

## **What is SSAFA**

Founded in 1885 The Soldiers' Sailors' & Airmen's Families Association exists to help according to need all men and women serving, or who have served at any time, in the Armed Forces of the Crown, and their families and dependants.

It is a Registered Charity Number 210760.  
Registered Charity (Scotland) No SCO38056

## **What are SSAFA 'aims' and 'objectives'?**

- To look after the welfare of Service and ex-Service people and their families by helping them to help themselves. To act as friendly advisers, whatever their problems, however personal and varied.
- To help them obtain all the practical and financial assistance they are entitled to receive from statutory sources.
- To act as agents of the Service, Regimental and other funds in bringing relief to those in financial need.
- To investigate family problems at home on behalf of service personnel overseas.

## **How does SSAFA provide this Service?**

Immediately you make contact with a problem, you will be afforded a "friendly" listening ear by the Branch Officer.

From the information you provide a volunteer caseworker will be appointed, with the necessary skills, to help you with your problem, on a strictly confidential basis.

For financial assistance it is important for us to verify the Service details of the person on whom the claim is based, so please make available any Service papers you may have.

## **When will this help be forthcoming?**

Much depends upon the urgency of your need. In some situations it can be very prompt, but mostly within a week.

## **Can SSAFA Assist Service Personnel and their families Overseas?**

Yes, SSAFA have Social Workers covering bases in Western Europe, Gibraltar and Cyprus, who are linked with all UK Branches and Divisions.

## **What is a SSAFA Caseworker?**

A SSAFA Caseworker is a "friend" to all those eligible for our help. Volunteers come

from all walks of life, not just ex-service personnel.

All volunteers are trained to a high professional standard covering all aspects of welfare. In addition to their casework skills many also specialise in the provision of counselling. Where appropriate we will put you in touch with expert help through other agencies.

We are fortunate to have over 20 fully trained volunteer caseworkers in Leicestershire, covering Leicester City, Charnwood & North West Leicestershire, Oadby and Wigston, Hinckley, Market Harborough & South Leics, Melton Mowbray and Rutland.

There is therefore, no need to feel isolated where ever you live in the County, the right kind of professional help, or simply a caring sympathetic ear, is readily available.

## **To gain help, will I need to complete any long or complicated forms?**

No, any forms that need to be completed will be actioned by our caseworker, but you may need to provide information, or obtain supporting documents.

### **Can you give me an example of the areas in which SSAFA can help?**

Yes, but as mentioned earlier in our “**aims and objectives**”, everyone seeking our help is assisted in keeping with their **individual** needs.

Listed below are just a few of the areas where we are often called upon to help:

- Mobility & Medical Aids.
- Holidays.
- Domestic Appliances
- Priority debt, such as rent/council tax.
- Financial distress
- Clothing.
- Televisions and Licences.
- War Disability Pensions.
- Service Personnel Home & Overseas.
- Resettlement.

Hopefully, you will not have to meet a crisis but it's nice to know we are here if you do.

### **If I need SSAFA how do I make contact ?**

- If you live in Leicestershire, please telephone the office or write to us.
- If you live outside of the County, you will find the details under SSAFA in your local Telephone Directory.

- If you or your partner is currently serving, your Unit Families Officer will have a full list of all the SSAFA Divisions both throughout the United Kingdom and overseas.

### **Where does the money come from?**

SSAFA is a Registered Charity (No 210760), Registered Charity (Scotland No SCO38056) whose funds are used to run the operations and for benevolence.

We act as the main casework agency for all ex-service charities or associations and we are often asked to supervise the disbursement of funds on their behalf.

In Leicestershire we receive some help with our administration costs from the County, City, Oadby and Wigston Council.

If you would like to send a donation in support of the work we do, it will be warmly acknowledged.



## ***Working In***

## ***LEICESTERSHIRE AND RUTLAND***

### **Branch Office**

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