

**The RAF Association (RAFA) supports the whole air force family, providing comradeship, welfare and opportunities to present and former members of the Royal Air Force and their dependents.**

### How do we do this

We have a network of Honorary Welfare Officers, supported by Area Welfare Officers and a Welfare Department at Central Headquarters who offer comradeship, friendship and practical help to those who require aid or support. We provide this service to all who are serving or have served - you do not need to be a member of the Association, just a member of the RAF family.

### How does it work?

Most RAFA Branches, throughout the United Kingdom and overseas have at least one Honorary Welfare Officer - some larger Branches more than one. Through their local knowledge they offer support in their local community. They are generally the first point of contact, identifying and visiting people who require our help - often in their own home. In some cases it may be just friendship and comradeship that is required, but if

specialist advice or possibly respite care or other welfare needs are identified then the Honorary Welfare Officer can help you to complete the appropriate application forms, whether that be to establish your eligibility for State Benefits; financial

needs; your situation and circumstances at home or, just as importantly, 'signpost' you to the most appropriate Social Agency to assist you.



Any information provided or volunteered is entirely confidential and will only be shared, with your agreement, with those people who need to know (possibly other charities that we may approach on your behalf).

You will have the opportunity to review and agree any information taken by the Honorary Welfare Officer.

### What Services do we provide ?



### How does The Association raise its funds

Our work is made possible by our Members who raise funds through the annual Wings Appeal and other fundraising



activities. We are also grateful to all those providing legacies and gifts instead of funeral flowers to enable use to increase our welfare activities. We receive donations and grants from sympathetic charitable trusts and we can also refer cases for consideration to the RAF Benevolent Fund and other charities.

### Will I have to pay?

This will depend on the kind of help or welfare support required and your financial situation. Honorary Welfare Officers do not charge for their help. RAFA representation at War Pension and Armed Forces Compensation Scheme Appeal Tribunals is also free.



Contributions towards the cost of a welfare break at one of our three respite care homes (jointly funded with The RAF Benevolent Fund) will depend on your individual means and we will seek financial assistance to allow you to have a break should your finances require this. The three respite care homes are:

- Richard Peck House in Lytham St Annes
- Rothbury House in Rothbury, Northumberland
- Flowerdown House in Weston-super-Mare

We have a network of Sheltered Housing, usually a group of self-contained flats or bungalows with some communal facilities. It is the Association's policy to treat all tenants at a scheme as 'one of one company' so that all pay the same rent. We also charge rent at our supportive housing. If necessary financial help can be claimed through the Housing Benefit Scheme.



## Further Information

If you require further information either:

- Contact the Honorary Welfare Officer at your local Association Branch
- Contact your nearest Area Welfare Officer
- Contact the Welfare Director at CHQ  
CHQ 117½ Loughborough Road  
Leicester LE4 5ND  
Tel No: 0116 266 5224

### Eastern Office

117½ Loughborough Road  
Leicester LE4 5ND  
Tel No: 0116 266 2812

### Midland Office

The RAFA Windermere Club  
110 Wake Green Road  
Moseley  
Birmingham B13 9PZ  
Tel No: 0121 449 9356

### Northern (York) Office

The Raylor Centre,  
James Street,  
YORK YO10 3D  
Tel No: 01904 870691

### North Ireland Office

War Memorial Building  
9-13 Waring Street  
Belfast BT1 2DW  
Tel No: 02890 325 718

### Northern (Leyland) Office

Westby House, Golden Hill,  
LEYLAND PR25 3NN  
Tel No: 01772 458 536

### South Eastern Office

3-5 Old Bridge Street  
Hampton Wick, Kingston-upon Thames  
Surrey KT1 4BU  
Tel No: 020 8286 6667

### South West Office

Chancel Lane, Pinhoe,  
Exeter EX4 8JU  
Tel No: 01392 462088

### Scotland (& Overseas) Office

20 Queen Street, Edinburgh  
EH2 1JX  
Tel No: 0131 225 5221

### Wales Office

Celynen Collieries Institute,  
Memorial Hall, High St, Newbridge,  
NEWPORT NP11 4FH  
Tel No: 01495 249 522

### War Pensions

PO Box 557  
FOLKESTONE  
CT20 3XQ  
Tel No: 01303 271878

Please visit our web site at [www.rafa.org.uk](http://www.rafa.org.uk)  
or e-mail us at [welfare@rafa.org.uk](mailto:welfare@rafa.org.uk)



# An Introduction to Welfare Services

