Notes about War Disablement Pension and War Widows or Widowers Pension
About this leaflet

You may be entitled to a War Disablement Pension, if you are injured or disabled as a result of your service in HM Forces or during a time of war.

If you are a widow, widower or a dependant of someone who died as a result of their service in HM Forces or during a time of war, you may be entitled to a War Widows or Widowers Pension.

**Pages 4 to 10** tell you what you should know about War Disablement Pensions.

**Pages 11 to 18** tell you what you should know about War Widows or Widowers Pensions.

**Pages 19 to 20** explain about other allowances and help you may be entitled to.

**Pages 21 to 34** tell you where to get more help and advice.

**Page 35** explains about 'Our service to you'

**Page 36** explains about 'Open government'
The War Pensions Scheme is run by Service Personnel and Veterans Agency, an Executive Agency of the Ministry of Defence. This leaflet gives you general guidance, but it is not a definitive (full) statement of the law. Please remember that the law may change from time to time. This may affect your rights and responsibilities, including whether you are likely to get a War Pension. If you need more advice about anything to do with War Pensions, call Veterans UK Helpline on 0800 169 22 77.

For more information on our helpline and other ways to contact us please see page 35.

We do not deal with any other benefits. If you want information about these benefits, please contact your local Jobcentre Plus, Pension Centre or Social Security Office.

If you don't live in the United Kingdom

If you live abroad please ignore the references to your local Jobcentre Plus, the National Health Service, Income Tax, and the Employment Service, Ministry of Defence Hospitals, Veterans Welfare Services and War Pensions Committees unless you live in the Republic of Ireland.
What you should know about War Disablement Pensions

Who is eligible?

To be eligible to claim you do not need to have served during wartime or have been a member of HM Forces. You may be entitled to a War Disablement Pension if you were:

- injured, disabled or have suffered an illness (physical or psychological) through service in HM Forces, including the Ulster Defence Regiment now known as the Royal Irish Regiment, the Home Guard, or Nursing and Auxiliary Services;
- a Civil Defence Volunteer (CDV) disabled while serving as a CDV;
- a civilian disabled as a result of enemy action in the 1939 to 1945 war;
- a merchant seaman, a member of the Naval Auxiliary Services or a coastguard, and you were disabled because of an injury you received or a disease you suffered because of conditions during a war, or because you were a prisoner of war; or
- a member of the Polish Forces under British Command who served in the 1939 to 1945 war, or in the Polish Resettlement Forces and you were injured or disabled through this service.

You are not eligible to claim a War Pension for disablement under the War Pensions Scheme if you are still serving in HM Forces.
The role of the medical advisers in war pensions

Under war pensions legislation, doctors (known as medical advisers) must consider medical aspects of war pension claims and appeals. The medical adviser has both medical expertise and special training in the War Pensions Scheme.

Lay officers make decisions on claims to war pension. If medical matters are involved, for example, in deciding whether a claimed disability is due to service or the level of disability, they take advice from, or act on, certificates provided by a medical adviser. The medical adviser takes account of the facts which are specific to the case, the relevant law and policy and the current medical understanding of the relevant disorder. The war pensions medical appendices provide a current summary of generally-accepted medical thinking on the causes of disorders.

How much is War Disablement Pension

The amount of money we can pay depends on how disabled you are and it does not matter how much you earn.

We will look at the condition(s) you are claiming for.

By condition(s) we mean:

- a wound;
- an injury;
- a disease; or
- something that happened as a result of an accident.
What you should know about War Disablement Pensions

You may need to have a medical examination and a doctor will look at how your condition(s) affect you. They will compare your health with that of a healthy person of the same age and sex.

If your claim is for deafness, you may need to have an audiology examination or an evoked-response audiogram. These are special tests that measure how well you can hear sound.

The method of disablement and assessment is defined in legislation which is unique to War Pensions and it pre-dates World Health Organisation definitions of impairment, disability and handicap.

Your earning capacity, any individual factors or extraneous circumstances are not taken into account.

Any disablement due to non-service factors is also excluded from the assessment.

The assessments however are a matter of medical judgement as to the degree of disablement present and the level of assessment is expressed as a percentage on a scale of Nil to 100 per cent.

We will pay you a pension if your assessment is 20% or more.

If your assessment is less than 20%, we will normally pay you a lump sum payment which is a gratuity. The amount you will get depends on how disabled you are and how long you are likely to be disabled.
What you should know about War Disablement Pensions

This gratuity will be taken into account if we increase your assessment to 20% or more (for example, after a successful review or appeal), within six years. We will have to take all or part of the gratuity as an advance payment of your pension. This is to make sure that people who are paid a gratuity instead of a pension are not better off.

If your condition is **noise-induced sensorineural hearing loss** and we assess your disablement at less than 20%, we will not be able to pay you a pension or a lump sum.

**Compensation received from other organisations, elsewhere in the Ministry of Defence or Industrial Injuries Disablement Benefit (IIDB).**

If you are getting or have had compensation from another organisation, elsewhere in the Ministry of Defence or IIDB for the same conditions as those for which you are making this claim, we may reduce your War Disablement Pension or lump sum. We do this because we believe you should not be compensated twice for the same disablement.

There are some payments that we do not take into account, for example, compensation paid under the UK Criminal Injuries Compensation Schemes as a result of terrorist activities.

If you want to know more about the current rates of war pensions, allowances and gratuities, please see our **Leaflet-9 Rates of War Pensions and allowances**.
Income tax

War Pensions and allowances have not been taxed since 6 April 1979. When you fill in your income tax return, write a note clearly on the form to say that you receive a war pension. The Tax Inspector will then ignore your war pension when he or she assesses how much income tax you have to pay. (Income and Corporation Taxes Act 1988 - subsection 315)

Armed Forces Pension Scheme

The armed forces run a higher-rate pension scheme called Service-Attributable Pension. You may qualify for this pension if:

• you were medically discharged on or after 31 March 1973; and

• we accept that the conditions which led to you being medically discharged were caused by your service.

Preserved Pension

If you leave the Forces too early to receive an immediate pension, you may be entitled to a Preserved Pension.

This is normally paid from age 60 and you must have been a member of the Armed Forces Pension Scheme for at least two years.

You may be awarded a Preserved Pension early if you become permanently unable to work because of mental or physical illness.

If you want more information about either of these pensions please see the contact details on page 35.
What you should know about War Disablement Pensions

How to claim a War Disablement Pension under the War Pensions Scheme
If you receive a claim form and a letter with this leaflet, fill in the form and send it back to us within three months of the date of the letter. The address is on page 35. If you delay it will affect your claim and you could lose money.
If you want a claim form, you can write to us at the address on page 35.
You will need to tell us your full name and any other names that you have used, like your maiden name or married name, and your National Insurance number.
If you are claiming because of your service in HM Forces or the Polish Forces under British Command, tell us:
• your service number, rank or rating;
• your branch of the forces, including your regiment or corps; and
• the dates you enlisted and were discharged
Please provide as much information as you can about your injury or disablement.
If you do not have all the information, tell us as much as you can.
If you are claiming as a civil defence volunteer or civilian, you must do so within three months of the date of your injury. The only general exception to this is if you have independent evidence of the injury which caused your disablement. But we do make other exceptions in special circumstances.
For the other groups mentioned, there are no time limits for claiming. But payment will normally only start from the date of your claim.

**How we will pay you**

If you are entitled to a pension we will normally make payment direct into an account. You can use a bank, building society or other account provider. Many banks and building societies will let you collect cash at the post office.

If you need more information, you can ring Veterans Helpline (UK only) on 0800 169 22 77.

If you live overseas payment is only available through banks or building societies.
What you should know about War Widow’s or Widower's Pensions

Who is eligible for a War Widow's or Widower's Pension under the War Pensions Scheme?

You may be entitled to a War Widow's or Widower's Pension if:

• your husband's or wife's death was a result of his or her service in HM Armed Forces;

• your husband or wife was a civil defence volunteer or a civilian and his or her death was a result of the 1939 to 1945 war;

• your husband or wife was a merchant seaman, a member of the naval auxiliary services, or a coastguard and his or her death was a result of an injury or disease he or she got during a war or because he or she was a prisoner of war;

• your husband's or wife's death was a result of his or her service as a member of the Polish Forces under British Command during the 1939 to 1945 war, or in the Polish Resettlement Forces;

• your husband or wife was getting a War Pensions Constant Attendance Allowance at the time of his or her death, or would have been if he had not been in hospital; or

• your husband or wife was getting a War Disablement Pension at the 80% rate or higher and was getting Unemployability Supplement.
What you should know about War Widow's or Widower's Pensions

We may be able to pay you a pension if you lived with a partner as husband and wife.

You are not entitled to a War Widow's or Widowers Pension as well as Bereavement Benefit. But the War Widow's or Widower's Pension is usually higher.

How much is War Widow's or Widower’s Pension?

There are two rates of War Widow's or Widower's Pension - a higher rate and a lower rate.

Higher rate

We will pay you a War Widow's or Widower's Pension at the higher rate if you are:

• the widow or widower of an officer above the rank of Major or equivalent;
• aged 40 or over;
• under 40 and getting an allowance for a child; or
• under 40 and unable to support yourself financially.

Lower rate

If you are not entitled to the higher rate, we will pay you a pension at the lower rate until you reach age 40. When you reach age 40, we will pay you the higher-rate pension.
If you want to know more about the current rates of war pensions, allowances and lump sums, please see our Leaflet-9 Rates of War Pensions and allowances.

**Income tax**

War Widow's and Widower's Pensions and allowances have not been taxed since 6 April 1979. When you fill in your income tax return, write a note clearly on the form to say that you receive a War Widow's or Widower's Pension. The Tax Inspector will then ignore your War Widow's or Widower's Pension when he or she assesses how much income tax you have to pay. (Income and Corporation Taxes Act 1988 - subsection 318)

**Supplementary pensions**

If your husband or wife was discharged from HM Forces on or before 31 March 1973, we may pay you a supplementary pension.

**Inheritance tax**

When someone dies, Inheritance Tax must normally be paid if their estate is worth more than a certain amount.

However, if a serving or former member of the forces dies from (or death can be shown to have been hastened by), a wound sustained, or injury / disease contracted on active service an application may be submitted to consider whether or not the estate may be exempt from Inheritance Tax.
For further information please contact;

Service Personnel and Veterans Agency
Joint Casualty & Compassionate Centre
(Deceased Estates)
Room 43
Building 182
Royal Air Force
Gloucester
GL3 1HW

Age allowance for older widows or widowers
You may automatically get an age allowance when you reach 65. We also increase this allowance at age 70 and age 80.

Temporary Allowance for Widows or Widowers
We will give you a Temporary Allowance for Widows or Widowers if your husband or wife was getting War Pensions Constant Attendance Allowance, Unemployability Supplement or had underlying title to Unemployability Supplement with Allowance for Lowered Standard of Occupation. But you can only have this allowance for 26 weeks after your husband or wife dies.

We will pay you this allowance based on the rate of your husband's or wife's pension. If your husband or wife was getting some allowances, we will use them to work out how much we can pay you.
What you should know about War Widow's or Widower's Pensions

The amount of money we can pay you is normally more than a War Widow's or Widower's Pension or Bereavement Benefit.

If you get Bereavement Benefit, we will have to reduce your allowance each week to take back the money that you have already had.

After 26 weeks you may receive a War Widow's or Widower's Pension or Bereavement Benefit.

**War Orphan's Pension**

We can pay a pension to a child who has lost both parents. The veterans welfare managers will do all they can to see that the child gets proper care, help and advice.

**Help with funeral costs**

We may pay funeral expenses up to a limit of £1400 where a war pensioner dies and:

- death was due to service;
- War Pensions Constant Attendance Allowance was being paid or would have been paid if the war pensioner had not been in hospital when they died;
  
  we assessed a war pension at the 80% rate or higher and
- Unemployability Supplement was being paid at the time of death; or
- the person died while they were in hospital having treatment for a disablement which they received a war disablement pension for.
If you want to apply for help with the cost of a funeral, please get in touch with us at the address on page 35 as soon as you can. You must make a claim within three months of the funeral.

If we cannot help with the cost of the funeral, you may be able to get help from the Social Fund if you are getting Income Support, Pension Credit, Working Tax Credit, Housing Benefit or Council Tax Benefit.

If you want more information, please see leaflet SFL 2 How the Social Fund can help you, or ask your local Jobcentre Plus or Social Security Office.

How to claim

If you receive a claim form and a letter with this leaflet, fill in the form and send it back to us within three months of the date of the letter. The address is on page 35.

If you delay it will affect your claim and you could lose money.

If you want a claim form, you can write to us at the address on page 35.

If you are getting Housing Benefit or Council Tax Benefit, you must tell the council about your War Widow's or Widower's Pension. If you have been getting Housing Benefit or Council Tax Benefit since the start of your War Widow's or Widower's Pension, the council may have overpaid you and may ask you to repay some of the money.
Remarriage

If you are a war widow or widower whose late spouse left Service before 31 March 1973 you can keep your pension if you remarry after 6 April 2005. Otherwise you must tell us straight away. This is because your pension will stop from the date of your marriage. You may however reclaim that pension if you become widowed again or if your marriage ends in divorce or judicial separation. If you are getting children's allowances, we may be able to continue paying them.

If you are in receipt of Temporary Allowance for Widows or Widowers when you remarry you must tell us straight away. This is because your Temporary Allowance will stop from the date of your marriage. We may be able to pay children's allowances. If your late spouse left Service before 31 March 1973 and you remarry after 6 April 2005 you may be able to receive a war widow's or widower's pension.

Living with a partner as husband and wife

If you are a war widow or widower whose late spouse left Service before 31 March 1973 you can keep your pension if you start living with a partner after 6 April 2005. Otherwise you must tell us straight away. This is because your pension will stop from the date of you start living together. If you are getting children's allowances, we may be able to continue paying them.
What you should know about War Widow's or Widower's Pensions

If you are in receipt of Temporary Allowance for Widows or Widowers when you begin living together as husband and wife you must tell us straight away. This is because your Temporary Allowance will stop from the date you begin living with a partner. We may be able to pay children's allowances. If your late spouse left Service before 31 March 1973 and you begin living with a partner after 6 April 2005 you may be able to receive a war widow's or widower's pension.
About other allowances and help you may be entitled to

Access to Health Services - Priority treatment for Veterans

All veterans in England, Scotland and Wales should receive priority access to NHS secondary care for any conditions which are likely to be related to their service, subject to the clinical needs of all patients. Make sure your GP and hospital know you are a veteran.

There are currently no arrangements with Health Authorities in Northern Ireland. Their aim is that all patients should have access to treatment within a reasonable timescale.

Other Benefits or allowances you may be entitled to

There are various Government Departments who offer financial help and other support if;

- you're on a low income (employed or looking for work)
- you have dependant children
- you're sick or disabled
- you're caring for someone
- you're 60 or over
- you have been bereaved
- you're pregnant or have recently had a baby

The Veterans UK helpline will be able to offer you general advice and guidance on these benefits, pensions or any other issues that may be affecting you.
About other allowances and help you may be entitled to

Alternatively, you can find out more on the Jobcentre Plus website at www.jobcentreplus.gov.uk. If you want to speak to someone, contact your local Jobcentre Plus, Pension Centre or Social Security Office. You can find contact details in the phone book or on the Jobcentre Plus website. If you live in Northern Ireland contact the Government of Northern Ireland Health and Social Services.

Useful Websites

• www.direct.gov.uk
• www.jobcentreplus.gov.uk
• www.dwp.gov.uk
• www.thepensionservice.gov.uk
• www.hrmc.gov.uk

Useful telephone Numbers

0800 055 6688 - Job Centre Plus
0845 300 3900 - Tax Credits Helpline
0800 99 1234 - The Pensions Service
0800 882 200 - Benefits Enquiry Line
08457 123 456 - Disability Benefits Helpline
01253 856 123 - Carer’s Allowance Enquiries
Where to get help and advice

**Veterans Welfare Service**

Veterans Welfare Service provide professional advice, guidance and support to Veterans and their families.

Our network covers the whole of the UK, and the Irish Republic.

Simply call 0800 169 22 77 to get details of your nearest Veterans Welfare Service or look in the local phone book under "Veterans Agency" or "Service Personnel and Veterans Agency", or log on to [www.veterans-uk.info](http://www.veterans-uk.info), click 'Welfare Services' click 'How to contact the Veterans Welfare Service' and enter your postcode.

**Ex-Service organisations**

There are many ex-service organisations which help veterans and their families. They can give you help and advice on war pensions and allowances.

If you want to appeal against a decision on your claim, these organisations can help you with your case and represent you at the appeal. It will not cost you anything and you do not need to be a member of the organisations to get free advice.
Where to get help and advice - Ex-Service organisations

These organisations include the following.

- **British Limbless Ex-Servicemen's Association**
  Frankland Moore House
  185-187 High Road
  Chadwell Heath
  Romford
  Essex
  RM6 6NA

The association aims to promote the welfare of all those who have lost a limb or limbs, or one or both eyes, or the use of limbs as a result of their service in any branch of Her Majesty's Forces or auxiliary forces. It also aims to help dependants of these people and those ex-servicemen and servicewomen who lose a limb after service.

- **Burma Star Association**
  4 Lower Belgrave Street
  London
  SW1W 0LA

  Tel: 020 7823 4273 / 4283 (Welfare)

The association provides welfare service and gives free and confidential advice to all holders of the Burma Star.
Where to get help and advice—Ex-Service organisations

- The Ex-Services Mental Welfare Society (Combat Stress)
  Head Office
  Tyrwhitt House
  Oaklawn Road
  Leatherhead
  Surrey
  KT22 0BX

The society cares for ex-members of HM Forces and the Merchant Navy who have psychiatric disabilities. The society provides a network of regional welfare officers throughout the United Kingdom. There are also three short-term treatment centres and a veterans' home.

- Forces Pensions Society
  68 South Lambeth Road
  Vauxhall
  London
  SW8 1RL

  Tel: 020 7820 9988

The society protects the pension interests of ex-service personnel of all ranks and their dependants.
Where to get help and advice-Ex-Service organisations

- The Far East (Prisoner of War and Internees) Fund (FEF) and Far East prisoners of War Central Welfare Fund (CWF)
  30 Copsewood Way
  Bearsted
  Maidstone
  Kent
  ME15 1PL

The fund helps Far East Prisoners of War and civilian internees (prisoners) of the Japanese 1941 to 1945 war and their dependants who are in need.

- The Joint Committee of the Order of St John and The British Red Cross Society
  5 Grosvenor Crescent
  London
  SW1X 7EH

The joint committee provides grants to needy war-disabled ex-servicemen, ex-officers and their widow or widowers. It has long-standing connections with three paraplegic settlements.
Where to get help and advice - Ex-Service organisations

- The National Gulf Veterans and Families Association
  58-60 The Pavillion
  536 Hall Rd
  Hull
  HU6 9BS
  Tel: 0845 257 4853
  E.mail: info@ngvfa.org.uk
  www.ngvfa.org.uk

The association offers help and advice to Gulf War veterans, their partners, families and friends. They offer assistance with financial matters and representation at appeal / entitlement cases.
Where to get help and advice-Ex-Service organisations

- **The 'Not Forgotten' Association**
  4th Floor
  2 Grosvenor Gardens
  London
  SW1W 0DH

The association helps disabled ex-service personnel. They provide televisions and holidays for severely disabled people and outings, concerts and gifts for people in hospitals and care homes.

- **The Officers' Association**
  1st Floor
  Mountbarrow House
  6-20 Elizabeth Street
  London
  SW1W 9RB

The association gives advice and help to ex-officers and their families:

- cash grants;
- continuing allowances to those with very small incomes; and

In special circumstances they can also give help with education or training fees.

There is a care home for single ex-officers near Teignmouth, Devon and a 12 bungalow estate near Watford for disabled ex-officers and their families.

The association also helps ex-officers to find suitable jobs, either when just leaving service or if they become unemployed.
Where to get help and advice - Ex-Service organisations

- **The Royal Airforces Association**
  117½ Loughborough Road
  Leicester
  LE4 5ND
  Tel: 0116 266 5244
  Fax: 0116 261 2819

  The Association gives help and advice to ex-RAF and Commonwealth Air Forces personnel.

- **The Royal Alfred Seafarers' Society**
  SBC House
  Restmor Way
  Wallington
  Surrey
  SM6 7AH
  Tel: 020 8401 2889
  Fax: 020 8401 2592

  The society provides accommodation in Surrey and Sussex for former seafarers and their dependants. Sheltered housing and care homes are available in Surrey and there are care homes in Sussex.
Where to get help and advice—Ex-Service organisations

- Gurkhas Welfare Support Office
  New Normandy Barracks
  Evelyn Woods Road
  Aldershot
  Hants
  GU11 2LZ
  Tel: 01252 355127

- The Royal British Legion
  Haig House
  199 Borough High Street
  London
  SE1 1AA
  Tel: 020 3207 2100
  Pens Dept: 020 3207 2164/2169/2168

The organisation provides for the welfare of ex-servicemen, ex-servicewomen and their dependants. It provides:

- financial help;
- care homes;
- employment for the disabled;
- small-business advice and loans;
- resettlement training; and
- free pensions advice and much more

All work is funded by public donations.

The Royal British Legion also provides a social focus for ex-service personnel through its branches and clubs all over England, Wales and Ireland.
Where to get help and advice - Ex-Service organisations

- The Royal British Legion Scotland
  The Earl Haig Fund Scotland and the Officers' Association Scotland
  New Haig House
  Logie Green Road
  Edinburgh
  EH7 4HR
  Tel: 0131 557 2782

They help all ex-service personnel, their widows or widowers and their dependants living in Scotland. They provide help with pensions, welfare advice and friendship.

- The Royal Hospital
  Chelsea
  London
  SW3 4SR

The Royal Hospital provides a home for old soldiers who are getting an army long-service pension or a war pension. It is not a hospital.
The Royal Naval Association believes firmly that 'welfare is not only money'. With 35,000 members, they are a brotherhood and sisterhood for life, offering friendship, comradeship and personal support to their members. Limited Welfare funds are raised by members to support these activities.

- **The Royal Naval Association**  
  Room 209, Semaphore Tower  
  PP70  
  HM Naval Base  
  Portsmouth  
  Hants  
  PO1 3LT  
  Tel: 02392 723823

The Royal Naval Association believes firmly that 'welfare is not only money'. With 35,000 members, they are a brotherhood and sisterhood for life, offering friendship, comradeship and personal support to their members. Limited Welfare funds are raised by members to support these activities.

- **The Royal Naval Benevolent Trust**  
  Castaway House  
  311 Twyford Avenue  
  Portsmouth  
  Hampshire  
  PO2 8PE  
  Tel: 023 9269 0112

All ratings and other ranks of the Royal Navy or Royal Marines are part of the 'RNBT Family'; so are their wives, husbands and dependant children. They number three million people worldwide.

The trust provides help such as:

- financial grants
- regular payments to supplement the income of older people;
- care for older people at Pembroke House; and
- advice on welfare matters
Where to get help and advice

- **The Royal Patriotic Fund Corporation**
  4 North Street
  Wilton Salisbury
  Wiltshire
  SP2 0HE
  
  **Tel: 01722 744 030**

  The corporation gives financial help to widows, widowers, orphans and dependants of servicemen and servicewomen.

- **St Dunstan's**
  12-14 Harcourt Street
  London
  W1H 4HD
  
  **Tel: 0207 723 5021**

  St Dunstan's cares for blind ex-servicemen and servicewomen no matter how they lost their sight. You must be ex-service and have a significant sight loss in both eyes.
Where to get help and advice

• The Soldiers', Sailors' and Airman's Families Association (SSAFA) - Forces Help  
  19 Queen Elizabeth Street  
  London  
  SE1 2LP  
  Tel: 0207 403 8783  
  Fax: 0207 403 8815  
The association helps all service and ex-service personnel and their families. It acts as a friendly adviser, whatever the problem. It helps people to get all the practical and financial help they are entitled to from statutory sources. It acts as an agent of service, regimental and other funds to provide relief for those in need. And it offers accommodation for disabled people and care homes for the elderly. There are local representatives throughout the UK.

• War Widows' Association of Great Britain  
  c/o Haig House  
  199 Borough High Street  
  London  
  SE1 1AA  
  Tel: 020 3207 2100  
or contact us at  
  Info@warwidowsassociation.org.uk  
The War Widows' Association exists to improve the conditions of war widows and widowers and their dependants in Great Britain. Its work includes anyone who receives a war widows or widowers pension regardless of whether they have lost their husband or wife in peacetime or as a result of war.
Other organisations that can help

• The Mobility Advice and Vehicle Information Service (MAVIS)

MAVIS gives advice and information to people with disabilities on choosing, adapting and driving motor vehicles. If you want more information, write to:

• MAVIS
  Department for Transport
  Crowthorne Business Estate
  Old Wokingham Road
  Crowthorne
  Berkshire
  RG45 6XD.

Motability

Motability is an independent voluntary organisation. They help disabled people to use their War Pensioners' Mobility Supplement or Disability Living Allowance mobility component to buy or hire a car or powered wheelchair. If you want more information, write to:

• Motability
  Goodman House
  Station approach
  Harlow
  Essex
  CM20 2ET
Where to get help and advice

- **Royal Association for Disability and Rehabilitation (RADAR)**
  RADAR
  12 City Forum
  250 City Road
  London
  EC1V 8AF

RADAR has published a book called *Motoring and mobility* for disabled people. If you want more information, write to:

- **Disabled Persons Transport Advisory Committee (DPTAC)**

The Disabled Persons Transport Advisory Committee has published a guide for people with disabilities on their website. It is called *Door to Door* and is available to view at www.dptac.gov.uk.

- **Royal National Institute for Deaf People (RNID)**
  RNID
  19 - 23 Featherstone Street
  London
  EC1Y 8SL
  Tel: 0808 808 0123
  Fax: 020 7296 8199
  Text: 0808 808 9000
  E-mail: informationline@rnid.org.uk
  Website: www.rnid.org.uk

The RNID is the largest charity representing the 9 million deaf and hearing impaired people in the UK.
Our service

We aim to provide a high-quality service and to treat everyone equally.

We are always trying to improve the service that we give you. To help us give you a better service, we have a Customer Service Manager.

If you want to tell us anything about our service, you can get in touch with our Customer Service Manager.

Please write to:

Service Personnel and Veterans Agency
Customer Service Manager
Norcross
Thornton-Cleveleys
FY5 3WP
England

You can contact us by E-mail at:
Veterans.help@spva.gsi.gov.uk

Or

you can phone our free Helpline on 0800 169 22 77 and ask for the Customer Service Manager.

Veterans UK Helpline: 0800 169 22 77

The helpline provides an expert advice and guidance service for veterans and their dependants, offering help on a wide range of issues.
Open government

The Agency is committed to the principles of Open Government as set out in the **Code of Practice on Access to Government Information** and the **Freedom of Information Act**. The Freedom of Information Act came fully into effect on 1st January 2005 and is available to view on the Internet at [www.foi.mod.uk](http://www.foi.mod.uk).

The **Data Protection Act** came into force in July 1998 and regulates the processing of personal information, granting individuals certain rights regarding personal data. A copy of the Data Protection Act 1998 is available to view on the Internet at [www.dataprotection.gov.uk](http://www.dataprotection.gov.uk).

Service Personnel and Veterans Agency will be happy to answer your questions and give you any information you need.

If you want more information, please write to:

**Service Personnel and Veterans Agency**  
**Freedom of Information Officer**  
**Norcross**  
**Thornton-Cleveleys**  
**FY5 3WP**  
**England**

When you write to or phone us you need to explain the information you want and give your name, address and National Insurance number (if you know it).