

Useful Contacts

General Assistance:

Citizens Advice Bureau

Tel: 08444 111 444

Web: www.citizensadvice.org.uk

Veterans UK

Tel: 0800 1914 218

Web: www.veterans-uk.info

SSAFA Forces Help

Tel: 0800 731 4830

Web: www.ssafa.org.uk

The Royal British Legion

Tel: 0808 802 8080

Web: www.britishlegion.org.uk

Employment:

National Insurance Enquiries

Tel: 0300 200 3500

Web: www.hmrc.gov.uk

Career Transition Partnership

Tel: 020 7469 6661

Web: www.ctp.org.uk

Civvystreet

Tel: 0800 169 4073

Web: www.civvystreet.org

Regular Forces Employment Association

Web: www.rfea.org.uk

Pensions:

Joint Personnel Administration Centre (Gurkha Pension Scheme & Armed Forces Pension Scheme)

Tel: 0800 085 3600 Freephone

94560 3600 (Military)

Email: JPAC@spva.mod.uk

Web: www.spva.mod.uk

War Pensions Enquiries (War Pensions Scheme & Armed Forces Compensation Scheme)

Tel: 0800 169 2277

Email: veterans-uk@mod.uk

Web: www.veteransagency.mod.uk

Xafinity Paymaster

Tel: 0870 197 1510

Fax: 01293 360 4024

Email: afppensions@paymaster.co.uk

Gurkha Welfare Advice Centres UK



Salisbury

Area of responsibility: All parts of the UK except Hampshire, Berkshire and Surrey

PO Box 2170
22 Queen Street
Salisbury SP2 2EX

Tel: 08456 046849

01722 343111

Fax: 01722 343118

Email: gurkhawelfare@gwt.org.uk

Web: www.gwt.org.uk

Gurkha Welfare Officer:

Capt (Retd) Gary Ghale

Assistant Gurkha Welfare Officer:

Capt (Retd) Nirmal Gurung



Aldershot

Area of responsibility: Hampshire, Berkshire and Surrey only

1st Floor
35 - 39 High Street
Aldershot GU11 1BH

Tel: 01252 310469

01252 333731

Fax: 01252 330053

Email: gurkhawelfare@gwt.org.uk

Web: www.gwt.org.uk

Brigade Welfare Officer:

Capt (Retd) Mahendra Limbu

Assistant Brigade Welfare Officer:

Hon Lt (QGO) Tulbahadur Gurung

The Gurkha Welfare Trust is a registered charity no. 1103669. Its registered office is PO Box, 22 Queen Street, Salisbury SP2 2EY. Photos kindly supplied by Johnny Fenn Photography and the Brigade of Gurkhas.

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Gurkha Welfare Advice Centres UK

Providing advice and assistance to retired Gurkhas in the UK and to those welfare organisations supporting them



Who are we?

The Gurkha Welfare Advice Centres UK is a joint operation between The Gurkha Welfare Trust, the leading Gurkha charity, and the Brigade of Gurkhas. It was established in 2009 to support ex-Gurkhas seeking settlement in the UK.

Our Mission

To assist in the coordination of welfare for retired Gurkhas in the UK, working closely with government departments, Service charities, ex-Gurkha communities and other agencies to support those in need.

Our Role

- To act as the focus for all retired Gurkhas in the UK who need welfare support – and to provide an immediate source of advice and counsel
- To ensure individuals arriving in the UK under the new settlement arrangements are able to claim their statutory entitlements
- To complement and support other Service charities to deliver welfare support to retired Gurkhas in the UK and, where necessary, to coordinate their work
- To provide an outreach facility to Gurkha communities and those local government agencies involved in the provision of welfare and other support to retired Gurkhas



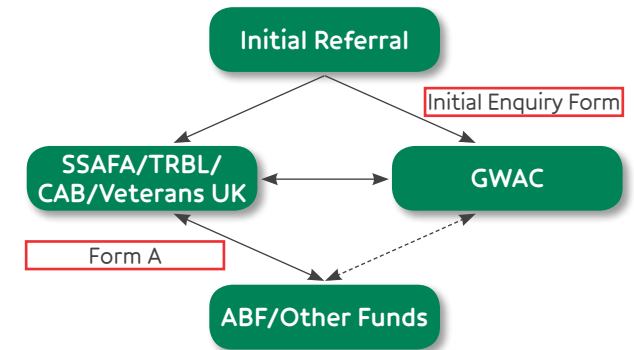
How do we help?

- Handling welfare-related enquiries, including providing advice, conducting interviews/visits and coordinating assistance
- Liaising with Service charities, employment agencies, Government departments, local authorities and other agencies in the delivery of welfare support
- Providing advice on how to avoid welfare problems
- Help and advice on fast-track National Insurance number
- Providing advice and information on statutory state benefits, namely:

- **Pension Credit**
- **Housing and Council Tax Benefits**
- **Child Benefit and Child Tax Credit**
- **Personal Independence Payment (replaced Disability Living Allowance)**
- **Employment Support Allowance and Job Seekers Allowance**

- Help and advice on funeral procedures and possible grants
- Help and advice for those in financial difficulties
- Conducting Outreach Surgeries where necessary
- Liaising with the Pension Paying Offices and Records Office in Nepal and Veterans UK for documentation
- Liaising with the serving Brigade
- Developing and coordinating the Brigade's informal network of support, working with Regimental Associations, Gurkha Community Groups and the local branches of The Gurkha Welfare Trust

The Casework Process



- Retired Gurkhas may either approach the following agencies themselves or ask The Gurkha Welfare Advice Centres to help them with the approach. If the latter is chosen, the Welfare Adviser will approach the most appropriate agency:

- SSAFA Forces Help
- The Royal British Legion (TRBL)
- Citizens Advice Bureau (CAB)
- Veterans UK

- A case-worker will be appointed, usually by SSAFA Forces Help or The Royal British Legion.
- The case-worker will firstly explore whether all relevant state benefits have been applied for. If a charitable grant appears justified, a 'Form A' will be completed.
- The case-worker will forward the completed 'Form A' to either the Army Benevolent Fund (ABF) or another charitable organisation, together with their recommendation.
- Copies of the form and recommendation will be sent to The Gurkha Welfare Advice Centres.
- ABF will make its decision after liaising with the case-worker and The Gurkha Welfare Advice Centres if necessary.
- The case-worker and The Gurkha Welfare Advice Centres will continue to monitor the case until it has been fully resolved.