

How to contact us

Your caseworker's name is _____

Your SSAFA Forces Help local Division is _____

Your SSAFA Forces Help local Branch is _____

Telephone number _____

Your comments

- If you have a comment about our work, good or otherwise, we would like to know.
- If you are unhappy about our service, talk about it with your caseworker or a secretary in your Branch.
- If you are still dissatisfied then you should write formally to:
Director Welfare & Housing
SSAFA Forces Help
19 Queen Elizabeth Street
London SE1 2LP
- If you are pleased with our service, please tell your friends about us.

The national charity helping serving and ex-Service men, women and their families, in need.

SSAFA FORCES
Help

Notes for clients

Charter statement



SSAFA FORCES
Help

The Soldiers, Sailors, Airmen and
Families Association – Forces Help

19 Queen Elizabeth Street
London SE1 2LP
T +44 (0)20 7403 8783
F +44 (0)20 7403 8815
E info@ssafa.org.uk
www.ssafa.org.uk

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Branch edition

What is SSAFA Forces Help?

What SSAFA Forces Help will do

SSAFA Forces Help is an organisation which aims to relieve need, suffering and distress amongst its beneficiaries. These include members and former members of the Royal Navy, Army and Royal Air Force, their wives, former wives, husbands, former husbands, widows, widowers and dependants.

- If we find you have a need with which we can help, we will make every effort to assist you.
- We will treat you in a friendly, sympathetic and impartial way.
- We will treat in confidence the information that you give us about yourself and we will not pass on any of this information without your permission.
- We will tell you how we are going to deal with your case and let you know if this involves approaching other organisations, such as the Department for Work and Pensions or other charities.
- We will keep in touch with you and let you know how your case is progressing. The various processes may take some time.
- If we find that you have a need with which we cannot help, we will tell you. We will, if possible, tell you whether another organisation might be able to assist.

What to expect

Our philosophy is to help people to help themselves and we will involve you in any decisions that have to be taken.

We may need to complete a form on your behalf, which will include the relevant Service details, your income and expenditure, details of savings, and other information which all funds require before they can decide whether to help and by how much. Please note that the various funds have their own conditions on how they can help, but most do not wish us to give cash to clients.

Before asking any funds for help, we will try to ensure that you are receiving all the state benefits to which you are entitled. To do this we may need to approach the Department for Work and Pensions. Occasionally we find that a client is receiving a state benefit to which he/she is not entitled. In these cases we cannot proceed with the case until this is put right by the client.

How you can help us

Our caseworkers are trained volunteers. They are not paid and they work for SSAFA Forces Help in their spare time. Please treat them courteously and help them to help you.

