



**HELP for
HEROES**



WHAT WE DO

Help for Heroes provides tailored, holistic and integrated support to members of the Armed Forces community, covering:

- Physical health
- Mental health
- Welfare issues
- Grants, including for home modifications, mobility aids and emergency cost-of-living expenses
- Asset Based Community Development
- Community Sports programme
- Volunteering opportunities
- A Recovery College to develop skills and improve wellbeing.

ARMED FORCES COMMUNITY

**By Armed Forces community we mean:
any veteran, family member or civilian
who's served under UK military command.**

This includes people who worked as
translators during the war in Afghanistan.

People don't need to have served in a conflict
zone to receive our support.

An injury, illness or challenge someone needs
help with doesn't need to be service related.



TEN THINGS TO KNOW



**On average, five people are medically discharged
from the military every day.***

*Ministry of Defence, 2024.



We supported 5,161 people in 2023/24. **This was a 29 per cent increase on the year before.**

The number of people we supported between 2020/21 and 2023/24 **has increased by 85 per cent.**



VETERANS CLINICAL SERVICES

This community-based team of nurses, occupational therapists, and administration staff support veterans with their physical healthcare needs by:

- Providing clinical advice and support
- Helping people to navigate healthcare pathways
- Coaching for Health – “What matters to you?”
- Acting as a link between the NHS, veterans and people serving in the Armed Forces
- Contributing to educational programmes for those who provide healthcare to the Armed Forces Community

OCCUPATIONAL THERAPISTS

Professional problem solving to support meaningful activities in daily life

Helping people with their physical health, mental health and long-term disability needs.

- Supporting sensory needs
- Sleep education and strategies
- Promoting meaningful routines
- Energy and fatigue management
- Home environment assessment
- Exploring equipment and activity modification to support independence
- And much more...

HIDDEN WOUNDS

Psychological therapies for the Armed Forces community.

Individually tailored mental health treatment, covering a wide range of conditions and scenarios including: anxiety, depression, anger, relationship breakdown, alcohol misuse, grief, and post-traumatic stress disorder.

HIDDEN WOUNDS

There are three steps, or tiers, to the support provided:

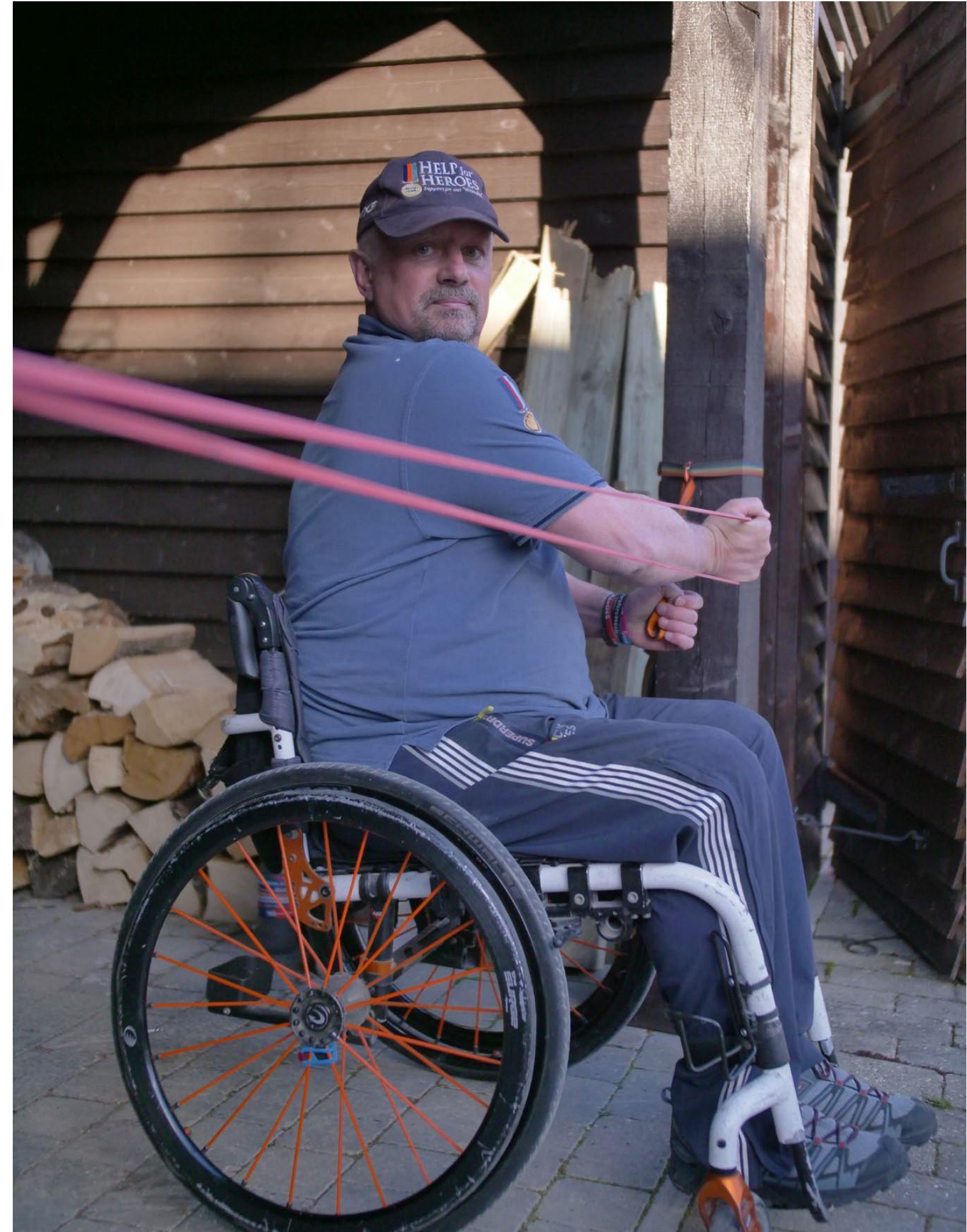
Step 1 is self-directed help, including our Recovery College courses and access to other support services.

Step 2 is low intensity Cognitive Behavioral Therapy (CBT).

Step 3 is counselling and high intensity CBT.

COACHING FOR HEALTH

Empowering veterans to become active participants in reaching their health and healthcare goals.



CASE MANAGEMENT

If someone has complex or several needs, they will be assigned a case manager.

These are experts in veterans' welfare issues, who will assess, oversee, coordinate and monitor all the strands of someone's support.

Their aim is to inspire and help veterans and their families to live sustainably within their own communities.

They also enable access to welfare support, covering issues such as: housing, debt, employment, applying for benefits or the War Pension.

GRANTS

Providing a range of one-off grants to support clinical and daily living needs as well as short-term cost of living challenges. Could include:

- Mobility equipment
- Clinical travel costs
- Specialist furniture
- Food and energy top up vouchers
- Local Food Bank vouchers
- Essential white and brown goods.

RECOVERY COLLEGE

Offers free, online educational courses and self-help guides with tools, tips and strategies to help people manage their wellbeing, to move forward with the life they want to lead.

Our courses are evidence-based and co-produced and co-facilitated by our recovery staff. That includes veterans and family members with lived experience of the subject matter.

We have a range of subjects in both our courses and self-help guides, so people have a choice to learn in a group setting or at a time that suits them, at their own pace.

SELF HELP GUIDES



VETERANS MOVING FORWARDS

Face-to-face group course, delivered to veterans across the country by NHS Recovery Colleges and other third-sector organisations who have been trained by us.

Topics covered:

- Understand how the human mind works and how it is shaped by experience
- Review health and wellbeing and think about positive lifestyle changes that can be made
- Discover different tools to review priorities and set actions whilst recognising barriers to change and learning ways to overcome them.

VERY SERIOUSLY INJURED VETERANS

We have a cohort of 35 who have serious injuries or illnesses that require intense, round-the-clock support.

We provide high intensity, holistic, integrated care that is carefully tailored to each individual. This level of care is not available in one place anywhere else.

COMMUNITY DEVELOPMENT

Facilitating stronger, more connected local communities where everyone feels valued and supported

Community Builders are friendly, approachable professionals who specialise in fostering connections between individuals, groups, and local resources. Their role is to strengthen community networks, ensuring that local voices are heard, and their needs are effectively addressed.



COMMUNITY SPORTS

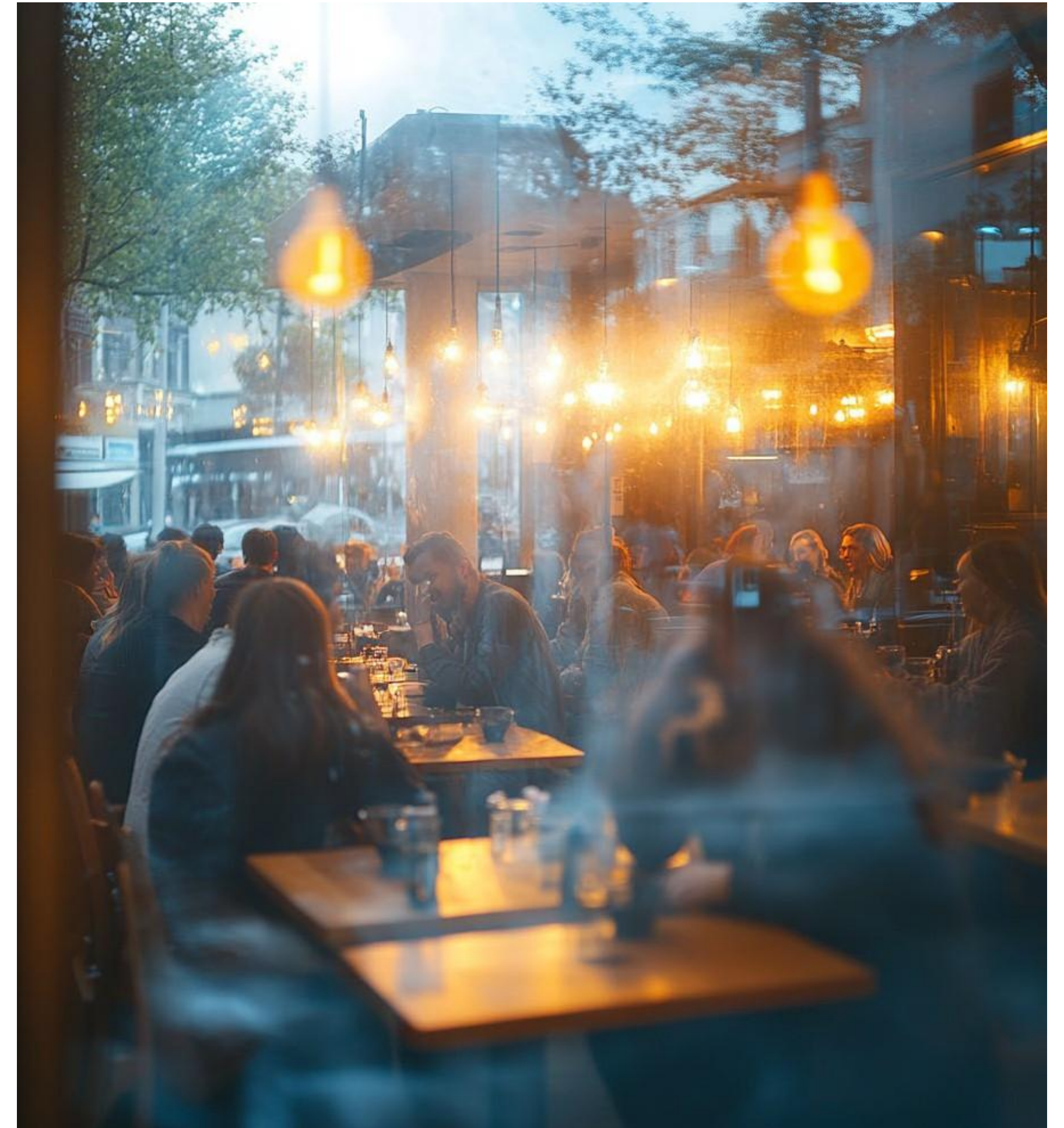
We help facilitate a wide range of opportunities for veterans and families to get involved in sport

- **Community Sport Series** events – a travelling showcase of standardised and accessible sports
- **Linking up veterans** with sporting opportunities in their local communities
- **Clubs** – wheelchair rugby, wheelchair basketball and sitting volleyball – all in competitive leagues representing Help for Heroes
- **Coaching Academy** – the chance for veterans to learn how to become a coach in their chosen sport.

HEROES CAFES

Help for Heroes cafes are open to veterans, family members and friends in the community to connect socially.

To bring together people who are new to our charity along with those who have used our services before. To widen our reach and improve our visibility in the community.



THE CHOIR

We have our own choir made up of veterans. Singing in a choir has proven physical and mental health benefits.



VOLUNTEERING

We provide veterans with opportunities to participate in a variety of activities, helping them develop new skills, boost confidence, and support other veterans.



VETERANS MOBILITY FUND

In 2024 we began to distribute grants through the Veterans Mobility Fund (VMF).

This Government fund provides life-changing grants to help improve physical mobility for veterans with injuries from service.

By March 2025, over 140 grants have been approved, representing over £900,000 in funding awarded.

GP ACCREDITATION SCHEME

(England)

In England there's a Veteran Friendly Accreditation scheme from the Royal College of GPs and NHS England.

- Quick to implement
- Free support programme
- Over 2,000 GP practices in England are accredited
- After becoming accredited, 84 per cent of practices said they have a better understanding of veteran issues.

GP ACCREDITATION SCHEME (Scotland)

General Practice Armed Forces and Veterans' Recognition Scheme – through TURAS.

The awareness gained from this training could be valuable when trying to determine the appropriate person-centred care for each patient.

VETERAN COVENANT HEALTHCARE ALLIANCE

- Veterans aware scheme for hospitals, hospices and the independent care sector in England
- Aims to improve understanding of the needs of and the services and initiatives available to the Armed Forces community
- We can talk you through how to achieve that.

OPERATION RESTORE

(England)

The veterans physical health and wellbeing service is an NHS service that supports people who have served in or are leaving the UK Armed Forces and have continuing, physical health injuries and related medical problems attributed to their time in the Armed Forces.

It ensures patients are treated by professionals who understand the Armed Forces and military life and specialise in the type of physical injury and related medical problems they may have.

OP COURAGE

(England)

Op COURAGE is an NHS mental health specialist service designed to help serving personnel due to leave the military, reservists, Armed Forces veterans and their families.

Through the scheme, people struggling with their mental health can speak to people who:

- understand the Armed Forces and military life
- are either from the Armed Forces or highly experienced in working with members of the Armed Forces community.

The aim is to make sure that people have access to the right type of specialist care, support and treatment.

OP NOVA

(England)

Provides support for veterans who are in contact with the justice system in England, enabling them to access the services they need.

They work with veterans who have been in contact with the criminal justice system to tackle housing problems, debt, mental health issues, and drug or alcohol misuse, while also reducing re-offending.

OP COMMUNITY

Provides advice and support to the Armed Forces community in London.

Collaboration led by Op Courage London, the Defence Medical Welfare Service (DMWS) and the Ripple Pond.

The DMWS provides a single point of contact for the service with a dedicated email address and contact number.

THE ARMED FORCES COVENANT

The Armed Forces Covenant is a promise from the nation that those who serve or have served in the Armed Forces, and their families, are treated fairly. Service life can impact the Armed Forces community in many ways, whether it is through frequent house moves, separation from support networks or unfamiliarity with civilian life. Accessing public services can be challenging.

The Covenant supports the Armed Forces community in many ways, such as:

- Schools admissions protocols
- Veterans rehabilitation pathways
- Housing support
- Health waiting lists

There is a legal obligation for certain public bodies to have due regard to the Covenant principles when carrying out certain functions in healthcare, education, and housing.

DEFENCE EMPLOYER RECOGNITION SCHEME (ERS)

The Employer Recognition Scheme encourages employers to support defence and inspire other organisations to do the same.

It's a programme that recognises and rewards employers for their support to Reservists, Service Leavers, Partners, Cadets and Cadet Volunteers.

CALLING FOR CHANGE

As well as providing life-changing services we lobby governments, councils and other decision makers to do better by veterans and their families.

Two of our top policy and public affairs demands are:

- Calling for an independent review of the medical discharge process
- Ensuring veterans get the benefits and compensation they deserve.

CALLING FOR CHANGE

Too many veterans are having to fight the system to get the compensation and financial support they deserve – often while battling physical or mental illness or injuries from service.

We are calling on the Government to:

- Make sure chronic pain is recognised as a distinct illness, so the long-term debilitating impact it has on veterans' lives is fairly compensated
- Disregard all forms of Armed Forces compensation as income, when deciding on benefits for veterans
- End multiple assessments for amputees to qualify for benefits
- Increase the cap of £50 million on reparations for LGBT+ veterans and deliver the recommendations from the Lord Etherton review.

WHAT CAN YOU DO?

No one organisation does this alone.
We work in partnership with many organisations.

Let's start the conversation as to how you can join our mission to make sure veterans and their families are getting the support they need and deserve to live well after service.

HOW TO REFER TO OUR SERVICES

Individuals can refer themselves via the Get Help page on our website:
helpforheroes.org.uk/get-help/ask-for-help/

External services, or individuals who struggle with using the internet, can make a referral by emailing **getsupport@helpforheroes.org.uk** or by contacting our Supporter Care Team on **0300 303 9888**.

According to the 2021 Census, there are **two million veterans** living in the UK.

We supported **5,161 people in 2023/24**. This was a **29 per cent increase** on the number of people we supported the year before.

There has been an **85 per cent increase** in the number of people supported by the Charity **between 2020/21 and 2023/24**.

1,201 people were supported by our case managers in **2023/24**, an increase of **three per cent** on the year before.

1,864 people were supported by our **veterans clinical services** team, an increase of **24 per cent** on the year before.

1,512 people were supported by our **Hidden Wounds** mental health team in **2023/24**, an increase of **60 per cent** on the year before.

872 people were supported by our **grants team** in **2023/24**, an increase of **54 per cent**.

A total of **1,172 grants** were awarded; this was a **64 per cent** increase on the year before.

A total of **£1,082,000** was awarded in **grants** in **2023/24**, which was a 13 per cent increase on the year before.

604 people were supported by our **Recovery College** in **2023/24**, this was up **20 per cent** on the year before.

We've seen a **154 per cent** increase in the number of people supported by the **Recovery College** between 2020/21 and 2023/24.

1,103 people took part in our sporting and social activities in 2023/24, up **41 per cent** on the year before.

We had **227 new referrals** for our services in **Northern Ireland**, which was a **53 per cent** increase on the year before.

There were **1,060 calls** to the **helpline** between June and October. There was a **34 per cent** increase in calls to the helpline from June to September.

HELP for HEROES

**PROVIDING LIFE-CHANGING
SUPPORT TO VETERANS
AND THEIR FAMILIES.**

Find us at: **helpforheroes.org.uk** Give us a call on: **0300 303 9888**

follow us on:  HelpforHeroesOfficial  @HelpforHeroes  #helpforheroes

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