



Ministry
of Defence

Veterans UK
Leaflet-2



Notes for people getting a War Pension living in the United Kingdom



About this leaflet

We have sent you a letter with this leaflet. The letter tells you about the decision we have made on your claim for a War Disablement Pension, War Widows or War Widowers Pension or a War Pension Allowance.

Pages 4 to 10 tell you what to do if you disagree with our decision. **Includes important information about time limits.**

Pages 11 to 23 tell you about the allowances you may be entitled to.

Pages 24 to 31 explain the changes you must tell us about.

Pages 32 to 37 tell you about other help you may be entitled to.

Pages 38 to 51 explain where to get help and advice.

Page 52 - Our service to you.

Page 53 explains about 'Freedom of information'.

Information in this leaflet about allowances, reviews and appeals relates to decisions made on or after 5 April 2010.

We do not deal with any social security benefits. If you want information about these benefits, please contact your local Jobcentre Plus, Pension Centre or Social Security Office.

The War Pensions Scheme is administered by Veterans UK. This leaflet gives you general guidance, but it is not a full statement of the law. Please remember that the law may change from time to time. This may affect your rights and responsibilities, including whether you are likely to get a War Pension, how much you will get, and when you are likely to get it. If you need more advice about anything to do with war pensions, call **Veterans UK Helpline** on: **0808 1914 2 18**.

Information in other formats

Information is available in formats such as Braille, large print and audiotape. For copies call us on: **0808 1914 2 18**

For more information on our helpline and other ways to contact us please go to **page 38**.

Access to Health Services - Priority treatment for Veterans

All Veterans in England, Scotland and Wales should receive priority access to NHS secondary care for any conditions which they consider to be related to their service, subject to the clinical needs of all patients. Make sure your GP and hospital know you are a veteran.

There are currently no arrangements with Health Authorities in Northern Ireland. Their aim is that all patients should have access to treatment within a reasonable timescale.

What to do if you disagree with our decision

If you disagree with our decision, you can ask us to look at it again.

If you want more information about our decision or you want us to look at it again, you can contact us at the address on **page 38**.

For certain decisions you may also be able to appeal to an independent tribunal who can change the decision if they consider it is wrong. The letter telling you about the decision tells you if you have a right of appeal against it. There are time limits for appealing against a decision (see pages 8 and 9).

You can also ask for advice from a Veterans Advisory and Pensions Committee (VA & PC) (see **page 6**).

Reviews

If we have made an assessment we will normally not look at your case again unless you ask us to.

If we have awarded a pension or an allowance for a limited period, we will look at your case again at the end of that period.

When can you ask for a review?

You can ask for review at any time. There is no time limit for asking for a review.

How do you ask for a review?

If you want us to review your case, please contact us without delay at the address on **page 38**. Remember to tell us your National Insurance number and the reason you want us to review our decision. You can find your National Insurance number at the top of the front page of any letters we have sent you.

There are special considerations if you want a review and your disablement is a 'noise-induced hearing loss' (see **Leaflet-10 Notes about War Pension claims for deafness**).

What happens next

If you ask for a review, we may send you a form to fill in. We will look carefully at why you have asked us to look at your case again. We will write to you as soon as we can and tell you what we have decided.

If we increase the amount of your pension or allowance, we will normally only pay you the new amount from the date you asked for the review.

If your level of assessment is maintained, we will not pay you any more money.

Some disablements may improve or worsen since they were last assessed. If this is the case, the assessment for that condition may reduce or increase. This may or may not affect your overall assessment and the money we pay you.

Veterans UK decisions

If you think our decision is wrong and the letter notifying you of that decision gives a right of appeal you can appeal to an independent Tribunal.

You can appeal against:-

- the refusal of an award or level of entitlement;
- the level of an award (% assessment or rate of allowance if less than the maximum);
- the date from which an award starts;
- changes to the amount (upwards/ downwards), or period of an award; and
- the label (medical name given for a claimed condition).

Help from Veterans Advisory and Pensions Committees (VA & PC)

If you are not happy with our decision on your claim, you can ask your local VA & PC for advice. They may want to talk to you about your case, and get in touch with us about it. We look at anything they tell us very carefully.

For further information, please contact your local Veterans Welfare Office (details are on **page 39**) and ask them about **Veterans Advisory & Pensions Committees**.

The Committees are independent of Veterans UK. They have members who are disabled ex-servicemen and ex-servicewomen, and some who work for voluntary associations.

How to appeal

If you live in England, Wales or overseas and you want to appeal you need to contact us in writing stating:-

- your name, address and National Insurance number;
- the name and address of any representative;
- an address where documents can be sent or delivered (this will normally be your home address);
- the date and details of the decision you want to appeal against;
- why you disagree with the decision; and finally
- you must sign and date your letter.

If you fail to provide all of the required information, we may have to make further enquiries, which may delay or even make your appeal late.

If you live in Scotland or Northern Ireland, you must contact us either by telephone or in writing. You will need to complete an appeal form. This is a legal requirement in these countries.

Right of appeal

Not every decision will carry a right of appeal. If you receive such a decision and you disagree with it you may still ask for an appeal, but it will be up to the Tribunal to decide if it can be heard. If the Tribunal decide that the appeal cannot be heard, there is no further right of appeal against that decision.

Appeal time limits

Your letter or appeal form must be signed and received by us within 12 months, starting from the day on which the decision letter was sent to you.

Late appeals

In some circumstances you will be allowed to appeal even if you have not written to us within the 12 month period. When you write after this period however you must state why you (or someone on your behalf) did not write to us within the 12 month period. However, you cannot appeal more than 24 months after the date on which the decision letter was sent to you.

If you live in England and Wales or overseas

If the Secretary of State does not object to the late appeal, it will proceed as if it were in time.

In all cases, in deciding whether or not to object, Veterans UK will also consider, despite the circumstances of the delay, whether the appeal was brought as soon as was reasonably practicable.

If Veterans UK objects to the late appeal being brought, it will then be for the Tribunal to decide if it can hear the appeal.

If you live in Scotland or Northern Ireland

It is the Tribunal's decision whether or not a late appeal can be brought. For it to allow a late appeal to be brought, you must be able to show that the appeal was late because of one of the following "prescribed circumstances":

- the death or serious illness of the claimant, or their spouse/ partner or dependant;
- a disruption to normal postal services;
- failure on the part of the Secretary of State to notify the claimant of the decision; and
- exceptional circumstances which made it impracticable for the claimant to bring the appeal or to instruct some other person to bring it.

Additionally, the appeal must be made as soon as was reasonably practicable in the circumstances of the case.

Help and advice

The ex-service organisations listed in this leaflet may give free advice, if required, on any aspect of War Disablement Pensions, including appeals. These organisations may represent you, free of charge at a hearing.

You can also contact us or our Veterans Welfare Service for help on any practical issues concerning your appeal.

Decision of the Tribunal

The Tribunal may, depending on the issue under appeal:-

- maintain Veterans UK's decision;
- accept a condition previously rejected or raise the level of entitlement;
- increase or reduce an award;
- change the date from which an award was made;
- change the amount or period of an award; and
- change the label (the medical name for the condition claimed).

Note - it is possible that a Tribunal could make a decision which is to your disadvantage.

If the Tribunal gives a different decision to that of Veterans UK, we will implement it as soon as is possible, unless Veterans UK decides to appeal the Tribunal's decision.

Further rights of appeal

If you disagree with the Tribunal's decision, you must seek advice from the Tribunal office on making an appeal to the Upper Tier Tribunal (UTT) if you live in England or Wales, the Upper Tribunal (Administrative Appeals Chamber) if you live in Scotland or the Social Security Commissioner if you live in Northern Ireland .

Similarly, if Veterans UK disagrees with the Tribunal's decision it too can make an appeal.

Allowance for Lowered Standard of Occupation

To qualify for this allowance:

- your disablement must make you permanently unable to do your regular occupation or work of a similar standard that is suitable in your case;
- you must be getting a war pension at the 40% rate or higher;
- you must not be in receipt of any DWP benefit payable for incapacity to work; **and**
- you must be under 65 when you make your claim.

This allowance and your basic war pension cannot add up to more than 100% of the war pension rate.

You are not entitled to this allowance if you receive Unemployability Supplement, Treatment Allowance, Incapacity Benefit or Employment Support Allowance.

Unemployability Supplement

To qualify for Unemployability Supplement:

- you must be getting a war pension at the 60% rate or higher; **and**
- you must be under 65 when you make your claim; **and**
- your accepted condition must be so serious that you cannot work.

You may not be entitled to Unemployability Supplement if you are on an employment training course.

Unemployability Supplement - (continued).

If you are entitled to Unemployability Supplement, you will not be able to receive:

- some other benefits; and
- the State pension, although you will be able to receive any graduated pension or additional pension you are entitled to for contributions that you have paid.

If your situation changes you must let us know (see Changes you must tell us about) for further details.

You may also be entitled to extra allowances for the following people:

- your wife or husband - The amount of money you will receive for them depends on how much they earn and any other benefits they are getting.

Leaflet-9 Rates of War Pensions and allowances tells you how much they can earn

- your children - we may pay an allowance on top of any Child Benefit you already get for them. This allowance usually stops at 16. However, it may be paid for them over this age if the child is still going to school, college or university full time. If you want to apply for the allowance after your child is 16, please contact us for a claim form.
- an adult dependant - This does not apply if you receive an allowance for your wife or husband.

You may also be entitled to:

- **War Pensions Invalidity Allowance** if you have not reached age 60 and you get Unemployability Supplement:
- **Comforts Allowance** see 'War Pensions Constant Attendance Allowance' for further details

War Pensions Constant Attendance Allowance

You may be entitled to War Pensions Constant Attendance Allowance if:

- you need personal help because of the conditions we pay you a war pension for; **and**
- you receive a basic War Disablement Pension at the 80% rate or higher.

There are four different rates of the allowance. Which rate you will get depends on the amount of care you need. You can have this allowance even if you do not have somebody looking after you.

If you suffer from an illness caused by service before 6 April 2005 that is likely to limit your life to six months or less, you may be entitled to this allowance at the intermediate rate.

You can only have this allowance for personal help, not domestic help. We cannot normally pay you if you are in hospital, a care home or similar accommodation run by the NHS or a local authority.

You can claim this allowance even if you already get Attendance Allowance or the care component of Disability Living Allowance or the daily living component of Personal Independence Payment, but you will not get both.

War Pensions Constant Attendance Allowance - (continued).

If you receive Constant Attendance Allowance and have somebody looking after you they may be entitled to Carer's Credit. You can find out more about Carer's Credit and how to apply by visiting:

www.direct.gov/carers or by phoning: 0845 608 4321.

Exceptionally Severe Disablement Allowance

You can have this allowance if you are getting War Pensions Constant Attendance Allowance at one of the two higher rates. You can have this allowance even if you are in hospital, a care home or similar accommodation.

Severe Disablement Occupational Allowance

You may be entitled to this allowance if you are getting War Pensions Constant Attendance Allowance at one of the two higher rates and you have a job.

You cannot have this allowance with Unemployability Supplement and some other benefits.

This allowance may be affected if you stay in a hospital, a care home or similar accommodation run by the NHS or a local authority.

Comforts Allowance

You are entitled to this allowance if you are getting War Pensions Constant Attendance Allowance or Unemployability Supplement.

You can have this allowance even if you are in hospital or a care home.

There are two rates of this allowance. You can have the **higher rate** if you are getting:

- War Pensions Constant Attendance Allowance **and** Unemployability Supplement; **or**
- War Pensions Constant Attendance Allowance at one of the two higher rates **and** a war pension at the 100% rate.

You can have the **lower rate** of Comforts Allowance if you get War Pensions Constant Attendance Allowance at the two lower rates **or** Unemployability Supplement.

War Pensioners' Mobility Supplement

War Pensioners' Mobility Supplement is to help you with the extra cost of getting about.

You may be entitled to it if you get a war pension at 40% or more and you are unable or almost unable to walk because of your accepted conditions.

To get the supplement:

- you must have had one or both legs amputated through or above your ankles; **or**
- the conditions that you get a pension for must be the main reason you cannot walk (or why walking is so difficult) and this condition must be likely to last for six months or more; **or**
- the conditions that you get a pension for must be the main reason the effort of trying to walk could be a risk to your life or seriously damage your health; **or**
- the conditions that you get a pension for must be blindness assessed at 90% or more **and** deafness assessed at 80% or more. This must mean that you cannot walk outside without another person helping you.

➤ Other allowances you may be entitled to

We will look at how well you can walk using aids like a walking stick or an artificial limb. We will also look at the way you walk and how far and how long you can walk before you feel uncomfortable.

You can have this allowance even if you are in hospital.

If you get mobility component of Disability Living Allowance, you can still claim the War Pensioners' Mobility Supplement, but you will not receive both of them. We will pay you the supplement at a higher rate than the mobility component of Disability Living Allowance, or the mobility component of Personal Independence Payment.

There is no age limit for claiming War Pensioners' Mobility Supplement.

If you get War Pensioners' Mobility Supplement there are other kinds of help that are available. For example:

- you do not have to pay road tax;
- you may be entitled to a Disabled Persons Railcard;

and

- you may be entitled to a blue badge for car parking.

The leaflet **The Blue Badge Scheme: parking concessions for disabled and blind people** tells you more about this. You can get this leaflet from the Department for Transport or the social services department of your local authority.

Other allowances you may be entitled to

You can get help from **Motability** if you want to use the supplement to get a car or powered wheelchair. For more details about Motability, see page 51.

Clothing Allowance

You may be entitled to this allowance if you are getting a war pension at the 20% rate or higher, and are an amputee or your clothes wear out very quickly because of your accepted conditions. You can have this allowance even when you are in hospital.

When a War Pensioner or War Widow / War Widower dies

Payment of pension stops on the death of the pensioner or War Widow/War Widower. We need to know immediately to avoid any overpayment.

Help with funeral costs - you may wish to tell your next of kin about this.

- We may pay expenses of £2,200 towards the cost of a funeral where a war pensioner dies and:
 - death was due to service;
 - War Pensions Constant Attendance Allowance was being paid or would have been paid had the war pensioner not been in hospital when they died;
 - Unemployability Supplement was in payment at the time of death and the War Pension was being paid at the 80% rate or higher.

A claim for funeral expenses should be made **within 3 months of the date of the funeral.**

War Widows or War Widowers Pensions

You may be entitled to a War Widows or War Widowers Pension if:

- your spouse or civil partner's death was a result of his or her service in HM Armed Forces prior to 6 April 2005;
- your spouse or civil partner was a civil defence volunteer or a civilian and his or her death was a result of the 1939 to 1945 war;
- your spouse or civil partner was a merchant seaman, a member of the naval auxiliary services, or a coastguard and his or her death was a result of an injury or disease he or she got during a war or because he or she was a prisoner of war;
- your spouse or civil partner's death was a result of his or her service as a member of the Polish Forces under British Command during the 1939 to 1945 war or in the Polish Resettlement Forces;
- your spouse or civil partner was getting War Pensions Constant Attendance Allowance at the time of his or her death, or would have been if they had not been in hospital; **or**
- your spouse or civil partner was getting a War Disablement Pension at the 80% rate or higher and was getting Unemployability Supplement.

We may be able to pay you a pension if you lived with a partner as husband and wife or as civil partners.

War Widows or War Widowers Pension rates

There are two rates of War Widows or War Widowers Pension - a higher rate and a lower rate.

Higher rate

We will pay you a War Widows or War Widowers Pension at the higher rate if you are:

- the widow or widower of an officer above the rank of Major or equivalent;
- aged 40 or over;
- under 40 and getting an allowance for a child; **or**
- under 40 and unable to support yourself financially.

Lower rate

If you are not entitled to the higher rate, we will pay you a pension at the lower rate until you reach age 40. When you reach age 40, we will pay you the higher-rate pension.

Age allowance for older widows or widowers

You may automatically get an age allowance when you reach 65. We also increase this allowance at age 70 and age 80.

Temporary allowance for widows or widowers

We will give you a temporary allowance for widows or widowers if your husband or wife was getting War Pensions Constant Attendance Allowance,

Temporary allowance for widows or widowers - (continued).

Unemployability Supplement or had underlying entitlement to Unemployability Supplement with Allowance for Lowered Standard of Occupation. You can only have this allowance for 26 weeks after your husband or wife dies.

We will pay you this allowance based on the rate of your husband's or wife's pension. If your husband or wife was getting some allowances, we will use them to work out how much we can pay you.

The amount of money we can pay you is normally more than a War Widows or Widowers Pension or Bereavement Benefit.

If you get Bereavement Benefit, we will have to reduce your allowance each week to take back the money that you have already had.

After 26 weeks you may receive a War Widows or Widowers Pension or Bereavement Benefit.

Allowance for children

Children may be entitled to Child Allowance if their parent's death was a result of his or her service. Child Allowance may be paid with War Widows/Widowers Pension or to a parent or guardian. This allowance usually stops at age 16. However, it may be paid for them over this age if the child is still going to school, college or university full time. If you want to apply for the allowance after your child is 16, please contact us for a claim form.

Rent Allowance

We can pay Rent Allowance with a War Widows/ Widowers Pension if you are maintaining a home for a child. If you are entitled to Child Allowance, Rent Allowance will be paid for as long as you are eligible and will continue to be paid for 26 weeks after the Child Allowance stops.

Treatment Allowance

Treatment Allowance is a temporary allowance which replaces a War Pension and is payable at the 100% pension rate instead of your normal war pension rate.

You may be entitled to this allowance if:

- you are employed but are having medical, surgical or recovery treatment in hospital or at home for the conditions we pay you a pension for;
- the treatment will help you get better;
- you lose some of your earnings as a result of the treatment; **and**
- it is the treatment, not the conditions, that stops you working for eight days or more. (Your pension takes into account that your conditions might stop you working.)

If your treatment stops you working for less than eight days but you still lose money, you can claim for part-time Treatment Allowance.

Treatment Allowance - (continued).

If your conditions were made worse by your service, our doctors will also have to decide:

- if the treatment you are getting is because of the effect of service; and
- if you would have needed treatment now even if you had not been in the services.

Please send your claim for Treatment Allowance to us at the address on **page 38**. You should send your claim in **before** the treatment starts.

More information

If you want to claim or find out more about extra allowances, please get in touch with us at the address on **page 38**. Remember to tell us your National Insurance number.

If you disagree with our decision on these allowances, you may ask for a review or an appeal. Please see **pages 4 to 10** for more information.

Changes you must tell us about

Some changes can affect pension payments, several examples are described in this leaflet. If your circumstances change and you are not sure whether it will affect your pension please get in touch with us to find out. If you don't tell us as soon as possible that your circumstances have changed and you are overpaid you will be expected to refund the amount overpaid.

If you act on behalf of someone else please tell us straight away if their circumstances change.

Change to your health

If you have treatment for your accepted condition, which causes an improvement or deterioration, please tell us.

Change of address

Please tell us straight away if you change your address. Your payments may be suspended and then cancelled if we cannot contact you because you have moved and we do not have your new address.

Change of payment details

If you change your account please write and tell us as soon as possible. We can then make sure your payment is sent to your new account.

Failure to comply with a request for information

If you fail to provide information we ask for, your War Pension, War Widows/Widowers Pension and any Supplementary Allowances in payment may be suspended and eventually cancelled. Additionally, your War Pension and any Supplementary Allowances may be suspended or cancelled if you do not attend a medical board in connection with a review.

Going abroad

If you are going to leave the United Kingdom for more than 6 weeks please write and let us know. **Leaflet 6** gives more information for War Pensioners and War Widows/Widowers going abroad for either just a holiday or to live there permanently.

You can get a copy of the leaflet from us or you can view our leaflets on line at:

www.veterans-uk.info/publications/leaflets.html

Imprisonment

A War Pension or War Widows/Widowers Pension is not normally payable if the pensioner is convicted of an offence and sentenced to serve a term of imprisonment. Please tell us straight away if this happens. The pension is normally stopped during imprisonment but some may be paid to a dependant if the Secretary of State thinks they will suffer hardship. Pension is normally restored on release.

Other compensation for your disablement

You should let us know if you receive compensation from any other source for the same disablement for which you are getting a War Pension. For example, from the Industrial Injuries Disablement Benefit Scheme, the Ministry of Defence (as your employer), or any third party who caused your injuries or disablement.

War Pension Constant Attendance Allowance

If you get this allowance you must tell us straight away if you:

- go into a hospital, care home or similar accommodation run by the NHS or Local Authority
- start to get Attendance Allowance
- start to get the care component of Disability Living Allowance
- start to get the daily living component of Personal Independence Payment
- receive free personal care payments.

War Pensioners Mobility Supplement

If you get this allowance with your War Pension, you must tell us if you start to get the mobility component of Disability Living Allowance, or Personal Independence Payment mobility component.

Unemployability Supplement

If you get this allowance, you must tell us straight away if you:

- start work
- start getting another benefit, pension or allowance from the Department for Work and Pensions, any other Government Department or the Training Agency
- start a course of vocational training run by the Training Agency (UK only).

Unemployability Supplement - Allowance for wife/husband or other adult dependant

If you get this allowance for your partner or other adult dependant, you must tell us straight away if they:

- start work or get an increase in earnings
- start getting another benefit, pension or allowance
- from the Department for Work and Pensions, any other Government Department or the Training Agency
- start a course of vocational training run by the Training Agency (UK only)
- stop living with you, divorce or die.

Unemployability Supplement - Allowance for Children

This allowance normally stops at age 16 but may be paid beyond this age if the child is still going to school, college or university full-time. (If you want to apply for the allowance to carry on after your child is 16 please contact us for a claim form.)

If you get this allowance you must tell us straight away if your child:

- starts a permanent job or paid training
- claims Income Support
- claims Employment and Support Allowance
- claims Universal Credit
- gets married
- is 16 or over and leaves school, college or university before the end of the term, changes school, college, university or the course of study ends
- does not go to school, college or university full-time for 3 months because of illness
- stops living with you for some reason
- dies

Allowance for Lowered Standard of Occupation

If you get this allowance you must tell us straight away if you:

- change or leave your job
- start to do a different job for the same employer
- were not working regular overtime or getting bonuses when you applied for this allowance but start to do so

Allowance for Lowered Standard of Occupation -
(continued).

- have a change of income in your regular employment because of a promotion or change of contract for example (you do not need to tell us about an annual pay rise)
- start to get Employment and Support Allowance
- were unemployed and you start work

Severe Disablement Occupational Allowance

If you get this allowance you must tell us straight away if you:

- go into a hospital, care home or similar accommodation run by the NHS or Local Authority
- stop work for any reason apart from normal holidays
- become entitled to -
 - State Pension
 - Severe Disablement Allowance
 - Carer's Allowance
 - Employment and Support Allowance
- get Statutory Sick Pay for more than 4 weeks
- change jobs or hours worked

If you remarry, form a civil partnership or start living with a partner as husband and wife.

All war Widows or War Widowers can keep their pension if they marry, form a civil partnership or start living with a partner on or after 1 April 2015. If you are a War Widow or War Widower whose spouse or civil partner died or left service before 31 March 1973, you can keep your pension if you marry, form a civil partnership or start living with a partner on or after 6 April 2005.

Your pension will stop from the date you marry, form a civil partnership or begin living together if;

- you married, start living together or entered into a legally recognised relationship before 1 April 2015 and your late spouse or civil partner was discharged on or after 31 March 1973, **or**
- if the relationship started before 6 April 2005 and your late spouse or civil partner was discharged before 31 March 1973.

You may be able to reclaim your pension if your new spouse or civil partner dies, or you divorce, or dissolve your civil partnership or stop living together.

Child Allowance paid with War Widows/Widowers Pension

If you get this allowance you must tell us straight away if your child:

- starts a permanent job or paid training
- claims Income Support
- claims Employment and Support Allowance

Child Allowance paid with War Widows/ Widowers Pension - (continued).

- claims Universal Credit
- gets married
- is 16 or over and leaves school, college or university before the end of the term, changes school, college, university or the course of study ends
- does not go to school, college or university full-time for 3 months because of illness
- stops living with you for some reason
- dies

Rent Allowance

If you get this allowance you must tell us straight away if:

- there is change in the money you pay in rent mortgage or Council Tax
- start to receive payment under the Council Tax Support Scheme
- there is a change in the money you get from anyone living with you, for example children, boarders or sub - tenants
- the child for whom you get an allowance stops living with you for any reason
- gets married **or** dies.

Other benefits

If you are getting income-related benefit such as Income Support, Pension Credit, Working Families Tax Credit or Employment and Support Allowance you must tell your Jobcentre Plus or Social Security Office about your War Pension.

Other help you may be entitled to

Treatment for Far East Prisoners of War (FEPOW)

If you are a FEPOW, you can ask for a check-up at a specialist hospital. This is called a Tropical Disease Investigation (TDI). To ask for a TDI, please contact call the **Veterans UK Helpline** on:

0808 1914 2 18.

Also read **Leaflet-7 Notes for Ex-Far East and Korean Prisoners of War** for further information. Or if you have any problems please get in touch with your nearest Veterans Welfare Office.

Private Treatment

Everyone in the United Kingdom is entitled to treatment free of charge under the National Health Service (NHS). As medical care for ex-service personnel is the responsibility of the NHS, Veterans UK cannot usually meet the cost of any private treatment or consultations for War Pensioners. Only in very exceptional circumstances where treatment is **not provided** by the NHS **and** is for your accepted war pension condition(s), would Veterans UK consider a request for payment of private treatment. Prior agreement for payment must be sought from Veterans UK **before** you arrange to receive any treatment or purchase any appliance.

Travelling expenses

We can help pay your travelling expenses when you go for hospital treatment for your accepted conditions. If you want to claim for expenses, please write to our Treatment Group at the address on **page 38**. You should write to them as soon as you know the date of your appointment.

Treatment when you are abroad

If you are going on a holiday abroad, please get in touch with our Treatment Group at the address on **page 38**. They will send you a letter of identification to take with you.

Always get in touch with your Overseas Pensions Agency or Department of Veterans' Affairs before you get any treatment. If you do not, we may not be able to pay you for the treatment.

Leaflet-6 Notes about War Pensioners and War Widow or Widower Pensioners going abroad tells you more about treatment abroad. You can get it from your local Veterans Welfare Office or from us.

Wheelchairs

If you need a wheelchair, your doctor will send you to your local wheelchair centre.

If you are getting War Pensioners' Mobility Supplement, you can use it to get a powered wheelchair. You can also get help from Mobility (see **page 51**).

NHS Charges

Prescriptions, wigs and fabric supports

If you are awarded a War Disablement Pension, we will send you a certificate for exemption from NHS prescription charges. The certificate allows exemption from NHS prescription charges for all war pensioners under the age of 60 living in England, providing the prescribed medication is required for the disablements you receive a war pension for. Under NHS regulations, when you reach the age of 60, you are no longer required to pay for any NHS prescriptions. There are no prescription charges for people living in Scotland, Wales and Northern Ireland.

Eye tests and glasses

We can help with the cost of eye tests and glasses if you need them because of the conditions we pay you a pension for. Ask your optician for a NHS voucher and send it with your receipt for the fee and glasses to our Treatment Group at the address on **page 38**.

We can normally only refund the money for the eye test and the value of the voucher.

If you think you may be entitled to help towards the cost of your glasses and eye tests, write to our Treatment Group at the address on **page 38 before** you arrange the treatment.

Dental check-ups and treatment

You are entitled to a refund for NHS charges for dental treatment which you need because of the conditions we pay you a pension for. If you think you may be entitled to a refund for your dental charges, write to our Treatment Group at the address on **page 38 before** you arrange treatment.

If you are on a low income

We will only pay for the cost of treatment or appliances if you need them because of the conditions we pay you a pension for.

You may still be entitled to help towards the cost if you are:

- getting Income Support or Pension Credit;
- getting Working Tax Credit;
- getting Universal Tax Credit; **or**
- on a low income.

If you want more information about help with NHS costs, contact your local Jobcentre Plus or Social Security Office or Post Office.

Other Benefits or allowances you may be entitled to.

Benefits and allowances from other government agencies and departments

There are various Government Departments who offer financial help and other support if:

- you're on a low income (employed or looking for work)
- you have dependant children
- you're sick or disabled
- you're caring for someone
- you're 60 or over
- you have been bereaved
- you're pregnant or have recently had a baby

The Veterans UK helpline will be able to offer you general advice and guidance on these benefits, pensions or any other issues that may be affecting you.

Alternatively, you can find out more on the Jobcentre Plus website at www.jobcentreplus.gov.uk. If you want to speak to someone, contact your local Jobcentre Plus, Pension Centre or Social Security Office. You can find contact details in the phone book or on the Jobcentre Plus website. If you live in Northern Ireland contact the Government of Northern Ireland Health and Social Services.

Useful websites

- www.gov.uk
- www.jobcentreplus.gov.uk
- www.dwp.gov.uk
- www.thepensionservice.gov.uk
- www.hrmc.gov.uk

Useful telephone numbers

0843 506 8863 - Jobcentre Plus

0345 300 3900 - Tax Credits Helpline

0845 606 0265 - The Pension Service

0845 712 3456 - Disability Benefits Helpline

0845 608 4321 - Carer's Allowance Enquiries

More information

If you would like more information about the help you can get, please get in touch with your local Jobcentre Plus office, their address and phone number can be found in the phone book under Employment Service.

If you live in Northern Ireland, you can get help from the Department of Economic Development. You will find their address and phone number in the phone book.

Where to get help and advice

Veterans UK Helpline

Veterans UK free Helpline number is: **0808 1914 2 18**.

It is open:

- 8:00am to 5:00pm Monday to Friday

The staff can give you general advice and can also help you to fill in your claim form.

If you have problems with your hearing and you have a Textphone, you can phone the free Helpline on:

0800 169 34 58.

We may monitor your phone calls to us to make sure we maintain our high standard of customer service and to train our staff.

You can write to us at:

Veterans UK

Norcross

Thornton-Cleveleys

FY5 3WP

You can contact us by E-mail at:

veterans-uk@mod.uk

You can find us on the Internet at:

www.gov.uk/veterans-uk

If you write to us please tell us your National Insurance number.

Veterans Welfare Service

Veterans Welfare Service provide advice, guidance and support to Veterans and their families.

Our network covers the whole of the UK, and the Irish Republic.

If you want help and advice from a Welfare Officer, you can get in touch with your nearest Veterans Welfare Office. Welfare Officers can give you free and confidential advice about War Pensions. Simply call: **0808 1914 2 18** to get details of your nearest Veterans Welfare Service office.

Ex-service organisations

There are many ex-service organisations which help veterans and their families. They can give you help and advice on war pensions and allowances.

If you want to appeal against a decision on your claim, these organisations can help you with your case and represent you at the appeal. It will not cost you anything. You do not need to be a member of the organisations to get free advice.

These organisations include the following:

BLESMA- The Limbless Veterans

185-187 High Road

Chadwell Heath

Romford

Essex

RM6 6NA

Tel: 0208 590 1124

Fax: 0208 599 2932

web: www.blesma.org

e-mail: headquarters@blesma.org

The association aims to promote the welfare of all those who have lost a limb or limbs, one or both eyes, or the use of limbs as a result of their service in any branch of Her Majesty's Forces or auxiliary forces.

It also aims to help dependants of these people and those ex-servicemen and servicewomen who lose a limb after service.

Burma Star Association

34 Grosvenor Gardens

London

SW1W 0DH

Tel: 0207 823 4273

web: www.burmastar.org.uk

e-mail: burmastar@btconnect.com

The association provides a welfare service and gives free and confidential advice to all holders of the Burma Star.

The Ex-Services Mental Welfare Society (Combat Stress)

Head Office

Tyrwhitt House

Oaklawn Road

Leatherhead

Surrey

KT22 0BX

Tel: 01372 587000

web: www.combatstress.org.uk

e-mail: contactus@combatstress.org.uk

The society cares for ex-members of the Armed Forces and the Merchant Navy who have psychiatric disabilities. The society provides a network of regional welfare officers throughout the United Kingdom.

There are also three short-term treatment centres and a veterans home.

Defence Medical Welfare Service

The Old Stables
Redenham Park
Fyfield
Andover
Hampshire
SP11 9AQ

Tel: 01264 774000

web: www.dmws.org.uk

e-mail: info@dmws.org.uk

Purpose:

The Defence Medical Welfare Service (DMWS) delivers an independent and impartial 24 hour specialist welfare service to those members of the British Armed Forces who are receiving hospital care, their dependant relatives and entitled civilians in order to contribute to the coherence of the recovery and rehabilitation pathway for service personnel. The crucial practical and emotional support is provided at times when it is most needed and is bound by a code of confidentiality.

Mission:

To provide a high-quality hospital welfare service to the military community both serving and their dependants, on operations and static locations in UK and Overseas in order to sustain the delivery of military capability.

The National Gulf Veterans and Families Association

Building E, Office 8
Chamberlain Business Centre
Chamberlain Road
Hull
HU8 8HL

Tel: 0845 257 4853

web: www.ngvfa.org.uk

e-mail: info@ngvfa.uk

The NGVFA supports those affected by Gulf War 1 and Gulf War 2 (Iraq), the ongoing conflict in Afghanistan, and all future desert conflicts. Charity services and activities include welfare and advice, counselling, 24 hour freephone helpline, website - with a members only area, five day respite break, and information guides.

The 'Not Forgotten' Association

4th Floor
2 Grosvenor Gardens
London
SW1W 0DH

Tel: 0207 730 2400

Fax: 0207 730 0020

web: www.nfassociation.org.uk

The association helps disabled ex-service personnel. They provide televisions and holidays for severely disabled people and outings, concerts and gifts for people in hospitals and care homes.

Gurkhas Welfare Trust

P.O. Box 2170
22 Queen Street
Salisbury
SP2 2EX

Tel: 01722 323955

e-mail: staffassistant@gwt.org.uk

The Officers' Association

1st Floor
Mountbarrow House
6-20 Elizabeth Street
London
SW1W 9RB

Tel: 0207 808 4160 / 0845 873 7153

**e-mail: a.carrington@officersassociation.org.uk or
for advice on welfare or benevolence matters**

e-mail: k.wallis@officersassociation.org.uk

web: www.officersassociation.org.uk

Or, if resident in Scotland:

New Haig House
Logie Green Road
Edinburgh
EH7 4HO

Tel: 0131 550 1575 / 1581

web: www.oascotland.org.uk

The Officers' Association (contd)

The Officers Association gives advice and help to ex-officers and their families through;

- cash grants;
- continuing allowances for those with very small incomes; **and**
- help towards care home fees.

In special circumstances they can also give help with education or training fees.

There is a care home for single ex-officers near Teignmouth, Devon and a 12- bungalow estate near Watford for disabled ex-officers and their families.

The association also helps ex-officers to find suitable jobs, either when just leaving service or if they become unemployed.

The Royal Alfred Seafarers' Society

Head Office

Weston Acres

Woodmansterne Lane

Banstead

Surrey

SM7 3HB

Tel: 01737 353763

Fax: 01737 362678

web: www.royalalfredseafarers.com

e-mail: enquiries@royalalfred.org.uk

The society provides accommodation in Surrey and Sussex for former seafarers and their dependants.

Sheltered housing and care homes are available in Surrey and there are homes in Sussex.

The Royal Air Forces Association

117 ^{1/2} Loughborough Road

Leicester

LE4 5ND

Tel: 0116 266 5224

Fax: 0116 266 5012

web: www.rafa.org.uk

The association gives help and advice to ex-RAF and Commonwealth Air Forces personnel.

The Royal British Legion

Haig House

199 Borough High Street

London

SE1 1AA

Tel: 0808 8028080

web: www.britishlegion.org.uk

The organisation provides for the welfare of ex-service personnel and their dependants. It provides:

- financial help;
- care homes;
- employment for the disabled;
- small-business advice and loans;
- resettlement training; **and**
- free pensions advice and much more

All work is funded by public donations.

The Royal British Legion also provides a social focus for ex-service personnel through it's branches and clubs all over England, Wales and Ireland.

**The Royal British Legion Scotland
The Earl Haig Fund Scotland and the Officers'
Association Scotland**

New Haig House
Logie Green Road
Edinburgh
EH7 4HR

Tel: 0131 550 1562 / 1583

They help all ex-service personnel, their widows or widowers and their dependants living in Scotland. They provide help with pensions, welfare advice and friendship.

The Royal Naval Association

Room 209, Semaphore Tower
PP70
HM Naval Base
Portsmouth
Hants
PO1 3LT

Tel: 02392 723747

Fax: 02392 723371

web: www.royal-naval-association.co.uk

The Royal Naval Association believes firmly that 'welfare is not only money'. With 35,000 members, they are a brotherhood and sisterhood for life, offering friendship, comradeship and personal support to their members. Limited Welfare funds are raised by members to support these activities.

The Royal Hospital

Chelsea
London
SW3 4SR

Tel: 0207 881 5200

web: www.chelsea.pensioners.co.uk

e-mail: info@chelsea-pensioners.org.uk

The Royal Hospital provides a home for old soldiers who are getting an army long-service pension or a war pension. It is not a hospital.

The Royal Naval Benevolent Trust

Castaway House
311 Twyford Avenue
Portsmouth
Hampshire
PO2 8RN

Tel: 02392 690112

web: www.rnbt.org.uk

e-mail: rnbt@rnbt.org.uk

All ratings and other ranks of the Royal Navy or Royal Marines are part of the 'RNBT Family'; so are their wives, husbands and dependant children. They number three million people worldwide.

the trust provides help such as:

- financial grants
- regular payments to supplement the income of older people;
- care for older people at Pembroke House; **and**
- advice on welfare matters.

Blind Veterans UK (formerly St Dunstan's since 1915)

12-14 Harcourt Street

London

W1H 4HD

Tel: 0207 723 5021

web: www.blindveterans.org.uk

e-mail: enquiries@blindveterans.org.uk

Blind Veterans UK, formerly St Dunstan's believe that no one who's served our country should battle blindness alone.

With a lifetime's practical and emotional support, regardless of when they served and how they lost their sight help blind veterans to recover their independence and discover a life beyond sight loss.

The Soldiers', Sailors', Airmen and Families Association

4, St Dunstan's Hill

London

EC3R 8AD

Tel: 0207 403 8783

web: www.ssafa.org.uk

e-mail: info@ssafa.org.uk

The association helps all service and ex-service personnel and their families. It acts as a friendly adviser, whatever the problem. It helps people to get all the practical and financial help they are entitled to from statutory sources. It acts as an agent of service, regimental and other funds to provide relief for those in need. It also offers accommodation for disabled people and care homes for the elderly. There are local representatives throughout the UK.

Forces Pension Society

68 South Lambeth Road

Vauxhall

London

SW8 1RL

Tel: 0207 820 9988

web: www.forcespensionsociety.org.uk

e-mail: memsec@forpen.co.uk

The society serves the pension interests of ex-service personnel of all ranks and their dependants.

War Widows' Association of Great Britain

c/o Haig House
199 Borough High Street
London
SE1 1AA

Tel: 0845 241 2189

e-mail: info@warwidows.org.uk

The War Widows' Association exists to improve the conditions of war widows and widowers and their dependants in Great Britain. Its work includes anyone who receives a war widows or widowers pension regardless of whether they have lost their husband or wife in peacetime or as a result of war.

Other organisations that can help

Motability is an independent voluntary organisation. They help disabled people to use their War Pensioners' Mobility Supplement or Disability Living Allowance mobility component to buy or hire a car or powered wheelchair.

Motability

Warwick House
Royden Road
Harlow
Essex
CM19 5PX

If Motability help you to get a car, Veterans UK may be able to give you some money towards the cost of adaptations, but only if you need them because of your disability.

Our Service

We aim to provide a high-quality service and to treat everyone equally.

We are always trying to improve the service that we give you. So that we can give you a better service, we have a Customer Service Manager.

If you want to tell us anything about our service, you can get in touch with our Customer Service Manager.

Please write to:

Customer Service Manager

Veterans UK

Norcross

Thornton-Cleveleys

FY5 3WP

You can contact us by e-mail at:

Veterans-UK@mod.uk

Or you can phone our free Helpline on **0808 1914 2 18** and ask for the Customer Service Manager.

Open Government

Veterans UK is committed to the principles of Open Government as set out in the **Freedom of Information Act**. The Freedom of Information Act fully came into effect on 1st January 2005 and a copy of the Freedom of Information Act 2000 is available to view on the Internet at: **www.foi.mod.uk**

The **Data Protection Act** came into force in July 1998 and regulates the processing of personal information, granting individuals certain rights regarding personal data. A copy of the Data Protection Act 1998 is available to view on the Internet at: **www.dataprotection.gov.uk**

Veterans UK will be happy to answer your questions and give you any information you need.

If you want more information, please write to:

Freedom of Information Officer

Veterans UK

Norcross

Thornton-Cleveleys

FY5 3WP

When you write to or phone us you need to explain the information you want and give your name, address and National Insurance number.



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