

VETERANS AND FAMILY HUB NEWSLETTER

☎ 01752 241057

✉ VFHub@improvinglivesplymouth.org.uk

JAN 2024

ISSUE 94



"Let our New Year's resolution be this: We will be there for one another as fellow members of humanity, in the finest sense of the word." – Göran Persson

"To the old, long life and treasure;
to the young,
all health and pleasure."
– Ben Jonson



USEFUL CONTACTS

NHS Non-Emergency - 111

Police Non-Emergency - 101

South West Water

0344 346 2020

British Gas (Emergency Number)

0800 111 999

Western Power Distribution
(Contact in the event of a power cut)

0800 678 3105

Adult Social Care

01752 306900

Livewell Plymouth
mental health support

(24 hours)

01752434922

Veterans Gateway

0808 802 1212

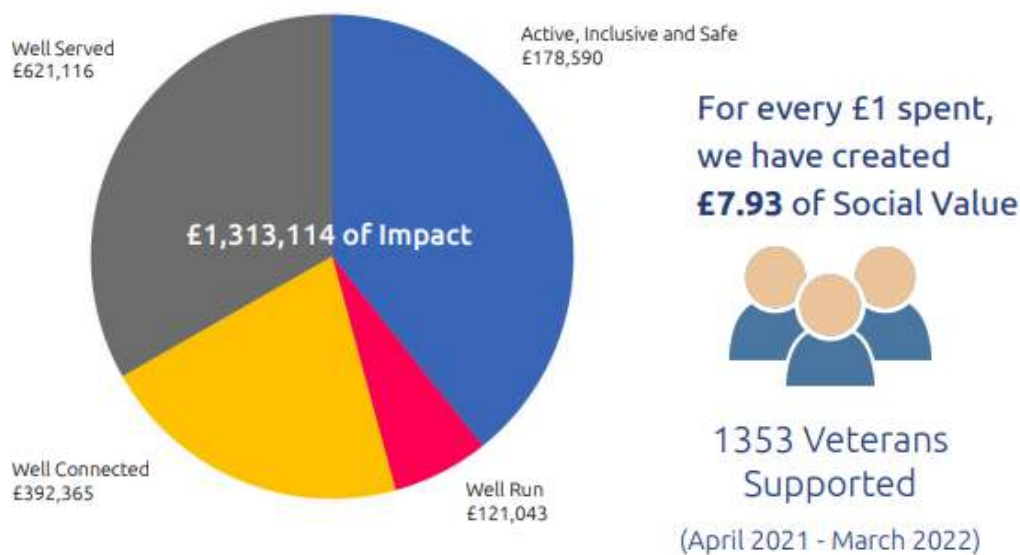
Samaritans

116 123



What impact has the hub had since we formed?

Social Value



The Hub was a pilot project, set up by ILP in 2018 to support ex-military personnel and their families in their transition from military to civilian life



The services currently offered at the Hub Social Value include (but are not limited to): Information, advice and signposting for veterans and their dependants. Opportunities for community based social activities. One to one support for veterans, their dependants and unpaid carers to navigate and choose services that best meet their needs. Work with partner organisations to deliver the required support. Assessments of need and development of individual support plans. Outreach work in various community settings.

Outcomes

Living in a good place Achieving Life Goals Relief of Depression Befriending Being a member of a social group Improvements in Mental Health Feeling valued as an unpaid carer

Plymouth Veterans and Family Hub Survey



"Although families and carers of Forces personnel experience difficulties in common with civilian families, they also face unique challenges which can cause stress, anxiety, financial difficulty, ill health and isolation"

"The clue is in the name 'Hub' – it's in the centre of a spider's web and from their veterans have access to other teams at ILP and access to other agencies and their services."



"They've grown during COVID – from a nice little drop in place 3 years ago to become the 'first go to' place for veterans in Plymouth"

96% of respondents said they would definitely recommend the Veterans Hub

90% rated the support services available at the Veterans Hub as good or excellent

93% rated the activities available at the Veterans Hub as good, very good or excellent

93% answered that the Veterans Hub had a good or excellent impact on their mental health and wellbeing

87% of respondents said that if the service did not exist it was unlikely or highly unlikely that they would be able to find similar support elsewhere

☎ 01752 241057 ✉ VFHub@improvinglivesplymouth.org.uk

Cost of Living Payment 2024



When is the payment due ?

The £299 payment will be made directly into bank accounts between 6 February and 22 February.

Am I eligible for the money?

The money will be added automatically into the account which is used to receive benefit payments.

The reference will be DWP COL, along with the claimant's National Insurance number.

To qualify for a payment, you must receive one of universal credit, income-based jobseeker's allowance, income-related employment and support allowance, income support, working tax credit, child tax credit, or pension credit.

You will need to have been entitled to a payment for one of these benefits between 13 November and 12 December, or payment for an assessment period ending between these dates. Low-income pensioners who are eligible for, but not claiming pension credit, can still qualify for the cost-of-living payment if they make a successful backdated pension credit application. Those who qualify solely through tax credits will receive their cost-of-living payment with the reference HMRC COLS.

Background information

The February payment of £299 is the last of three instalments that totalled £900, which will have been paid within a year.

Work and Pensions Secretary Mel Stride said: "We will always protect the most vulnerable, while ensuring fairness for the taxpayer."

After this final instalment, no further cost-of-living payments are currently scheduled, creating some concern among charities.

However, the government pointed to a 6.7% rise in benefits and an 8.5% rise in the state pension, as well as an increase in the financial support provided to those on benefits who rent privately, which all come into effect in April.

☎ 01752 241057 ✉ VFHub@improvinglivesplymouth.org.uk

Warm welcoming spaces.



We have been lucky enough to receive some funding from Plymouth City Council to continue our warm space offer. We facilitate a Fish and Chip supper once a month for £7pp if you are on a low income or would struggle to fund this please get in touch.

We also provide warm drinks and Wi-Fi to anyone accessing our drop in service.

If you are struggling with financial pressures the hub is able to support in a number of ways, from benefit checks, to external grant applications, please get in touch if you would like support and advice.

If you need financial support or advice, the following organisations or services might be able to help you. [Click Here](#)

For more information please follow this link,
[Plymouth's Cost of Living Action Plan](#)



Garden waste scheme



Garden waste collections in Plymouth is an optional chargeable service.

Collections run from April to November. We collect garden waste every other week.

Your garden waste collection day may not be the same as your other collections. You can always take garden waste to our [recycling centers](#).

You must have a My Plymouth Account to register for garden waste collections. If you already have an account, you will need to sign in. If you do not have an account, you will be asked to create one.

[Register here.](#)

Registering for garden waste should take around 10 minutes. You will be asked: for your address, to confirm the bin details we have for your property, your contact details debit or credit card.

Early bird period.

If you register before Sunday 11 February 2024: each garden waste permit will cost £42 (discounted rate) we will provide your permit and any bins before April 2024, you will be ready to use the service as soon as it starts

If you register on or after Monday 12 February 2024:

Each garden waste permit will cost £52 (standard rate) we will provide your permit and any bins within 8 weeks from the date you registered, you might not be ready to use the service when it begins in April 2024

If you would like support to register please call to book an appointment at the hub on 01752 241057



D-Day 80 Victory Ball



Call today to book : 01752 241 057 Tickets: £60 Per Person
Email: vfhub@improvinglivesplymouth.org.uk

Improving Lives Plymouth Veteran and family hub England Reg. Charity No. 1066776

DMWS: Reg Charity in England and Wales (0887210) & Scotland (SC043460)

Plymouth Veterans and Family Hub along with Defence Medical Welfare service will be holding a Black Tie Ball in celebration of D-Day 80, tickets are priced at £60pp and include welcome drinks and live entertainment!

If you are registered with the Veterans and Family Hub we have some 50% off vouchers to give away please register [here](#) to be in with a chance of getting half price tickets.



Getting Back Into Work

MILITARY TUESDAY

Working in city-wide partnership to connect military service leavers, veterans, those serving and their families with opportunities for skills, training, education, careers and jobs

Skills Launchpad Plymouth offers FREE:

- access to impartial careers information, advice and guidance
- 1:1 skills assessment to identify your transferrable skills to help you more confidently apply for jobs
- tailored support for updating your CV and preparing for interview
- sectoral insights and introductions with local employers across all industries
- opportunities to gain new skills and undertake training
- access to ongoing development once you get started to continue up-skilling and developing your new career

Launch your skills journey:

- Drop in for Military Tuesday at Barclays Bank, Armada Way, Plymouth, open 10am to 4pm every Tuesday
- For great resources and to sign up for 1:1 support visit www.skillslaunchpadplym.co.uk

Delivered in partnership

I got the job! Now I've found my purpose and have money to spend too.

Are you currently OUT OF WORK?

Our Work & Health Programme - Pioneer service will help you move into work quickly, so you can live the life you choose.

We'll get to know your strengths, aspirations and together, we'll help you find the right job.

Travel costs reimbursed

@SeetecPlus

Build confidence and skills...

Our dedicated staff will help you overcome anything you feel is holding you back. It could be...

Upskill through work trials and work tasters

Training, skills and vocational qualifications (including digital support)

Confidence, health and wellbeing

Help with: CV & INTERVIEWS DIGITAL FEELING GOOD WORKWEAR ANXIETY JOB SEARCH HOUSING

Your new job... Once you've started work, we'll help you settle and progress in your new role, and stay in regular contact.

Check if Pioneer is right for you... To find out more or for a friendly, no-obligation chat. pioneer@seetecpluss.co.uk | seetecpluss.co.uk

Pioneer is a voluntary programme delivered by Seetec Pluss in Plymouth, Bournemouth, Swindon, Bristol and Southampton.

Joining WHP - Pioneer is subject to eligibility checks which our friendly local team will assist you fully with.

This flyer is available in different formats.

Department for Work & Pensions



BUILDING HEROES



Veteran or service leaver in Plymouth?

Your new career in construction awaits

Join the Building Heroes fully funded 5-week Level 1 Construction Skills (includes CSCS)

Brickwork • Plastering • Plumbing • Carpentry • Joinery • Tiling • Painting and Decorating

Job opportunities available

DATES

08/01/24 - 09/02/24
26/02/24 - 29/03/24
22/04/24 - 24/05/24
10/06/24 - 12/07/24
09/09/24 - 11/10/24
04/11/24 - 06/12/24

Apply: www.buildingheroes.org.uk

YOUR LEARNING DESTINATION OF CHOICE

Plymouth Veterans & Family Hub

From
£3.70 pp



Brew and Banter

Every Friday
10:30 - 12:30

Union Rooms
Wetherspoons Union Street

Please Pre Booking

01752 241057 /
vfhub@improvinglivesplymouth.org.uk



Plymouth Veterans and Family Hub

in association with

**Woollcombe Yonge
Solicitors**

are offering a

Free Legal Clinic

1st Thursday of each month
at

Ernest English House

By appointment only

Please call the Veterans Hub on
01752 241057
to book your appointment.



WoollcombeYonge
Solicitors

Unpaid Carers Group



Are you a Veteran who cares for someone or
someone who cares for a Veteran?

If so, Please feel free to attend our carers group on the,

1st Thursday of every month
13:30 - 15:00

at Ernest English House,
Buckwell Street,
Plymouth,
PL1 2DA.

We arrange a wealth of activities to help promote the
Mental Wellbeing of carers and their cared for and provide a safe
space to discuss and share experiences with caring roles.



Podiatry Appointments at

Ernest English House

Next available appointment
Tuesday 12th December

Call the Hub on 01752 241057 to book

£30pp



About Shout 85258

Shout is the UK's first and only free, confidential, 24/7 text messaging support service for anyone who is struggling to cope.

We launched publicly in May 2019 and we've had more than 1.7 million conversations with people who are anxious, stressed, depressed, suicidal or overwhelmed and who need in-the-moment support.

As a digital service, Shout has become increasingly critical since Covid-19, being one of the few mental health support services able to operate as normal at this time.



BEAT THE JANUARY BLUES Emotional Resilience for Veterans



What annoys or frustrates us? And what can we do about it?

We're back for '24 with another of our popular veterans' Emotional Resilience Courses. Ahead of 'Black Monday' (regarded by some as 'the worst day of the year') renowned military life-coach and behavioural expert Liz Abram will be here to help with the skills and life-hacks we need to help us through everyday life.

These unique Veterans Outdoors Courses have already been described as life-changing by those who've attended:

"It's given me skills I use every day."

"I understand myself better - it's changed my relationships with those close to me."

The course will be held at Plymouth Veterans Hub, Ernest English House, Buckwell Street, PL1 2DA on FRIDAY 19TH JAN 1000-1500. Admission is free. Places are limited but if you'd like to register to take part, contact Jodi - Jodi@veteransoutdoors.org.uk



Events November 2023 - April 2024

Saturday 04 November 9-11am
Breakfast at Drakes Kitchen, Plymouth University
(Added Extras)

Saturday 18 November 9-11am
Breakfast Venue to be confirmed

Saturday 02 December 9-11am
Breakfast at Drakes Kitchen, Plymouth University

Saturday 16 December 9-12am
Festive Breakfast at Drakes Kitchen Plymouth University
(Added Extras) Festive hats and jumpers very welcome!

Saturday 06 January 2024, 9-11am
Breakfast at Drakes Kitchen, Plymouth University

Saturday 20 January 9-11am
Breakfast at Drakes Kitchen, Plymouth University

Saturday 03 February 9-11am
Breakfast Venue to be confirmed

Saturday 17 February 9-11am
Breakfast at Drakes Kitchen, Plymouth University

Saturday 02 & 16 March 9-11am
Breakfast at Drakes Kitchen, Plymouth University

Saturday 06 & 20 April 9-11am
Breakfast at Drakes Kitchen, Plymouth University

**A Sunday roast and Curry & Bingo Night planned for early 2024

Any questions, please contact us:
07568 148685

PlymouthVeteransBreakfastClub@outlook.com



ARMED FORCES & VETERANS
BREAKFAST CLUBS



Take part in RBLI's biggest campaign yet, raising vital funds and awareness in support of veterans facing homelessness. You can sleep outside for one night or more, tent or no tent. The challenge is up to you. Just pick your location, plan your night out and get fundraising!

Sign up or find out more:

RBLI.CO.UK/SLEEPOUT



Registered with
FUNDRAISING
REGULATOR

rbl.co.uk

fundraising@rbl.co.uk

@RoyalBritishLegionIndustries

@RBLICharity

Royal British Legion Industries (RBLI) Charity No. 20063. RBLI, Hall Road, Aylesford, Kent, ME20 7NL. RBLI is completely separate to The Royal British Legion and receives no financial support from the annual Poppy Appeal. The charity must raise its own funds to deliver care and employment support, and build more homes.

Supporting You this Christmas

If you need to talk please call....

COMBAT STRESS
FOR VETERANS' MENTAL HEALTH
Combat Stress
0800 1381 619
combatstress.org.uk

The Compassionate Friends
Supporting bereaved parents and their families
The Compassionate Friends
0345 123 2304
tcf.org.uk

NATIONAL DOMESTIC VIOLENCE HOTLINE
National Domestic Abuse Helpline
0808 2000 247
nationaldahelpline.org.uk

SAMARITANS
Samaritans
116 123
samaritans.org

The Silver Line
helpline for older people
The Silver Line
0800 4 70 80 90
thesilverline.org.uk

Livewell
Southwest
First Response
0800 923 9323
[Web Link](#)

If you are in immediate danger always dial 999

REGI-MENTAL WELLBEING VETERAN SUPPORT

Counselling and wellbeing support for Veterans over the age of 50 living and working in the city of Plymouth.

HOW CAN WE HELP?

We're here to support over 50s in our community to love later life with dignity and independence. Our free and friendly counselling service is here to help Veterans access the support they need to build and maintain good mental health.

This flexible eight week programme supports people living with a range of challenges to their mental wellbeing including PTSD, low level depression and social isolation.

Our fully qualified, independent counsellor will guide and reassure you through your journey to better mental health, at your own pace and with full confidentiality.

WANT TO TALK? WE'RE HERE TO LISTEN

Face to face counselling for individuals through a series of regular free sessions in a comfortable and confidential environment.

Explore new possibilities, and enable the opportunity for change at your own pace.

INDEPENDENT. CONFIDENTIAL. GET IN TOUCH...

Brought to you by In collaboration with

Looking after someone?

Caring for a loved one who is ill, disabled or older can be valuable and rewarding, but without the right support caring can have an impact on your health, your job, your finances and your social life.

Visit carersdigital.org

Create an account using your **free access code:**

DGTC4836

Use this code to get free access to all the digital products and online resources, including:

E-Learning Building resilience
Designed to help carers access advice and information relevant to their situation, find resources and identify sources of support including technology, as well as promote carer's own health and wellbeing.

Jointly Care co-ordination app
A central place to store and share important information about the person you are caring for, set up appointments, allocate tasks, save files and notes, manage medication and lots more.

Free publications Carers UK guides
Essential reading for carers including: Lifford guide to caring, Looking after someone - Carers Rights Guide and Being Heard: A self-advocacy guide for carers

More resources & info
Links to workplace resources

JAN 2024



VETERANS AND FAMILY HUB

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Thursday Morning Stand Easy



We will be at Porkies Cafe, Whiteleigh for a Brew and a Bacon Bap for £3.50 on the First Thursday of the month

2nd November 2023	9.30-12.00	Porkies Cafe, 49 Whiteleigh Green, Whiteleigh, Plymouth, PL5 4DE
7th December 2023	9.30-12.00	
4th January 2024	9.30-12.00	
1st February 2024	9.30-12.00	

For more information Contact:
Glenn at glenn.jordan@fgct.co.uk



4GCT FOUR GREENS
COMMUNITY TRUST
Helping people, changing lives

Monday Morning Stand Easy



Woodland Fort Veterans Drop-in Coffee Morning

We will be joining the Community Coffee Morning at Woodland Fort Every first Monday of the month

6th November 2023	9.30-13.00	Woodland Fort Community Centre Woodland Fort Crownhill Road Plymouth PL5 3SQ
4th December 2023	9.30-13.00	
5th February 2024	9.30-13.00	
4th March 2024	9.30-13.00	

For more information Contact:
Glenn at glenn.jordan@fgct.co.uk



4GCT FOUR GREENS
COMMUNITY TRUST
Helping people, changing lives

Thursday Morning Stand Easy



We will be joining the Southway Community Cafe at Southway Youth & Community Centre, Hendwell Close on the 2nd Thursday of the month

9th November 2023	9.30-12.00	Southway Community Cafe Southway Youth & Community Centre Hendwell Close Southway Plymouth PL6 6TB
14th December 2023	9.30-12.00	
11th January 2024	9.30-12.00	
8th February 2024	9.30-12.00	

For more information Contact:
Glenn at glenn.jordan@fgct.co.uk
southwaycg@outlook.com



4GCT FOUR GREENS
COMMUNITY TRUST
Helping people, changing lives

Thursday Morning Stand Easy



We will be joining the ELM Community Cafe in the ELM Centre Community Cafe on the Third Thursday of the month

19th October	9.30-12.00	ELM Community Center, Leypark Drive, Leypark Road, Estover Plymouth PL6 8UE
16th November	9.30-12.00	
21st December	9.30-12.00	
18th January	9.30-12.00	

For more information Contact:
Glenn at glenn.jordan@fgct.co.uk
or Emily at emily.richards@fgct.co.uk



4GCT FOUR GREENS
COMMUNITY TRUST
Helping people, changing lives

Thursday Morning Stand Easy



We will be joining the Wellbeing Cafe at St Budeaux and Barn Barton Wellbeing Hub on the Last Thursday of the month

26th October 2023	9.30-12.00	William Sutton Memorial Hall 6 Shelly Way St Budeaux Plymouth PL5 1QP
30th November 2023	9.30-12.00	
21st December 2023	9.30-12.00	
25th January 2024	9.30-12.00	

For more information Contact:
Glenn at glenn.jordan@fgct.co.uk
communitycentres@colebrooksw.org



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Helping people, changing lives

Men's Tennis & Pickle Ball for Mental Wellbeing



FREE!

Time Every Tuesday at 2.30 - 3.30PM

Venue South Devon Tennis Centre, Erme Playing Fields, Ermington Road, Ivybridge PL21 9ES

Description Fun, casual drop-in Men's Tennis and Pickle Ball session for people experiencing low mood, loneliness and mental health problems. All abilities welcome, and equipment provided! Delivered by our super coach Paul! Come along and give it a go, we would love to see you!

This group is provided **FREE** by mental health charity Sport In Mind, November and the LTA for the benefit of local people. Find out more by calling Claire on 0158 947 9762

Devon Partnership **NHS** **MENTHEER** **LTA** **SOUTH DEVON TENNIS CENTRE**

Sport In Mind

November 2023
Devon

"We are Sport In Mind - the charity that uses sport and physical activity to improve the lives of people experiencing mental health problems". Our sessions take place every week, all year around. To find out more about sessions near you, check out our Activity Map on sportinmind.org or contact Claire on 0158 947 9762!

Exeter Sessions

Day	Time	Activity	Instructor	Venue
Tues	1.00-2.00	Tai Chi	Tom	The Hill Methodist Church Centre Fore St, EX4 3AT in the Epworth Room
Fri	11.30-12.30	Table tennis & Badminton	Mike	Riverside Leisure Centre, Cowick St, Exeter, EX4 1AF
3rd Fri of the month	11.00-12.00	Tai Chi	Jess	The Moorings iCrisis Cafe/Worford House, Dryden Rd, Exeter EX2 5AF

Plymouth and Ivybridge Sessions

Day	Time	Activity	Instructor	Venue
Mon	1.30-2.30	Men's Badminton	Brendan	Plymouth Life Centre 40 Hayflower Dr, PL2 3DG (Sports Hall)
Tues	2.30-3.30	Men's Tennis & Pickle Ball	Paul & Harry	South Devon Tennis Centre, Erme Playing Fields, Ermington Road, Ivybridge PL21 9ES
Thurs	1.30-2.30	Men's Table Tennis	Martin & Russ	Plymouth and District Table Tennis Club, 11 Desborough Lane, Desborough Road, St Ives, PL4 9PH

Devon Partnership **NHS** **MENTHEER** **LTA** **SOUTH DEVON TENNIS CENTRE**

Are you living with a Long-Term Health Condition?

Would you like to achieve a better quality of life?

Why not sign up to our FREE 4 week, half-day workshops:

My Health, My Way



2024 Workshops
Afternoons for 4 weeks
1.00 pm to 4.30 pm
ILP, 156 Mannam Road, Plymouth, PL3 5QL

10th to 31st January
6th to 27th February
4th to 25th March
3rd to 24th April
8th to 29th May
4th to 25th June

REFRESHMENTS PROVIDED

Call us on: 07305 006522
or email:
self-management@improvinglivesplymouth.org.uk
www.improvinglivesplymouth.org.uk

- Find new ways to manage your life in a friendly and relaxed atmosphere.
- Develop your knowledge, skills and confidence to self-manage the challenges you face
- Set and achieve your own goals
- Meet others, share experiences and learn new coping strategies

Hello! We are Plymouth Energy Community.

Nice to meet you!

We are here to help you with:

- Checking for benefits or grants
- Access to Priority Service Register
- Energy efficiency advice to help lower your bills
- Talking to your supplier if you find it difficult
- Condensation, damp and mould in your home
- Advice if you are struggling to pay your energy bills
- Grants to make your home warmer

One of our friendly Energy Advisors will be here **every Friday** between 10.00am and 12.30pm at Improving Lives Plymouth, Ernest English House, Buckwell Street, Plymouth, PL1 2DA. Speak to the reception to book an appointment.

PEC Plymouth Energy Community

What's On January

****NO Bingo In January ****

Tuesday 2nd - Veteran Hub Staff return to the office

Thursday 4th - Unpaid Carers Support group - Veterans Hub 13:30- 15:00

Saturday 6th - Armed Forces Breakfast Club- Drakes Kitchen- 09:00 -11:00

*Monday 8th - Age UK Walking Football - Harpers Football Centre - 14:00 - 15:00 - £2

*Tuesday 9th - Veterans Sticky Bun Morning - Age UK Mount Gould 10:00 - 12:00- £2.50

*Friday 12th - Brew and Banter - Union Rooms Wetherspoons - 10:30 - 12:30

*Saturday 13th - Veterans Brunch - Age UK Mount Gould- 10:00 - 12:00- £6

*Monday 15th - Age UK Walking Football - Harpers Football Centre - 14:00 - 15:00 - £2

*Tuesday 16th - Veterans Sticky Bun Morning - Age UK Mount Gould 10:00 - 12:00- £2.50

****Tuesday 16th - Podiatrist - EEH - By appointment**

****Wednesday 17th Fish and Chips evening - 17:00 - 19:30 - Vets Hub, must book by 12/1 - £7**

*Friday 19th - Brew and Banter - Union Rooms Wetherspoons - 10:30 - 12:30

*Saturday 20th - Armed Forces Breakfast Club- Drakes Kitchen- 09:00 -11:00

*Monday 22nd - Age UK Walking Football - Harpers Football Centre - 14:00 - 15:00 - £2

*Tuesday 23rd - Veterans Sticky Bun Morning - Age UK Mount Gould 10:00 - 12:00- £2.50

*Friday 26th - Brew and Banter - Union Rooms Wetherspoons - 10:30 - 12:30

*Sunday 28th - Veterans Brunch - Age UK Mount Gould- 10:00 - 12:00- £6

*Monday 29th - Age UK Walking Football - Harpers Football Centre - 14:00 - 15:00 - £2

*Tuesday 30th - Veterans Sticky Bun Morning - Age UK Mount Gould 10:00 - 12:00- £2.50

Thursday 1st Feb - Unpaid Carers Support group - Veterans Hub 13:30- 15:00

***Friday 2nd - Brew and Banter - Union Rooms Wetherspoons - 10:30 - 12:30**

* Cost payable

** Booking Required

