



Cobseo
**The Confederation
of Service Charities**

Housing Cluster

Directory of Housing

and

**Support Services for
Veterans**

As at 8 August 2017

INTRODUCTION AND ACKNOWLEDGEMENTS

This directory lists the known housing and accommodation services available to the ex-Service community, both supported, sheltered and general needs, together with various wrap around services. It is posted on the Cobseo Housing Cluster website and updated as necessary.

Where organisations provide both supported and general needs accommodation, and other services, they are listed under the relevant sections.

Potential users of the services listed should contact providers directly for further details and to check up-to-date policies and procedures.

Thanks go to:

- Anwen Jones and Deborah Quilgars at the Centre for Housing Policy , University of York for collating the supported housing and wrap around services
- Forces in Mind Trust for providing the grant enabling the York University research, and
- all the providers in this directory for providing information as part of the research on housing and support for veterans conducted by the University of York for Riverside and Stoll.

Providers should in the first instance send amendments / updates to rory.im@haighousing.org.uk.

DEFINITIONS OF PROVISION

Supported Accommodation – providing temporary accommodation for veterans, with support

Long Term Housing – providing settled accommodation for veterans, with or without support

General Needs. Unsupported housing for members of the ex-Service community unable to buy or rent on the open market. Tenants will usually be self sufficient, but may need to avail themselves of some of the floating support listed. Some adapted properties may be available or adaptations arranged as necessary.

Floating Support. Services delivered by visiting workers to people in their own homes to help people maintain their settled accommodation.

Outreach Services. Mostly covers work with rough sleepers or people in temporary accommodation to help them access more settled accommodation and any support needs.

Day Centres. The provision of activities and support to homeless and vulnerably housed people. (Also called by some providers 'drop-in' facilities.)



Rory Ingleby-Mackenzie
Haig Housing Trust
On behalf of the Cobseo Housing Cluster

Amended as at 8 August 2017

CONTENTS

| ORGANISATION | PAGE |
|---|-----------|
| SECTION 1 – SUPPORTED ACCOMMODATION | 5 |
| AF&V Launchpad – Avondale House, Newcastle | 6 |
| AF&V Launchpad – Speke House, Liverpool | 7 |
| Alabaré - Bristol Home for Veterans | 8 |
| Alabaré - Gloucester Home for Veterans | 9 |
| Alabaré - Hampshire Home for Veterans | 10 |
| Alabaré - Plymouth Home for Veterans | 11 |
| Alabaré - Wiltshire Home for Veterans | 12 |
| Alabaré – Dorset Home for Veterans | 13 |
| Alabaré – South East Wales Home for Veterans | 14 |
| Alabaré – South West Wales Home for Veterans | 15 |
| Alabaré – North Wales Home for Veterans | 16 |
| Amicus Trust – Veterans Service | 17 |
| Fry Housing Trust – scheme for Ex Service offenders, Birmingham | 18 |
| Futures for Heroes - Assistance Scheme | 19 |
| Home Group - West Midlands Veteran Housing (Birmingham) | 20 |
| Home Group - West Midlands Veteran Housing (Wolverhampton) | 21 |
| Hull Veterans Support Centre - Direct Access Accommodation | 22 |
| LOL Foundation – Canal Street, Congleton | 23 |
| LOL Foundation – Lawton Street, Congleton | 24 |
| Mariners’ Park, Wirral | 25 |
| Queen Victoria Seamen's Rest | 26 |
| Royal British Legion Industries (RBLI) – Gavin Astor House | 27 |
| Royal British Legion Industries (RBLI) - Mountbatten Pavilion | 28 |
| Royal British Legion Industries (RBLI) – Queen Elizabeth Court | 29 |
| Riverside – The Beacon, Catterick | 30 |
| Riverside - Mike Jackson House, Aldershot | 31 |
| Riverside – Hardwick House, Middlesbrough | 32 |
| Scottish Veterans Residences – Bellrock Close | 33 |
| Scottish Veterans Residences – Rosendael | 34 |
| Scottish Veterans Residences – SVHA Housing | 35 |
| Scottish Veterans Residences - Whitefoord House | 36 |
| SHAID – St Peters Court | 37 |
| Stoll – Banstead Court | 38 |
| Stoll – Chiswick War Memorial Homes | 39 |
| Stoll – Countess of Wessex House | 40 |
| Stoll - Sir Oswald Stoll Mansions | 41 |
| Veterans’ Aid | 42 |
| SECTION 2 – FLOATING SUPPORT / OUTREACH SERVICES | 43 |
| Glasgow’s Helping Heroes | 44 |
| Riverside – Access | 45 |
| SHAID – Floating support | 46 |
| Stoll – London Veterans Outreach Service | 47 |
| SECTION 3 – DAY CENTRES FOR VETERANS | 48 |
| Futures for Heroes | 49 |
| Hull Veterans Support Centre –HSVC drop in centre (and advice referral service) | 50 |
| LOL Foundation – LOL Farm, Bosley Life Skills Centre | 51 |

| | |
|---|----|
| SHAID/ St Peters Court – Cree Project | 52 |
| Stoll – London Veterans Drop-in | 53 |
| SECTION 4 – ACCOMMODATION PLACEMENT SERVICES | |
| SPACES | 54 |
| Stoll – Veterans Nomination Scheme | 55 |
| SECTION 5 – GENERAL NEEDS INCLUDING FAMILY AND SHELTERED HOUSING | |
| Agamemnon Housing Association | 57 |
| Bournemouth War Memorial Homes | 58 |
| Blind Veterans UK | 59 |
| Care Ashore | 60 |
| CESSA Housing Association | 61 |
| Dashwood Alms Houses | 62 |
| Elizabeth Huggins Trust | 63 |
| Erskine | 64 |
| Gurkha Homes | 65 |
| Haig Housing Trust | 66 |
| Home of Devenish | 67 |
| Lord Leycester Hospital | 68 |
| RAF Benevolent Fund | 69 |
| RIFLES Benevolent Trust | 70 |
| Royal British Legion Industries (RBLI) | 71 |
| Royal Hospital Chelsea | 72 |
| Scottish Veterans’ Garden City Association (Housing only disabled veterans) | 73 |
| SSAFA | 74 |
| Viscountess Barrington’s Homes for Disabled Ex-Servicemen and Women | 75 |
| SECTION 6 – OTHER USEFUL CONTACT DETAILS | |
| Cobseo; The Royal British Legion; Veterans UK | 77 |
| | 78 |

SECTION 1 – SUPPORTED ACCOMMODATION

| | |
|---|---|
| Service Provider | AF&V Launchpad – Avondale House |
| Service provider's address | Avondale House, 50 Raby Way, Newcastle upon Tyne, Tyne and Wear NE6 2FR |
| Local authority area | Newcastle City Council |
| Organisation name | AF&V Launchpad Limited (Charity Number 1153185) |
| Organisation website | www.afv-launchpad.co.uk soon to be www.veteranslaunchpad.org.uk |
| Organisation telephone number | 0300 11 11 238 and 0191 265 7039 |
| Cobseo member? | Application submitted |
| Type of scheme | Supported accommodation: Residents rent their flats and use the communal facilities (IT suite, socialising / training space, laundry, garden); other organisations provide training, employment, housing and diversionary support. |
| Number of beds/ unit | 32 x 1 double bedroom flats (max 62 in pairs) |
| Referral procedures | Website application, direct access; self-referral; Local Authority Housing Options Team or Homeless Persons' Unit; housing associations; social services; MOD; Police; Prison Service; NHS (including GPs); veteran organisations; other voluntary sector/ third sector organisations. |
| Gender | Mixed |
| Age range | Min – 18; Max – N/A |
| Minimum length of Service | 1 day |
| Local connection needed? | No |
| Disabled facilities | Fully wheelchair accessible; 3 flats with disabled facilities. |
| Accepts people with serious mental health problems? | No; on-site care is not provided. Mild cases can be considered with external support. |
| Accepts people with substance misuse problems? | No |
| Will not accept | Children of resident veterans and pets. |
| Self-contained units (own bathroom and cooking) | Yes |
| Other facilities | Communal lounge; IT suite, laundry, wi-fi; gardens |
| Support provided | Accommodation in a modern flat with access to communal facilities. Advice and support in claiming benefits and managing money. Provision of education and training through other organisations. Advice and support to gain employment or set up own businesses. Advice and support to gain permanent housing. Life skills coaching. Sports and adventure training. Health advice. Mentoring. Other support provided to veterans from other organisations, usually in Avondale House. |
| Any support unable to provide? | |
| Staff availability | On-site staff during the day; out-of-hours on call system. |
| Key / named worker? | Yes |
| Follow on support provided? | Yes |
| Smoking allowed? | Yes in specified areas. |
| Alcohol allowed? | Yes |
| Dogs allowed? | No |
| Tenancy type | Licence to occupy |

| | |
|---|--|
| Service Provider | AF & V Launchpad – Speke House |
| Service provider's address | Speke House, Heathgate Avenue, Speke, Liverpool, L24 7SH |
| Local authority area | Liverpool City Council |
| Organisation name | AF&V Launchpad Limited (Charity Number 1153185) |
| Organisation website | www.afv-launchpad.co.uk soon to be www.veteranslaunchpad.org.uk |
| Organisation telephone number | 0300 11 11 238 and 0151 425 3886 |
| Cobseo member? | Application submitted |
| Type of scheme | Supported accommodation: Residents rent their flats and use the communal facilities (IT suite, socialising / training space, laundry, garden); other organisations provide training, employment, housing and diversionary support. |
| Number of beds/ unit | 50 x 1 double bedroom flats or bedsits (max 100 in pairs) |
| Referral procedures | Website application; direct access; self-referral; Local Authority Housing Options Team or Homeless Persons' Unit; housing associations; social services; MOD; Police; Prison Service; NHS (including GPs); veteran organisations; other voluntary sector/ third sector organisations. |
| Gender | Mixed |
| Age range | Min – 18; Max – N/A |
| Minimum length of Service | 1 day |
| Local connection needed? | No |
| Disabled facilities | 4 flats on the ground floor with wet rooms, suitable for those with mobility issues but not wheel chair accessible. |
| Accepts people with serious mental health problems? | No; on-site care is not provided. Mild cases can be considered with external support. |
| Accepts people with substance misuse problems? | No |
| Will not accept | Children of resident veterans and pets. |
| Self-contained units (own bathroom and cooking) | Yes |
| Other facilities | Communal lounge; IT suite, laundry, wi-fi; gardens |
| Support provided | Accommodation in a modern flat with access to communal facilities. Advice and support in claiming benefits and managing money. Provision of education and training through other organisations. Advice and support to gain employment or set up own businesses. Advice and support to gain permanent housing. Life skills coaching. Sports and adventure training. Health advice. Mentoring. Other support provided to veterans from other organisations, usually in Speke House. |
| Any support unable to provide? | |
| Staff availability | On-site staff during the day; out-of-hours on call system. |
| Key/ named worker? | Yes |
| Follow on support provided? | Yes |
| Smoking allowed? | Yes in specified areas. |
| Alcohol allowed? | Yes |
| Dogs allowed? | No |
| Tenancy type | Licence to occupy |

| | |
|---|--|
| Service Provider | Alabaré - Bristol Homes for Veterans |
| Service provider's address | Organisation address: Riverside House, 2 Watt Road, Salisbury, SP1 2AS |
| Local authority area | Bristol City Council |
| Organisation name | Alabaré Christian Care and Support |
| Organisation website | www.alabare.co.uk |
| Organisation telephone number | 01722 322 882/ 0117 947 0673 |
| Cobseo member? | Yes |
| Type of scheme | Supported accommodation |
| Number of beds/ unit | 8 |
| Referral procedures | Referral form must be completed and submitted by post or email. Self referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing Associations; Social Services; MOD; Prisons; NHS (including GPs); Veteran organisations; Other voluntary sector/third sector organisations; Other. |
| Gender | Mixed |
| Age range | 18+ |
| Minimum length of Service | 1 day paid service |
| Local connection needed? | No |
| Disabled facilities | At least one ground-floor unit available for people with mobility problems; facilities available for people with a hearing impairment; facilities available for people with a visual impairment. |
| Accepts people with serious mental health problems? | Based on risk assessment |
| Accepts people with substance misuse problems? | Based on risk assessment |
| Will not accept | Based on risk assessment as do not provide 24hr cover, if someone possesses a risk which cannot be managed to themselves, other clients, staff or local residents. |
| Self-contained units (own bathroom and cooking) | |
| Other facilities | Shared bathroom, kitchen, communal lounge, gardens, most houses have at least one en-suite room. |
| Support provided | Support with: welfare benefits; legal advice (basic); debt/money advice; with health issues; substance misuse issues; education/employment/training services; individual counselling/ emotional support (links to other providers); groups counselling/ support group (links to other providers); social activities; finding other temporary accommodation; accessing/ retaining social rented housing; finding/ retaining private rented housing; accessing/ retaining home ownership; setting up new home; practical help with moving. |
| Any support unable to provide? | |
| Staff availability | Monday to Friday 9am – 5pm plus out of hours on call |
| Key/ named worker? | Yes |
| Follow on support provided? | Yes |
| Smoking allowed? | Yes, in gardens |
| Alcohol allowed? | No |
| Dogs allowed? | Dogs - looked at on an individual basis. |
| Tenancy Type | License |

| | |
|---|--|
| Service Provider | Alabaré – Gloucestershire Homes for Veterans |
| Service provider's address | Organisation address: Riverside House, 2 Watt Road, Salisbury, SP1 2AS |
| Local authority area | Gloucester City Council |
| Organisation name | Alabaré Christian Care and Support |
| Organisation website | www.alabare.co.uk |
| Organisation telephone number | 01722 322 882 / 01452 507123 |
| Cobseo member? | Yes |
| Type of scheme | Supported accommodation |
| Number of beds/ unit | 12 |
| Referral procedures | Referral form must be completed and submitted by post or email. Self referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing Associations; Social Services; MOD; Prisons; NHS (including GPs); Veteran organisations; Other voluntary sector/third sector organisations; Other. |
| Gender | Mixed |
| Age range | 18+ |
| Minimum length of Service | 1 day paid service |
| Local connection needed? | No |
| Disabled facilities | At least one ground-floor unit available for people with mobility problems; facilities available for people with a hearing impairment; facilities available for people with a visual impairment. |
| Accepts people with serious mental health problems? | Based on risk assessment |
| Accepts people with substance misuse problems? | Based on risk assessment |
| Will not accept | Based on risk assessment as do not provide 24hr cover, if someone possesses a risk which cannot be managed to themselves, other clients, staff or local residents. |
| Self-contained units (own bathroom and cooking) | |
| Other facilities | Shared bathroom, kitchen, communal lounge, gardens, most houses have at least one en-suite room. |
| Support provided | Support with: welfare benefits; legal advice (basic); debt/money advice; with health issues; substance misuse issues; education/employment/training services; individual counselling/ emotional support (links to other providers); groups counselling/ support group (links to other providers); social activities; finding other temporary accommodation; accessing/ retaining social rented housing; finding/ retaining private rented housing; accessing/ retaining home ownership; setting up new home; practical help with moving. |
| Any support unable to provide? | |
| Staff availability | Monday to Friday 9am – 5pm plus out of hours on call |
| Key/ named worker? | Yes |
| Follow on support provided? | Yes |
| Smoking allowed? | Yes, in gardens |
| Alcohol allowed? | No |
| Dogs allowed? | Dogs - looked at on an individual basis. |
| Tenancy Type | License |

| | |
|---|--|
| Service Provider | Alabaré – Hampshire Homes for Veterans |
| Service provider's address | Organisation address: Riverside House, 2 Watt Road, Salisbury, SP1 2AS |
| Local authority area | Gosport Borough Council |
| Organisation name | Alabaré Christian Care and Support |
| Organisation website | www.alabare.co.uk |
| Organisation telephone number | 01722 322 882 / 023 921 75230 |
| Cobseo member? | Yes |
| Type of scheme | Supported accommodation |
| Number of beds/ unit | 16 |
| Referral procedures | Referral form must be completed and submitted by post or email. Self referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing Associations; Social Services; MOD; Prisons; NHS (including GPs); Veteran organisations; Other voluntary sector/third sector organisations; Other. |
| Gender | Mixed |
| Age range | 18+ |
| Minimum length of Service | 1 day paid service |
| Local connection needed? | No |
| Disabled facilities | At least one ground-floor unit available for people with mobility problems; facilities available for people with a hearing impairment; facilities available for people with a visual impairment. |
| Accepts people with serious mental health problems? | Based on risk assessment |
| Accepts people with substance misuse problems? | Based on risk assessment |
| Will not accept | Based on risk assessment as do not provide 24hr cover, if someone possesses a risk which cannot be managed to themselves, other clients, staff or local residents. |
| Self-contained units (own bathroom and cooking) | |
| Other facilities | Shared bathroom, kitchen, communal lounge, gardens, most houses have at least one en-suite room. |
| Support provided | Support with: welfare benefits; legal advice (basic); debt/money advice; with health issues; substance misuse issues; education/employment/training services; individual counselling/ emotional support (links to other providers); groups counselling/ support group (links to other providers); social activities; finding other temporary accommodation; accessing/ retaining social rented housing; finding/ retaining private rented housing; accessing/ retaining home ownership; setting up new home; practical help with moving. |
| Any support unable to provide? | |
| Staff availability | Monday to Friday 9am – 5pm plus out of hours on call |
| Key/ named worker? | Yes |
| Follow on support provided? | Yes |
| Smoking allowed? | Yes, in gardens |
| Alcohol allowed? | No |
| Dogs allowed? | Dogs - looked at on an individual basis. |
| Tenancy Type | License |

| | |
|---|--|
| Service Provider | Alabaré – Plymouth Home for Veterans |
| Service provider's address | Organisation address: Riverside House, 2 Watt Road, Salisbury, SP1 2AS |
| Local authority area | Plymouth City Council |
| Organisation name | Alabaré Christian Care and Support |
| Organisation website | www.alabare.co.uk |
| Organisation telephone number | 01722 322 882 / 01752 265684 |
| Cobseo member? | Yes |
| Type of scheme | Supported accommodation |
| Number of beds/ unit | 7 |
| Referral procedures | Referral form must be completed and submitted by post or email. Self referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing Associations; Social Services; MOD; Prisons; NHS (including GPs); Veteran organisations; Other voluntary sector/third sector organisations; Other. |
| Gender | Mixed |
| Age range | 18+ |
| Minimum length of Service | 1 day paid service |
| Local connection needed? | No |
| Disabled facilities | At least one ground-floor unit available for people with mobility problems; facilities available for people with a hearing impairment; facilities available for people with a visual impairment. |
| Accepts people with serious mental health problems? | Based on risk assessment |
| Accepts people with substance misuse problems? | Based on risk assessment |
| Will not accept | Based on risk assessment as do not provide 24hr cover, if someone possesses a risk which cannot be managed to themselves, other clients, staff or local residents. |
| Self-contained units (own bathroom and cooking) | |
| Other facilities | Shared bathroom, kitchen, communal lounge, gardens, most houses have at least one en-suite room. |
| Support provided | Support with: welfare benefits; legal advice (basic); debt/money advice; with health issues; substance misuse issues; education/employment/training services; individual counselling/ emotional support (links to other providers); groups counselling/ support group (links to other providers); social activities; finding other temporary accommodation; accessing/ retaining social rented housing; finding/ retaining private rented housing; accessing/ retaining home ownership; setting up new home; practical help with moving. |
| Any support unable to provide? | |
| Staff availability | Monday to Friday 9am – 5pm plus out of hours on call |
| Key/ named worker? | Yes |
| Follow on support provided? | Yes |
| Smoking allowed? | Yes, in gardens |
| Alcohol allowed? | No |
| Dogs allowed? | Dogs - looked at on an individual basis. |
| Tenancy Type | License |

| | |
|---|--|
| Service Provider | Alabaré - Wiltshire Homes for Veterans |
| Service provider's address | Organisation address: Riverside House, 2 Watt Road, Salisbury, SP1 2AS |
| Local authority area | Wiltshire Council |
| Organisation name | Alabaré Christian Care and Support |
| Organisation website | www.alabare.co.uk |
| Organisation telephone number | 01722 322 882 / 01722 323227 |
| Cobseo member? | Yes |
| Type of scheme | Supported accommodation |
| Number of beds/ unit | 14 |
| Referral procedures | Referral form must be completed and submitted by post or email. Self referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing Associations; Social Services; MOD; Prisons; NHS (including GPs); Veteran organisations; Other voluntary sector/third sector organisations; Other. |
| Gender | Mixed |
| Age range | 18+ |
| Minimum length of Service | 1 day paid service |
| Local connection needed? | No |
| Disabled facilities | At least one ground-floor unit available for people with mobility problems; facilities available for people with a hearing impairment; facilities available for people with a visual impairment. |
| Accepts people with serious mental health problems? | Based on risk assessment |
| Accepts people with substance misuse problems? | Based on risk assessment |
| Will not accept | Based on risk assessment as do not provide 24hr cover, if someone possesses a risk which cannot be managed to themselves, other clients, staff or local residents. |
| Self-contained units (own bathroom and cooking) | |
| Other facilities | Shared bathroom, kitchen, communal lounge, gardens, most houses have at least one en-suite room. |
| Support provided | Support with: welfare benefits; legal advice (basic); debt/money advice; with health issues; substance misuse issues; education/employment/training services; individual counselling/ emotional support (links to other providers); groups counselling/ support group (links to other providers); social activities; finding other temporary accommodation; accessing/ retaining social rented housing; finding/ retaining private rented housing; accessing/ retaining home ownership; setting up new home; practical help with moving. |
| Any support unable to provide? | |
| Staff availability | Monday to Friday 9am – 5pm plus out of hours on call |
| Key/ named worker? | Yes |
| Follow on support provided? | Yes |
| Smoking allowed? | Yes, in gardens |
| Alcohol allowed? | No |
| Dogs allowed? | Dogs - looked at on an individual basis. |
| Tenancy Type | License |

| | |
|---|--|
| Service Provider | Alabaré – Dorset Homes for Veterans |
| Service provider's address | Organisation address: Riverside House, 2 Watt Road, Salisbury, SP1 2AS |
| Local authority area | Weymouth & Portland Borough Council |
| Organisation name | Alabaré Christian Care and Support |
| Organisation website | www.alabare.co.uk |
| Organisation telephone number | 01722 322 882 / 01305 760122 |
| Cobseo member? | Yes |
| Type of scheme | Supported accommodation |
| Number of beds/ unit | 9 |
| Referral procedures | Referral form must be completed and submitted by post or email. Self referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing Associations; Social Services; MOD; Prisons; NHS (including GPs); Veteran organisations; Other voluntary sector/third sector organisations; Other. |
| Gender | Mixed |
| Age range | 18+ |
| Minimum length of Service | 1 day paid service |
| Local connection needed? | No |
| Disabled facilities | No |
| Accepts people with serious mental health problems? | Based on risk assessment |
| Accepts people with substance misuse problems? | Based on risk assessment |
| Will not accept | Based on risk assessment as do not provide 24hr cover, if someone possesses a risk which cannot be managed to themselves, other clients, staff or local residents. |
| Self-contained units (own bathroom and cooking) | |
| Other facilities | Shared bathroom, kitchen, communal lounge, gardens, most houses have at least one en-suite room. |
| Support provided | Support with: welfare benefits; legal advice (basic); debt/money advice; with health issues; substance misuse issues; education/employment/training services; individual counselling/ emotional support (links to other providers); groups counselling/ support group (links to other providers); social activities; finding other temporary accommodation; accessing/ retaining social rented housing; finding/ retaining private rented housing; accessing/ retaining home ownership; setting up new home; practical help with moving. |
| Any support unable to provide? | |
| Staff availability | Monday to Friday 9am – 5pm plus out of hours on call |
| Key/ named worker? | Yes |
| Follow on support provided? | Yes |
| Smoking allowed? | Yes, in gardens |
| Alcohol allowed? | No |
| Dogs allowed? | Dogs - looked at on an individual basis. |
| Tenancy Type | License |

| | |
|---|--|
| Service Provider | Alabaré – South East Wales Homes for Veterans |
| Service provider's address | Organisation address: Riverside House, 2 Watt Road, Salisbury, SP1 2AS |
| Local authority area | Cardiff Council, Rhondda Cynon Taf Borough Council, Merthyr Tydfil Borough Council |
| Organisation name | Alabaré Christian Care and Support |
| Organisation website | www.alabare.co.uk |
| Organisation telephone number | 01722 322 882 / 01443 492976 |
| Cobseo member? | Yes |
| Type of scheme | Supported accommodation |
| Number of beds/ unit | 14 |
| Referral procedures | Referral form must be completed and submitted by post or email. Self referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing Associations; Social Services; MOD; Prisons; NHS (including GPs); Veteran organisations; Other voluntary sector/third sector organisations; Other. |
| Gender | Mixed |
| Age range | 18+ |
| Minimum length of Service | 1 day paid service |
| Local connection needed? | No |
| Disabled facilities | At least one ground-floor unit available for people with mobility problems; facilities available for people with a hearing impairment; facilities available for people with a visual impairment. |
| Accepts people with serious mental health problems? | Based on risk assessment |
| Accepts people with substance misuse problems? | Based on risk assessment |
| Will not accept | Based on risk assessment as do not provide 24hr cover, if someone possesses a risk which cannot be managed to themselves, other clients, staff or local residents. |
| Self-contained units (own bathroom and cooking) | |
| Other facilities | Shared bathroom, kitchen, communal lounge, gardens, most houses have at least one en-suite room. |
| Support provided | Support with: welfare benefits; legal advice (basic); debt/money advice; with health issues; substance misuse issues; education/employment/training services; individual counselling/ emotional support (links to other providers); groups counselling/ support group (links to other providers); social activities; finding other temporary accommodation; accessing/ retaining social rented housing; finding/ retaining private rented housing; accessing/ retaining home ownership; setting up new home; practical help with moving. |
| Any support unable to provide? | |
| Staff availability | Monday to Friday 9am – 5pm plus out of hours on call |
| Key/ named worker? | Yes |
| Follow on support provided? | Yes |
| Smoking allowed? | Yes, in gardens |
| Alcohol allowed? | No |
| Dogs allowed? | Dogs - looked at on an individual basis. |
| Tenancy Type | License |

| | |
|---|--|
| Service Provider | Alabaré – South West Wales Homes for Veterans |
| Service provider's address | Organisation address: Riverside House, 2 Watt Road, Salisbury, SP1 2AS |
| Local authority area | Carmarthenshire County Council, City and County of Swansea |
| Organisation name | Alabaré Christian Care and Support |
| Organisation website | www.alabare.co.uk |
| Organisation telephone number | 01722 322 882 / 01267 243754 |
| Cobseo member? | Yes |
| Type of scheme | Supported accommodation |
| Number of beds/ unit | 11 |
| Referral procedures | Referral form must be completed and submitted by post or email. Self referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing Associations; Social Services; MOD; Prisons; NHS (including GPs); Veteran organisations; Other voluntary sector/third sector organisations; Other. |
| Gender | Mixed |
| Age range | 18+ |
| Minimum length of Service | 1 day paid service |
| Local connection needed? | No |
| Disabled facilities | At least one ground-floor unit available for people with mobility problems; facilities available for people with a hearing impairment; facilities available for people with a visual impairment. |
| Accepts people with serious mental health problems? | Based on risk assessment |
| Accepts people with substance misuse problems? | Based on risk assessment |
| Will not accept | Based on risk assessment as do not provide 24hr cover, if someone possesses a risk which cannot be managed to themselves, other clients, staff or local residents. |
| Self-contained units (own bathroom and cooking) | |
| Other facilities | Shared bathroom, kitchen, communal lounge, gardens, most houses have at least one en-suite room. |
| Support provided | Support with: welfare benefits; legal advice (basic); debt/money advice; with health issues; substance misuse issues; education/employment/training services; individual counselling/ emotional support (links to other providers); groups counselling/ support group (links to other providers); social activities; finding other temporary accommodation; accessing/ retaining social rented housing; finding/ retaining private rented housing; accessing/ retaining home ownership; setting up new home; practical help with moving. |
| Any support unable to provide? | |
| Staff availability | Monday to Friday 9am – 5pm plus out of hours on call |
| Key/ named worker? | Yes |
| Follow on support provided? | Yes |
| Smoking allowed? | Yes, in gardens |
| Alcohol allowed? | No |
| Dogs allowed? | Dogs - looked at on an individual basis. |
| Tenancy Type | License |

| | |
|---|--|
| Service Provider | Alabaré – North Wales Homes for Veterans |
| Service provider's address | Organisation address: Riverside House, 2 Watt Road, Salisbury, SP1 2AS |
| Local authority area | Bristol City Council |
| Organisation name | Alabaré Christian Care and Support |
| Organisation website | www.alabare.co.uk |
| Organisation telephone number | 01722 322 882 |
| Cobseo member? | Yes |
| Type of scheme | Supported accommodation |
| Number of beds/ unit | 19 |
| Referral procedures | Referral form must be completed and submitted by post or email. Self referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing Associations; Social Services; MOD; Prisons; NHS (including GPs); Veteran organisations; Other voluntary sector/third sector organisations; Other. |
| Gender | Mixed |
| Age range | 18+ |
| Minimum length of Service | 1 day paid service |
| Local connection needed? | No |
| Disabled facilities | At least one ground-floor unit available for people with mobility problems; facilities available for people with a hearing impairment; facilities available for people with a visual impairment. |
| Accepts people with serious mental health problems? | Based on risk assessment |
| Accepts people with substance misuse problems? | Based on risk assessment |
| Will not accept | Based on risk assessment as do not provide 24hr cover, if someone possesses a risk which cannot be managed to themselves, other clients, staff or local residents. |
| Self-contained units (own bathroom and cooking) | |
| Other facilities | Shared bathroom, kitchen, communal lounge, gardens, most houses have at least one en-suite room. |
| Support provided | Support with: welfare benefits; legal advice (basic); debt/money advice; with health issues; substance misuse issues; education/employment/training services; individual counselling/ emotional support (links to other providers); groups counselling/ support group (links to other providers); social activities; finding other temporary accommodation; accessing/ retaining social rented housing; finding/ retaining private rented housing; accessing/ retaining home ownership; setting up new home; practical help with moving. |
| Any support unable to provide? | |
| Staff availability | Monday to Friday 9am – 5pm plus out of hours on call |
| Key/ named worker? | Yes |
| Follow on support provided? | Yes |
| Smoking allowed? | Yes, in gardens |
| Alcohol allowed? | No |
| Dogs allowed? | Dogs - looked at on an individual basis. |
| Tenancy Type | License |

| | |
|---|---|
| Service Provider | Amicus Trust - Veterans Service |
| Service provider's address | 51 Sidney Road, Bedford |
| Local authority area | Bedford |
| Organisation name | Amicus Trust Ltd |
| Organisation website | www.amicustrust.org |
| Organisation telephone number | 01234 358478 |
| Cobseo member? | Not currently |
| Type of scheme | Supported accommodation |
| Number of beds/ unit | 3/1 |
| Referral procedures | Direct referral can be made by anyone, email, telephone, or by filling in referral form |
| Gender | Male/Female |
| Age range | 18-65 |
| Minimum length of Service | 1 day |
| Local connection needed? | No |
| Disabled facilities | No |
| Accepts people with serious mental health problems? | Yes |
| Accepts people with substance misuse problems? | Yes |
| Will not accept | High risk criminal offences |
| Self-contained units (own bathroom and cooking) | No |
| Other facilities | Shared kitchen, living and bathroom space |
| Support provided | Housing support |
| Any support unable to provide? | Physical support |
| Staff availability | Floating staff members |
| Key / named worker? | Yes |
| Follow on support provided? | Yes |
| Smoking allowed? | Not in house |
| Alcohol allowed? | No |
| Dogs allowed? | No |
| Tenancy type | Excluded license |

| | |
|---|---|
| Service Provider | Fry Housing Trust |
| Service provider's address | 104-106 Dawlish Road Selly Oak Birmingham |
| Local authority area | Birmingham |
| Organisation name | Fry Housing Trust |
| Organisation website | www.fryha.org.uk |
| Organisation tel | 0121 472 5459 |
| Email | frybham.services@frysupport.cjsm.net (secure email for referrals) |
| Cobseo member? | No |
| Type of scheme | Supported housing for Veterans with an offending background |
| Number of beds/ unit | 12 bed spaces divided into 3 houses. 4 in each House. |
| Referral procedures | Direct to the service via a secure email or telephone. Probation or Prison staff referrals. |
| Gender | Mixed. |
| Age range | Over 18. |
| Maximum length of Service | 12 months |
| Local connection needed? | Yes |
| Disabled facilities | 4 rooms/1 house with full disabled facilities. |
| Accepts people with serious mental health problems? | Yes. Risk assessed prior to acceptance. |
| Accepts people with substance misuse problems? | Yes as above |
| Will not accept | N/A |
| Self-contained units (own bathroom and cooking) | Own room with shared kitchen and bathrooms |
| Other facilities | None. |
| Support provided | 9 – 5 staff on site Mon-Fri. Support to access benefits, work, education, training, health services, tenancy ready programmes of support and access to independent accommodation. |
| Any support unable to provide? | N/A |
| Staff availability | Mon – Fri 9 – 5. |
| Key/ named worker? | Senior worker manager Morrisen Mamutse 0121 472 5459 |
| Follow on support provided? | 12 months voluntary after care service and tenancy sustainment programme. |
| Smoking allowed? | In own rooms only. |
| Alcohol allowed? | In own rooms only. |
| Dogs allowed? | No pets policy |
| Tenancy type | Extended Licence Agreement |
| Entry Updated | November 2016 |

| Service Provider | Futures for Heroes - Assistance Scheme |
|---|---|
| Service provider's address | Organisation address: The Round House, Discovery Park, Ramsgate Road, Sandwich, Kent, CT13 9ND |
| Local authority area | Thanet, Canterbury |
| Organisation name | Futures for Heroes |
| Organisation website | http://www.futuresforheroesuk.com/home.html |
| Organisation telephone number | 01304 802700 |
| Cobseo member? | No |
| Type of scheme | Supported accommodation |
| Number of beds/ unit | Thanet – 6 direct access, 10 second stage accommodation. Canterbury – 5 second stage accommodation. |
| Referral procedures | Self referral; other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; veteran organisations; other voluntary sector/ third sector organisations. |
| Gender | Men only |
| Age range | |
| Minimum length of Service | None (proof of service via SSAFA) |
| Local connection needed? | No |
| Disabled facilities | |
| Accepts people with serious mental health problems? | Occasionally |
| Accepts people with substance misuse problems? | Occasionally |
| Will not accept | Have no dedicated facilities so are dependent on private housing stock, so currently have no dedicated accommodation for disabled veterans, those needing specific supervision or those with partners. |
| Self-contained units (own bathroom and cooking) | Yes |
| Other facilities | Shared bedroom; shared bathroom; shared kitchen; communal lounge; gardens |
| Support provided | Support with welfare benefits; debt/ money advice; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; social activities; support with applying to local authority as homeless; support with finding other temporary accommodation; support with finding/ retaining private rented housing; support with practical help with moving. |
| Any support unable to provide? | |
| Staff availability | Out-of-hours on call system |
| Key/ named worker? | Yes |
| Follow on support provided? | Yes |
| Smoking allowed? | No |
| Alcohol allowed? | Yes |
| Dogs allowed? | Yes (dogs) |
| Tenancy type | Short-hold assured tenancy |

| | |
|---|--|
| Service Provider | Home Group - West Midlands Veteran Housing (Birmingham) |
| Service provider's address | Organisation address: 2, Gosforth Parkway, Gosforth Business Park, Newcastle Upon Tyne, NE12 8ET |
| Local authority area | Birmingham |
| Organisation name | Home Group Ltd |
| Organisation website | www.homegroup.org.uk |
| Organisation telephone number | 0345 141 4663 |
| Cobseo member? | No |
| Type of scheme | Supported accommodation |
| Number of beds/ unit | 19 |
| Referral procedures | Self referral; housing associations; veteran organisations; other voluntary sector/ third sector organisations |
| Gender | Mixed |
| Age range | 18 – 65 |
| Minimum length of Service | No minimum requirement, but likely to have been from Falklands onwards. |
| Local connection needed? | No |
| Disabled facilities | At least one unit is wheelchair accessible; at least one ground-floor unit available for people with mobility problems |
| Accepts people with serious mental health problems? | Occasionally |
| Accepts people with substance misuse problems? | Occasionally |
| Will not accept | The services are open to all veterans with low-medium needs, who are able to engage with a support programme and be employment ready within 18 months. |
| Self-contained units (own bathroom and cooking) | Yes |
| Other facilities | Communal lounge; wi-fi access; gardens. |
| Support provided | Support with welfare benefits; debt/ money advice; education/ employment/ training services; individual counselling/ emotional support; support with applying to local authority as homeless; support with finding other temporary accommodation; support with accessing/ retaining social rented housing; support with finding/ retaining private rented housing; support with accessing/ retaining home ownership; support with setting up new home; practical help with moving; other (employment). |
| Any support unable to provide? | |
| Staff availability | On-site staff during the day; out-of-hours on call system |
| Key/ named worker? | Yes |
| Follow on support provided? | Yes |
| Smoking allowed? | In rooms only |
| Alcohol allowed? | No |
| Dogs allowed? | Dogs- by permission |
| Tenancy type | AST |

| | |
|---|--|
| Service Provider | Home Group - West Midlands Veteran Housing (Wolverhampton) |
| Service provider's address | Organisation address: 2, Gosforth Parkway, Gosforth Business Park, Newcastle Upon Tyne, NE12 8ET |
| Local authority area | Wolverhampton |
| Organisation name | Home Group Ltd |
| Organisation website | www.homegroup.org.uk |
| Organisation telephone number | 0345 141 4663 |
| Cobseo member? | No |
| Type of scheme | Supported accommodation |
| Number of beds/ unit | 14 |
| Referral procedures | Self referral; housing associations; veteran organisations; other voluntary sector/ third sector organisations |
| Gender | Mixed |
| Age range | 18 – 65 |
| Minimum length of Service | No minimum requirement, but likely to have been from Falklands onwards. |
| Local connection needed? | No |
| Disabled facilities | Fully wheelchair accessible |
| Accepts people with serious mental health problems? | Occasionally |
| Accepts people with substance misuse problems? | Occasionally |
| Will not accept | The services are open to all veterans with low-medium needs, who are able to engage with a support programme and be employment ready within 18 months. |
| Self-contained units (own bathroom and cooking) | Yes |
| Other facilities | Communal lounge; wi-fi access; gardens; hub. |
| Support provided | Support with welfare benefits; debt/ money advice; education/ employment/ training services; individual counselling/ emotional support; support with applying to local authority as homeless; support with finding other temporary accommodation; support with accessing/ retaining social rented housing; support with finding/ retaining private rented housing; support with accessing/ retaining home ownership; support with setting up new home; practical help with moving; other (employment). |
| Any support unable to provide? | |
| Staff availability | On-site staff during the day; out-of-hours on call system |
| Key/ named worker? | Yes |
| Follow on support provided? | Yes |
| Smoking allowed? | In rooms only |
| Alcohol allowed? | No |
| Dogs allowed? | Dogs- by permission |
| Tenancy type | AST |

| | |
|---|--|
| Service Provider | Hull Veterans Support Centre - Direct Access Accommodation |
| Service provider's address | Organisation address: HVSC, 502 Beverley Road, Hull, HU5 1NA |
| Local authority area | |
| Organisation name | Hull Veterans Support Centre |
| Organisation website | www.hullveteranssupportcentre.org.uk |
| Organisation telephone number | 01482 423474 |
| Cobseo member? | Application pending |
| Type of scheme | Supported accommodation (Direct Access) |
| Number of beds/ unit | 4 |
| Referral procedures | Direct access; self referral; local authority Housing Options Team or Homeless Persons' Unit; police; prisons; veteran organisations; other voluntary sector/ third sector organisations. |
| Gender | Men only, women only, mixed |
| Age range | Minimum – 18. |
| Minimum length of Service | 1 day. Army, Navy, RAF, Reserves, TA, Merchant Navy |
| Local connection needed? | No |
| Disabled facilities | |
| Accepts people with serious mental health problems? | Always |
| Accepts people with substance misuse problems? | Always |
| Will not accept | |
| Self-contained units (own bathroom and cooking) | No |
| Other facilities | Shared bathroom; shared kitchen; communal lounge; wi-fi access |
| Support provided | Support with welfare benefits; debt/ money advice; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; group counselling/ support group; social activities; support with applying to local authority as homeless; support with finding other temporary accommodation; support with accessing/ retaining social rented housing; support with finding/ retaining private rented housing; support with setting up new home; practical help with moving; after care and support for as long as the veteran needs support. |
| Any support unable to provide? | |
| Staff availability | On-site support 24 hours per day; on-site staff during the day; out-of-hours on call system |
| Key/ named worker? | Yes |
| Follow on support provided? | Yes |
| Smoking allowed? | No |
| Alcohol allowed? | No |
| Dogs allowed? | Yes clean dogs |
| Tenancy type | Short-hold assured tenancy. 6 month renewal. |

| | |
|---|---|
| Service Provider | LOL Foundation – Canal Street, Congleton |
| Service provider's address | 85 Canal Street, Congleton |
| Local authority area | Cheshire East |
| Organisation name | LOL Foundation |
| Organisation website | www.lolfoundation.co.uk |
| Organisation telephone number | 01260 223152 |
| Cobseo member? | No |
| Type of scheme | Supported accommodation |
| Number of beds/ unit | 7 |
| Referral procedures | Self referral; police; veteran organisations; other voluntary sector/ third sector organisations. |
| Gender | Mixed |
| Age range | 21 – 50 |
| Minimum length of Service | None |
| Local connection needed? | No |
| Disabled facilities | At least one unit is wheelchair accessible; at least one ground-floor unit available for people with mobility problems. |
| Accepts people with serious mental health problems? | Always |
| Accepts people with substance misuse problems? | Always |
| Will not accept | Severe mental health issues. |
| Self-contained units (own bathroom and cooking) | No |
| Other facilities | Shared kitchen; communal lounge; wi-fi access; other (gardens, football pitch, gym, and work training support provided at day-centre LOL Farm Bosley). |
| Support provided | Support with welfare benefits; legal advice; debt/ money advice; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; group counselling/ support group; social activities; support with applying to the local authority as homeless; support with finding other temporary accommodation; support with accessing/ retaining social rented housing; support with finding / retaining private rented housing; support with setting up new home; practical help with moving; other (work experience training and help to find full time employment, at LOL Farm). |
| Any support unable to provide? | |
| Staff availability | Visiting staff only; out-of-hours on call system |
| Key/ named worker? | Yes |
| Follow on support provided? | Yes |
| Smoking allowed? | No |
| Alcohol allowed? | No |
| Dogs allowed? | No |
| Tenancy type | Short-hold Assured Tenancy |

| | |
|---|---|
| Service Provider | LOL Foundation – Lawton Street, Congleton |
| Service provider's address | 48/54 Lawton Street, Congleton |
| Local authority area | Cheshire East |
| Organisation name | LOL Foundation |
| Organisation website | www.lolfoundation.co.uk |
| Organisation telephone number | 01260 223152 |
| Cobseo member? | No |
| Type of scheme | Supported accommodation |
| Number of beds/ unit | 8 |
| Referral procedures | Self referral; police; veteran organisations; other voluntary sector/ third sector organisations. |
| Gender | Mixed |
| Age range | 21 – 50 |
| Minimum length of Service | None |
| Local connection needed? | No |
| Disabled facilities | Two units are wheelchair accessible; two units available for people with mobility problems. |
| Accepts people with serious mental health problems? | Always |
| Accepts people with substance misuse problems? | Always |
| Will not accept | Severe mental health issues. |
| Self-contained units (own bathroom and cooking) | All units |
| Other facilities | Shared kitchen; communal lounge; wi-fi access; other (gardens, football pitch, gym, and work training support provided at day-centre LOL Farm Bosley). |
| Support provided | Support with welfare benefits; legal advice; debt/ money advice; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; group counselling/ support group; social activities; support with applying to the local authority as homeless; support with finding other temporary accommodation; support with accessing/ retaining social rented housing; support with finding / retaining private rented housing; support with setting up new home; practical help with moving; other (work experience training and help to find full time employment, at LOL Farm). |
| Any support unable to provide? | |
| Staff availability | On site 24/7 |
| Key/ named worker? | Yes |
| Follow on support provided? | Yes |
| Smoking allowed? | No |
| Alcohol allowed? | No |
| Dogs allowed? | Yes |
| Tenancy type | Short-hold Assured Tenancy |

| | |
|---|--|
| Service Provider | Mariners' Park |
| Service provider's address | Trinity House Hub, 21 Webster Avenue, Mariners' Park, Wallasey, Wirral CH44 0AE |
| Local Authority area | Wirral |
| Organisation name | Nautilus Welfare Fund |
| Organisation website | www.nautiluswelfarefund.org |
| Organisation telephone number | 0151 3468840 |
| Cobseo member? | Yes |
| Type of scheme | Accommodation and Support Services |
| Number of beds/ unit | 102 properties mostly bungalows and apartments. 18 are Extra Care units with staff available 24/7 |
| Referral procedures | Self referral |
| Gender | Any |
| Age range | 55 plus |
| Minimum length of Service | 20 years merchant marine unless ill health forced retirement |
| Local connection needed? | No |
| Disabled facilities | 90% of accommodation fully accessible and include a wet room |
| Accepts people with serious mental health problems? | Yes |
| Accepts people with substance misuse problems? | Yes |
| Will not accept | All cases will be considered |
| Self-contained units (own bathroom and cooking) | All 102 properties |
| Other facilities | Nursing Home also available on site with 32 en suite rooms. Can provide respite and long term care Additional communal facilities include onsite café, laundry, gym, activities room, social lounge, bowling green. |
| Support provided | Supporting People and Domiciliary care service. The Domiciliary Service provides both practical support and personal care. All properties include a community alarm Wide range of social and recreational activities provided |
| Any support unable to provide? | No |
| Staff availability | Staff available 24/7 in Trinity House Extra Care Hub Other care staff available from 8am-10pm |
| Key/ named worker? | YES |
| Follow on support provided? | No |
| Smoking allowed? | In your own home only |
| Alcohol allowed? | Yes |
| Dogs allowed? | Considered on an individual basis |
| Tenancy type | Licence |

| | |
|---|--|
| Service Provider | Queen Victoria Seamen's Rest |
| Service provider's address | The Queen Victoria Seamen's Rest, <u>121-131</u> East India Dock Road, London, E14 6DF |
| Local Authority area | Tower Hamlets |
| Organisation name | QVSR |
| Organisation website | http://www.qvsr.org.uk |
| Organisation tel | 020 7987 5466 |
| Cobseo member? | No |
| Type of scheme | Direct Access Hostel providing short and long term accommodation with welfare support |
| Number of beds/ unit | 160+ single bedrooms; 84 are currently en-suite with a further 18 to be completed by the end of 2015 |
| Referral procedures | Self referral and agency; referral form can be downloaded from the website |
| Gender | Mixed |
| Age range | 25+ |
| Minimum length of Service | n/a |
| Local connection needed? | No |
| Disabled facilities | Two disabled en-suite rooms |
| Accepts people with serious mental health problems? | No |
| Accepts people with substance misuse problems? | Based on risk assessment and needs - only those with low support needs and in receipt of external support |
| Will not accept | People with high support needs |
| Self-contained units (own bathroom and cooking) | 84 units with own bathroom – none with cooking facilities; board is bed& breakfast |
| Other facilities | Several communal lounges with satellite TV, restaurant, coffee shop, gym, activity centre, internet café, Chapel, multi-faith room, gardens |
| Support provided | Welfare Team provides daily support with welfare benefit applications, medical issues, training & employment, liaison with external support organisations, move-on options |
| Any support unable to provide? | Personal or nursing care |
| Staff availability | 24 hours |
| Key/ named worker? | Yes |
| Follow on support provided? | No |
| Smoking allowed? | Yes, in residents' rooms |
| Alcohol allowed? | No |
| Dogs allowed? | No |
| Tenancy type | Licence Agreement |
| Entry Updated | Jan 15 |

| | |
|---|---|
| Service Provider | Royal British Legion Industries – Gavin Astor House |
| Service provider's address | Royal British Legion Village, Hall Road, Aylesford, Kent ME20 7NF |
| Local authority area | Tonbridge and Malling Borough Council |
| Organisation name | Royal British Legion Industries |
| Organisation website | www.rbli.co.uk |
| Organisation telephone number | 01622 791056 |
| Email Address | gah@rbli.co.uk |
| Cobseo member? | Yes |
| Type of scheme | High dependency nursing care and respite |
| Number of beds/ unit | 50 |
| Referral procedures | Self referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing associations; MOD; Police; Prisons; Veteran organisations; Other voluntary sector/ third sector organisations. |
| Gender | Mixed |
| Age range | Young adults and older people |
| Minimum length of Service | None |
| Local connection needed? | No |
| Disabled facilities | Yes |
| Accepts people with serious mental health problems? | No |
| Accepts people with substance misuse problems? | No |
| Will not accept | Cannot cater for mental health or drug abuse issues |
| Self-contained units (own bathroom) | Yes |
| Other facilities | Full nursing care, also resident activities Health and Welfare support |
| Support provide | Support with welfare benefits; debt/money advice; support with health issues; education/ employment/ training services; individual counselling/ emotional support; social activities; |
| Any support unable to provide? | Cannot cater for mental health or drug abuse issues |
| Staff availability | 24 hour seven day operation |
| Key/ named worker? | Yes |
| Follow on support provided? | Yes |
| Smoking allowed? | Not in the building |
| Alcohol allowed? | Mod |
| Dogs allowed? | Only Guide dogs |
| Tenancy type | None |

| | |
|---|--|
| Service Provider | Royal British Legion Industries - Mountbatten Pavilion |
| Service provider's address | Royal British Legion Village, Hall Road, Aylesford, Kent ME20 7NL |
| Local authority area | Tonbridge and Malling Borough Council |
| Organisation name | Royal British Legion Industries |
| Organisation website | www.rbli.co.uk |
| Organisation telephone number | 01622 795900 |
| Cobseo member? | Yes |
| Type of scheme | Supported accommodation |
| Number of beds/ unit | 27 |
| Referral procedures | Self referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing associations; MOD; Police; Prisons; Veteran organisations; Other voluntary sector/ third sector organisations. |
| Gender | Mixed |
| Age range | |
| Minimum length of Service | None |
| Local connection needed? | No |
| Disabled facilities | Fully wheelchair accessible; at least one unit is wheelchair accessible; at least one ground-floor unit available for people with mobility problems; facilities available for people with a hearing impairment; facilities available for people with a visual impairment. |
| Accepts people with serious mental health problems? | Never |
| Accepts people with substance misuse problems? | Never |
| Will not accept | Cannot cater for mental health or drug abuse issues |
| Self-contained units (own bathroom and cooking) | |
| Other facilities | Shared bathroom; communal lounge; cooked meals |
| Support provided | Support with welfare benefits; debt/money advice; support with health issues; education/ employment/ training services; individual counselling/ emotional support; social activities; support with applying to local authority as homeless; support with finding other temporary accommodation; support with accessing/ retaining social rented housing; support with finding/ retaining private rented housing. |
| Any support unable to provide? | |
| Staff availability | On-site staff during the day; out-of-hours on call system |
| Key/ named worker? | No |
| Follow on support provided? | No |
| Smoking allowed? | No |
| Alcohol allowed? | No |
| Dogs allowed? | No |
| Tenancy type | |

| | |
|---|---|
| Service Provider | Royal British Legion Industries - Queen Elizabeth Court |
| Service provider's address | Queen Elizabeth Court, Admiral Moore Drive, Royal British Legion Village, Aylesford, Kent ME20 7SU |
| Local authority area | Tonbridge and Malling Borough Council |
| Organisation name | Royal British Legion Industries |
| Organisation website | www.rbli.co.uk |
| Organisation telephone number | 01622 717463 |
| Email Address | gec.info@rbli.co.uk |
| Cobseo member? | Yes |
| Type of scheme | Assisted living sheltered accommodation |
| Number of beds/ unit | 40 |
| Referral procedures | Self referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing associations; MOD; Police; Prisons; Veteran organisations; Other voluntary sector/ third sector organisations. |
| Gender | Mixed |
| Age range | Over 55 |
| Minimum length of Service | None |
| Local connection needed? | No |
| Disabled facilities | Yes |
| Accepts people with serious mental health problems? | No |
| Accepts people with substance misuse problems? | No |
| Will not accept | Cannot cater for mental health or drug abuse issues |
| Self-contained units (own bathroom) | Yes |
| Other facilities | Domiciliary care agency on site, also resident activities Health and Wellbeing support |
| Support provide | Support with welfare benefits; debt/money advice; support with health issues; education/ employment/ training services; individual counselling/ emotional support; social activities; |
| Any support unable to provide? | Cannot cater for mental health or drug abuse issues |
| Staff availability | 07:00-21:00 seven day operation |
| Key/ named worker? | Yes |
| Follow on support provided? | Yes |
| Smoking allowed? | Not in the building |
| Alcohol allowed? | Moderate |
| Dogs allowed? | Only Guide dogs |
| Tenancy type | Assured Shorthold Tenancy |

| | |
|---|--|
| Service Provider | Riverside – The Beacon |
| Service provider's address | Customer Service Centre, Riverside, 2 Estuary Boulevard, Estuary Commerce Park, Liverpool, L24 8RF |
| Local authority area | Richmondshire |
| Organisation name | Riverside Care and Support |
| Organisation website | www.spaces.org.uk |
| Organisation telephone number | 01748 833797 |
| Cobseo member? | Yes |
| Type of scheme | Supported accommodation |
| Number of beds/ unit | 31 |
| Referral procedures | Referrals through SPACES – 01748: 883797/ 872940/ 830191 Catterick Military 94731 2940 www.spaces.org.uk |
| Gender | Mixed |
| Age range | 18 – 65 |
| Minimum length of Service | 1 days paid service |
| Local connection needed? | No |
| Disabled facilities | At least two units are wheelchair accessible. |
| Accepts people with serious mental health problems? | All veterans are assessed prior to being offered accommodation, we accept veterans with complex needs including those with mental health problems. |
| Accepts people with substance misuse problems? | Riverside cannot condone residents using illegal substances on the premises. Support staff will do all they can to help any resident with addictions as part of their stay. |
| Will not accept | Veterans who are risk assessed as too high risk to other users/lone working staff, such as those found guilty of arson. Each referral is judged on its own individual circumstances |
| Self-contained units (own bathroom and cooking) | Yes |
| Other facilities | Wi-Fi access; gardens; gym; IT suite/ recording suite, bakery, multi-function room, pool room. |
| Support provided | Support with welfare benefits; independent living skills; debt/money advice; health issues; substance misuse issues; education/ employment/training services; individual counselling/ emotional support; group counselling/ support group; social activities. Support with applying to the local authority as homeless; with finding other temporary accommodation. Support with accessing/retaining social rented housing & with finding/retaining private rented housing. Support with accessing/retaining home ownership; & setting up a new home; practical help with moving; other (therapeutic baking and cooking), training and education for employment, Health & Wellbeing Centre |
| Any support unable to provide? | Child care |
| Staff availability | On-site staffing 24 hours per day, 365 days per year |
| Key/ named worker? | Yes |
| Follow on support provided? | Yes for clients resettling in the local area we can provide ongoing support.. |
| Smoking allowed? | In the flats not in public areas of the building |
| Alcohol allowed? | No |
| Dogs allowed? | No |
| Tenancy type | License Agreement |

| | |
|---|--|
| Service Provider | Riverside - Mike Jackson House |
| Service provider's address | Customer Service Centre, Riverside, 2 Estuary Boulevard, Estuary Commerce Park, Liverpool L24 8RF |
| Local authority area | Rushmoor |
| Organisation name | Riverside Care and Support |
| Organisation website | www.spaces.org.uk |
| Organisation telephone number | 01748 833797 |
| Cobseo member? | Yes |
| Type of scheme | Supported accommodation |
| Number of beds/ unit | 25 |
| Referral procedures | Referrals through SPACES – 01748: 883797/ 872940/ 830191 Catterick Military 94731 2940 www.spaces.org.uk |
| Gender | Mixed |
| Age range | 18 to 65 |
| Minimum length of Service | One days paid Service |
| Local connection needed? | No |
| Disabled facilities | At least one unit is wheelchair accessible. |
| Accepts people with serious mental health problems? | All veterans are assessed prior to being offered accommodation, we accept veterans with complex needs including those with mental health problems. |
| Accepts people with substance misuse problems? | Riverside cannot condone residents using illegal substances on the premises. Support staff will do all they can to help any resident with addictions as part of their stay. |
| Will not accept | Veterans who are risk assessed as too high risk to other users/lone working staff, such as those found guilty of arson. Each referral is judged on its own individual circumstances |
| Self-contained units (own bathroom and cooking) | Yes |
| Other facilities | Communal lounge, gardens, gym, IT suite |
| Support provided | Support with welfare benefits; debt/ money advice; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; social activities; support with applying to the local authority as homeless; support with finding other temporary accommodation; support with accessing/ retaining social rented housing; support with finding / retaining private rented housing; support with setting up new home; practical help with moving. |
| Any support unable to provide? | |
| Staff availability | On-site staffing 24 hours per day, 365 days per year |
| Key/ named worker? | Yes |
| Follow on support provided? | No |
| Smoking allowed? | Yes |
| Alcohol allowed? | Yes |
| Dogs allowed? | No |
| Tenancy type | License Agreement |

| | |
|---|--|
| Service Provider | Riverside – Hardwick House |
| Service provider's address | Customer Service Centre, Riverside, 2 Estuary Boulevard, Estuary Commerce Park, Liverpool L24 8RF |
| Local authority area | Middlesbrough |
| Organisation name | Riverside Care and Support |
| Organisation website | www.spaces.org.uk |
| Organisation telephone number | 01748 833797 |
| Cobseo member? | Yes |
| Type of scheme | Supported accommodation |
| Number of beds/ unit | 20 |
| Referral procedures | Referrals through SPACES – 01748: 883797/ 872940/ 830191 Catterick Military 94731 2940 www.spaces.org.uk |
| Gender | Mixed |
| Age range | 18 to 65 |
| Minimum length of Service | One days paid Service |
| Local connection needed? | No |
| Disabled facilities | At least one unit is wheelchair accessible. |
| Accepts people with serious mental health problems? | All veterans are assessed prior to being offered accommodation, we accept veterans with complex needs including those with mental health problems. |
| Accepts people with substance misuse problems? | Riverside cannot condone residents using illegal substances on the premises. Support staff will do all they can to help any resident with addictions as part of their stay. |
| Will not accept | Veterans who are risk assessed as too high risk to other users/lone working staff, such as those found guilty of arson. Each referral is judged on its own individual circumstances |
| Self-contained units (own bathroom and cooking) | Yes |
| Other facilities | Multi-Function room, IT suite, training kitchen, reception seating area, Wi-Fi access |
| Support provided | Support with welfare benefits; debt/ money advice; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; social activities; support with applying to the local authority as homeless; support with finding other temporary accommodation; support with accessing/ retaining social rented housing; support with finding / retaining private rented housing; support with setting up new home; practical help with moving; Counselling Service, training and education for employment. |
| Any support unable to provide? | Child care facilities |
| Staff availability | On-site staffing 24 hours per day, 365 days per year |
| Key/ named worker? | Yes |
| Follow on support provided? | No |
| Smoking allowed? | In the flats not in public areas of the building |
| Alcohol allowed? | No |
| Dogs allowed? | No |
| Tenancy type | License Agreement |

| | |
|---|--|
| Service Provider | Scottish Veterans Residences – Bellrock Close |
| Service provider's address | Bellrock Close, Off Bellrock Crescent, Cranhill, Glasgow G33 3HU |
| Local authority area | Glasgow City Council |
| Organisation name | Scottish Veterans Residences |
| Organisation website | www.svronline.org |
| Organisation telephone number | 0141 766 2580 |
| Cobseo member? | Yes |
| Type of scheme | Supported accommodation; long term housing |
| Number of beds/ unit | Supported accommodation – 30; long term housing – 21 |
| Referral procedures | Self referral; other services within our organisation; local authority Housing Options Team or Homeless Persons' Unit; housing associations; Social Services; MOD; police; prisons; NHS (including GPs); veteran organisations; other voluntary sector/ third sector organisations; other (all referrals assessed on need for support). |
| Gender | Mixed |
| Age range | 17 upwards |
| Minimum length of Service | 1 paid day |
| Local connection needed? | No |
| Disabled facilities | Fully wheelchair accessible; at least one unit is wheelchair accessible; at least one ground-floor unit available for people with mobility problems; facilities available for people with a hearing impairment; facilities available for people with a visual impairment. |
| Accepts people with serious mental health problems? | No |
| Accepts people with substance misuse problems? | Sometimes |
| Will not accept | All veterans assessed on need and whether we can meet that need. If the support issues are too extreme we will not offer the support and accommodation but will signpost to appropriate LA contact. |
| Self-contained units (own bathroom and cooking) | Yes |
| Other facilities | Communal lounge; library; pool room; wi-fi access; gardens; gym; full flat; transition facilities including classrooms, IT, AC, café, counselling rooms. |
| Support provided | Support with: welfare benefits; debt/ money advice; health issues; substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; group counselling/ support group; social activities; applying to local authority as homeless; finding other temporary accommodation; accessing/ retaining social rented housing; finding/ retaining private rented housing; accessing/ retaining home ownership; setting up new home; practical help with moving. |
| Any support unable to provide? | |
| Staff availability | On-site support 24 hours per day |
| Key/ named worker? | Yes |
| Follow on support provided? | Yes |
| Smoking allowed? | Yes |
| Alcohol allowed? | Yes |
| Dogs allowed? | Yes |
| Tenancy type | Occupancy agreement/ Scottish Secure Tenancies |

| | |
|---|---|
| Service Provider | Scottish Veterans Residences – Rosendael |
| Service provider's address | 3 Victoria Road, Broughty Ferry, Dundee DD5 1BE |
| Local authority area | Dundee City Council |
| Organisation name | Scottish Veterans Residences |
| Organisation website | www.svronline.org |
| Organisation telephone number | 01382 477078 |
| Cobseo member? | Yes |
| Type of scheme | Supported accommodation |
| Number of beds/ unit | 44 |
| Referral procedures | Self referral; other services within our organisation; local authority Housing Options Team or Homeless Persons' Unit; housing associations; Social Services; MOD; police; prisons; NHS (including GPs); veteran organisations; other voluntary sector/ third sector organisations; other (all referrals assessed on need for support). |
| Gender | Mixed |
| Age range | 17 upwards |
| Minimum length of Service | 1 paid day |
| Local connection needed? | No |
| Disabled facilities | At least one ground-floor unit available for people with mobility problems; facilities available for people with a hearing impairment; facilities available for people with a visual impairment. |
| Accepts people with serious mental health problems? | No |
| Accepts people with substance misuse problems? | Sometimes |
| Will not accept | All veterans assessed on need and whether we can meet that need. If the support issues are too extreme we will not offer the support and accommodation but will signpost to appropriate LA contact. |
| Self-contained units (own bathroom and cooking) | Single en-suite rooms, communal dining |
| Other facilities | Communal lounge; cooked meals; wi-fi access; gardens; en-suite bedroom; snooker; IT room; coffee shop. |
| Support provided | Support with welfare benefits; debt/ money advice; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; group counselling/ support group; social activities; support with applying to local authority as homeless; support with finding other temporary accommodation; support with accessing/ retaining social rented housing; support with finding/ retaining private rented housing; support with accessing/ retaining home ownership; support with setting up new home; practical help with moving. |
| Any support unable to provide? | |
| Staff availability | On-site support 24 hours per day |
| Key/ named worker? | Yes |
| Follow on support provided? | Yes |
| Smoking allowed? | Yes |
| Alcohol allowed? | Yes |
| Dogs allowed? | Yes |
| Tenancy type | Occupancy agreement |

| | |
|---|---|
| Service Provider | Scottish Veterans Residences – SVHA Housing |
| Service provider's address | Organisation address: 53 Canongate, Edinburgh, EH8 8BS |
| Local authority area | City of Edinburgh Council |
| Organisation name | Scottish Veterans Residences |
| Organisation website | www.svronline.org |
| Organisation telephone number | 0131 556 0091 |
| Cobseo member? | Yes |
| Type of scheme | Long term housing |
| Number of beds/ unit | 24/2 |
| Referral procedures | Self referral; other services within our organisation; local authority Housing Options Team or Homeless Persons' Unit; housing associations; Social Services; MOD; police; prisons; NHS (including GPs); veteran organisations; other voluntary sector/ third sector organisations; other (all referrals assessed on need for support). |
| Gender | Mixed |
| Age range | 17 upwards |
| Minimum length of Service | 1 paid day – points awarded in Allocation Policy – priority points awarded to homeless |
| Local connection needed? | No |
| Disabled facilities | At least one ground-floor unit available for people with mobility problems. |
| Accepts people with serious mental health problems? | Occasionally |
| Accepts people with substance misuse problems? | Sometimes |
| Will not accept | All veterans assessed on need and whether we can meet that need. If the support issues are too extreme we will not offer the support and accommodation but will signpost to appropriate LA contact. |
| Self-contained units (own bathroom and cooking) | Yes |
| Other facilities | Gardens; mainstream dwelling. |
| Support provided | Support with welfare benefits; support with accessing/ retaining social rented housing; support with setting up new home; practical help with moving. |
| Any support unable to provide? | |
| Staff availability | N/A |
| Key/ named worker? | N/A |
| Follow on support provided? | N/A |
| Smoking allowed? | Yes |
| Alcohol allowed? | Yes |
| Dogs allowed? | Yes |
| Tenancy type | Scottish Secure Tenancies |

| | |
|---|---|
| Service Provider | Scottish Veterans Residences - Whitefoord House |
| Service provider's address | 53 Canongate, Edinburgh, EH8 8BS |
| Local authority area | City of Edinburgh Council |
| Organisation name | Scottish Veterans Residences |
| Organisation website | www.svronline.org |
| Organisation telephone number | 0131 556 6827 |
| Cobseo member? | Yes |
| Type of scheme | Supported accommodation |
| Number of beds/ unit | 82 |
| Referral procedures | Self referral; other services within our organisation; local authority Housing Options Team or Homeless Persons' Unit; housing associations; Social Services; MOD; police; prisons; NHS (including GPs); veteran organisations; other voluntary sector/ third sector organisations; other (all referrals assessed on need for support). |
| Gender | Mixed |
| Age range | 17 upwards |
| Minimum length of Service | 1 paid day |
| Local connection needed? | No |
| Disabled facilities | At least one ground-floor unit available for people with mobility problems; facilities available for people with a hearing impairment; facilities available for people with a visual impairment. |
| Accepts people with serious mental health problems? | No |
| Accepts people with substance misuse problems? | Sometimes |
| Will not accept | All veterans assessed on need and whether we can meet that need. If the support issues are too extreme we will not offer the support and accommodation but will signpost to appropriate LA contact. |
| Self-contained units (own bathroom and cooking) | Single en-suite rooms, communal dining |
| Other facilities | Communal lounge; cooked meals; wi-fi access; gardens; gym; en-suite bedroom; bowls; snooker; IT room; coffee shop. |
| Support provided | Support with welfare benefits; debt/ money advice; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; group counselling/ support group; social activities; support with applying to local authority as homeless; support with finding other temporary accommodation; support with accessing/ retaining social rented housing; support with finding/ retaining private rented housing; support with accessing/ retaining home ownership; support with setting up new home; practical help with moving. |
| Any support unable to provide? | |
| Staff availability | On-site support 24 hours per day |
| Key/ named worker? | Yes |
| Follow on support provided? | Yes |
| Smoking allowed? | Yes |
| Alcohol allowed? | Yes |
| Dogs allowed? | Yes |
| Tenancy type | Occupancy agreement |

| | |
|---|--|
| Service Provider | SHAID – St Peters Court |
| Service provider's address | St Peters Court, Front Street, Sacriston, County Durham, DH7 6FB |
| Local authority area | Durham |
| Organisation name | SHAID/ St Peters Court |
| Organisation website | www.shaid.org.uk |
| Organisation telephone number | 0191 3719813 |
| Cobseo member? | No |
| Type of scheme | Supported accommodation; long term housing |
| Number of beds/ unit | Supported accommodation – 16 flats, 1 emergency room; long term housing – move on accommodation |
| Referral procedures | Direct access; self referral; other services within our organisation; local authority Housing Options Team or Homeless Persons' Unit; housing associations; Social Services; MOD; police; prisons; NHS (including GPs); veteran organisations; other voluntary sector/ third sector organisations; other (families or friends, hospitals). |
| Gender | Men only, women only, mixed. |
| Age range | 18 – 80 |
| Minimum length of Service | Not stated |
| Local connection needed? | No |
| Disabled facilities | Fully wheelchair accessible; at least one unit is wheelchair accessible; at least one ground-floor unit available for people with mobility problems; facilities available for people with a visual impairment. |
| Accepts people with serious mental health problems? | Always |
| Accepts people with substance misuse problems? | Always |
| Will not accept | Sex offenders due to tenants having their children staying over |
| Self-contained units (own bathroom and cooking) | Yes |
| Other facilities | Communal lounge; wi-fi access; gardens |
| Support provided | Support with welfare benefits; debt/ money advice; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; group counselling/ support group; social activities; support with applying to the local authority as homeless; support with finding other temporary accommodation; support with accessing/ retaining social rented housing; support with finding / retaining private rented housing; support with accessing/ retaining home ownership/ support with setting up new home; practical help with moving. |
| Any support unable to provide? | |
| Staff availability | On-site support 24 hours per day |
| Key/ named worker? | Yes |
| Follow on support provided? | Yes |
| Smoking allowed? | No |
| Alcohol allowed? | No |
| Dogs allowed? | No |
| Tenancy type | Short-hold Assured Tenancy |

| | |
|---|--|
| Service Provider | Stoll – Banstead Court |
| Service provider's address | Banstead Court, The Westway, East Acton |
| Local authority area | Hammersmith and Fulham |
| Organisation name | Stoll |
| Organisation website | www.stoll.org.uk |
| Organisation telephone number | 020 7385 2110 |
| Cobseo member? | Yes |
| Type of scheme | Long-term supported housing |
| Number of beds/ unit | 20 |
| Referral procedures | Self-referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing associations; Veteran organisations; Other voluntary sector/ third sector organisations. |
| Gender | Mixed |
| Age range | Minimum 18 – Maximum n/a |
| Minimum length of Service | Completed Basic Training |
| Local connection needed? | No |
| Disabled facilities | Fully wheelchair accessible. |
| Accepts people with serious mental health problems? | Usually |
| Accepts people with substance misuse problems? | Sometimes |
| Will not accept | Those with no support needs. Those who are unable to live independently, or work towards independent living. |
| Self-contained units (own bathroom and cooking) | Yes |
| Other facilities | Communal lounge; gardens; wide range of health and wellbeing activities provided. |
| Support provided | Support with welfare benefits; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; social activities; support with finding/ retaining private rented housing; support with accessing/ retaining home ownership; support with setting up new home; practical help with moving. |
| Any support unable to provide? | |
| Staff availability | On-site staff during the day; out-of-hours on call system |
| Key/ named worker? | Yes |
| Follow on support provided? | No although tenants who move on can access the outreach service. |
| Smoking allowed? | Yes |
| Alcohol allowed? | Yes |
| Dogs allowed? | Yes |
| Tenancy type | Short-hold Assured Tenancy |

| | |
|---|--|
| Service Provider | Stoll – Chiswick War Memorial Homes |
| Service provider's address | Burlington Lane, Chiswick, London W4 3EU |
| Local authority area | Hounslow |
| Organisation name | Stoll |
| Organisation website | www.stoll.org.uk |
| Organisation telephone number | 020 7385 2110 |
| Cobseo member? | Yes |
| Type of scheme | Long-term supported housing |
| Number of beds/ unit | 36 units |
| Referral procedures | Self-referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing associations; Veteran organisations; Other voluntary sector/ third sector organisations. |
| Gender | Mixed |
| Age range | Minimum 18 – Maximum n/a |
| Minimum length of Service | Completed Basic Training |
| Local connection needed? | No |
| Disabled facilities | Fully wheelchair accessible. |
| Accepts people with serious mental health problems? | Usually |
| Accepts people with substance misuse problems? | Sometimes |
| Will not accept | Those with no support needs. Those who are unable to live independently, or work towards independent living. |
| Self-contained units (own bathroom and cooking) | Yes |
| Other facilities | Communal lounge; gardens; wide range of health and wellbeing activities provided. |
| Support provided | Support with welfare benefits; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; social activities; support with finding/ retaining private rented housing; support with accessing/ retaining home ownership; support with setting up new home; practical help with moving. |
| Any support unable to provide? | |
| Staff availability | On-site staff during the day; out-of-hours on call system |
| Key/ named worker? | Yes |
| Follow on support provided? | No, although all tenants who move on can access the outreach service. |
| Smoking allowed? | Yes |
| Alcohol allowed? | Yes |
| Dogs allowed? | No |
| Tenancy type | Assured Tenancy |

| | |
|---|--|
| Service Provider | Stoll – Countess of Wessex House |
| Service provider's address | 537a Staines Road, Hounslow, Middlesex TW14 |
| Local authority area | Hounslow |
| Organisation name | Stoll |
| Organisation website | www.stoll.org.uk |
| Organisation telephone number | 020 7385 2110 |
| Cobseo member? | Yes |
| Type of scheme | Long-term supported housing |
| Number of beds/ unit | 36 |
| Referral procedures | Self-referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Veteran organisations; Other voluntary sector/ third sector organisations. |
| Gender | Mixed |
| Age range | Minimum 18 – Maximum n/a |
| Minimum length of Service | 1 day |
| Local connection needed? | No |
| Disabled facilities | Fully wheelchair accessible. |
| Accepts people with serious mental health problems? | Usually |
| Accepts people with substance misuse problems? | Sometimes |
| Will not accept | Those with no support needs. Those who are unable to live independently, or work towards independent living. |
| Self-contained units (own bathroom and cooking) | Yes |
| Other facilities | Communal lounge; gardens; wide range of health and wellbeing activities provided. |
| Support provided | Support with welfare benefits; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; social activities; support with finding/ retaining private rented housing; support with accessing/ retaining home ownership; support with setting up new home; practical help with moving. |
| Any support unable to provide? | |
| Staff availability | On-site staff during the day; out-of-hours on call system |
| Key/ named worker? | Yes |
| Follow on support provided? | No, although all tenants who move on can access the outreach service. |
| Smoking allowed? | Yes |
| Alcohol allowed? | Yes |
| Dogs allowed? | No |
| Tenancy type | Assured Tenancy |

| | |
|---|---|
| Service Provider | Stoll - Sir Oswald Stoll Mansions |
| Service provider's address | 446 Fulham Road, London, SW6 1DT |
| Local authority area | Hammersmith and Fulham |
| Organisation name | Stoll |
| Organisation website | www.stoll.org.uk |
| Organisation telephone number | 020 7385 2110 |
| Cobseo member? | Yes |
| Type of scheme | Long-term supported housing |
| Number of beds/ unit | 157 |
| Referral procedures | Self-referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing associations; Veteran organisations; Other voluntary sector/ third sector organisations. |
| Gender | Mixed |
| Age range | Minimum 18 – Maximum n/a |
| Minimum length of Service | Completed Basic Training |
| Local connection needed? | No |
| Disabled facilities | Fully wheelchair accessible, facilities available for people with a hearing impairment. |
| Accepts people with serious mental health problems? | Usually |
| Accepts people with substance misuse problems? | Sometimes |
| Will not accept | Those with no support needs. Those who are unable to live independently, or work towards independent living. |
| Self-contained units (own bathroom and cooking) | Yes |
| Other facilities | Communal lounge; Wi-fi access; Gardens; Gym; wide range of health and wellbeing activities provided. |
| Support provided | Support with welfare benefits; Debt/money advice; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; social activities; support with applying to local authority as homeless; support with finding other temporary accommodation; support with accessing/ retaining social rented housing; support with finding/ retaining private rented housing; support with accessing/ retaining home ownership; support with setting up new home; practical help with moving; domestic support for older/ disabled people. |
| Any support unable to provide? | |
| Staff availability | On-site staff during the day; out-of-hours on call system |
| Key/ named worker? | Yes |
| Follow on support provided? | No, although all tenants who move on can access the outreach service. |
| Smoking allowed? | Yes |
| Alcohol allowed? | Yes |
| Dogs allowed? | No |
| Tenancy type | Assured tenancy |

| Service Provider | Veterans Aid |
|---|---|
| Service provider's address | 40 Buckingham Palace Road, London, SW1W 0RE. |
| Local authority area | None |
| Organisation name | Veterans aid |
| Organisation website | http://www.veterans-aid.net/ |
| Organisation tel | Freephone 0800 012 68 67 or 020 7828 2468. info@veterans-aid.net |
| Cobseo member? | Yes |
| Type of scheme | First line response for veterans with homelessness, alcohol and addiction problems. Victoria office / drop in centre. Rehabilitation and accommodation at New Belvedere House, 86 White Horse Road, Aldgate, E1 0ND. Onwards move to LA and other accommodation providers throughout UK. |
| Number of beds/ unit | Emergency housing for homeless veterans |
| Referral procedures | Direct contact through tels listed above. |
| Gender | Mixed. |
| Age range | None given. |
| Minimum length of Service | None given. |
| Local connection needed? | No |
| Disabled facilities | N/A |
| Accepts people with serious mental health problems? | Yes |
| Accepts people with substance misuse problems? | Yes |
| Will not accept | N/A |
| Self-contained units (own bathroom and cooking) | N/A |
| Other facilities | None. |
| Support provided | Support provided for those with mental health issues and substance misuse problems. As well as support in order to access further education and foreign and commonwealth issues. |
| Any support unable to provide? | N/A |
| Staff availability | N/A |
| Key/ named worker? | John Boyle / Deborah Langdon Welfare - 020 7828 2468 |
| Follow on support provided? | Various support groups and support workers. |
| Smoking allowed? | N/A |
| Alcohol allowed? | N/A |
| Dogs allowed? | N/A |
| Tenancy type | N/A |
| Entry Updated | Jan 15 |

SECTION 2 – FLOATING SUPPORT / OUTREACH SERVICES

| | |
|--|---|
| Service Provider | Glasgow's Helping Heroes |
| Service provider's address | Organisation address: 15-17 Duke Street, Glasgow, G4 0UL |
| Local authority area | Glasgow |
| Organisation name | Glasgow's Helping Heroes |
| Organisation website | www.glasgowshelpingheroes.org |
| Organisation telephone number | 0141 276 7199 |
| Cobseo member? | No |
| Type of scheme | Floating support |
| Estimated number of veterans supported at any one time | 200 |
| Referral procedures | Self referral; housing associations; other voluntary sector/ third sector organisations; other (Jobs Centre Plus; Remploy Veterans; Glasgow City Council jobs service) |
| Accepts people with serious mental health problems? | Usually |
| Accepts people with substance misuse problems? | Usually |
| Will not accept | |
| Support provided | Support with welfare benefits; debt/ money advice; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; social activities; support with retaining existing accommodation; support with finding alternative accommodation; support with setting up new home. |

| | |
|--|--|
| Service Provider | Riverside – Access |
| Service provider's address | Welfare Department, Military Correction Training Centre (MCTC), Berechurch Hall Road, Colchester, Essex, C02 9NU Telephone number: 01206 573614 |
| Local authority area | Colchester |
| Organisation name | Riverside Care and Support |
| Organisation website | www.riverside.org.uk |
| Organisation telephone number | 0345 111 0000 |
| Cobseo member? | Yes |
| Type of scheme | Outreach / advice services for veterans leaving the Colchester Military Correction Training Centre |
| Estimated number of veterans supported at any one time | 25- 30 |
| Referral procedures | MOD only (MCTC) |
| Accepts people with serious mental health problems? | Always |
| Accepts people with substance misuse problems? | Always |
| Will not accept | |
| Support provided | Help with applying to the local authority as homeless; help with finding other temporary accommodation; help with accessing/ retaining social rented housing; help with finding/ retaining private rented housing; help with accessing/ retaining home ownership; help with setting up new home. |

| | |
|--|---|
| Service Provider | SHAID – Floating support |
| Service provider's address | St Peters Court, Front Street, Sacriston, County Durham, DH7 6FB |
| Local authority area | County Durham |
| Organisation name | SHAID/ St Peters Court |
| Organisation website | www.shaid.org.uk |
| Organisation telephone number | 0191 3719813 |
| Cobseo member? | No |
| Type of scheme | Floating support |
| Estimated number of veterans supported at any one time | 29 |
| Referral procedures | Self referral; other services within our organisation; local authority Housing Options Team or Homeless Persons' Unit; housing associations; Social Services; MOD; police; NHS 9(including GPS); other voluntary sector/ third sector organisations. |
| Accepts people with serious mental health problems? | Always |
| Accepts people with substance misuse problems? | Always |
| Will not accept | Sex offenders |
| Support provided | Support with welfare benefits; legal advice; debt/ money advice; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; group counselling/ support group; social activities; support with retaining existing accommodation; support with finding alternative accommodation; support with setting up new home; practical help with moving. |

| | |
|--|---|
| Service Provider | Stoll – London Veterans Outreach Service |
| Service provider's address | Organisation address: 446 Fulham Road, London SW6 1DT |
| Local authority area | All London LAs |
| Organisation name | Stoll |
| Organisation website | www.stoll.org.uk |
| Organisation telephone number | 020 7385 2110 |
| Cobseo member? | Yes |
| Type of scheme | Floating support |
| Estimated number of veterans supported at any one time | 100 |
| Referral procedures | Ministry of Defence (Transition / PRU / HQ London District), self-referral; other services within Stoll; Local Authority Housing Options Teams; Housing Associations; other Veterans organisations. |
| Accepts people with serious mental health problems? | Usually |
| Accepts people with substance misuse problems? | Usually |
| Will not accept | Non-Veterans; Veterans without support needs |
| Support provided | Support with welfare benefits; debt/ money advice; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; social activities; support with retaining existing accommodation; support with finding alternative accommodation; support with setting up new home; practical help with moving. |

SECTION 3 – DAY CENTRES FOR VETERANS

| Service Provider | Futures for Heroes |
|--|---|
| Service provider's address | Organisation address: The Round House, Discovery Park, Ramsgate Road, Sandwich, KENT, CT13 9ND |
| Local authority area | Thanet |
| Organisation name | Futures for Heroes |
| Organisation website | http://www.futuresforheroesuk.com/home.html |
| Organisation telephone number | 01304 802700 |
| Cobseo member? | No |
| Type of scheme | Day centre |
| Estimated number of veterans supported at any one time | 18 |
| Accepts people with serious mental health problems? | Usually |
| Accepts people with substance misuse problems? | Usually |
| Will not accept | |
| Support provided | Help with welfare benefits; debt/ money advice; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; social activities; help with applying to the local authority as homeless; help with finding other temporary accommodation; help with finding/ retaining private rented housing; practical help with moving; other (peer support and volunteering opportunities in social enterprises to become involved in helping local communities). |

| | |
|--|--|
| Service Provider | Hull Veterans Support Centre – HSVC drop in centre (and advice referral service) |
| Service provider's address | Organisation address: HVSC, 502 Beverley Road, Hull, HU5 1NA |
| Local authority area | Hull |
| Organisation name | Hull Veterans Support Centre |
| Organisation website | www.hullveteranssupportcentre.org.uk |
| Organisation telephone number | 01482 423474 |
| Cobseo member? | Pending |
| Type of scheme | Day centre (and advice referral service) |
| Estimated number of veterans supported at any one time | 10 (3) |
| Accepts people with serious mental health problems? | Sometimes |
| Accepts people with substance misuse problems? | Sometimes |
| Will not accept | Physical disabled wheelchair access is not available from the front of the premises. |
| Support provided | Help with welfare benefits; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; group counselling/ support group; social activities; help with applying to the local authority as homeless; help with finding other temporary accommodation; help with accessing/ retaining social rented housing; help with finding/ retaining private rented housing; help with accessing/ retaining home ownership; help with setting up new home; practical help with moving. |

| | |
|--|--|
| Service Provider | LOL Foundation – LOL Farm, Bosley Lifeskills Centre |
| Service provider's address | LOL Farm, Buxton Road, Bosley, Cheshire SK11 0PS |
| Local authority area | Cheshire East |
| Organisation name | LOL Foundation |
| Organisation website | www.lolfoundation.co.uk |
| Organisation telephone number | 01260 223152 |
| Cobseo member? | No |
| Type of scheme | Day centre |
| Estimated number of veterans supported at any one time | 25 |
| Accepts people with serious mental health problems? | Always |
| Accepts people with substance misuse problems? | Always |
| Will not accept | |
| Support provided | Daily place of work and therapy for LOL veterans – 12 acre field, training facilities, therapy rooms and animals to interact with to facilitate transition to independent living in civvy street |

| | |
|--|---|
| Service Provider | SHAID/ St Peters Court – Cree Project |
| Service provider's address | St Peters Court, Front Street, Sacriston, County Durham, DH7 6FB |
| Local authority area | Stanley |
| Organisation name | SHAID/ St Peters Court |
| Organisation website | www.shaid.org.uk |
| Organisation telephone number | 0191 3719813 |
| Cobseo member? | No |
| Type of scheme | Day centre |
| Estimated number of veterans supported at any one time | 10 |
| Accepts people with serious mental health problems? | Always |
| Accepts people with substance misuse problems? | Always |
| Will not accept | |
| Support provided | Help with welfare benefits; debt/ money advice; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; group counselling/ support group; social activities; pet fostering service; help with applying to the local authority as homeless; help with finding other temporary accommodation; help with accessing/ retaining social rented housing; help with finding/ retaining private rented housing; help with accessing/ retaining home ownership; help with setting up new home; practical help with moving. |

| | |
|--|---|
| Service Provider | Stoll – London Veterans Drop-in |
| Service provider's address | Organisation address: 446 Fulham Road, London SW6 1DT |
| Local authority area | Hammersmith and Fulham |
| Organisation name | Stoll |
| Organisation website | www.stoll.org.uk |
| Organisation telephone number | 020 7385 2110 |
| Cobseo member? | Yes |
| Type of scheme | Monthly Drop-in Service |
| Estimated number of veterans supported at any one time | 40 per session (an average of 20 Veterans organisations attend each month, such as: RBL, SSAFA, Combat Stress, Veterans UK, NHS, Poppy Factory, Remploy, RFEA, H4H, Warrior etc) |
| Accepts people with serious mental health problems? | Usually |
| Accepts people with substance misuse problems? | Usually |
| Will not accept | Non-veterans |
| Support provided | . Help with welfare benefits; debt/ money advice; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; social activities; housing and accommodation issues; grants etc. |

SECTION 4 - ACCOMMODATION PLACEMENT SERVICES

| | |
|---|--|
| Service Provider | SPACES |
| Service provider's address | Customer Service Centre, Riverside, 2 Estuary Boulevard, Estuary Commerce Park, Liverpool L24 8RF |
| Local authority area | Richmondshire |
| Organisation name | Riverside Care and Support |
| Organisation website | www.spaces.org.uk |
| Organisation telephone number | 01748: 883797/ 872940/ 830191 Catterick Military 94731 2940 |
| Cobseo member? | Yes |
| Type of scheme | Accommodation placement & advice Service |
| Number of beds/ unit | N/A |
| Referral procedures | Via telephone, web site, 3 rd party organisations, |
| Gender | Mixed |
| Age range | 16 upwards |
| Minimum length of Service | 1 days service |
| Local connection needed? | No |
| Accepts people with serious mental health problems? | Always |
| Accepts people with substance misuse problems? | Always |
| Will not accept | |
| Other facilities | N/A |
| Support provided | <p>The Single Persons Accommodation Centre for the Ex Services (SPACES), is designed to help single ex-regulars from all 3 Services, find appropriate accommodation prior to discharge. This service reduces the likelihood of ex-service personnel becoming homeless or sleeping rough after discharge.</p> <p>The prime objective of SPACES is to assist single Service Leavers secure appropriate accommodation as they leave the Armed Forces, and existing veterans who are sofa surfing or roofless. In so doing we will be reducing the likelihood of them becoming long term homeless or rough sleepers.</p> |
| Any support unable to provide? | |
| Staff availability | Monday to Friday – 9 to 5 |
| Named worker? | Yes |
| Follow on support provided? | Once a client is registered with SPACES they will be eligible for further housing advice should they become homeless at a later date. |
| Tenancy type | This is dependent on the type of housing accepted. |

| Service Provider | Veterans Nomination Scheme |
|---|--|
| Service provider's address | Stoll, 446 Fulham Road London SW6 1DT |
| Local authority area | National |
| Organisation name | Stoll |
| Organisation website | www.stoll.org.uk |
| Organisation telephone number | 020 7385 2110 |
| Cobseo member? | Yes |
| Type of scheme | Referral scheme for low support Veterans into permanent social housing |
| Number of beds/ unit | Up to 160 a year |
| Referral procedures | Via telephone, website or Email. Successful applicants have to be referred through an existing Veterans service. |
| Gender | Mixed |
| Age range | 18 upwards |
| Minimum length of Service | Completed Basic Training |
| Local connection needed? | Sometimes – depends upon tenancy |
| Accepts people with serious mental health problems? | Rarely |
| Accepts people with substance misuse problems? | Rarely – only if in sustained recovery |
| Will not accept | High support needs |
| Other facilities | N/A |
| Support provided | This is a brokerage scheme enabling Veterans who are homeless or in temporary accommodation to access their own, permanent home in social housing. |
| Any support unable to provide? | Support is not usually offered. |
| Staff availability | Monday to Friday – 9 to 5 |
| Named worker? | Yes |
| Follow on support provided? | None – although referrals can be made in exceptional circumstances. |
| Tenancy type | This is dependent on the type of housing accepted, but normally probationary tenancies or Assured Shorthold Tenancies. |

**SECTION 5 - GENERAL
NEEDS
INCLUDING FAMILY,
SHELTERED AND
SPECIALIST HOUSING**

| | |
|---|--|
| Service Provider | Agamemnon Housing Association Limited |
| Service provider's address | Agamemnon House, Lindisfarne Close, Cosham, Portsmouth, PO6 2SB |
| Local authority area | Portsmouth, Fareham and Gosport |
| Organisation name | Agamemnon Housing Association Limited |
| Organisation website | www.agamemnon.org.uk |
| Organisation telephone number | 02392 387086 |
| Email Address | enquiries@agamemnon.org.uk |
| Cobseo member? | TBC |
| Type of scheme | Sheltered Housing |
| Number of beds/ unit | 236 flats |
| Referral procedures | Go to website or ring office |
| Gender | Mixed |
| Age range | 60+ |
| Minimum length of Service | N/A |
| Local connection needed? | No |
| Disabled facilities | Yes |
| Accepts people with serious mental health problems? | No |
| Accepts people with substance misuse problems? | No |
| Will not accept | Animals except small caged birds etc. |
| Self-contained units (own bathroom and cooking) | Yes |
| Other facilities | Independent living with communal: lounge, laundry etc. |
| Support provide | Warden provides neighbourly support and some wellbeing visits provided |
| Any support unable to provide? | Care |
| Staff availability | Warden on-site, Chichester Care Line |
| Key/ named worker? | CEO – Pat Burns |
| Follow on support provided? | No |
| Smoking allowed? | Yes |
| Alcohol allowed? | Yes |
| Dogs allowed? | No |
| Tenancy type | Assured, none short-term |

| Service Provider | Bournemouth War Memorial Homes |
|---|--|
| Service provider's address | 5b Woodsford Green Castle Lane West Bournemouth BH8 9TP. |
| Local authority area | Bournemouth |
| Organisation name | Bournemouth War Memorial Homes |
| Organisation website | http://www.bwmh.org.uk/ |
| Organisation tel | 01202 302881 |
| Cobseo member? | No |
| Type of scheme | Long term housing. |
| Number of beds/ unit | 50 properties. Bournemouth, |
| Referral procedures | Direct referral. Request an application form from the office. |
| Gender | Mixed. |
| Age range | All ages. |
| Minimum length of Service | None given. |
| Local connection needed? | No. |
| Disabled facilities | None |
| Accepts people with serious mental health problems? | N/A |
| Accepts people with substance misuse problems? | N/A |
| Will not accept | Those without a service connection. |
| Self-contained units (own bathroom and cooking) | Yes |
| Other facilities | None |
| Support provided | None |
| Any support unable to provide? | N/A |
| Staff availability | The estate manager is available Monday to Fridays from 10.00am to 1.00pm |
| Key/ named worker? | None |
| Follow on support provided? | No |
| Smoking allowed? | N/A |
| Alcohol allowed? | N/A |
| Dogs allowed? | N/A |
| Tenancy type | None provided. |
| Entry Updated | Jan 15 |

| | |
|---|--|
| Service Provider | Blind Veterans UK |
| Service provider's address | Organisation Address: 12-14 Harcourt Street, London W1H4HD. |
| Local Authority area | N/A |
| Organisation name | Blind Veterans UK (formerly St Dunstan's) |
| Organisation website | https://www.blindveterans.org.uk/ |
| Organisation tel | 020 7723 5021 |
| Cobseo member? | Yes |
| Type of scheme | Long Term Housing |
| Number of beds/ unit | 165 Properties used by Beneficiaries .A further 147 potentially available .Plus Centres in Brighton, Llandudno and Sheffield |
| Referral procedures | Via a Welfare Officer who makes application to the Welfare Housing and Grants Committee. |
| Gender | Mixed |
| Age range | Any |
| Minimum length of Service | None specified but evidence of Service is required |
| Local connection needed? | No |
| Disabled facilities | Accommodation is frequently adapted to meet the particular needs of the visually impaired and/or to enable independent living to continue notwithstanding other disabilities |
| Accepts people with serious mental health problems? | No |
| Accepts people with substance misuse problems? | No |
| Will not accept | Applicants who are not Members i.e. not visually impaired |
| Self-contained units (own bathroom and cooking) | Yes |
| Other facilities | Rehabilitation, Training and Holidays are available to Members satisfying the Charity's criteria. |
| Support provided | Physical and emotional support is provided via a network of Welfare Officers |
| Any support unable to provide? | N/A |
| Staff availability | See above |
| Key/ named worker? | N/A |
| Follow on support provided? | See above |
| Smoking allowed? | N/A |
| Alcohol allowed? | N/A |
| Dogs allowed? | Yes subject to suitability of property |
| Tenancy type | Usually an Assured Tenancy |
| Entry Updated | Jan 15 |

| Service Provider | Care Ashore |
|---|--|
| Service provider's address | Care Ashore. Springbok Estate. Alfold Cranleigh. Surrey. GU6 8EX |
| Local authority area | Surrey |
| Organisation name | Care Ashore |
| Organisation website | http://www.careashore.org |
| Organisation tel | 01403 752555 |
| Cobseo member? | No |
| Type of scheme | Sheltered housing with support, and holidays, for ex Merchant and RN seamen, plus the fishing fleets. |
| Number of beds/ unit | 11 flats for independent living - 8 for single seafarers and 3 for couples. Radcliffe House accommodates 21 supported units for singles. |
| Referral procedures | Call number listed above for referral. |
| Gender | None. |
| Age range | Over retirement age. |
| Minimum length of Service | None given. |
| Local connection needed? | No |
| Disabled facilities | Sheltered accommodation for the elderly. |
| Accepts people with serious mental health problems? | N/A |
| Accepts people with substance misuse problems? | N/A |
| Will not accept | Those under retirement age who do not require sheltered housing . |
| Self-contained units (own bathroom and cooking) | Yes |
| Other facilities | Communal facilities include a social club, bar, gymnasium, library and lounges. The membership fee for these facilities is £5.00 annually. |
| Support provided | Sheltered accommodation. Limited transport is supplied and welfare officers work closely with tenants. |
| Any support unable to provide? | N/A |
| Staff availability | Welfare officers work with tenants and during out of office hours Waverley care line operates the call system in each property. |
| Key/ named worker? | Two Welfare Officers; Steve Sansom and Carol Jarrett |
| Follow on support provided? | Yes the welfare officers work with tenants. |
| Smoking allowed? | N/A |
| Alcohol allowed? | N/A |
| Dogs allowed? | N/A |
| Tenancy type | None given. |
| Entry Updated | Jan 15 |

| | |
|---|--|
| Service Provider | CESSA Housing Association |
| Service provider's address | 1 Shakespeare Terrace, 126 High Street Portsmouth PO1 2RH |
| Local Authority area | Portsmouth, Fareham, Gosport, Cornwall CC, Greenwich London |
| Organisation name | Church of England Soldiers' Sailors' and Airmen's Housing Association |
| Organisation website | www.cessaha.co.uk |
| Organisation tel | 02392829319/ 08000126625 |
| Cobseo member? | Yes |
| Type of scheme | Sheltered Housing |
| Number of beds/ unit | 286 |
| Referral procedures | Application form – online or contact office |
| Gender | Mixed |
| Age range | 60+ |
| Minimum length of Service | Any |
| Local connection needed? | No |
| Disabled facilities | Yes, most schemes have 1 or 2 flats disabled adapted. All flats are wheelchair friendly. |
| Accepts people with serious mental health problems? | No |
| Accepts people with substance misuse problems? | No |
| Will not accept | Under 60s |
| Self-contained units (own bathroom and cooking) | Yes |
| Other facilities | Communal Lounge, laundry, Hairdresser salon, free internet access and wi-fi, Scheme Manager service, out of hours Careline |
| Support provided | Scheme Manager provides support to more vulnerable tenants |
| Any support unable to provide? | Only limited support provided |
| Staff availability | Monday – Friday; out of hours Careline |
| Key/ named worker? | Gill Peckham |
| Follow on support provided? | No |
| Smoking allowed? | Only in flats |
| Alcohol allowed? | Yes |
| Dogs allowed? | No |
| Tenancy type | Assured Non Shorthold |
| Entry Updated | Jan 15 |

| | |
|---|--|
| Service Provider | Dashwood Alms Houses |
| Service provider's address | 26E Radbourne Rd, Balham, London, SW12 0EF |
| Local authority area | Lambeth |
| Organisation name | E Hayes Dashwood Foundation |
| Organisation website | http://www.hayesdashwood.org.uk/ |
| Organisation tel | 020 8673 9655 |
| Cobseo member? | Yes |
| Type of scheme | Almshouses (long term) for needy ex-Services with an infirmity |
| Number of beds/ unit | 100 |
| Referral procedures | Via ex-Service charities, MOD or direct from website |
| Gender | Either |
| Age range | Twenties upwards |
| Minimum length of Service | Min Services engagement term or less if medically discharged |
| Local connection needed? | No |
| Disabled facilities | Some, but not specialist |
| Accepts people with serious mental health problems? | No |
| Accepts people with substance misuse problems? | No |
| Will not accept | Non British or EEA Nationals or those without indefinite permission to remain in the UK |
| Self-contained units (own bathroom and cooking) | Yes; also small garden |
| Other facilities | No communal facilities / services |
| Support provided | No |
| Any support unable to provide? | N/A |
| Staff availability | For building / fabric issues only |
| Key/ named worker? | No |
| Follow on support provided? | No |
| Smoking allowed? | Yes |
| Alcohol allowed? | Responsible consumption only |
| Dogs allowed? | Yes, subject to strict rules |
| Tenancy type | Occupation by Licence with approved co-occupiers only. Accommodation must be main residence. |
| Entry Updated | Jan 15 |

| | |
|---|---|
| Service Provider | Elizabeth Huggins Trust |
| Service provider's address | Civic Centre. Windmill Street. Gravesend. Kent. DA12 1AU |
| Local authority area | Kent |
| Organisation name | Elizabeth Huggins trust. |
| Organisation website | http://www.charitychoice.co.uk/elizabeth-huggins-cottages-charity-144660 |
| Organisation tel | 01474 747693. |
| Cobseo member? | No |
| Type of scheme | Cottages for wounded / disabled veterans and their families; will consider general needs ex-Service applicants. |
| Number of beds/ unit | 13 |
| Referral procedures | Gravesend Council have nomination rights. |
| Gender | None given. |
| Age range | None given. |
| Minimum length of Service | None given. |
| Local connection needed? | Gravesend Council have nomination rights. |
| Disabled facilities | Housing specifically for those who have been disabled or injured. |
| Accepts people with serious mental health problems? | N/A |
| Accepts people with substance misuse problems? | N/A |
| Will not accept | N/A |
| Self-contained units (own bathroom and cooking) | Yes |
| Other facilities | None provided. |
| Support provided | N/A |
| Any support unable to provide? | N/A |
| Staff availability | N/A |
| Key/ named worker? | N/A |
| Follow on support provided? | N/A |
| Smoking allowed? | N/A |
| Alcohol allowed? | N/A |
| Dogs allowed? | N/A |
| Tenancy type | N/A |
| Entry Updated | Jan 15 |

| | |
|---|---|
| Service Provider | Erskine |
| Service provider's address | Erskine, Bishopton, Renfrewshire PA7 5PU |
| Local Authority area | Renfrewshire |
| Organisation name | Erskine Hospital |
| Organisation website | www.erskine.org.uk |
| Organisation tel | 0141 812 1100 |
| Cobseo member? | Yes |
| Type of scheme | General Housing |
| Number of beds/ unit | 44 x 1,2 and 3 bedroom cottages |
| Referral procedures | Veterans Scotland Central Housing Register or direct |
| Gender | Mixed |
| Age range | Any |
| Minimum length of Service | 1 Day |
| Local connection needed? | No |
| Disabled facilities | All DDA compliant and adaptations will be made to accommodate tenants |
| Accepts people with serious mental health problems? | No |
| Accepts people with substance misuse problems? | No |
| Will not accept | Only the above |
| Self-contained units (own bathroom and cooking) | Yes |
| Other facilities | Access to estate grounds |
| Support provided | Advice through other visiting charity workers |
| Any support unable to provide? | NA |
| Staff availability | Monday – Friday during working hours |
| Key/ named worker? | Michelle Clark |
| Follow on support provided? | No |
| Smoking allowed? | Yes |
| Alcohol allowed? | Yes |
| Dogs allowed? | Yes |
| Tenancy type | Scottish Assured Tenancy |
| Entry Updated | Nov 16 |

| | |
|---|---|
| Service Provider | Gurkha Homes - Abbeygate House |
| Service provider's address | Abbeygate House, St Johns Green, Colchester, Essex CO2 7HA |
| Local authority area | Colchester |
| Organisation name | Gurkha Homes Limited |
| Organisation website | www.gurkha homes.org |
| Organisation tel | 0118 9701103 |
| Cobseo member? | Pending |
| Type of scheme | Long term housing |
| Number of beds/ unit | 26 self contained flats |
| Referral procedures | Direct access; self referral; other services within our organisation; local authority Housing Options Team or Homeless Persons' Unit; housing associations; veteran organisations; other voluntary sector/ third sector organisations. |
| Gender | Mixed |
| Age range | |
| Minimum length of Service | 4 years, must have indefinite leave to remain in UK |
| Local connection needed? | No |
| Disabled facilities | At least one ground-floor unit available for people with mobility problems. |
| Accepts people with serious mental health problems? | Never |
| Accepts people with substance misuse problems? | Never |
| Will not accept | Project is aimed only at Gurkha veterans |
| Self-contained units (own bathroom and cooking) | Yes |
| Other facilities | Communal lounge; wi-fi access; gardens; laundry room. |
| Support provided | Social support through Gurkha liaison officer – community events, accessing benefits, setting up bank accounts, registering with doctors, arranging language and literacy courses and general support for living in UK. Support with welfare benefits; debt/ money advice; education/ employment/ training services; social activities; practical help with moving. |
| Any support unable to provide? | |
| Staff availability | Visiting staff only; out-of-hours on call system |
| Key/ named worker? | Yes – local Gurkha liaison officer providing social support and signposting |
| Follow on support provided? | N/A |
| Smoking allowed? | No |
| Alcohol allowed? | Yes |
| Dogs allowed? | No |
| Tenancy type | AST |

| Service Provider | Haig Housing Trust |
|---|---|
| Service provider's address | Organisation address: Alban Dobson House, Green Lane, Morden, Surrey SM4 5NS |
| Local authority area | Various |
| Organisation name | Haig Housing Trust |
| Organisation website | www.haighousing.org.uk/ |
| Organisation tel | 020 8685 5777 |
| Cobseo member? | Yes |
| Type of scheme | Long Term Housing; some individual special housing needs and shared ownership |
| Number of beds/ unit | 1350+ houses and flats.. 2, 3 and 4 bed family houses and flats UK wide. 76 single units mainly in Haslemere and Woolwich. Veterans Accommodation Fund flats (Veterans Pathway - linked to ECHG & Stoll) in Aldershot (12) and Colchester (10). |
| Referral procedures | Direct access |
| Gender | Mixed |
| Age range | n/a |
| Minimum length of Service | 4 years unless medically discharged or other extenuating circumstances. |
| Local connection needed? | N |
| Disabled facilities | Some units are wheelchair accessible. Properties adapted as needed |
| Accepts people with serious mental health problems? | Occasionally on case by case basis E.G. PTSD |
| Accepts people with substance misuse problems? | Never |
| Will not accept | Those in debt or otherwise unable to sustain a tenancy. |
| Self-contained units (own bathroom and cooking) | Yes |
| Other facilities | Gardens |
| Support provided | Support with welfare benefits; debt/ money advice; help to arrange provision of white goods and carpets on a case by case basis. |
| Any support unable to provide? | |
| Staff availability | Visiting staff only – housing managers |
| Key/ named worker? | No |
| Follow on support provided? | No |
| Smoking allowed? | Yes |
| Alcohol allowed? | Yes |
| Dogs allowed? | Only one, with permission. |
| Tenancy type | AST |
| Entry Updated | Jan 15 |

| Service Provider | Home of Devenish |
|---|---|
| Service provider's address | EAC First Stop Advice. 3rd Floor, 89 Albert Embankment. London SE1 7TP |
| Local authority area | Weymouth |
| Organisation name | Home of Devenish |
| Organisation website | http://www.housingcare.org/housing-care/provider-8335-the-home-of-devenish.aspx |
| Organisation tel | 01305 813895 |
| Cobseo member? | No |
| Type of scheme | Housing for Service or Church widows. |
| Number of beds/ unit | 23 bungalows and 2 maisonettes on three estates near Weymouth. |
| Referral procedures | Call number listed above. |
| Gender | Female |
| Age range | Over retirement age. |
| Minimum length of Service | N/A |
| Local connection needed? | N/A |
| Disabled facilities | N/A |
| Accepts people with serious mental health problems? | N/A |
| Accepts people with substance misuse problems? | N/A |
| Will not accept | N/A |
| Self-contained units (own bathroom and cooking) | Yes |
| Other facilities | Community service alarm |
| Support provided | N/A |
| Any support unable to provide? | N/A |
| Staff availability | N/A |
| Key/ named worker? | None provided. |
| Follow on support provided? | N/A |
| Smoking allowed? | N/A |
| Alcohol allowed? | N/A |
| Dogs allowed? | N/A |
| Tenancy type | Assured shorthold. Social landlord. |
| Entry Updated | Jan 15 |

| | |
|---|--|
| Service Provider | Lord Leycester Hospital |
| Service provider's address | Lord Leycester Hospital. 60 High Street. Warwick Warwickshire. CV34 4BH |
| Local authority area | Warwickshire |
| Organisation name | Lord Leycester Hospital |
| Organisation website | http://lordleycester.com/ |
| Organisation tel | 01926 491 422 |
| Cobseo member? | Yes |
| Type of scheme | Sheltered accommodation. |
| Number of beds/ unit | Sheltered homes for 8 ex-Servicemen and families in Warwick |
| Referral procedures | Direct referral 01926 491422 enquiries@lordleycester.com |
| Gender | Mixed |
| Age range | Over 65 years old. |
| Minimum length of Service | None given. |
| Local connection needed? | No. |
| Disabled facilities | Yes for elderly tenants. |
| Accepts people with serious mental health problems? | N/A |
| Accepts people with substance misuse problems? | N/A |
| Will not accept | Those below the age of 65 years of age. |
| Self-contained units (own bathroom and cooking) | Yes. |
| Other facilities | None. |
| Support provided | No. |
| Any support unable to provide? | N/A |
| Staff availability | Not given. |
| Key/ named worker? | None provided. |
| Follow on support provided? | N/A |
| Smoking allowed? | N/A |
| Alcohol allowed? | N/A |
| Dogs allowed? | N/A |
| Tenancy type | None given. |
| Entry Updated | Jan 15 |

| Service Provider | RAF Benevolent Fund |
|---|--|
| Service provider's address | Organisation address: RAF Benevolent Fund, 67 Portland Place, London W1B 1AR |
| Local authority area | N/A |
| Organisation name | Royal Air Force Benevolent Fund |
| Organisation website | http://www.rafbf.org/ |
| Organisation tel | 0800 169 2942 |
| Cobseo member? | Yes |
| Type of scheme | Provides practical, financial and emotional support to all members of the RAF family, regardless of rank, from childhood through to old age. Specialist housing is provided through a Housing Trust to seriously wounded, injured and sick service personnel facing a medical discharge where alternative housing provision cannot be sourced. |
| Number of beds/ unit | 230 properties nationwide |
| Referral procedures | Direct access. Application form on website. http://www.rafbf.org/81/apply-for-help.html |
| Gender | Mixed |
| Age range | All ages. |
| Minimum length of Service | None. |
| Local connection needed? | No. |
| Disabled facilities | N/A |
| Accepts people with serious mental health problems? | N/A |
| Accepts people with substance misuse problems? | N/A |
| Will not accept | To qualify for general support, you must have less than £16,000 in savings and less than £23,250 if you require care home top up assistance. |
| Self-contained units (own bathroom and cooking) | N/A |
| Other facilities | None. |
| Support provided | Emotional and financial support for RAF families. They also provide funding for disability adaptations and any equipment needed to aid mobility problems or other disabilities. |
| Any support unable to provide? | Mental health support. |
| Staff availability | Various. |
| Key/ named worker? | None. |
| Smoking allowed? | N/A |
| Alcohol allowed? | N/A |
| Dogs allowed? | N/A |
| Tenancy type | N/A |
| Entry Updated | Nov 2016 |

| | |
|-----------------------------|---|
| Service Provider | RIFLES Benevolent Trust |
| Organisation website | https://www.army.mod.uk/documents/general/Riflesbenevolence01.pdf |
| Organisation tel | 01962 828598 |
| Cobseo member? | No |
| Number of beds/units | 21 units in Stanmore Lane, Winchester open to ex servicemen from all the forming and antecedent regiments of The Rifles. 3 x 2 bed houses; 10 x 1 bed flats; 2 x 1 bed flats, 2 x 2 bed flats; 4 x maisonettes. |
| Referral procedures | Direct referral. Call tel. |
| Gender | Mixed. |
| Age range | None provided. |
| Minimum length of Service | N/A |
| Local connection needed? | N/A |
| Disabled facilities | None. |
| Will not accept | N/A |
| Staff availability | N/A |
| Key/ named worker? | John Poole-Warren, Regt Sec RHQ Rifles |
| Follow on support provided? | None provided. |
| Entry Updated | Jan 15 |

| | |
|---|---|
| Service Provider | Royal British Legion Industries |
| Service provider's address | Property Services, Hall Road, Royal British Legion Village, Aylesford, Kent ME20 7NL |
| Local authority area | Tonbridge and Malling Borough Council |
| Organisation name | Royal British Legion Industries |
| Organisation website | www.rbli.co.uk |
| Organisation telephone number | 01622 795910 |
| Email Address | property.services@rbli.co.uk |
| Cobseo member? | Yes |
| Type of scheme | Family and single accommodation |
| Number of units | 106 |
| Referral procedures | Self referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing associations; MOD; Police; Prisons; Veteran organisations; Other voluntary sector/ third sector organisations. |
| Gender | Mixed |
| Age range | Over 18 but conditional on completed application form, no upper limit |
| Minimum length of Service | On a case by case review basis |
| Local connection needed? | No |
| Disabled facilities | Some |
| Accepts people with minor mental health problems? | On a case by case review basis |
| Accepts people with substance misuse problems? | No |
| Will not accept | Cannot cater for serious mental health or drug abuse issues |
| Self-contained units | Yes, houses 2,3,& 4 bedroom, bungalows and 1 & 2 bedroom apartments |
| Other facilities | Domiciliary care agency on site if required, also Full Welfare support, resident activities Health and Wellbeing support. On site café and community service building |
| Support provide | Support with welfare benefits; debt/money advice; support with health issues; education/ employment/ training services; individual counselling/ emotional support; social activities; support with applying to local authority as homeless; support with finding other temporary accommodation; support with accessing/ retaining social rented housing; support with finding private rented housing. |
| Any support unable to provide? | Cannot cater for serious mental health or drug abuse issues |
| Staff availability | 08:00-16:30 Mon – Friday office hours |
| Key/ named worker? | Yes |
| Follow on support provided? | Yes |
| Smoking allowed? | Yes |
| Alcohol allowed? | Moderate |
| Dogs allowed? | Some properties and Guide/pat dogs |
| Tenancy type | Assured Shorthold Tenancy |

| | |
|---|---|
| Service Provider | Royal Hospital Chelsea |
| Service provider's address | Organisation address: Royal Hospital Chelsea Royal Hospital Road,London.SW3 4SR |
| Local authority area | None |
| Organisation name | Royal Hospital Chelsea |
| Organisation website | http://www.chelsea-pensioners.co.uk/ |
| Organisation tel | 020 7881 5516 |
| Cobseo member? | No |
| Type of scheme | Sheltered housing. |
| Number of beds/ unit | Retirement and nursing home for some 300 British soldiers, including Infirmary for up to 100. |
| Referral procedures | Direct referral. 020 7881 5204 or Email admissions@chelsea-pensioners.org.uk |
| Gender | Mixed |
| Age range | Must be over retirement age. |
| Minimum length of Service | None given. |
| Local connection needed? | No |
| Disabled facilities | Yes |
| Accepts people with serious mental health problems? | N/A |
| Accepts people with substance misuse problems? | N/A |
| Will not accept | Those under the age of 65. |
| Self-contained units (own bathroom and cooking) | No. |
| Other facilities | Infirmary. |
| Support provided | Support for those suffering with dementia and those with a disability. |
| Any support unable to provide? | For those with severe mental health issues. |
| Staff availability | Care for the tenants at the home. |
| Key/ named worker? | None given. |
| Follow on support provided? | Yes care provided for those in the home. |
| Smoking allowed? | N/A |
| Alcohol allowed? | N/A |
| Dogs allowed? | N/A |
| Tenancy type | None given. |
| Entry Updated | Jan 15 |

| | |
|---|---|
| Service Provider | Scottish Veterans' Garden City Housing Association |
| Service provider's address | New Haig House, Logie Green Road, Edinburgh, EH7 4HQ |
| Local authority area | Scotland |
| Organisation name | Scottish Veterans' Garden City Housing Association Inc |
| Organisation website | http://www.housesforheroes.org.uk/ |
| Organisation tel | 0131 557 1188 |
| Cobseo member? | Yes |
| Type of scheme | Long Term Housing (for disabled veterans only) |
| Number of beds/ unit | 643 houses |
| Referral procedures | Veterans Scotland Central Housing Register |
| Gender | Mixed |
| Age range | N/A |
| Minimum length of Service | N/A |
| Local connection needed? | No |
| Disabled facilities | Yes. (new builds only) |
| Accepts people with serious mental health problems? | No but certain levels of PTSD |
| Accepts people with substance misuse problems? | Never |
| Will not accept | Those without a certifiable disability |
| Self-contained units (own bathroom and cooking) | Yes |
| Other facilities | Gardens |
| Support provided | SVGCA Volunteers |
| Any support unable to provide? | Financial |
| Staff availability | SVGCA Volunteers |
| Key/ named worker? | Ann Hamilton. Telephone: 0131 557 1188 mail@svgca.org.uk |
| Follow on support provided? | Sign posted to Social Services or other relevant agencies |
| Smoking allowed? | Yes |
| Alcohol allowed? | Yes |
| Dogs allowed? | Only with written permission |
| Tenancy type | SAT |
| Entry Updated | November 2016 |

| | |
|---|--|
| Service Provider | SSAFA |
| Service provider's address | Organisation address: SSAFA Central Office, 4 St Dunstan's Hill, London, EC3R 8AD |
| Local authority area | UK wide |
| Organisation name | SSAFA |
| Organisation website | https://www.ssafa.org.uk/ |
| Organisation tel | 0845 241 7141. |
| Cobseo member? | Yes |
| Type of scheme | Various |
| Number of beds/ unit | <ul style="list-style-type: none"> • 42 Bungalows / Apartments for the vulnerable/ level access in Barnsley (14), Ryde (19), Blackpool (5), Wantage (4) • The Royal Homes (Wimbledon) (74 lady residents) • Two Stepping Stone homes (women and children, ex-service, serving and dependents) • Norton Houses near Headley Court & QE Birmingham to support patients and their families. Also Fisher House at QEHB • St Vincent's Care home on the Isle of Wight (25 bed) |
| Referral procedures | Direct referral. Self referral Online form. https://www.ssafa.org.uk/about-us/contact-us/if-you-need-our-help-or-support/ 0207 463 9287 |
| Gender | Mixed |
| Age range | Current service men and women as well as veterans and the families and dependents of al. |
| Minimum length of Service | N/A |
| Local connection needed? | None. |
| Disabled facilities | At All schemes. |
| Accepts people with serious mental health problems? | PTSD and those who are patients at Headley and QEHB |
| Accepts people with substance misuse problems? | NA |
| Will not accept | Assessed case by case |
| Self-contained units (own bathroom and cooking) | Yes, excluding SSH |
| Other facilities | N/A |
| Support provided | SSAFA provides impartial housing support and support for homeless and vulnerable veterans. and their families |
| Any support unable to provide? | N/A |
| Staff availability | Central office 9am to 5.30pm, Monday to Friday All other schemes 24 hour on call and support. Care Home 24 Hour care. |
| Key/ named worker? | Yes at those providing support |
| Follow on support provided? | SSAFA provides health care and social work. SSAFA also runs various support groups for injured service personnel and bereaved families Welfare support and case work / grants.. |
| Smoking allowed? | N/A |
| Alcohol allowed? | N/A |
| Dogs allowed? | Bungalows and apartments by permission. |
| Tenancy type | Licence and service agreements |
| Entry Updated | Jan 15 |

| | |
|---|--|
| Service Provider | Viscountess Barrington's Homes for Disabled Ex-Servicemen and Women |
| Service provider's address | 2 Friars Close, Shrivenham, Swindon, Wilts, SN6 8BW |
| Local Authority area | Vale of White Horse DC |
| Organisation name | Viscountess Barrington's Homes for Disabled Ex-Servicemen and Women. (Charity 205219) |
| Organisation website | N/A |
| Organisation telephone number | 01793 783684 |
| Cobseo member? | Associate? |
| Type of scheme | Supported (long term) accommodation |
| Number of beds/ unit | 6 x 2 bedroom flats and 7 x 3 bedroom houses. Planning permission obtained for an additional 11 units, similar mixture of flats and house, due to come on stream in 2017 |
| Referral procedures | Direct to the Clerk |
| Gender | Mixed |
| Age range | Not defined |
| Minimum length of Service | Not defined |
| Local connection needed? | Within 100 miles of Shrivenham |
| Disabled facilities | Very limited |
| Accepts people with serious mental health problems? | Not normally |
| Accepts people with substance misuse problems? | No |
| Will not accept | |
| Self-contained units (own bathroom and cooking) | Yes |
| Other facilities | Some with garden |
| Support provided | Very limited |
| Any support unable to provide? | |
| Staff availability | Not on site |
| Key/ named worker? | Clerk |
| Follow on support provided? | No |
| Smoking allowed? | No |
| Alcohol allowed? | Yes |
| Dogs allowed? | Limited - with prior permission |
| Tenancy type | Open ended |

SECTION 6: OTHER USEFUL CONTACT DETAILS

| | |
|--|---|
| <p>Cobseo 2nd Floor Mountbarrow House 6-20 Elizabeth Street, London, SW1W 9RB</p> | <p>enquiries@cobseo.org.uk 0207 811 3224 http://www.cobseo.org.uk/</p> |
| <p>The Royal British Legion 199 Borough High Street, London SE1 1AA</p> | <p>Contact Centre helpline: 0808 802 8080 (8am to 8pm, 7 days a week) http://www.britishlegion.org.uk/</p> |
| <p>Veterans UK Ministry of Defence, Norcross, Thornton Cleveleys, FY5 3WP</p> | <p>veterans-uk@mod.uk Freephone helpline: 0808 1914 218 Hours: Mon – Thurs 07:30 - 18:30; Fri 07:30 - 17:00 https://www.gov.uk/government/organisations/veterans-uk</p> |
| <p>The Almshouse Association Billingbear Lodge, Carters Hill Wokingham, Berkshire, RG40 5RU</p> | <p>The Almshouse Association represents 1,700 independent almshouse charities throughout the UK, providing homes for over 35,000 people but not all open to veterans. Applications should be made to individual almshouses. Limited advice about location of Almshouses is available through 01344 452922 but the Association cannot take applications. More information and some vacancies are listed on the Association’s website: http://www.almshouses.org/almshouse-association/</p> |