

## NAVAL SERVICE NEXT OF KIN EMERGENCY CONTACT DETAILS

The following information will be required when making contact with Royal Navy Royal Marines Welfare or JCCC.

Please keep these details in a safe place:

<b>RANK/RATE</b>	
<b>SURNAME</b>	
<b>FORENAME(S)</b>	
<b>SERVICE No.</b>	
<b>DATE OF BIRTH</b>	
<b>UNIT/LOCATION</b>	
<b>YOUR CONTACT DETAILS:</b>	
<b>TEL:</b>	
<b>TEL:</b>	

## ESSENTIAL CONTACT NUMBERS

### Royal Navy Royal Marines Welfare

Monday – Thursday 0800 -1630

Friday – 0800 - 1600

**Tel: +44 (0)23 9272 8777**

Email: navypers-welfare@mod.uk

To reach the RNRMW Duty Worker outside of these hours or on public holidays contact:

Portsmouth (Officer of the Watch)

Tel: +44 (0)23 9272 3875

Plymouth (Officer of the Watch)

Tel: +44 (0)1752 555220

Faslane (Duty Naval Base Officer)

Tel: +44 (0)1436 674321 ext. 4005

RM Stonehouse Guardroom

Tel: +44 (0)1752 836395

Yeovilton (Officer of the Watch)

Tel: +44 (0)1935 45 5444/5446

If circumstances should arise, whilst your relative is on **deployment overseas or on a ship outside of UK waters**, which make it necessary for you to request their return home on compassionate grounds; a death in the family, serious illness or a serious family crisis, you may need to contact:

### Joint Casualty & Compassionate Centre (JCCC)

**Tel: +44 (0)1452 519951**

JCCC is open 24 hours a day including weekends and bank holidays and will coordinate your service persons return to the UK



# ROYAL NAVY ROYAL MARINES WELFARE

Part of the Dedicated Personnel, Family,  
Community Support organisation for  
the Naval Service.



Resilient and Resourceful Naval  
Personnel, Families and Communities

[WWW.ROYALNAVY.MOD.UK](http://WWW.ROYALNAVY.MOD.UK)

## ROYAL NAVY ROYAL MARINES WELFARE (RNRMW)

RNRMW offers a range of services to Naval personnel and their families, across the UK and overseas.

RNRMW provides an accessible and confidential service in these key areas:

- ◆ Specialist Welfare
- ◆ Advice and Support to the Executive and Divisional/Regimental system
- ◆ A network of Community, Information and Communication

## DEPLOYMENT

This is one area where support is a priority. Building relationships with our Bases and Units prior to leaving the UK through briefings, provision of Family Information packs, the administration of Unit Family Newsletters and providing events specific for those that have loved ones deployed.

In addition, we can provide personal support as and when required through our Specialist Welfare Team.

## COMMUNITY

Support is provided in a variety of different settings including those Centres and Houses close to RNRM Bases and Units. Community activities range from Parent support groups to social functions.

In response to a specific requirement, bespoke events will be organised in the appropriate geographical area. For further information please email [navyopers-welfareinfomailbox@mod.uk](mailto:navyopers-welfareinfomailbox@mod.uk).

## ONLINE

Communities are also available via the Forums on [www.royalnavy.mod.uk](http://www.royalnavy.mod.uk)

This is an area where you can communicate with like-minded people in a safe environment.

## INFORMATION

Information provision both online and through our Information Officers is available as and when required, and can be useful when relocating, when looking for a specific service, or when you have a question that you cannot find the answer to. Information Officers will assist by providing the answer or through signposting or referring to our specialist welfare staff or to another agency.

Online information is also available on the intranet, internet, facebook and twitter. These communication channels are used to provide accessible information support for those living in the UK and overseas.

## SPECIALIST SUPPORT

There are times when you may require more specialised services that will give you support during a crisis or personal situation.

This is where our Specialist Welfare Staff are invaluable. They offer direct advice, support either practical or emotional, and advocacy on behalf of you as service users directly or in conjunction with other agencies.

Our Team includes Social Workers, Case Workers, Family Support Workers, and Community Development Workers.

Access our service by calling our **RNRMW Portal Team on 023 9272 8777**.

They will assess your needs and discuss what steps will be taken to provide the support required.

Services available to serving individuals and their families are extensive. These are some of the main areas covered:

- ◆ Relationships problems
- ◆ Bereavement
- ◆ Linkage to Charities
- ◆ Mental/Physical Health
- ◆ Care of Children/Special Needs
- ◆ Pregnancy Complications
- ◆ Separation

## CODE OF CONFIDENTIALITY

Everyone within the RNRMW Team is required to follow a strict code of confidentiality. Any written personal information gathered complies with the requirements of the Data Protection Act 1998.

Everything you discuss with any of our staff is treated in strict confidence and will not be communicated outside of the organisation without your consent, unless, it is under the following circumstances:

- ◆ Where there is a risk of harm to the individual or others
- ◆ In order to prevent a serious criminal act
- ◆ If there is serious contravention of military law
- ◆ If there is, or is likely to be, a serious breach of national security
- ◆ If the individual is no longer able to carry out their duties i.e. a Compassionate recommend

Even in these circumstances, wherever possible, we will discuss with you and encourage consent.

## YOUR COMMENTS COUNT...

RNRMW aims for consistency and quality, actively seeking comments, suggestions and complaints with regards to our service provision. Please feel free to write or email us with your comments – further information can be provided.

Email: [navyopers-welfare@mod.uk](mailto:navyopers-welfare@mod.uk)