| **Organisation** | **Changes to services** | **Additional information** | **Contact details** |
| --- | --- | --- | --- |
| The Royal British Legion | Contact centre remains fully operational. All forward facing engagement (case work visits, Pop In office) for welfare work has been suspended– now via email, phone, skype etc | All Branch and district meetings and Branch Community Support suspended (annual conference cancelled) Examining further ways of supporting clients, vulnerable groups and those isolated and utilising networks. Vulnerable clients contacted with signposting information to additional telephone support. | 0808 802 8080 / info@britishlegion.org.uk / https://www.britishlegion.org.uk/ |
| Forces Resettlement Services | National Employment online careers fair - 23 april - 7 may. Original event cancelled now running as online fair. Vulnerable clients contacted with signposting information to additional remote / telephone support. |  | https://www.bfrss.org.uk/Events/April-2020/National-Employment-Online-Careers-Fair.aspx |
| Cruse Bereavement | Offering telephone / online support. |  | **Helpline** 0808 808 1677 **Email**: crusecymru@cruse.org.uk **Web**: https://www.cruse.org.uk/ |
| Woody's Lodge | Drop in centres closed from 17 March. Events suspended. Hubs in Colwyn Bay and Barry will remain open for unplanned drop ins and support. Our opening times will be reduced so we can do deep cleans daily. Telephone calls to veterans weekly. Closed its Drop in Centres at Wrexham (Day and Afternoon), Rhyl, Holyhead, Tywyn. Llangeni, Shotton, Pwll Helli, as well as its evening Drop In with Partners at Cardiff Riverside. |  | Amelia Trust Farm, Barry Monday – Thursday: 1000-1400 Telephone – 01446 781792  Eirias Park, Colwyn Bay Monday – Friday: 1000-1400 Telephone – 01492 533954 |
| The Poppy Factory | Providing one to one employment support remotely. This includes support for both those who are looking for work and those who we have recently supported into employment. |  | 020 8939 1837 or email gybtw@poppyfactory.org |
| RFEA | Business as usual as staff are remote workers. Suspended all non-essential travel. Meetings and 1-2-1’s still available via online and telephone. |  | Tel: 0121 262 3058 or email info@rfea.org.uk |
| Veterans Welfare Service - Veterans UK | The Veterans Welfare Service have currently been suspended from carrying out any Face to Face Visits (except in exceptional circumstances), Appointments, Surgeries or Meetings. However, the Welfare Centre is still operational and can be contacted on 01562 825527 for advice and guidance. Welfare Managers will also be carrying out as much work as possible via telephone and email |  | Tel: 01562 825527 |
| Care After Combat | Suspension of face to face and prison visits/meetings with veterans Telephone & Email Support |  | Mobile: 07794201032 Email: robn@careaftercombat.org |
| RBL Admiral Nurses | Contacting every person on active caseloads to provide emotional and address practical support, as indicated. Will continue until direct contact can resume. Some beneficiaries have limited support available, so we will increase our remote support to them and liaise with agencies on their behalf, as indicated. This may need to take the form of ensuring they have access to provisions, etc and we are exploring ways we can assist in these matters.  Increasing mental health support for the duration of this situation may be required for the client group. |  | 0808 802 8080 |
| Cardiff City FC Foundation Veterans Hub (TnT) | Suspension of the Wednesday social inclusion gathering (TnT), any planned training courses and visits until further notice. |  | info@cardiffcityfc.org.uk |
| Regular welfare checks to our veterans and families by Phone |  |  |
| Also to offer information, advice and guidance if required. |  |  |
| Regular Coronavirus updates and daily banter via FB |  |  |
| Cardiff Council Veterans advice team | We will be running a limited service. Face to face support will be appointment only, and only if absolutely necessary. Phone calls/ online support will also be given. |  | 02920 871000 / veteransadvice@cardiff.gov.uk |
| Change Step | Staff working from home ensuring that service users have conclusive support and high levels of contact. |  | Call us on 0300 777 2259  Email ask@change-step.co.uk |
| Mentoring staff will be using phone/Skype/Whatsapp etc to open as many avenues to communicate as possible and will schedule contact according to needs and wants of the service user. |  |  |
| Our two Positive pathways coordinators are working with peer mentors and service users to ensure we are focussed on peoples health and activities that cater towards individual. We are also working with partner organisations to be able to offer a strong package of educational possibilities for service users and their families. For those with children in the house we will look to fun distractions and things to do |  |  |
| DWP | ***Face to Face Health Assessments*** have been suspended. This will affect customers on Personal Independence Payment, Employment and Support Allowance and those on the Industrial Injuries schemes. The suspension also covers new claims to those benefits and health checks for Universal Credit. We are still waiting for further guidance as to what alternative arrangements will be. |  |  |
| ***PIP –*** Q & A sheet available |  |  |
| ***Universal Credit***  - our priority going forward will be to ensure new claims are completed and put in payment and existing claims continue to be paid. To support this, over the coming days, we will be moving to a new delivery model which will see us conducting our business over the telephone and so not requiring the claimants to come in to the office. We will continue to talk to our customers via phone and journal. |  |  |
| Help for Heroes Community Recovery Team (Wales & Hereford) | We are developing resources and looking at ways we can support beneficiaries remotely via Skype, phone and virtual events during this time. However, in line with the latest government advice and to protect our beneficiaries, we have made the decision to postpone or cancel all face to face Help for Heroes recovery events and activities and residential stays from Wednesday 18 March, until further notice. This includes the closure of all Help for Heroes recovery centres and community locations. | We will continue to review the situation regularly, making sure the interests of our beneficiaries remain at the heart of any decisions we make. | wales.supporthub@helpforheroes.org.uk |
| RBL - Gwent | The Royal British Legion in Wales have issued instructions very similar to other welfare organisations: |  | 0808 802 8080 |
| No face to face meetings or home visits until further notice. |  |  |
| Veterans Gateway and RBL Contact number are still operating. |  |  |
| On a Wales basis, we are setting up methods for Branches to contact vulnerable and over-70 members and any other ex-service people we are aware of. |  |  |
| They will be asked whether they wish to be contacted by phone or email or both, daily, weekly or not at all. |  |  |
| Veterans NHS Wales | Face to face meetings with the Veterans suspended. Telephone and E-mail support. Currently looking at Skype and What’s App as an alternative to phone calls and E-mails. |  | Tel: 029 2183 2261 Email: Admin.vnhswc&v@wales.nhs.uk |
|  |  |
| Army Families Federation | Continuing support - suspended attending of events and units. Phone, email, skype support in place. |  | us@aff.org.uk Tel:01264 382324 |
| Llanelli Veterans Association | Trips and activities suspended. Discussions in progress for service provision for veterans. |  |  |
| Penparcau Community forum, Aberystwyth | Suspension of drop in / one-to-ones. Transformation from individual support to group and community support. Coordinated meeting for young fit & healthy veterans who wish to volunteer their support. Mtg on 21/03/20. Ceredigion CC have been informed. |  | 07761511272 / veterans@penparcau.cymru contact@Penparcau.cymru |
|  | Buddy-buddy system | Ceredigion veterans will be asked to partner up with a younger veteran and an elderly veteran with daily email and telephone contact. Early warning response if the partnership requires support. |  |
|  | County wide | Once the blueprint has been established, the support guideline will be published in Cambrian News early next week. |  |
|  | Local authority support | The offer has been made for the use of the groups coordinated support. Many of the veterans have a vast Mutual Aid to Civil Authorities (MACA) experience working in civil contingency and resilience operations, e.g. Foot and Mouth etc. |  |
|  | Events. The launch of the Penparcau Veterans Hub, VE & VJ day, Battlefield tour and Veteran Breakfast clubs. | All events have been postponed until further notice. |  |
| VC Gallery | Suspended drop in and face to face support. | Have coordinated a welfare system with the police and mental health team Triage clients. | Tel: 01437765873 |
| Workshop activities stopped | Online workshops (art and creative writing) with trained artist providing tuition and social interaction. 28 for the online workshop with excellent feedback. |  |
| Outreach stopped | Welfare drop offs (no contact) for supplies. One to one face time calls and groups chats. Logged welfare calls daily. Issued provisions and welfare packs. Online reassurance and comfort. |  |
|  | Stood up an ‘ops room’. Started an action plan for welfare calls and assess clients needs 11am - 4 pm. A log is being maintained to capture indicators of feelings, morale and supplies. |  |
| Links (mental health) | No face to face consultations or drop in clinics. | Support packs for members. | Tel: 01554757957 / office@links.uk.net |
| Contact by phone on a regular basis. |  |
| Access to facebook page and closed groups virtual coffee mornings. |  |
| Keeping in touch and access for people to talk to. |  |
| West Wales Action for Mental Health | Face to face meetings and group meetings postponed. | Consulted with other 3rd sector organisations Hubs and their own clients to make sure plans in place. Maintaining a service by phone to provide support and emergency plans in place. They have checked service users have plans in place to get support if needed. | Tel: 01267245572 |
|  |
| Carmarthenshire Customer Service Hubs | Closed until further notice | No drop in provision. | Tel: 01267 234567 |
|  |
| BLESMA | Visits suspended - replaced with telephone support, video calls, virtual events. Home visits in essential cases only. | Support and Outreach Officers, along with the help of Blesma Volunteers and Members who are not ‘at-risk,’ are supporting with essential tasks such as shopping, paying bills, repairs to disability and mobility aids etc and offering ‘Blesma Buddies’ for befriending calls through Welfare and wider Volunteers |  |
| Combat Stress | Residential centres closed. Psychiatry reviews, and therapy via phone and skype | Therapists across the country are moving from face-to-face appointments to phone or video call appointments so veterans can continue to receive our specialist support. Our Peer Support Service continues as a virtual service via phone and video call. We host webinars to help and support partners – we plan for these to continue. We’re seeking ways to extend our Art Therapy online. Our 24-house Helpline remains open, providing confidential advice and support to veterans and their families. | Veterans and their families can call 0800 138 1619.  Serving personnel and their families can call 0800 323 4444.  Text on 07537 404719 and email helpline@combatstress.org.uk |
| Association of ex-Service Drop-In Centres (ASDIC) | Regional Coordinators and Centre Leaders supporting local activity and liaison with breakfast clubs, hubs. |  | https://www.asdic.org.uk/contact/ |
| Valleys Veterans - Ton and Gelli community centre, Ton pentre. | Thursday drop in suspended. Telephone support and visits for most vulnerable / support with medication collection / supplies. |  | Mr. P. B. - 07939928177 |
| Blind Veterans | Telephone outreach support, identifying greatest need, allocating resources accordingly. | Two training and rehabilitation centres in Brighton and Llandudno closed to all except the permanent residents at the Brighton centre. | Tel: 0800 389 7979 |
| ABF | Telephone / email support. | Individual grants, which will always be our priority, are still being processed as normal and we are working to ensure that those with immediate needs and in crisis can be supported, | Supporters can use supportercare@soldierscharity.org / 020 7901 8900 and individuals in need of help can follow contact guidance here: https://soldierscharity.org/need-our-help/individual-grants/ |
| Care and Repair Shotton - Veterans community hub | Hub closed. Telephone support and signposting. |  | Tel: 07762 892992 |