

FORCES ONLINE

<i>Is Forces Online known by any other names?</i>	Yes, you may see some of our registered names such as Forces Online CIO. Forces Online Scotland and Forces Online Northern Ireland. Collectively known as Forces Online.
<i>What is the best way to contact Forces Online?</i>	All the contact for the organisation is centralised which mean the admin department covers all four Countries in the UK. There is a https://www.forcesonline.org.uk/contact-us link on all our websites.
<i>How long has Forces Online been helping armed forces veteran's, their families and dependents?</i>	<p>Forces Online started as a social media group in September 2013.</p> <p>It became a registered CIC in February 2016 with a mission and registration to support veterans in England, Wales, Scotland and Northern Ireland.</p> <p>In April 2020 Forces Online CIO was registered with the Charities Commission in England & Wales.</p> <p>In January 2021 Forces Online Scotland was registered with OSCR in Scotland.</p> <p>In 2025 Forces Online returned to Northern Ireland and is going through the process to register with the Northern Ireland Charity Commission.</p>
<i>Who is the Founder and current CEO of Forces Online?</i>	<p>Len Chappell is the Founder of Forces Online, and he is still the CEO of the organisation which manages all four UK Countries.</p> <p>He can easily be reached through his email len.chappell@forcesonline.org.uk or phone on 0300 300 2288 which diverts to his mobile.</p>
<i>What Does Forces Online do to help veterans?</i>	<p>Helping veterans is a very broad term. Initially the organisation was set-up for providing information and signposting to them, which we still do through the https://www.veteransdirectory.uk</p>

	<p>The Veterans Directory started in 2014 and is still going strong. (The Veterans Gateway started in 2017 with a two-million-pound investment and this closed in 2025) this gives you some idea about our support.</p> <p>Our other projects each one having its own website are linked to our main https://www.forcesonline.org.uk charity site.</p> <p>Our motto which is the shortened version of our charity aim which can be seen at https://www.veteransdirectory.uk/mission-statement is</p> <p>“Helping Armed Forces Veterans, their families and dependents wherever we can”</p> <p>The help can include Direct/in direct support for:</p> <p><i>Mental Health</i> <i>Housing and Homelessness</i> <i>Injury and physical health</i> <i>Drug and Alcohol misuse</i> <i>Employment</i> <i>Finances</i> <i>Relationship</i> <i>Mobility</i> <i>Bereavement</i> <i>Legal</i> <i>Hardship</i> <i>Social Connection</i> <i>Mentoring</i> <i>Letter and meeting support</i> <i>Banter and chat</i> <i>Identifying local issues and lobbying</i></p> <p>You can find this help through our project websites which are all linked to the main site or use the easy LiveChat system present on all our websites which is quickly passed back to our central admin team.</p>
Where is the Forces Online head office?	<p>We believe that spending money on resources that do not directly help veterans is wasteful, so our Head office is a virtual registered office is based in Swindon at:</p> <p>Unit 5 Workshed Carriage Works</p>

	<p>London Street Swindon Wiltshire SN1 4GW</p> <p>Each of the Charity Countries have their own office governed by our central admin team here in Swindon.</p> <p>Forces Online team members come from all over the UK and are managed through the various departmental heads who are all home based but have official @forcesonline.org.uk email addresses.</p> <p>Our Logos and colours are very distinctive and can be seen at https://www.veteransdirectory.uk/logo Project websites are beginning to have their own by the change of words in the middle of the badge. To keep everything unique we also use a Tudor Rose addition to our logo so that we don't misrepresent ourselves though other organisations logos such as the poppy. Everything on our sites is unique to Forces Online. Forces Online started life as Forces United. Both forcesonline and forcesunited are trademarked. https://www.forcesonline.org.uk/trademarks</p>
<i>How do we raise funds?</i>	<p>We are registered with the Fundraising Regulator https://www.fundraisingregulator.org.uk/directory/forces-online-cio</p> <p>We raise money through:</p> <ul style="list-style-type: none"> • Direct fundraising/awareness • Grants • Donations • eBay Sales • Merchandise • Small Lottery • Collection Tins • Web Adverting • Walk of Life
<i>Where does the money go?</i>	<p>Forces Online provides online services to armed forces veterans, their families and dependents. It provides both direct and indirect help and has an open Virtual Office open during the week and an extensive comm's system</p>

	<p>which is open 24x7. It is hard to breakdown what we do because every case is different and some just need a response whilst others may need a solid support package. This help and support is extended to England, Wales, Scotland and Northern Ireland.</p> <p>What we can say is during our office hours we are very responsive often answering our comms input (apart from phone) within 15 minutes.</p> <p>There are costs involved in all this including raising funds. We are happy to chat with anyone about this who drops into our Virtual Offices between 10.30am and 3.30pm Monday to Friday. We can arrange hub times outside of the ones mentioned by appointment in which can you please call 0300 300 2288 to book an appointment. Imagine though you wanted a breakdown of expenditure of a large charity. We process our accounts on the charities commission website on an annual basis at https://register-of-charities.charitycommission.gov.uk/en/charity-search/-/charity-details/5142102 Anyone wishing to complain about our fundraising can do so at complaints@forcesonline.org.uk</p> <p>Anyone who wishes to praise our service can do so at https://uk.trustpilot.com/reviews/forcesonline.org.uk</p>
<p><i>As a member of a Forces Online team what do I do if I am asked questions about the organisation outside of my remit?</i></p>	<p>Refer all questions/enquiries back to our easy to contact Central admin team via 0300 300 2288 or email the CEO direct at len.chappell@forcesonline.org.uk or via any LiveChat link shown on the websites.</p> <p>Len often works in the https://www.virtualhub.uk if he is not tied up in a meeting his door is always open.</p>
<p><i>How and why was Forces Online formed?</i></p>	<p>Following 23 years working with children with extensive issues Len realised that although there are many veterans support agencies in the U.K., these are still hard to find. Since the start in 2013 many things have impacted on and inspired change at Forces Online. Len still believes in the principles that people who have served in the armed forces should be looked after, and he and the team embrace the armed forces covenant which Forces Online signed in 2014</p> <p>“We think all veterans should be treated fairly and the same across the whole of the UK. Their service to the United Kingdom has keep us safe for many generations.”</p> <p>https://youtu.be/_LmHhhKhUdk?si=Q3wOCqN77n8Ofvpd</p>

<i>Do we need any more helpers?</i>	<p>Yes, to find out more visit https://www.forcesonline.org.uk/newvolunteers You need to be living in England, Wales, Scotland or Northern Ireland. Please call 0300 300 2288 for an informal chat about volunteering with Forces Online Or leave us your contact details with our LiveChat on any of our project websites.</p>
<i>Can I donate to the organisation?</i>	<p>Yes, visit https://www.forcesonline.org.uk/funding</p>
<i>Can I link to Forces Online through Social Media?</i>	<p>Yes, visit https://www.forcesonline.org.uk/links</p>
<i>Can I speak to a member of the Central Admin Team in person?</i>	<p>Between 10am and 4pm Monday to Friday you can login And talk to a member of the team through our Veterans VirtualHub project. Find out more at https://www.virtualhub.uk</p>