision.

Provisions & Allowances

Final Tour of Duty Allowance (FTOD)

The aim of the FTOD provision is to assist eligible Service personnel in their final tour of duty, who are not in the geographical area in which they have formally expressed a preference to serve, with meeting the costs of settling themselves and/or their immediate family at a Selected Place of Residence (SPR) in the UK.

More information can be found in the Joint Service Publication (JSP) 752 section 4 chapter 7.

Removals and Disturbance Allowance

Removals and Disturbance Allowance (DA) may be provided, at public expense, under the FTOD provision. FTOD may be paid at any time during the final tour up to and including the last day of service. In general, all PStat Cat 1,2 and PStat 3,4 or 5 personnel who are householders or homeowners in the UK, may be entitled to FTOD when moving to private accommodation on discharge, subject to the eligibility criteria explained in Section 4 to Chapter 7 of Joint Service Publication (JSP) 752. Service personnel will be ineligible to claim FTOD if they have received DA and removal expenses within the previous 6 months. PStat Cat 1 and 2 personnel serving overseas returning to Service Family

Accommodation or their own home in the UK will be entitled to removal expenses and DA in accordance with Sections 1 and 2 to Chapter 7 of Joint Service Publication (JSP) 752.

Those not covered but whom believe they have exceptional circumstances may submit a claim for extra-regulatory authority via the Chain of Command to the JPAC PACCC may help here.

Insurance Allowance

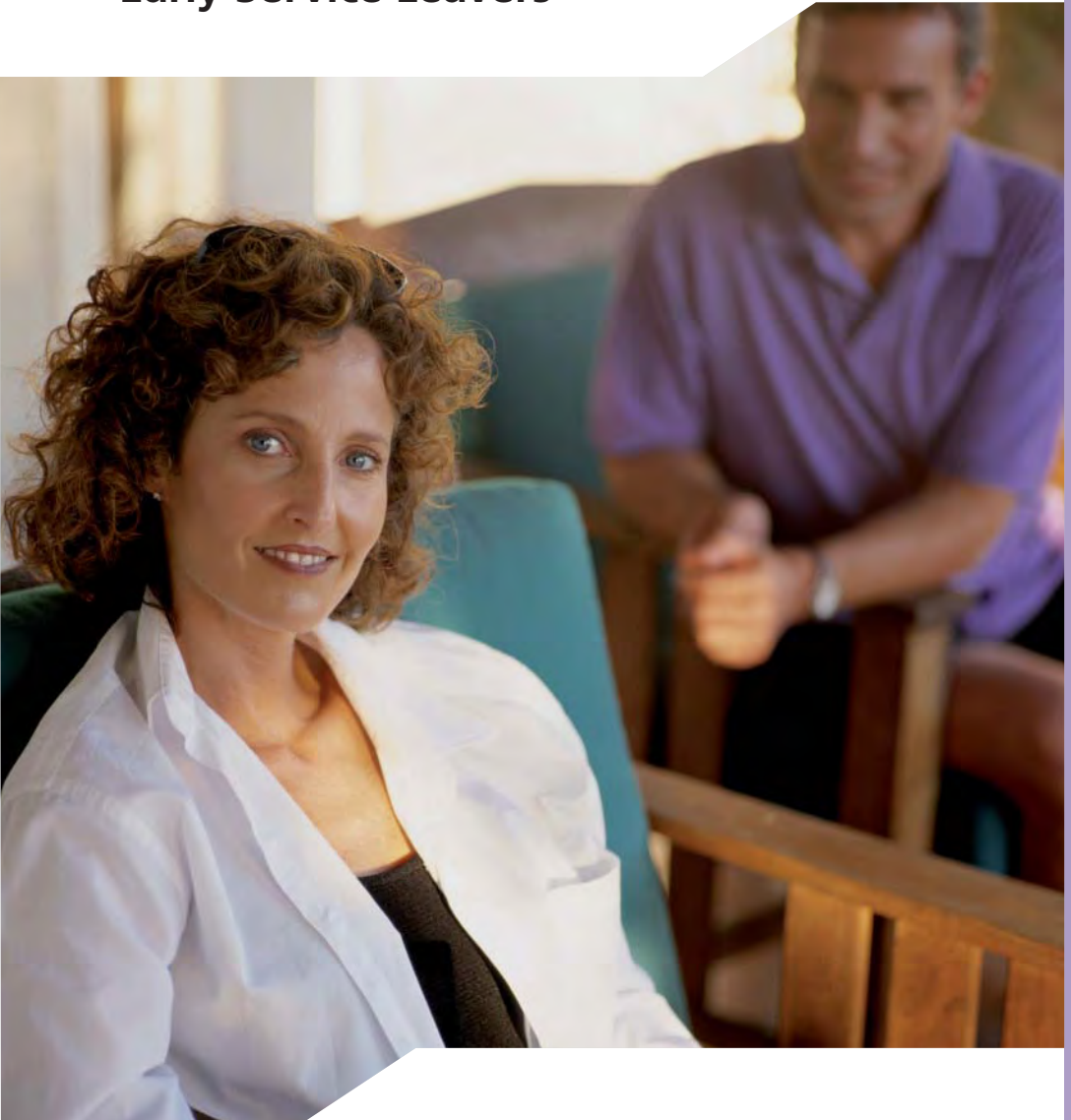
Insurance Allowance (IA) is to meet the average cost of transit insurance purchased by Service personnel when they are required to move their personal effects but are not entitled to claim Disturbance Allowance. Single, married (or those in a civil partnership) unaccompanied personnel may be eligible for IA for their move back to the UK. Further details are in Section 3 to Chapter 7 of Joint Service Publication (JSP) 752.

Continuity of Education Allowance

The concessions if you are in receipt of CEA and are medically retired/ discharged are summarised in Joint Service Publication 752, Chapter 9, Para 09.0133.

Section 13

Early Service Leavers



Early Service Leavers

If you are an Early Service Leaver (ESL) you have been discharged either:

Compulsorily from the trained strength or untrained strength and you lose your eligibility/entitlement to resettlement provision in accordance with Joint Service Publication (JSP) 534 because of the circumstances of your discharge.

or

At your own request, from the trained strength or untrained strength having completed less than 4 year's service.

Resettlement

If you are discharged compulsorily from the trained strength or untrained strength, you lose your entitlement to resettlement provision because of the circumstances of your discharge. You will, however, receive a mandatory resettlement brief and one to one resettlement interview before discharge. These interviews will be at unit level with your URO. Those who discharge from the trained strength, at their own request with less than 4 years service, receive a similar brief and one to one interview.

ESL - Compulsorily Discharged

This Section gives details of the administrative procedures leading up to your discharge from the Army once approved.

Notification of Discharge

Your CO must interview you to tell you why he is applying for your compulsory discharge from the Army.

He will give you 48 hours to prepare a statement which will go with the application.

The completed application will then be sent to a higher authority known as the 'competent military authority'. Either the Brigade Commander or the relevant MOD staff branch will consider the application.

Confirmation of Discharge

If authority is granted, your CO will interview you again to tell you that the discharge application has been approved.

At the same time he will tell you your discharge date. This will normally be within 2 weeks of receipt of the discharge authority by your unit.

You can submit a redress against this decision any time up to 3 months after your date of discharge.

Note that unless there are exceptional circumstances, the redress would not delay the date of discharge.

Your discharge may be delayed if you are under investigation or awaiting trial by court-martial.

Administrative arrangements

Section 7 of this booklet gives more information.

If you are based in the UK your unit will complete all the discharge arrangements.

If you are serving overseas (including Germany), you will be moved back to a unit in the UK for final administration.

Service Family Accommodation (SFA)

Section 4 of this booklet gives more information.

If you are occupying SFA or its equivalent you should note that you will not be allowed to stay in the accommodation after your discharge.

Unaccompanied Baggage

If you are serving in the UK there is no entitlement for the Army to move your belongings from your barracks or SFA to your new home address.

If you are serving overseas the Army will move your belongings, up to the authorised scale for your rank and PStat Cat, back to a selected place of residence within the UK.

In the case of married personnel or those with a civil partner, your belongings can be moved into storage if you do not have a property. Note that you have to pay for storage charges after discharge.

ESLs, who are leaving at their own request, have the same discharge procedure as Normal Service Leavers.

Further details can be found in Section 2 and Section 3.

Terminal Leave

Terminal leave is designed to assist resettlement and is to be granted to qualifying personnel. You will continue to remain on Army pay during your terminal leave. Terminal leave is just the same as any other leave, except that you are free to take up civilian employment before it expires. Terminal leave however is not normally to be granted to Service personnel whose service terminated prematurely for misconduct.

leave may be extended in the Service for any period spent as an inpatient under treatment. However, Service time will not be extended for periods of outpatient treatment, convalescence, illness at home or hospital sick leave.

Further information can be found at: www.spva.mod.uk then follow the link entitled Service Leavers Guide on the SPVA home page

Early Service Leavers

Early Service Leavers are to be granted 1 day's Terminal leave for each completed month of service, provided that they will have completed a minimum of 6 months service, subject to a maximum of 20 working days.

Illness during Terminal Leave

If you are admitted to hospital during your Terminal leave, you or a relative should ask the hospital staff to contact your Unit to let them know the nature of your illness/injury and the length of time you expect to be in hospital.

This will ensure that correct action is taken regarding your pay and allowances. Personnel who undergo hospital treatment whilst on Terminal

Section 14

Information



Leaving the Army Checklist

Termination Timeline

| | |
|--|--|
| 9-6 months | |
| Arrange to have final medical at your current unit | |
| Arrange dental examination | |
| Arrange Individual Education & Resettlement Officer interview | |
| Arrange move from MOD accommodation | |
| 6-3 months | |
| Make sure your Joint Personnel Administration (JPA) record is accurate | |
| Attend final medical examination | |
| Claim refund of any resettlement fees | |
| Contact the mail office with forwarding address | |
| Check medical and dental documents are with terminating unit | |
| Obtain Certificate of Cessation form (for Local Authority if required) | |
| 3-1 month IMPORTANT - COMPLETE AND RETURN Pension 1 form | |
| Check unit terminating routine | |
| Get a copy of your testimonial | |
| Return all appropriate clothing and equipment | |
| Leave MOD accommodation | |
| Last month | |
| Organise final interviews with Chain of Commands | |
| Obtain AFB 108c from Unit (if British Citizen) | |
| Complete and return Charities consent form (see Pages 51 - 52) | |
| Take Terminal Leave | |
| Return Armed Forces ID Card | |
| Return service stores and record books (if no reserve liability) | |

Information

There are a variety of other Joint Service Publications (JSPs), booklets/manuals/websites about leaving the Army that may be helpful:

- JSP 534 Tri Service Resettlement Manual.
- JSP 575 Tri Service Guidance Notes for Early Service Leavers.
- JSP 752 Tri Service Regulations for Allowances.
- JSP 760 Tri Service Regulations for Leave and Other Types of Absence.
- JSP 764 Parts 1-4 Armed Forces Pension Scheme.
- Armed Forces Pension Scheme 2005 - Your Pension Scheme Explained (MMP 124).
- Armed Forces Pension Scheme 1975 - Your Pension Scheme Explained (MMP 106).
- JSP898 Catalogue of Defence Policy with Impact on Training and Education
- 2009DIN07-042 Further and Higher Educational Support for Service Leavers

Some of these publications can be viewed at the following website addresses: www.mod.uk, www.ctp.org.uk, or on the Defence Intranet at: <http://defenceintranet.diiweb.r.mil.uk/Defenceintranet/Admin/FindOutaboutArmedForcesPensions>

Glossary of Terms/Abbreviations

| | |
|--------|---|
| AEC | Army Education Centre |
| AFCS | Armed Forces Compensation Scheme |
| AFPS | Armed Forces Pension Scheme |
| AGAI | Army General and Administrative Instruction |
| APC | Army Personnel Centre |
| AWS | Army Welfare Service |
| BIA | Border and Immigration Agency |
| BLESMA | British Limbless Ex-Servicemen's Association |
| CAB | Citizens Advice Bureau |
| CEA | Continuity of Education Allowance |
| CTP | Career Transition Partnership |
| CTW | Career Transition Workshop |
| CWA | Civilian Work Attachment |
| DAP | Discretionary Advisory Panel |
| DEA | Disability Employment Advisor |
| DIUS | Department for Innovation, Universities and Skills |
| DMOS | Directorate of Military Outplacement Services |
| DPS(A) | Directorate of Personal Services (Army) |
| DWP | Department for Work and Pensions |
| ESL | Early Service Leavers |
| ETS(A) | Educational and Training Services (Army) |
| FMed | Form Medical (covers several forms you may receive) |
| GRT | Graduated Resettlement Time |
| GP | General Practitioner |

| | |
|-----------|--|
| HMRC | Her Majesty's Revenue and Customs |
| IERO | Individual Education and Resettlement Officer |
| IRP | Individual Resettlement Preparation |
| JSA | Job Seekers' Allowance |
| JSHAO | Joint Service Housing Advice Office |
| LA | Local Authority |
| MAO(CH) | Military Administrative Officer (Civil Hospitals) |
| MAP | Medical Assessment Programme |
| MCM | Manning and Career Management (Your Manning Division in the APC) |
| MOD | Ministry of Defence |
| NHS | National Health Service |
| OA | Officers' Association |
| PS4(A) | DPS(A) branch responsible for Non-Financial Conditions of Service and Welfare Policy |
| PS10(A) | DPS(A) branch responsible for Financial Conditions of Service |
| PStat Cat | Personal Status Category (Previously known as Marital Status) |
| QRs | Queens Regulations for the Army |
| RAO | Regimental Administrative Officer or Office |
| RCMO | Regimental Career Management Officer |
| RFEA | Regular Forces Employment Association |
| RHQ | Your Home Regimental or Corps Headquarters |
| RMAS | Royal Military Academy Sandhurst |
| RRC | Regional Resettlement Centre |
| SAM | Sickness Absence Management |
| SAP | Service Attributable Pension |
| SERPS | State Earnings Related Pension Scheme |

| | |
|----------|---|
| SFA | Service Family Accommodation |
| SIP | Service Invaliding Pension |
| SPACES | Single Persons Accommodation Centre for the Ex Services |
| SPVA | Service Personnel and Veterans Agency |
| SSAFA-FH | Soldiers, Sailors and Airmen Families Association (Forces Help) |
| TEC | Training and Enterprise Council |
| TRBL | The Royal British Legion |
| TRBLI | The Royal British Legion Industries |
| URO | Unit Resettlement Officer |
| UWO | Unit Welfare Officer |

Eligibility of Individual's Entitlement

All serving personnel, with the exception of Early Service Leavers (ESL), are entitled access to both Resettlement Information Staff (RIS) and the Service Resettlement Adviser (SRA). The chart below lists Service Leavers entitlement.

| Ser | Years Service | Normal Discharge | | | Medical Discharge ³ | | |
|-----|---------------|------------------|------------------|------|--------------------------------|-----|------|
| | | CTP | GRT ² | IRTC | CTP | GRT | IRTC |
| 1 | <1 | No | 0 | No | FRP | 10 | Yes |
| 2 | 1+ | No | 0 | No | FRP | 30 | Yes |
| 3 | 4+ | ESP ⁴ | 0 | No | FRP | 30 | Yes |
| 4 | 6+ | FRP ⁵ | 20 | Yes | FRP | 30 | Yes |
| 5 | 8+ | FRP | 25 | Yes | FRP | 30 | Yes |
| 6 | 12+ | FRP | 30 | Yes | FRP | 30 | Yes |
| 7 | 16 | FRP | 35 | Yes | FRP | 35 | Yes |

² Amount of GRT in working days.

³ This includes Reserves who are medically discharged due to injuries sustained during operational commitments.

⁴ ESP - Employment Support Programme

⁵ FRP - Full Resettlement Programme

Finally:

If you have any suggestions for inclusion or amendments to this guide please send them to:

SO3 PS4(A)
DPS(A)
Bldg 398
Trenchard Lines
Upavon
Pewsey
Wiltshire
SN10 4DH

Tel: 01980 61 5955
Mil: 94344 Ext 5955
Email: LF-DPS(A)-PS4A-D(1)
Civ Email: Eleanor.London685@mod.uk

Booklet Edition No 1 dated 1 February 2009

To be distributed to all Regular Army Leavers, at the point at which they are informed of the intention to apply for authority for their discharge or when they apply for discharge/retirement.

Sponsor: EO1 PS4 (A) DPS(A)
Tel: 01980 61 5955 Mil: 94344 Ext 5955

AC64408

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Veterans:UK

Bringing together services for veterans

- SERVED IN HM ARMED FORCES?
- For **FREE** help and advice on any issue call:
- **0800 169 2277**

www.veterans-uk.info

THE
ROYAL
LEGION

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08457 725 725

Call us for advice and information on issues such as:

- Poppy Support
- Advice on claiming a War Pension
- Legion membership
- Fundraising events

Legionline is open

10am – 4pm Monday to

Friday. All calls are charged

at local rates (UK only).

Registered charity number: 219279

The Soldiers, Sailors, Airmen
and Families Association –
Forces Help

SSAFA
FORCES
Help

One day's service, a lifetime of support

SSAFA is the national charity committed to helping and supporting those who serve in our Armed Forces, those who used to serve, and the families of both.

We provide support that is:

- Practical
- Financial
- Emotional

● ARE YOU AN EX-SERVICEMAN/WOMAN?

● Young or old, as a veteran you can get free help and advice on any issue.

**● Veterans Helpline: 0800 169 2277
Tel: (Overseas): (+44) 1253 866043
Minicom users: 0800 169 3458**

www.veterans-uk.info

Services provided by
**Service Personnel
& Veterans Agency**
An Executive Agency of the Ministry of Defence



Legionline

08457 725 725

The Royal British Legion provides financial, social and emotional support to millions who have served or are currently serving in the Armed Forces, and their dependants. 10 million people are eligible for our help. Our welfare services – Poppy Support – cover a diverse range of schemes. We can offer financial aid in a crisis, or help homeless ex-Service people get back on their feet. We advise on compensation claims, and offer careers advice, as well as providing long and short-term care in our Poppy Homes and Break Centres.

www.britishtelephone.org.uk

Haig House, 159 Borough High Street, London SE1 1AA

One Day's Paid service in any of our Armed Forces is all that is needed to qualify for assistance from SSAFA Forces Help. This includes those who serve in our Reserve Forces and anyone who did National Service as well as close relatives, widows and widowers.

If you or someone you know may need our help please contact
020 7403 8783 or visit
www.ssafa.org.uk

Registered Charity No. 210760 Est. 1885.
Registered Charity (Scotland) No. SC0388056