



**We're Citizens Advice and we're here for everyone**

We give people the knowledge and confidence they need to **find their way forward** - whoever they are, and whatever their problem.

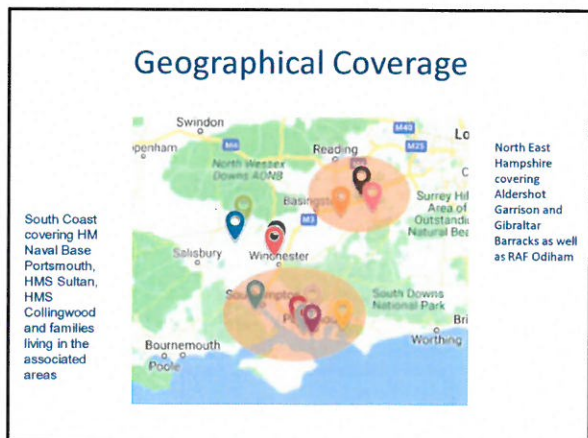
We're a network of **280** local Citizens Advice with **2,588** locations across England and Wales.

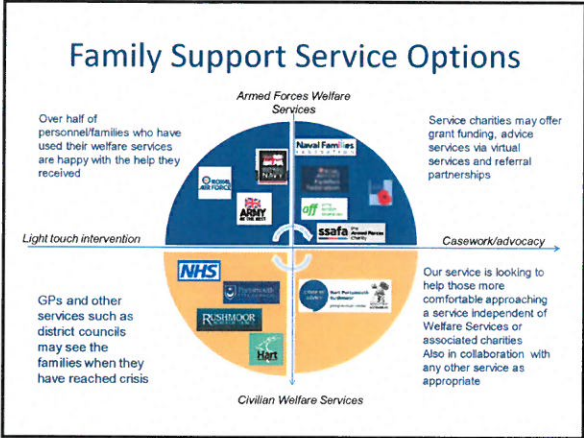
Last year we helped **2.6 million** people **face to face**, **over the phone**, by **email** and through **webchat**.

Our online advice pages had **25 million** visits

**What is Joining Forces for Families (JFFF)**

- A civilian branded advice service for serving personnel and their families funded by the Armed Forces Covenant as part of their Families in Stress initiative.
- Delivered in partnership by Citizens Advice bureau based in Hart Rushmoor and Portsmouth
- 'Joins Forces' with national and local partners to provide the best and most appropriate service to families in need.
- Covers Aldershot Garrison, RAF Odiham and HM Naval Base Portsmouth
- Provides generalist advice and information in addition to specialist advice in the areas of financial capability, personal relationships and housing
- Delivered by specialist Citizens Advice assessors, advisers and caseworkers at a range of locations according to the needs of those being referred.





### What advice can we give?

Generalist advice and guidance as well as signposting to self help information

Budgeting and money management, debt and benefit assistance and access to capability clinics

Housing options and links to housing providers

Expert advice on all aspects of relationships issues caused by service life

### Who delivers the service?

The service is currently being delivered by our three advisers who are fully mobile across the three delivery areas

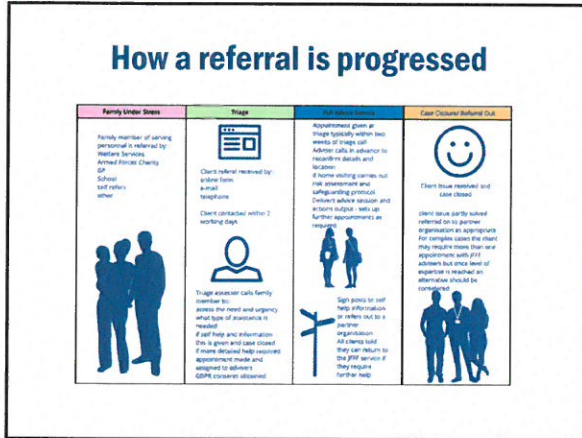
Volunteers will supplement the service group as the demand rises and will concentrate on ensuring clients get the right help at the right time

The project will be actively looking to provide opportunities to participate in this project by offering volunteer roles to family members as appropriate

Finally I will be the single point of contact for the project outside of the advice arena I can be contacted on most days

### How to access our services

- Web: <https://citizensadvicehart.org.uk/joining-forces-for-families/>  
The webform can be used by either a referral agency such as yourselves or by the client themselves
- E-mail [Joiningforces@hartcab.cabinet.org.uk](mailto:Joiningforces@hartcab.cabinet.org.uk)
- Facebook: [@JoiningforcesHampshire](https://www.facebook.com/JoiningforcesHampshire)
- Tel: 01252 749265
- We will respond to initial referrals within 2 working days



### Who Are Our Partners?




### Information Material

**Joining Forces For Families**


A free and confidential advice resource for armed forces families in North East Hampshire & Portsmouth provided by Trifold Advice.

Helpdesk can be reached on the following ways:  
<http://www.joiningforcesforfamilies.org.uk>  
 or 01329 746200


E-card



Trifold

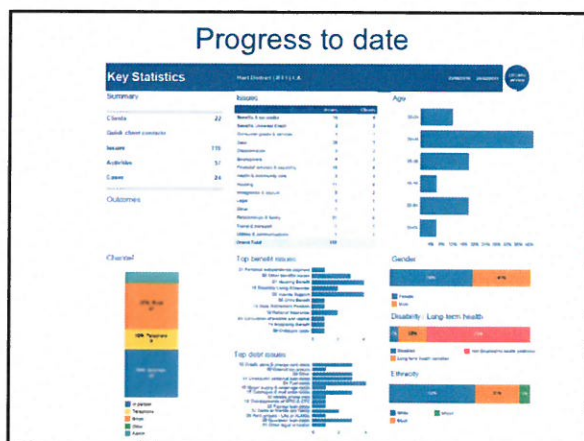


Poster



### Case studies

- Action Hampshire referral
  - Army spouse – complicated relationship
  - Felt isolated with two small children
  - Health and Wellbeing suffering
  
- Partner Organisation Referral
  - Army family struggling with reduced income on return to UK
  - Two small children
  - Debts become unmanageable
  - Stress and strain on family relationships



- ### How can you help?
- Consider how we might collaborate especially where our expertise might help
  - Provide information to your families about our service
  - Refer into our service
  - Provide feedback on the performance of our service where applicable
  - Tell us what else you need from the project
  - Agree to participate in the evaluation study if requested

- ### Next Steps for the Project
- Continue to promote service
  - Start clinics at designated outreach locations
  - Participate in service focused events such as wellbeing events and Armed Forces Day events
  - Schedule future recruitment of volunteers and service volunteers
  - Continue the key partner meetings
  - Develop further partnerships
  - Evaluate service

### Thank you for your time

Charlie Palmer  
 Adviser/Caseworker  
 On behalf of  
 Jane Rumsam  
 Project Manager JFFF  
[Projectmanager@hartcab.catnet.org.uk](mailto:Projectmanager@hartcab.catnet.org.uk)  
<http://citizensadvicehart.org.uk/joining-forces-for-families/>  
 Tel: 01252 749263  
 Mob: 07854 498689



