



WOOLWICH STATION WELFARE WELCOME AND INFORMATION PACK

Dated Nov 2020

Welcome

Welcome to Woolwich Station, we have put together this pack of information to make your arrival as smooth as possible. It is hoped this will be a helpful guide in getting to know the local area and finding your way around quickly. The welfare team are ready and willing to help with any questions or concerns you may have so please don't hesitate to ask. There are also several groups you may wish to come along to, we're always happy to see new faces.

Station and 1 Royal Anglian Welfare

Welfare Support

1 Royal Anglian Welfare Offices,
Woolwich Community Centre,
Repository Rd,
Woolwich,
SE18 4BB

Tel:

Civ - 0208 781 2200/2201
Mil - 94691 2200/2201

KTRHA Welfare

Welfare Support

Unit Welfare Offices,
The King's Troop Royal Horse Artillery,
King George VI
Repository Rd,
Woolwich,
SE18 4BB

Tel:

Civ - 0208 781 2200/2201
Mil - 94691 2200/2201

Social Media

Facebook:

1 Royal Anglian & Woolwich Station Welfare (Closed Group)
Woolwich Wife's (Closed group)

Units In Woolwich Station



**National Reserve Headquarters Royal Artillery
and Headquarters Woolwich Station**



**1st Battalion The Royal Anglian Regiment
'The Vikings'**



Kings Troop Royal Horse Artillery



Countess of Wessex's String Orchestra



30 AEC Gp (RA Barracks)



Medical (Including DCMH) and Dental



LONDIST CTT

Out-reach Team

WELFARE SUPPORT FOR SERVICE PERSONNEL

Welfare starts with the Service Person. Individuals have responsibility for their own immediate welfare and that of their family. It is the responsibility of individuals to maintain situational awareness of their personal welfare needs and the welfare needs of family members ensuring timely communication with the chain of command where personal welfare situations may affect functionality, availability or operational capability.

Welfare support to all unit Service personnel and the Service community is exercised through the chain of command (CofC), utilising specialist advisors and welfare workers, and by providing community support assets. These assets and specialist welfare advice can be obtained through the Unit Welfare Office.

Confidentiality. A code of confidentiality is observed by those personnel providing specialist professional welfare assistance to Service personnel and its community. Disclosure of confidential information can only take place if the prior permission of the individual has been obtained. If prior permission from the individual is not given and the CO judges that there might be serious consequences as a result of not disclosing confidential information the matter should be referred to higher authority for advice

The effectiveness of the Welfare Office is directly related to the trust in which it is held by those who request our help. Information that is divulged is held in the strictest confidence and will only be discussed with another party if we have permission to do so. There are some exceptions to this rule when confidentiality may have to be broken because of the requirements of the law and the exceptional needs of the Army. These are:

- Child protection issues
- When there is a risk of harm to yourself or others
- If there is or likely to be a serious breach of national security
- To prevent a serious criminal act
- If there has been a serious contravention of military law
- If the soldier is unable to carry out his/her duties
- If the individual is aged under 18

How can we help?

There are five key areas in which the Welfare Office works:

1. **Aiding social integration** – to help individuals and families settle into their new surroundings.
2. **Providing a helping service** – the Unit Welfare Officer and his staff are not counsellors; however, by applying appropriate training, coupled with experience gained during military service, they can provide a confidential and supportive service.
3. **Liaising with other welfare agencies** – it is key that the right level of support is given to those in need. The Welfare Office will signpost individuals to an agency that can help, the Army Welfare Service being the primary source of assistance.
4. **Support during periods of separation** – separation from familiar locations, families of origin, spouses, partners and children is an inevitable feature of Army life. We play a critical role in helping individuals and families manage this separation.
5. **Providing Information** – we keep soldiers and families informed of events that are on-going.

Local Area

Woolwich is a large town within the London Borough of Greenwich; it is only five minutes away from the A2 which offers easy access to the M25. Woolwich town centre has all the necessary shops that cater to everyday needs as well as the benefit of excellent transport links to London and beyond. In Woolwich and the local area there are swimming pools, leisure centres, sports clubs, cinemas and many other amenities suitable for both adults and children which are within a reasonable distance. Woolwich is also located close to the O2 arena which hosts numerous performers as well as offering an excellent selection of restaurants and bars. Although Woolwich is part of London it borders rural Kent, known as „the Garden of England“, which offers plenty of places to walk and enjoy the fresh air. More information on Woolwich can be found at this link:

<http://www.greenwich.gov.uk>

Local cinemas

Odeon Greenwich – Bugsby Way, SE10 0QJ (486 bus from Repository Road/Artillery Place or 422 bus from Artillery Place/Frances Street to Millennium Village South)

Cineworld at the O2 – The O2 Peninsula Square, SE10 0DX (486 bus from Repository Road/Artillery Place or 161/422 bus from Artillery Place/Frances Street to North Greenwich station)

Leisure centres

<http://www.better.org.uk/leisure-centre/london/greenwich/>

Waterfront Leisure Centre – gym, 25m fitness pool and leisure pool, 5-a-side pitch and squash courts, fitness studios

- Non-member swimming £3. 15/£6. 65 (off-peak/peak), squash court rental £12. 10 for 40 minutes
- Book online for certain activities or at reception on arrival
- 30 Woolwich High Street, SE18 6DL

Charlton Lido – Olympic-sized, heated outdoor pool, gym and tennis courts

- £6.00 tickets for swimming, £3.00 for 60 mins court hire
- You can book online or in person at the centre
- 178 bus from Woolwich Arsenal station to Charlton Park Lane
- Hornfair Park, Shooters Hill Road, SE18 4LX

Eltham Centre – gym, 25m indoor swimming pool, fitness studios and a library

- Non-member swimming £3. 10/£3. 95 (off-peak/peak), gym access £10. 25 (Pay at reception)
- 161 bus from Woolwich Arsenal station to Eltham Church/Well Hall Road
- 2 Archery Road, Eltham, SE9 1HA

Greenwich Centre – gym, 2 swimming pools, fitness studios and a library

- Non-member swimming £3. 15/£4. 75 (off-peak/peak), gym not available for non-members
- Pay at reception

- 177, 180 or 422 bus from Woolwich Arsenal station to Vanbrugh Hill
- The Greenwich Centre, 12 Lambarde Square, Greenwich, SE10 9HB

Local shopping

Woolwich – Take a 380/422/53/54 bus from Artillery Place/Frances Street to Woolwich Arsenal to find many shops including a large Tesco Extra

Greenwich Shopping Park – Take a 486 bus from Repository Road/Artillery Place to Peninsula Park Road to find a number of clothes, sports and electronics stores, plus a large Asda and Sainsbury's, IKEA and a McDonald's

Greenwich – Take the DLR from Woolwich Arsenal to Greenwich for independent shops, a large craft market and access to Greenwich Park

Lewisham – Take a 54 bus from Artillery Place/Frances Street to Lewisham Centre for a large shopping centre and high street with a market

Shopping further afield

Lakeside Shopping Centre - Located in West Thurrock with great transport links, finding Lakeside is easy. There is also free parking and is about 40 mins drive from Woolwich.

Bluewater - Bluewater is easily accessible by car and is just a short distance from the A2, M2, M25 and M20. About 30 min drive from Woolwich

Parks

Oxleas Woods on Shooters Hill Road is great for dog walking, there are woods and open fields which are great for sledging if it snows, there is also a small castle in the woods and two cafes, one at the bottom of the castle. There is also Charlton Park close to Woolwich Barracks and Danson Park a little further afield which has a great splash park for little ones in the Summer. For more information on these types of activities

come down to the coffee mornings and meet other mums and find out the inside info from them

Accommodation

Service Families Accommodation Information on entitlements, applications, and the move-in / move-out processes for Service Families Accommodation can be found at Amey. There are a number of Amey customer service centres throughout the UK. These offices provide you with the opportunity to discuss any issues about services provided by Amey face-to-face. To find your nearest customer service centre either contact the Amey Helpdesk on **0800 707 6000**

Service Families Accommodation (SFA) – Woolwich

- **Greenhill:** SE18 4BN (48 SFA). Approx. 0.4 miles from Woolwich Station
- **Woolwich Common:** SE18 4DE (70 SFA). Approx 1.4 miles from Woolwich Station
- **Prince Imperial:** SE18 4JU (70 SFA). Approx 1.4 miles from Woolwich Station.
- **Gunner Lane:** SE18 6XN (41 SFA). Approx 1.0 mile from Woolwich Station
- **Mill Lane:** SE18 6XJ (16 SFA). Approx 1.1 miles from Woolwich Station
- **Academy Place:** SE18 4LQ (15 SFA). Approx 1.6 miles from Woolwich Station.

Volunteer ‘Patch Reps’ for Woolwich Station community:

The volunteers ‘patch reps’ are a point of contact on behalf of the families and spouses on each of the patches in Woolwich Station. The volunteers will be able to help and pass issues to the wives committee who meet with the welfare team regularly. This will help welfare focus on your needs more effectively. We should remind you all that emergencies and reporting of incidents must still be done through 999 or 101 in the first instance.

Local Accommodation Contact Houses

Woolwich has two contact houses. These are available to dependants and service personnel for family visits and welfare needs. Availability can be checked, and bookings made by phoning 0208 781 2200.

Social Activities

A number of social activities are available every week at the Woolwich Community Centre as well as one off event put on by the welfare team or the Woolwich Station Spouses Committee.

Tuesday – Coffee morning, toddler soft play, 9.30am-12pm

Thursday – Coffee morning, toddler soft play, 9.30am-1pm

Friday – Toddler stay and play with activities each week, 9.30am-11.30am

Woolwich Station Spouses Committee



This group is open to anyone to come along and join, we aim to meet monthly, usually on a Wednesday evening around 7pm. The aim is to support the families living in Woolwich station by providing feedback to the welfare team on what activities are wanted, and what improvements can be made to current activities being laid on. So far this year we have organised a charity car wash with tabletop sales.

Health - Service Personnel

Medical and Dental care for serving personnel only is provided by the Unit/Garrison/Station medical centre.

WOOLWICH - Station Medical Centre - Civ: 0208 781 4350. Mil: (9) 4691 4350

Station Dental Centre - Civ: 0208 781 3234. Mil: (9) 4691 3234

Health – Dependants

Medical/Dental care is provided by NHS GP practices. Details of all GP practices and dentists in the area can be found at NHS SERVICES on the internet. Details of how to register with a GP are available at this link REGISTER WITH A GP on the internet. A 24hr NHS advice line is available by dialling **111**.

NHS Queen Elizabeth Hospital, Stadium Road, Woolwich, SE18 4QH
Tel: 020 8836 5819, A&E Tel: 020 8836 4360. Website: www.gehospital.com

Schools and Childcare

Information on all schools in this area can be found at SCHOOLSFINDER on the internet. This provides a postcode search facility giving full details of local Sure start Children's Centres, schools, links to school websites and Ofsted reports. To apply for a school place online, go to admissions/apply and select, Apply for A School Place, then follow the primary school or secondary school links and type in your postcode. You'll then be taken to the relevant page on your local authority's website. A paper form is available by selecting the Contact your Local Authority link.

Woolwich is served by Greenwich LEA, Education Services, 9th Floor Riverside House, Beresford Street, Woolwich, SE18 6DF. **Tel:** 020 8854 8888 www.greenwich.gov.uk

WELFARE SUPPORT FOR FAMILIES - In an emergency call 999 immediately.

If required the emergency services will contact the Unit Welfare Officer or other Civilian agencies best suited for the situation.

For follow up help and assistance please contact the welfare team between 0900hrs – 1600hrs and make an appointment **Tel 0208 781 2200/2201/2202**. Out of hours call the guard room **Tel 0208 781 3181**. The Army Welfare Service can be contacted for assistance if the UWO is unavailable or should the situation require. **Tel 01904 882053**

Information and advice is available through a wide range of agencies to support families and dependants of service personnel. An appointment should be made with a member of the welfare team to discuss options available.

Domestic Abuse. The Armed Forces will not tolerate any form of domestic violence or abuse. If you are a victim of domestic abuse or know/suspect someone is being abused you should contact the Police, Army Welfare Services, Social Services and/or the Medical Services.

Travel Information

Oyster Cards

An Oyster card is a plastic smartcard which can hold pay as you go credit to use to travel on bus, Tube, tram, DLR, London Overground, TfL Rail, Emirates Air Line, River Bus services and most National Rail services in London.

You can purchase Oyster cards online at www.oyster.tfl.gov.uk (to be delivered by post) or at any Oyster Ticket Stop (mainly in newsagents displaying the Oyster logo), all Tube, London Overground and TfL Rail stations, and some DLR and National Rail stations.

Oyster cards can be topped up at any of these locations or online. Once purchased, you can register your Oyster card online to top-up online, protect your Oyster card against theft or loss, view your journey history

and add your HM Forces Railcard and any season ticket to your card for discounted travel.

Once registered you can download the TfL Oyster app (information below).



On buses in London you can only pay using an Oyster card or contactless payment card as buses no longer accept cash payments. Children go free or discounted - Zip Oyster cards are available for children and depending on their age they can then travel free or discounted on

Tube, DLR, London Overground, TfL Rail and most National Rail services. Cards also allow pay as you go on Thames Clipper River Bus and on the Emirates Cable Car. For more information on the Zip Oyster cards, discounts or to apply go to this website <https://tfl.gov.uk/fares-and-payments/travel-for-under-18s/zip-oyster-photocards>

Local stations



Woolwich Arsenal DLR Station (Zone 4)
Trains towards Bank (for central London),
Stratford International, Greenwich and
Lewisham.

Change at Canning Town for Jubilee Line,
and Bank for Central, District & Circle,
Northern and Waterloo & City lines.

15-minute walk from camp or a
380/422/53/54 bus from Artillery
Place/Frances Street stop



North Greenwich Underground Station
(Zones 2&3)Trains towards Stanmore
(through central London) and Stratford
Jubilee Line486 bus from Repository
Road/Artillery Place stop or 161/422 bus
from Artillery Place/Frances Street stop

Useful apps – all free and available in the App Store and Google Play Store



Citymapper

Find quickest routes around London on train, tube, bus, ferry, Uber and on foot. Maps and updated bus and train times available. Requires data access and location turned on, uses battery quite quickly.



TFL Oyster

Manage your Oyster card on the go. Top up pay-as-you-go, view journey history and check balance. Must create an Oyster online account first at <https://oyster.tfl.gov.uk/oyster/link/0004.do>.



Bus Times London View bus times, find bus stops and plan routes. Live up-to-date information available.

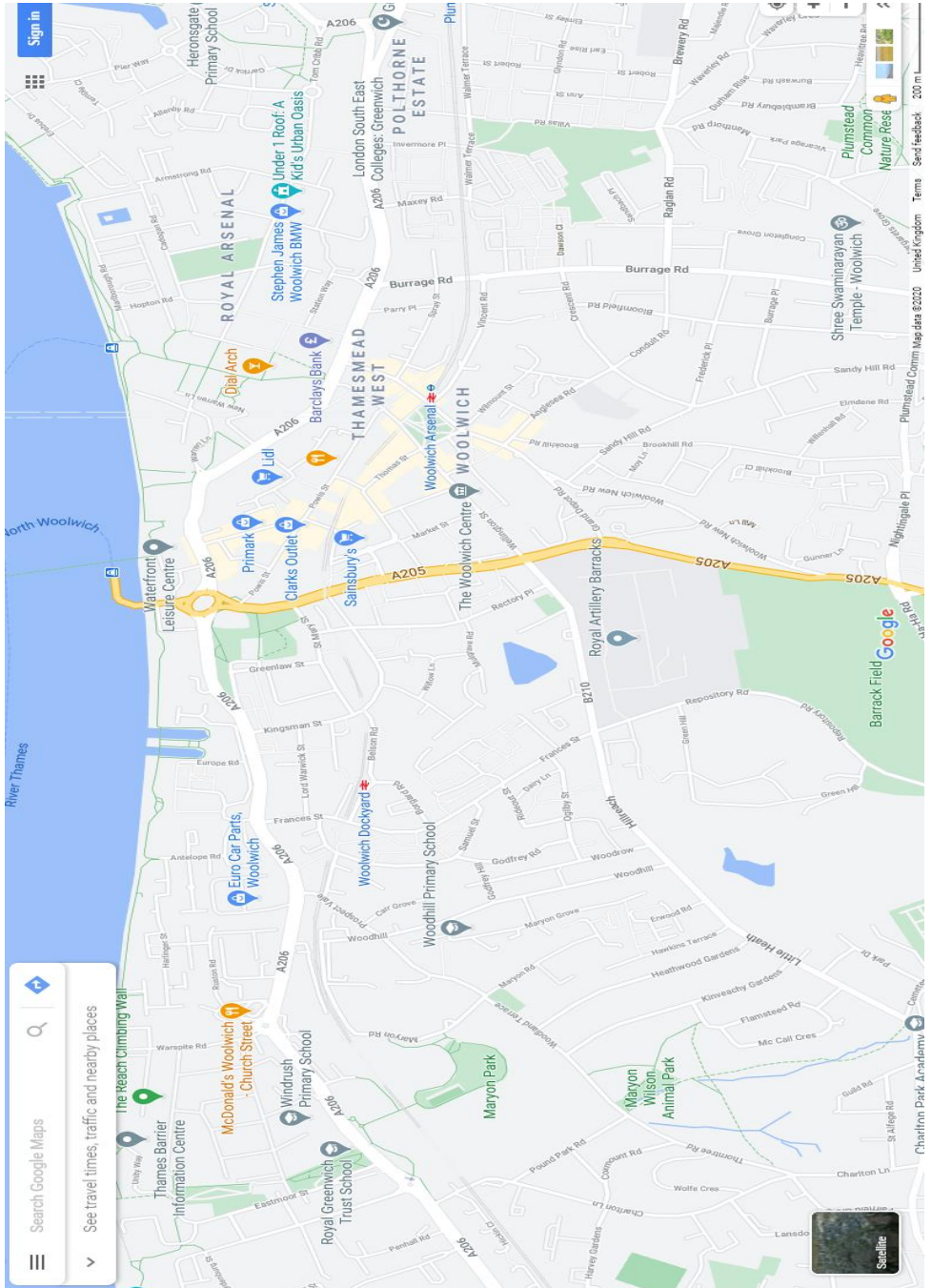


Trainline UK

View train times and prices for journeys throughout the UK, as well as up-to-date information and times. Add on HM Forces Railcard under railcards section to view reduced price tickets. Purchase tickets on the app to collect at any railway station.

London Tube Live

View tube map, up-to-date times and information, journey planner, and line statuses and engineering work info



Greenwich town centre



Greenwich Peninsula

Attractions & Places of interest

- Royal Museums Greenwich:**
- 1 Royal Observatory & The Old London Planetarium
 - 2 National Maritime Museum
 - 3 Queen's House
 - 4 Cutty Sark
- Old Royal Naval College:**
- 5 The Painted Hall
 - 6 The Chapel
 - 7 Visitor Centre
 - 8 Trinity Labian - University of Greenwich
 - 9 The Fan Museum
 - 10 Bangor's House
 - 11 Greenwich Market
 - 12 St. Alfege Church
 - 13 Greenwich Theatre
 - 14 Greenwich Dance
 - 15 Greenwich Dance
 - 16 University of Greenwich
 - 17 Stockwell Street Building & Stripling Lawrence Gallery
 - 18 Greenwich Maritime Museum
 - 19 Trinity Labian - Faculty of Dance
- Accommodation**
- 20 Doubletree by Hilton London Greenwich
 - 21 Novotel London Greenwich
 - 22 Christopher Inn
 - 23 Staycity Aparthotels Deptford
 - 24 Bridge Station
 - 25 Staycity Aparthotels Greenwich High Road
 - 26 De Vere Dorsetport House Greenwich
 - 27 Greenwich Serviced Accommodation
 - 28 The Pilot
 - 29 Greenwich Serviced Accommodation
 - 30 InterContinental London - The O2
 - 31 The Greenwich Club Hotel
 - 32 Trinity Labian - Faculty of Dance

Services & information

- 1 World Heritage Site boundary
- 2 Tourist Information
- 3 Toilets
- 4 Cash point
- 5 Bureau de Change/Cambio
- 6 Post Office
- 7 Viewpoint
- 8 Coats
- 9 Taxi
- 10 Thames Boat (pedestrian & cycle)
- 11 Blue stop
- 12 Passenger Boats
- 13 Railway station
- 14 Docklands Light Railway station
- 15 London Underground station
- 16 Emirates Air Line
- 17 Car park
- 18 Coach parking (pedestrian & cycle)
- 19 Coach set-down points

London Congestion Charge and Ultra Low Emission Zones (ULEZ)

Congestion charge - You need to pay a £15 daily charge if you drive within the Congestion Charge zone 07:00-22:00, every day, except Christmas Day (25 December). If your vehicle does not meet the Ultra-Low Emission Zone (ULEZ) standards, you must also pay the ULEZ charge.

To help improve air quality, an Ultra-Low Emission Zone (ULEZ) **operates 24 hours a day, 7 days a week, every day of the year**, except Christmas Day, within the same area of central London as the Congestion Charge. Most vehicles, including cars and vans, need to meet the ULEZ emissions standards or their drivers must pay a daily charge to drive within the zone:

- £12.50 for most vehicle types, including cars, motorcycles and vans (up to and including 3.5 tonnes)
- £100 for heavier vehicles, including lorries (over 3.5 tonnes) and buses/coaches (over 5 tonnes)
-

From 25 October 2021, the ULEZ is expanding from central London to create a single, larger zone up to, but not including, the North Circular Road (A406) and South Circular Road (A205).

Use Transport for London (TfL) website: <https://tfl.gov.uk/modes/driving/>

TfL Contact details (Open 24 hours a day, 7 days a week).

Chat

On [Facebook](#) or [Twitter](#)

Call [Charges apply](#) 0343 222 1234

Textphone 0800 112 3456

Write

[Fill in a form](#) or send a letter to:

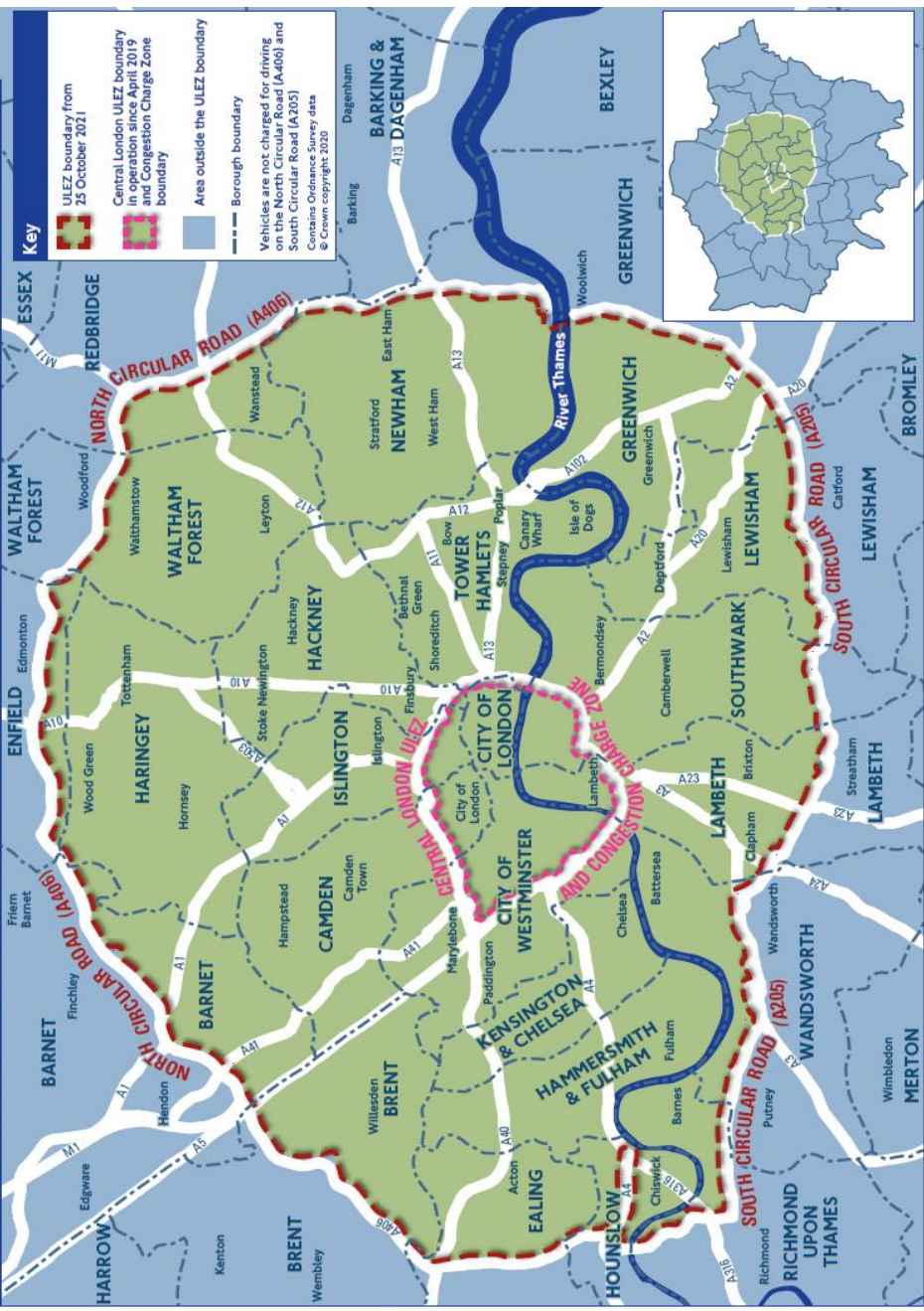
TfL Customer Service

4th Floor

14 Pier Walk

London SE10 0ES

Map showing ULEZ expansion up to the North Circular Road (A406) and South Circular Road (A205) from 25 October 2021



SPEAK OUT

Everyone has the right to be treated fairly and with respect. If you feel that you are not being dealt with fairly, are being bullied or harassed, or if you notice unfair treatment of others, speak to your chain of command or your Equality and Diversity Advisor.

If you're not content with how you are being treated, tell us about it. Speak to the Army's Bullying Harassment and Discrimination Team on **01264 381 922** (civilian) or **94391 7922** (military) Your call will be dealt with in confidence

Supporting Army families wherever you live

ONE ARMY ONE FAMILY
ONE ARMY ONE FAMILY
ONE ARMY ONE FAMILY
ONE ARMY ONE FAMILY

London
Co-ordinator

Audrey Nealon
07901 778948
london@aff.org.uk

www.aff.org.uk

The Defence Bullying Harassment and Discrimination (BHD) Helpline

You have the right to be treated with dignity and respect

No-one should be bullied, harassed or discriminated against. If you're being targeted by bullying, harassment or discriminating behaviour, Health Assured are here to help.

Bullying behaviour could include:

- Verbal abuse
- Physical or psychological threats
- Unreasonable work expectations
- Practical jokes
- Sending or posting detrimental material about an individual

Harassing behaviour could include:

- Spoken or written abuse or intimidation
- Tweets or posts on websites and social media
- Images and graffiti
- Physical gestures
- Facial expressions or mimicry
- Unwanted banter or use of a nickname that is offensive
- Aggression and physical behaviour towards a person

Discriminatory behaviour could include:

- Excluding from work activities or conversations
- Making jokes or comments about a person or group
- Stereotype discrimination is related to one or more protected characteristics (e.g. race or sexual orientation)

If you're experiencing any of the above, call Health Assured on:

0800 783 0334

Our Experienced counsellors and advisors are on-hand 24/7, 365 days a year to listen and help with your problems. They'll provide you with an impartial listening ear and everything you say is treated in the strictest confidence.

To find out more visit:
healthassured.co.uk

Username: Password:

health assured

HEALTH ASSURED

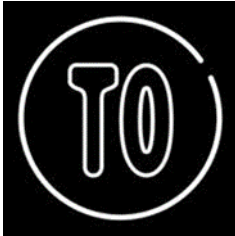
DON'T SUFFER IT, SOLVE IT!

Workplace conflict can occur at any level and affects personal relationships and Operational Effectiveness. Mediation is an effective way to resolve conflict with independent mediators in a confidential environment. For advice on how the Army Mediation Service can help you, please contact the AMS coordinator.

Civ - 0306 7707691*
Mil - 96770 7691
Army-Mediation-0Mailbox@mod.gov.uk

ARMY MEDIATION SERVICE

Useful Apps/Websites



Time Out – Discover your City – FREE (App Store/Google Play)
Find places to go and things to do in London, including exclusive offers on events.



Tickets for Troops – FREE (App Store/Google Play) www.ticketsfortroops.org.uk
Tickets for Troops provides free tickets to members of the Armed Forces for a variety of sporting, musical and cultural events. The service offers serving personnel and those medically discharged from the forces since 2001, the well-deserved opportunity to enjoy an event of their choice with their friends and families.



Apps and websites like 'Just eat' and 'Deliveroo' will deliver a wide selection of food to SFA and SLA (Camp entrance).

Visit London – www.visitlondon.com

Lots of information of things to do in London including articles on 'Things to Do Today' and '101 Free Things to Do in London'

Useful Numbers

Company/Organisation/Person	Number
RA Bks Guard Room	0208 781 3181
Padre (1 R ANGLIAN)	0208 781 3833
WRVS (1 R ANGLIAN)	07771835170
30 AEC Gp Manager	0208 781 3326
30 AEC IERO (Woolwich)	0208 781 3742

Greenwich Council	
General Enquiries	020 8854 8888
Adult services	020 8921 2304
Welfare Services	020 8921 6375
Children's Services	020 8921 3172
Out of hours emergencies	020 8854 8888
Schools Early Learning	020 8921 6921
School Admissions	020 8921 8043

Useful Websites

Organisation /Person	Website
Greenwich Council	www.royalgreenwich.gov.uk
Greenwich Community Directory	https://www.greenwichcommunitydirectory.org.uk/kb5/greenwich/directory/home.page
AFF	https://aff.org.uk/
AWS	https://www.army.mod.uk/people/support-well/the-army-welfare-service-aws/
HIVE	https://www.army.mod.uk/people/support-well/hive/
Army Parents Network	https://www.army.mod.uk/people/support-well/army-parents-network/