

**Time for You**  
Providing space and time  
for you to talk and share

**Armed Forces  
Specialist Service Providers**  
Here to help you, a family member or friend

Supporting Highland's  
Armed Forces Community



## Army Welfare Service Personal Support

The Army Welfare Service is the Army's Welfare provider. It delivers a comprehensive and confidential welfare service responsive to the needs of individuals and families and the Chain of Command in order to maximise the operational effectiveness of our Service Personnel. The Army Welfare Service has two key delivery pillars: Personal Support and Community Support.

Contact: Personal Support Intake and Assessment Team

Tel: 01904 882053 open Mon-Thurs 08:30-16:30, Fri 08:30-16:00

Email: [RC-AWS-IAT-0Mailbox@MOD.gov.uk](mailto:RC-AWS-IAT-0Mailbox@MOD.gov.uk)

**Royal Navy Family and People Support (RN FPS)** delivers a range of services to support Service Personnel & their Families wherever you live or are based in the UK and Overseas.

**DEPLOYMENT:** engaging with Units, briefing personnel, creating bespoke information, managing RN Forum & Social Media, engaging through activities, to providing personal support in times of crisis, all needs are catered for.

**COMMUNITY:** provision of activities & events to meet the needs of the RN Service Community both online & in person.

**INFORMATION:** Information support is available, as and when required, and is useful for when relocating; looking for a specific service, or if you have a question that you cannot find the answer to. Through regular research, we ensure up to date & relevant information is available to all.

**COMPASSIONATE:** There are times when you may require a more specialist service to give you support during a crisis or personal situation.

Our casework staff offer guidance; support either practical or emotional; and will advocate on your behalf directly or in conjunction with other agencies.

Tel: 0800 145 6088 [www.royalnavy.mod.uk/community-and-support](http://www.royalnavy.mod.uk/community-and-support)

<https://forum.royalnavy.mod.uk> [www.facebook.com/RoyalNavyFPS](https://www.facebook.com/RoyalNavyFPS)

**ROYAL NAVY  
FORUM**

## Need to talk?

Contact our  
confidential, independent  
service on:

Call **03000 111 723**

Available 24 hours a day,  
365 days a year  
or

Email [psswsraf@ssafa.org.uk](mailto:psswsraf@ssafa.org.uk)



**ssafa**  
— the —  
Armed Forces  
charity

Working in Partnership with  
Royal Air Force  
Community Support

**ROYAL  
AIR FORCE**

Personal Support  
& Social Work Service  
RAF Lossiemouth

Tel: 01343 817076 or Ext 7076

SSAFA service for VETERANS

Call: 0141 488 8552 or 0141 613 3002

Email: [Scottishsupport.office@ssafa.org.uk](mailto:Scottishsupport.office@ssafa.org.uk)

# Armed Forces Specialist Service Providers— Here to help you, a family member or friend



Our Inverness Regional Team is at the heart of an extensive network supporting the Armed Forces community across the North of Scotland. We pinpoint the support you need and put you in contact with experts who can help.

We can provide support for a wide variety of issues such as housing, employment, education, finances, mobility and mental health. Whatever problems you are facing, we can get you the support you need to take control of your life.

[www.poppyscotland.org.uk](http://www.poppyscotland.org.uk)

For more information:

Tel: 01463 710300

Email: [inverness@poppyscotland.org.uk](mailto:inverness@poppyscotland.org.uk)



**Combat Stress** is the UK's leading charity for veterans' mental health. For over a century, we've helped former servicemen and women deal with mental health problems such as post-traumatic stress disorder (PTSD), anxiety and depression.

To find out more about how our life-changing treatment might be able to help, please contact our 24-hour Helpline.

Call: 0800 138 1619

Text: 07537 173 683

Email: [helpline@combatstress.org.uk](mailto:helpline@combatstress.org.uk)

Website: [combatstress.org.uk](http://combatstress.org.uk)



The RAF HIVEs Service provides an information and welfare referral service to the Armed Services community, including serving Personnel, their families, veterans, Reservists, and civilians on Station. RAF HIVE Information Officers are not trained in welfare counselling, however, they are able to offer initial support to individuals and can make referrals to appropriate professional services.

All HIVE staff are bound to a Code of Confidentiality.

 [www.raf.mod.uk/serving-families/hive-finder/](http://www.raf.mod.uk/serving-families/hive-finder/)

 RAF HIVE

 RAF HIVE

## Army HIVE

Army HIVE delivers information support for the whole military community on a wide variety of topics affecting your everyday Service and personal life.

The service is free and available wherever you are in the world. HIVE staff can research information on your behalf and are also able to provide confidential signposting to further sources of support.

If you're Service Personnel, a partner or wider family member, veteran or MOD civilian, HIVE support is available face-to-face through a worldwide network of Information Centres and also online.

**For more information, or to contact Army HIVE visit:**

 [www.army.mod.uk/hives](http://www.army.mod.uk/hives)

 [www.facebook.com/ArmyHIVE](http://www.facebook.com/ArmyHIVE)

 [www.twitter.com/ArmyHIVEinfo](http://www.twitter.com/ArmyHIVEinfo)

 [www.armyhiveinfo.blogspot.com](http://www.armyhiveinfo.blogspot.com)

 [www.instagram.com/ArmyHIVEinfo](http://www.instagram.com/ArmyHIVEinfo)



Further support and services of help can be found here and on the following pages

## Armed Forces Veterans Breakfast Club

“A great place to meet like minded people for support, chat and banter ....  
and not forgetting a great breakfast”.

### Inverness

Email: [inverness@afvbc.com](mailto:inverness@afvbc.com)

Meeting Times: FORTNIGHTLY (on a) Friday 1000hrs-1130hrs

<https://www.facebook.com/groups/459881678122605>

### Forres, Moray

Moray Armed Forces & Veterans Breakfast Clubs (AFVBC):

01309 672716 (Venue Telephone Number)

**Meeting Times** : FIRST Saturday (of the month) 1100hrs

Click this link [Moray AFVBC Events Page](#) or visit the website

[https://afvbc.com/event/moray\\_armed\\_forces\\_veterans\\_breakfast\\_club](https://afvbc.com/event/moray_armed_forces_veterans_breakfast_club)

### AIness, Invergordon

Email: [invergordon@afvbc.com](mailto:invergordon@afvbc.com)

Tel: 07802 416899

Meeting Times: LAST Saturday (of the month) 1030hrs - 1230hrs

<https://www.facebook.com/groups/InvergordonEasterRossAFVBC>



**OR click this link to  
find a club nearest  
to you: [https://  
www.afvbc.net/find  
-a-club/](https://www.afvbc.net/find-a-club/)**



**When life is difficult,  
Samaritans are here  
to listen**

**24 hours a day, 365 days a year**

We won't judge you or tell you what to do, instead we'll listen and give you time and space to talk about whatever is on your mind. It's free to call Samaritans from any mobile or landline phone - and our number won't show up on your phone bill.

**Call for free on 116 123 or email [jo@samaritans.org](mailto:jo@samaritans.org)**

Samaritans has also developed a **free Veterans app** which has more emotional health and wellbeing information and support. Available through our website, Apple and Android smartphones, the app provides UK military service leavers and veterans with emotional health and wellbeing information, guidance and resources.

Type 'Samaritans Veterans' into the App Store (Apple) or Google Play (Android) or visit [samaritans.org/how-we-can-help/military/samaritans-veterans-app](https://samaritans.org/how-we-can-help/military/samaritans-veterans-app) to use the desktop version.

**Whatever you're going through, a  
Samaritan will face it with you.**

**Call 116 123 for free  
or [Click Here](#) for other ways  
you can get in touch**



## Breathing Space

**Open up when you're feeling down**

Opening hours

**Weekdays:** Monday-Thursday 6pm to 2am

**Weekend:** Friday 6pm-Monday 6am

This service is for people in Scotland

Need help now? Call free on

**[0800 83 85 87](tel:0800838587)**

Everyone has mental health as well as physical health, and these aspects of health are often related. All of us will experience challenges at some point in our lives that affect our emotional, social and psychological wellbeing. These difficulties may be temporary or part of a longer-term mental health condition. Help is available.

For more information please head to our website where you will find more information on Combat Stress, Defence People Mental Health and wellbeing strategy, plus many more [NFF - Mental Health](#)



**Isolation, separation and mobility** can all impact on Service families' mental health and emotional wellbeing, so AFF is working in partnership with various organisations to promote awareness of these issues.

If you or a member of your family is experiencing mental health or emotional wellbeing issues, or if you are not receiving the support that you feel you need, please contact Karen Ross at [healthsupport@aff.org.uk](mailto:healthsupport@aff.org.uk)

[Mental health - Army Families Federation \(aff.org.uk\)](#)



Mental health support for Serving personnel | RAF Families Federation [Click Here](#)

**HeadFIT for Life** provides defence people and their families online tools to stay mentally fit and in control of their mental health [Click Here](#)

Headspace is free for serving personnel and their family members through the RAF Ben Fund [Online Mindfulness training](#) | [RAF Benevolent Fund](#) [Click Here](#) with limited memberships available.

**Togetherall** [Click Here](#) which offers free and confidential online mental health and well-being services including self-help programmes and online community support. All service personnel, veterans and families can access Togetherall for free through their partnership with the Ministry of Defence and Help for Heroes. Children and Young Persons counselling service through the RAF Benevolent Fund [Mental Wellbeing Listening and Counselling Services](#) | [RAF BF](#) [Click Here](#)

RAF association Get support—[The Royal Air Forces Association](#) search: <https://rafa.org.uk/get-support/> - offering friendship, help and support to all serving personnel, families and veterans.

[The Warrior Programme](#) | [Building Your Future](#) [Click Here](#) The Warrior programme enables individuals to manage their emotions and to develop the resilience, focus and motivation to succeed in today's world. Currently running online courses which enables entitled people to join from all around the world.



Reading Force's new **Reading Journal** for young people aged 11 and over not only gives them a space where they can write or draw about the book(s) they are reading, but also where they have the freedom to express their feelings, for example about how the book/characters make them feel, what they would say to someone they are missing, or their experience of being a Forces child.



'I found the journal very interesting, the stickers and the theme of the book are perfect. It's calming as well as artistic, it helps take my mind off my worries as well as a space for me to write down my feelings and worries: one of the days I was feeling overwhelmed, being able to draw in this journal really did help'. *Armed Forces young person (age 13), Helensburgh*

'She found it really helpful when she was struggling with her emotions over family issues. I couldn't calm her down, so I told her to read the book and write in her journal, she really found it helpful'. *Mum*

Contact Fiona Maxwell for more information:

Email: [fiona@readingforce.org.uk](mailto:fiona@readingforce.org.uk)

Tel: 07548 778 930

Do you have a question about the development or wellbeing of a child or young person in Highland?

**JUST ASK**

Call us:

Tuesdays or Thursdays, 1-4pm

A health or educational professional will call you back within a few days



Check out our Just Ask YouTube site  
Scan QR code



Worried  
Need to talk  
Want Support



Whatever your worry  
Childline will listen

Sometimes life can be tough and a bit overwhelming. Sometimes you just need someone that can listen to you and it might make things better. Forces Children Scotland are now supporting this by creating

**"Listening Spaces", a mental health support for parents, carers and young people of the Armed Forces community.**



Every **Monday** 12pm—2pm: Parent / Carer Helpline (0131 322 7358)

Every **Monday** @ 6PM—Young Person Zoom Space



Every **Friday** 3pm—5pm: Parent / Carer Helpline (0131 322 7358)

Please get in touch with Chris Paul (Children and Family Services Manager) for more info by calling 07775 308614 or by emailing [chris.paul@forceschildrenscotland.org.uk](mailto:chris.paul@forceschildrenscotland.org.uk)

# Active Listening — Helpful Tips

As a colleague, friend or family member someone may need you to listen to them.  
Here are some helpful tips that could help you make the difference to them.

**Positive ways to encourage dialogue and keep channels of communication open. Use with non-verbal signs like open body language and nodding.**

## Checking

Did I hear you say...?

Am I right in thinking...?

## Acknowledging

That sounds important...

You sound angry / upset...

## Encouraging

Tell me some more...

Earlier you said...

## Clarification

I'm not sure I understand...

Did you say...

## Affirmation

Thanks for telling me...

I appreciate you talking about this with me...

## Empathy

It's understandable that you are worried about this...

That sounds tough...

## Reflecting

So, you... (repeating back the last few words)

## Summarising

So there seems to be several things bothering you...

## Varied questions

Could you say more about that?

***Also note - silence/timing/voice tone and volume.***

**Try not to block communication by -**

Threaten

You had better...

Order

You must...

Analyse

I don't think you are really facing up to this...

Lecture

That was a stupid thing to do...

Excuse

Don't worry, it will all blow over...

Judge

You obviously don't care about...

Preach

You should.../When I was your age...

Scold

You really are hopeless...

Provoke

So she says you did it on purpose...

Moralise

what do you have to say...?

Interrogate

This really isn't good enough...

Undervalue

Why were you there...? What were you doing...?

Take sides

It can't be that bad...?

Try to see it from their point of view...