

## How We Can Help You

Joining Forces for Families (JFFF) is an independent, impartial and confidential advice and support service for the families of serving armed forces personnel.

We aim to provide help with everyday problems and assist you in finding a way forward. In particular information and support for:-

- Housing Matters
- Money and managing debt
- Family relationships.

We can offer advice and support on a wider variety of topics and where necessary, refer you to one of our partnership agencies and charities for specialist support or further assistance

The service is completely confidential and any further referral will only be made with your consent.

We aim to be the first point of call for armed forces families in North East Hampshire and Portsmouth when you aren't sure where to go or who to turn to when encountering life's stressful events.

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## Case Study

The client, an army wife, was referred to JFFF by her local health services as she was struggling to cope with two small children. She felt socially isolated and wanted some help in identifying local groups and activities that would involve the children and also enable her to meet people. She also wanted information on the local Hive for army related activities and services

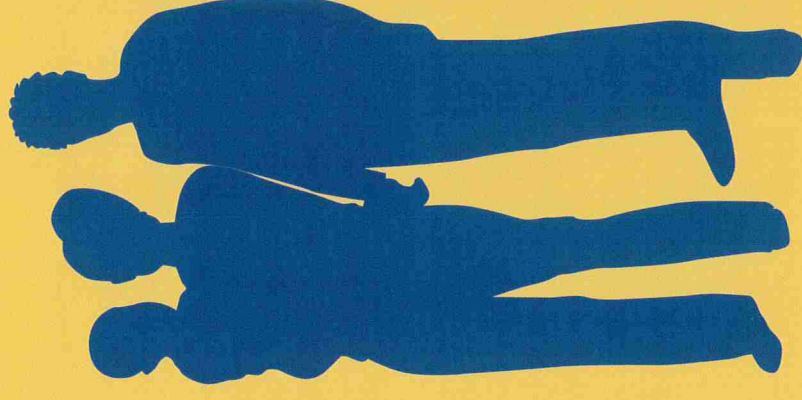
The JFFF adviser researched the groups and activities in the clients area together with wider information on the local area and the relevant Hive. The JFFF adviser met with the client to provide information and support as well as offering a financial check as there were some historic issues here.

The client turned down the offer of a financial check as the solutions were already in progress. She felt that she could take the next steps for herself and her children herself. She acknowledged the offer of further assistance, if required and agreed she would contact JFFF if this was needed

The client was intending to visit the Hive and also to join the local mother and toddler groups to help solve her isolation issues

The client reported feeling empowered to act and was as a result much happier and more hopeful for the future.

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## How JFFF works

JFFF is a project funded by the Armed Forces Covenant and delivered by Citizens Advice Hart Rushmoor Citizens Advice Portsmouth Citizens Advice

It is aimed at helping serving armed forces personnel and their families when they encounter life's stressful events.

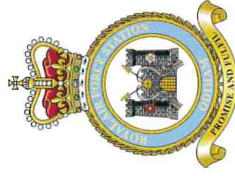
The service operates through a referral process.

Once referred (either by self referring or through a referral partner), the client will be contacted initially by a JFFF assessor trained to deal with more straightforward cases. The assessor can provide self help options and signposting to further information.

For more complex needs the assessor will assign a dedicated adviser/caseworker who will see the client and any family member either at an armed forces base such as a Hive or a neutral location such as a Citizens Advice bureau or other agreed location. The adviser will remain assigned to these cases until the issues are resolved to the satisfaction of the client.

## Our Partnerships

We work alongside and in partnership with the British Army, the Royal Air Force and the Royal Navy and in particular, Aldershot Garrison, RAF Odiham and HMNB Portsmouth



In addition, we have partnerships with relevant charities and organisations who we can refer clients to for more specialist assistance.

This list is expanding all the time and if your organisation would like to form a partnership with us please do get in touch.



## Free, confidential advice.

### Whoever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality, and

challenge discrimination and harassment. We're here for everyone.

**Tel:** 01252 749265

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