

## **Factsheet - Service Personnel and Veterans Agency**

Service Personnel and Veterans Agency (SPVA) brings together the former Armed Forces Personnel Administration Agency and Veterans Agency to deliver a more integrated and efficient service to both serving personnel and Veterans. SPVA provides for the first time, a range of 'through life' personnel services to our serving and veterans' community and retains the two separate enquiry centres to deal with the differing needs of both Veterans and Armed Forces personnel.

The Agency aims to be the single point of contact for any member of HM Armed Forces, past or present. The responsibility for all pension provision, whether a War pension or an Armed Forces pension, will now fall under the direct control of SPVA, reducing the risk of omitting or duplicating information and providing for the first time, a truly joined up pension service.

### **SPVA Core Functions are:**

- Administer Pay and Allowances to the Armed Forces through Joint Personnel Administration (JPA).
- Administer the Armed Forces Compensation Scheme (AFCS) in accordance with relevant legislation, departmental policy and contemporary medical and scientific understanding.
- Administer the Armed Forces Pension Scheme 75 and 05
- Administer the War pension Scheme (WPS) in accordance with relevant legislation.
- Administer the awarding and delivery of campaign medals and veterans badge.
- Provide efficient administrative support for casualties and the repatriation of compassionate cases through the Joint Casualty and Compassionate Centre.
- Provide quality welfare services and support to war disablement pensioners, war widows, their dependants and carers; and ex-Service beneficiaries of Armed Forces Compensation Scheme.
- Manage the Ilford Park Polish Home in accordance with the Polish Resettlement Act 1947 and the legislation and professional standards for residential and nursing care.

**For further information please contact Service Personnel and Veterans Agency:  
Free Veterans Helpline 0800 169 2277  
Textphone 0800 169 3458  
Telephone Number (Overseas) +44 1253 866043  
Website [www.veterans-uk.info](http://www.veterans-uk.info)**

**In addition to the core functions, the Agency:**

- Administers the ex-gratia payment scheme for the former prisoners of the Japanese in the Second World War in accordance with government policy.
- Provides administrative support to the Central Advisory Committee (CAC) on war pensions and the War Pensions Committee

**For further information please contact the Service Personnel and Veterans Agency:**

**JPAC Enquiry Centre: Freephone 0800 085 3600**

**Veterans Helpline: Freephone 0800 169 2277**

**Website: [www.spva.mod.uk](http://www.spva.mod.uk)**

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