

Veterans' Gateway


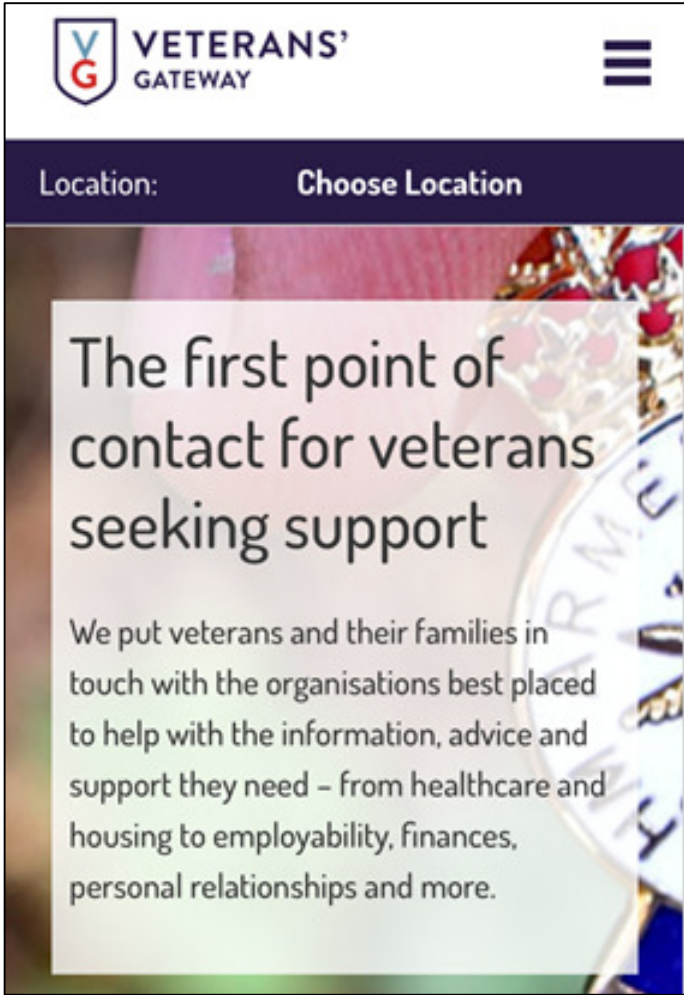
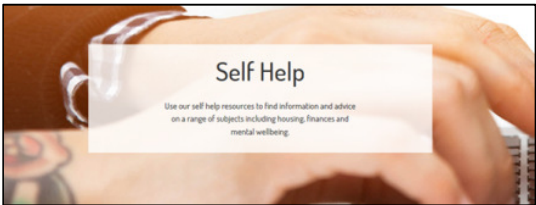
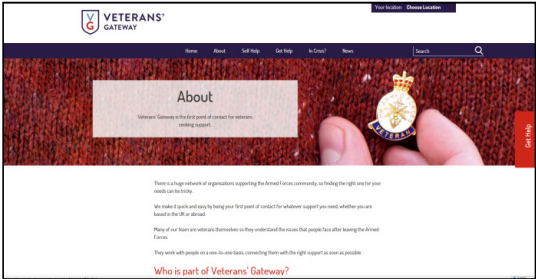
Kate Green



VETERANS'
GATEWAY


The first point of contact
for veterans seeking support

The Service




Call Us 0800 802 1212

Speak to an advisor at our contact centre. Lines are open 24 hours a day, 7 days a week.




Text 81212

Provide your details by text message and one of our advisors will be in touch as soon as possible



Email

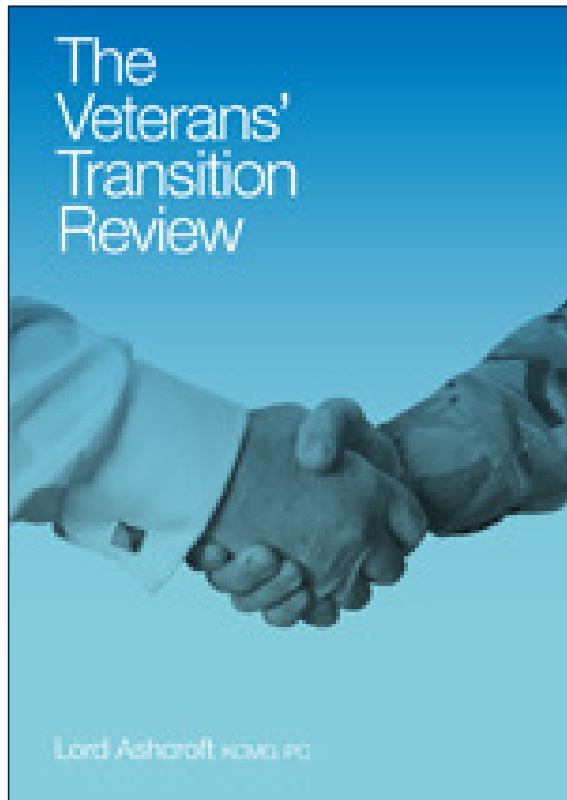
Click here to connect with an advisor at our contact centre by email to get help and support online.



Live Chat

Connect with an advisor at our contact centre to get advice and support at any time, 7 days a week

Veterans' Gateway – Why is it needed?



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Over **2,500** military charities exist.

Service launched in response to **Lord Ashcroft's 2014 Veterans' Transition Review**, which called for the confusing **support system for veterans to be simplified to:**

- One 24/7 contact centre
- Single free Phone number
- A website address
- Instant client transferrals to appropriate person
- Easy to find global help

More than **40%+** said number of veterans charities made it "*harder & slower*" to find right support

40% Of respondents said they would not know which AF charity to turn to for support or help

80% + of respondents would welcome the creation of a first POC for veterans in need of support

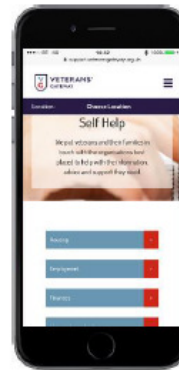
55% Of veterans surveyed are "confused" by the military charity sector

More than a **1/5th** of those surveyed had been referred to upto 5 charities before finding support

Digital Platform



Website



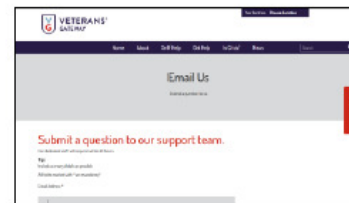
Mobile and SMS



Web chat



Geo location app



Email



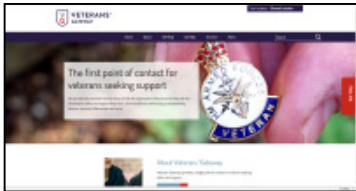
Social media



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Veterans' Gateway in figures



Website sessions
244,407



Facebook followers
10,430



Live Chats
1745



E-mailed Questions
2962



Twitter followers
1965



Phone calls
3401

Since service launch 4/4/17 to 30/04/18

Partners



How to get involved as an Organisation/Service Provider

Enquiries@veteransgateway.org.uk



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What do people ask for?

- I need to find somewhere to live
- I need to find a job
- Can I apply for compensation from the MOD?
- I haven't got any food
- Benefits advice
- Mobility issues
- My partner isn't coping
- I can't pay my electricity bill
- I don't know what to do
- How long will it take me to drive 40 miles at 40 mph if my tires aren't fully inflated?