

Annual Review 2013-14





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by guarantee no. 4544532

Updated August 2014

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TRUSTEES AND OPERATIONAL STAFF

Patron

The Dowager Viscountess Rothermere

Honorary Life President

Brigadier Johnny Rickett CBE FInstD

President & Chairman

Colonel Paul Cummings

Trustees

Honorary Treasurer - Mr Robert P Clinton BEM FCSI FCT

Honorary Surveyor - Mr Ray Evans Dip Arch RIBA

General the Lord Walker GCB CMG CBE DL

Mr Andrew Wallis

Mr Paul Dyer MA FBIP FIOD ACII (also Chairman of the Business Strategy Committee)

Mr Gilbert J Holbourn FCA FCCA DChA (also Member of the Business Strategy Committee)

Advisors

Honorary Strategic Business Advisor (also Member of the Business Strategy Committee) - Mr Mike Guest

Finance & Legal

Legal Advisers - Maclay, Murray & Spens LLP

Auditors - Saffery Champness, Chartered Accountants

Investment Managers & Stockbrokers - S&T Asset Management LLP

Bankers - Close Brothers Group plc, Clydesdale Bank plc, HSBC Bank plc, Lloyds TSB Bank plc

Management of the Charity Drop-in Centre & HQ

CEO - Wing Commander Dr Hugh Milroy OBE PhD

Secretary - Colonel Geoffrey Cardozo MBE

Finance Manager - Mr Richard Greenhough B.Com ACMA

Administrator - Ms Natalia Dabrowska BA

Media & Communications - Ms Glyn Strong MA PGCE MCIPR MCIJ

Media & Communications Assistant - Ms Viola Dabrowska BA

Events & Development - Major Delia Holdom

OPS Team

Head of Outreach - Mr John Boyle Dip SW

(Funded by SSAFA Forces Help Central London)

Substance Misuse Worker - Mr Phil Rogers BA

Operational Case Worker - Mrs Debbie Langdon
(Funded by ABF/The Soldiers Charity)

Resettlement Support Worker - Mr Jon Fullan

(Funded by SSAFA Forces Help Central London)

IT Support Services - Horizon Telecom

Facilities Management - Mr Dave Buckley, MCIOB, MIFSM, JHJ Facilities Support

New Belvedere House

Manager New Belvedere House - Ms Pat O'Connor MBE

(Funded by Henry Smith Charity)

Deputy Manager - Mr Dennis Murphy

Assistant Managers - Ms Lesley MacDonald,

Mr Garry Roberts, Ms Anna Waylen, Mr Alexander Ulrich,

Ms Ann James, Mr Kaedon White, Mr Martin Hargrave

Professional Support Coordinator - Ms Alice Mary

Servina BSc (Funded by Hans K Rausing Trust)

Volunteers

Former Immigration Judge Alan Olson

CHAIRMAN'S MESSAGE

It always amazes me to see how much this charity has grown both in what it does and in its general influence on so many events around us in life. I became a trustee in December 1994 and took over from Brigadier John Ghika as Vice President/Chairman in 2003, eventually becoming President and Chairman when Admiral Sir Geoffrey Dalton handed over the reins to me in June 2006. In those days we, as trustees, used to meet in the somewhat murky store of the Drop-in Centre in Buckingham Gate under the watchful eye of the then CEO, Maurice O'Dea, surrounded by cast-off clothing and second-hand boots, which were waiting to be issued to our customers; now we move around to far more palatial areas to conduct our business. All that having been said however, nothing has changed in the way we deal with Veterans who need our help, except that now all clothing provided is brand new. Our excellent staff continue, as always, to help them in a truly caring and exemplary manner, either with practical advice or by providing instant accommodation to keep them off the streets.

New Belvedere House, our hostel in the East End, used to be the centre of what the charity was all about and everything seemed to revolve around it. Now, as I have said before on occasions, this outstanding hostel, which is so magnificently run by Pat O'Connor with Alice Mary Servina and their team, is now only an adjunct, albeit a vital one, to what we all do. Our former name, the Ex-Services Fellowship Centre, rather supported the older concept of what the charity did, while the rebranding of our name to Veterans Aid (VA), saw the beginning of our movement on to the world stage where we all are today.

The frontline nature of the work that we do on a daily basis allows VA to gauge what critical problems are driving Veterans into social exclusion. Over the years, we've spotted problems and trends and have managed to tackle them head on; our work with the Foreign and Commonwealth families, which has been so critical for many years, is just one example. This year, one of the most surprising trends we have noticed, is in the rise of "working poor" Veterans, who face eviction, often through no fault of their own. We have been troubled to find Veterans seeking our help, who were employed, but had precious little savings to be able to afford increased rents.

2014 sees us having the single biggest fundraising event in our long history. The Royal Choral Society is marking the Centenary of the beginning of the Great War by singing Britten's "War Requiem" in the Royal Albert Hall on Remembrance Sunday.



They are able to do this thanks entirely to the generous support of our Patron, The Dowager Viscountess Rothermere, via her charity, The Lady R Foundation. All the proceeds from this high profile event will go to VA. This is a particularly fitting occasion for us, as a reminder that our charitable work started by supporting the Veterans and families who suffered in that terrible war.

As always I must pay tribute to our really superb staff, who flourish under the outstanding leadership of our CEO, Hugh Milroy, who has given so much to make this charity what it is today. I must also thank our trustees, particularly Margaret Mervis, who like me, retires this year and has done an enormous amount of work in helping over the tricky issue of our Foreign and Commonwealth servicemen and women and their families. Our grateful thanks also go to the huge variety of charities and foundations that support our work. As ever it is so difficult to thank all who support us and have done so for years such as the Hedley Foundation but I simply can't thank everyone personally...there are now too many! What is of note is that, remarkably and increasingly, many organisations who are not military based are stepping up to help us. The mix is wonderful and bodes well for the future. This year, for example we have been supported by Lloyd's Patriotic Fund, The Armed Forces Covenant (LIBOR) Fund, Greater London Authority, ABF The Soldiers' Charity, The RAF Benevolent Fund, Seafarers UK, RNRM Charity and Hans K Rausing Trust, SSAFA and SSAFA Central London, The London Furnishing Company, Fareshare and The Vitol Group, to name but a few. And as I write, our wonderful friends at Oliver Burns Interiors are transforming our hostel!

Finally I am very proud to have been part of a truly magnificent organisation and I feel very lucky to be able to hand over to Colonel Paul Cummings as our next President and Chairman. It is a great relief to know that the charity will be in extremely safe hands, not only with him at the helm but with Hugh Milroy continuing to lead us from strength to strength.

Brigadier Johnny Rickett CBE FInstD Chairman, Veterans Aid

CHIEF EXECUTIVE'S MESSAGE

This has been an incredibly tough year for many in the UK. House prices and rental costs have risen fast and anyone unable to afford a deposit is struggling to secure a roof over their head. The Joseph Rowntree Foundation is claiming that there are 13 million people in the UK living in poverty and for the first time over half are living in a working family. Young, single people are being particularly badly hurt by the situation. Benefit cuts are beginning to hit home and it is now common for us to hear from Veterans who are desperately trying to keep afloat, despite working hard; but as ever, working hard does not guarantee that someone can escape from poverty. Traditional safety nets are disappearing. Some of those affected by this situation are Veterans; but there are over 2,000 service-related charities, collectively worth £1.1bn, so if you are in crisis in Britain today, you are lucky if you are a Veteran – you really are 'citizen plus'.

Last year was the busiest we've ever had, which isn't surprising given the national/international nature of our work. Yet thanks to our wonderful staff, volunteers and those who support us, like our Patron, The Dowager Viscountess Rothermere and the service charities, we've been able to achieve so much. During the year we provided over 21,300 nights of accommodation, dealt with more than 3,400 calls for help and advice and welcomed more than 500 visitors to our main office. It is amazing, given our size and the challenges we face, that we deal successfully with so much. Since 2007 we have been involved with some 460 immigration cases which has led to huge expenditure on basics such as food, shelter, legal support and, when necessary, repatriation. On an average night we have between 70-80 men, women and sometimes children either in direct or close support situations.

The two key thrusts of our work over the past year have been continuing with our prevention service and breaking the cycle of crisis that drives clients to our door. Both are critical in the fight to halt dependency and allow our Veterans to live like everyone else. The poverty-fighting potential of our 'hand-up, not hand-out' methodology has clear implications for society in general, and the Services charity field in particular.

Everyone has heard of the initiative, 'No second night out'; Veterans Aid has been improving on that by making sure that those who seek our help spend 'No first night out'. Prevention is vital and our ability to offer timely, expert advice while providing swift response rent and deposit for private rented accommodation has fundamentally changed our client base.



Dr Hugh Milroy OBE PhD

CHIEF EXECUTIVE'S MESSAGE

The great thing is that this is not an ongoing financial burden to us as a charity and is particularly useful for our 'working poor' clients. Housing through traditional methods is bureaucratic and outrageously slow and what is worse is that it is often in a context that simply doesn't suit. This has meant that our requirement for 'service charity accommodation' has shrunk considerably and this trend will continue. The overall impact of this is that actual number of homeless Veterans remains low. Indeed, I would go as far as to say that there is no reason for any Veteran to remain homeless on the streets of Britain. There is a good system within the ex-Service community with Veterans Aid as a key player.

Of course, there will always be those who require more intensive support in order to break the cycle of crisis that has led them to our door. But once again, the strength, depth and flexibility of our *modus operandi*, which is based on our well-being approach supported by highly professional trained staff, has proven to be exceedingly effective.

Under Pat O'Connor MBE, New Belvedere House continues to be the key powerhouse of change and hope. Each client has tailored support based on their needs, not on the needs of other projects or initiatives. That said, we collaborate with an amazing array of service providers and charities. In one two week period, we stopped counting the number of agencies we were dealing with when the figure went over 70.

Overwhelmingly, the answer to our clients' problems lies outside the Veterans' community and move-on for them, once we have addressed their individual needs, is almost always to a final destination of their choice. This approach is highly effective and very few of our graduates fail. Our aim is to ensure that they don't need to move on to yet more 'help' but are able to sustain their own lives in the wider community – just like everyone else. Our success is clearly linked to 'soft' collaboration on a broad front rather than 'hard' linear processes wrapped into 'service-level agreements' that are simply not based on the needs of clients.

Homelessness and social exclusion damages individual Veterans and their communities and can have a dramatic impact on the Services benevolent sector. Our cost-efficient work is highly geared to promoting real, positive outcomes by turning lives around, thereby reducing our Veterans' use of other support services. Skilled, sustained support can – and does – turn people's lives around when they need it most.

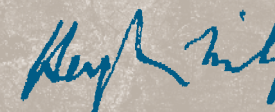
The annual cost of keeping a client in New Belvedere House is only around £5k, with another £3-5k being spent on their training and future accommodation.

The fact that our graduates can sustain themselves emotionally, physically, psychologically and financially, and are therefore not dependent, has had – and will continue to have – a dramatic long-term financial benefit for the Veterans' charity community and society.

Making sure that our clients do not spend their lives on benefits or continually accessing the Services charity sector for financial assistance is critical, particularly as the overall costs of those in street homelessness can be around £30k per annum. In prisons it is nearer £36k per annum, whereas the annual cost of keeping a client in New Belvedere House is only around £5k, with another £3-5k being spent on an individual's training and future accommodation. The dream ticket is to get our clients into a stable situation where they can contribute to society – and I am pleased to report that for many that is just what happens! In short, we know what works and what does not work for our Veterans and for the Veteran community, so the next few years will definitely be 'more of the same' for us.

In closing, as he retires as Chairman, I wish to thank Brigadier Johnny Rickett for supporting my staff and me over many years. He has done much for the charity and I am personally very grateful for his unstinting support

And last, but not least, I must say a big thank you to our former Administrator John Smith for all his fantastic work and good humour over the years!



Wing Commander
Dr Hugh Milroy OBE PhD
CEO, Veterans Aid

PATRON'S MESSAGE

It is a year now since I had the honour to become Patron of Veterans Aid - and what a rewarding year it has been. I have learned so much more about the charity and have developed deep respect for all the staff, especially CEO Dr Hugh Milroy and Hostel Manager Ms Pat O'Connor, for their tireless dedication.

This year I was privileged to contribute in a variety of ways. I visited New Belvedere House several times and organised a number of lunches for everyone. I especially enjoyed the barbecue we had in the courtyard, making use of the wonderful weather we had last summer! It is very important to me that I am able to be so personally involved with everyone there and to see for myself the remarkable and life-changing work that Veterans Aid does at the hostel. We were also able to present the cheque for Veterans Aid that was raised from the concert we held at St. John's Smith Square in January 2013, which was a huge success.

But there is one project that I am especially honoured to be involved in this year... and it is my most ambitious so far. This very special project is a concert to commemorate the centenary of the outbreak of the First World War and will be held on Remembrance Sunday, 9th November 2014 at 3.30pm at the Royal Albert Hall. All profits from ticket sales will go to Veterans Aid and I do hope you will be able to join us.

I would especially like to thank Colonel Christopher MacKenzie-Beevor CBE, Chairman of The Cavalry & Guards Club who most generously co-hosted a dinner in support of this centenary concert.

We are going to be very busy this year, but with your help, I know we can achieve so many things.

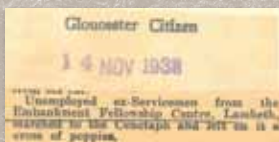
My deepest thanks to you all for your continued support, which means so much to us.



The Dowager Viscountess Rothermere
Patron, Veterans Aid

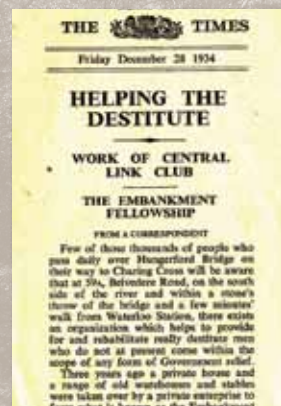


THE LADY  FOUNDATION



This year Public Eye turns the clock back to the days when Veterans Aid was making headlines as 'The Embankment Fellowship Centre' (EFC) and receiving Christmas messages from The King and Queen. At the time these newspapers went to press in 1938 the effects of The Great War were still keenly felt.

These yellowed press cuttings from another age recall a charity still in its infancy, but already attracting the attention of mainstream national and regional newspapers. Far from flagging-up changes they recall an organisation remarkably similar to the Veterans Aid of today. Even in 1938 it had a nationwide media footprint, illustrious supporters and a reputation for offering hope to ex-Servicemen who, in the words of The People “have since failed to make good through no fault of their own”. Then, as now, the factors that lead Veterans into crisis are identified as the economic climate, unemployment and poverty.



"Modeled on Chelsea Hospital a new home which will be open to Great War veterans who find themselves without resources is planned by the Embankment Fellowship Centre"

Manchester Evening News November 1938

Veterans Aid today - and in its previous incarnation as EFC - is a place of hope. It doesn't court publicity for its own sake, but to signpost the charity's existence to those in need of its help. One of our earliest press cuttings from The Times (Helping the Destitute - 28/12/34) highlights the work done by EFC among London's homeless Veterans. We still appear regularly in this newspaper and have twice used its famous 'Thunderer' column to highlight injustices and offer informed views on issues affecting Veterans today.

Information and misdirection have been elements of military campaigns from earliest times. Sir William Howard Russell CVO (1820-1907) is considered to have been one of the first modern war correspondents, after he spent 22 months covering the Crimean War including the Charge of the Light Brigade. His despatches (via telegraph) brought home the realities of war for the first time.

Today 'information' is a much more ephemeral commodity - but it still shapes the way people think and act, which is why it is an integrated part of VA activity. PR and Media accounts for only modest expenditure, as all the charity's output is generated 'in house' and it follows the operational commitment to 'prevention' rather than 'cure'. To this end much invisible activity takes place - briefing students, journalists, film producers, politicians and a diverse range of opinion formers.

Veterans Aid subscribes to no external media monitoring service but the yardstick of our success is demonstrable; regular interaction with all mainstream (and many niche) UK media outlets, numerous overseas journalists and academics. The past 12 months have also seen a record number of VA mentions in Hansard.



Glyn Strong

Glyn Strong
Media & Communications, Veterans Aid

WHAT WE DO...

All in a day's work

Over the past year we took 3,400 calls for help and provided more than 21,300 nights of accommodation to homeless ex-Servicemen and women and their children.

Our 55-bedroom hostel in East London is always full (99.4 % occupancy rate) and has a constant turnover.

Ms Pat O'Connor, who has managed the hostel for over 20 years, has seen 853 ex-Servicemen pass through in that time. It takes weeks, sometimes many months, before residents recover completely from their ordeals and move on to permanent accommodation (private rented flats), which Veterans Aid fits out for them.

Many are in need of treatment for alcohol or drug abuse, gambling or bereavement.

During the day almost all of them, except for the most vulnerable, are away on education and training for future employment.

The following is a snapshot of the type of extracurricular training and education activities in which they were involved on one morning in March 2014...

1 on an opera training course	1 studying at Ruskin College, Oxford	4 on scaffolding courses
1 on a musical instrument course	1 on IT computer course at Poplar College	1 on a maritime security course
1 on a singing tuition course	1 on avionics/electrical tech course	4 completing a scaffolding course
4 on an art course	1 studying accounts at college	1 beginning a painter/decorator NVQ
1 on a music software course	1 on a hotel management course	1 on a HGV driving course
2 at college studying for law degrees	1 setting up his own business	2 in the Territorial Army
1 on a proofreading & editorial course	1 on general studies course at Crisis	1 on a barbering NVQ course
1 on a facial piercing course	1 on advanced canine behaviour course	1 on a gas engineers course
1 on body piercing course	1 on a close protection course	1 on door supervisor course
1 on a horticultural course	2 on a fitness training course to become personal fitness trainers	1 on electrical technician course

Plus, six have secured employment and one has just completed a crane operator's course.

From street to safety in 65 minutes

Medical staff often refer to the 'Golden Hour' - that critical period during which intervention can make the difference between survival and death. Veterans Aid also understands the value of rapid action as this transparent 'real time' log illustrates.

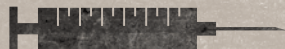
On his 39th birthday 'M' was turned out of the garage that had been his home for the past eight weeks. From the time he sent an email to Veterans Aid, it took just 65 minutes to get him to a safe place. We're still working with him, but he's off the 'critical list'.

Client contact log, 09 September 2013

- 11.40am Email from: 'M' Info VA Subject: HOMELESS
Name: 'M', Email: (Supplied), Telephone: (Supplied)
Message: "I am ex-Army and have tried everything to get work... I am now as of today living rough in London. All I need is a job... nightmare... can you help?"
- 11.41am From: Phillip Rogers VA Case Worker
To: VA Staff, Subject: Email from VA Website "I'll call".
- 12.15pm 'M' arrives at VA Drop-in Centre. He's 39 and looking very down/depressed. Explains he was in Army Medical Services, left at end of military engagement. Went to live in France but work dried up. Came to UK with savings hoping to find work. Has applied for lots of jobs but unsuccessfully. Had been living in a garage for past 8 weeks but owner kicked him out today on his birthday.
- 12.45pm Admitted by VA to B&B emergency short-term accommodation pending vacancy at VA hostel.

What happens to 'M' next depends on him and the team at Veterans Aid. Everyone seeking help is different; all solutions are bespoke, but 'M' will be given whatever support he needs to find work, accommodation and his way back to a rewarding life.





Substance and alcohol misuse report

Alcohol is the third largest cause of avoidable ill health in the UK. Between 2003 and 2012 we saw a 51% rise in UK hospital admissions as a result of excess drinking. Alcohol-related crime costs the UK £7.3 billion per annum in terms of policing, prevention services and processing offenders. Of the 60,000 sentenced prisoners in the UK, just over 40,000 are hazardous alcohol users. Alcohol-related deaths in British women in their 30s and 40s continue to steadily rise.

Nothing illustrates the effectiveness of our work in the addiction field better than the Activity Week that we held in summer 2013. During a brief respite from the scorching August heatwave a group of clients, all of whom had completed detox and rehab, scaled a climbing wall in Bermondsey, kayaked through Little Venice, boxed/keeled over at Islington Boxing Club, took on a formidable Chelsea Pensioners bowls team, and camped out in Epping Forest. The message was a simple but crucial one - that a life without drugs or alcohol can be exciting, challenging, but most importantly tremendous fun. To have seen this group of happy and healthy men enjoying the benefits of recovery was a privilege. Their dedication and hard work in reclaiming their lives remains deeply inspirational.

As the leading charity for veterans wishing to access treatment we are regularly contacted for comment on the plight of ex-Servicemen struggling to cope with an alcohol problem. Our reply continues to point to the context in which Veterans are living in this country - in short, Britain is in the midst of an alcohol crisis.

We maintain, much to the chagrin of those seeking more hysterical headlines that addiction is a societal issue, not at all confined to those who previously served in the Armed Forces

Quite why some people can drink and use drugs socially, whilst others cannot, remains a matter of enormous conjecture and discourse for researchers and practitioners within the field. It is a hugely complex issue for all concerned, yet the rhetoric of a simple leap from taking the Queen's shilling to alcohol dependency is something we passionately dispute.

The general make-up of the average Veteran this service meets has remained largely unchanged for some years now (the vast majority being ex-Army - 83% - as opposed to Royal Navy/Royal Marines/RAF, 43 years old, and having left the armed forces around 15 years ago). Though most still present with an alcohol problem (43%), we have seen a rise in the number of clients using drugs (heroin and cocaine 17%), or combining their alcohol misuse with drugs (34%). This change appears to have been reflected in wider society as drugs such as cocaine, cannabis, ketamine and the new "legal highs" have become increasingly socially acceptable, particularly for the under 30s. The remaining 6% present with a gambling issue.

Much of our success lies in building strong relationships with services which, notably, are not Veteran-specific. Agencies such as RAPt, the Kairos Community Trust, The Providence Projects, Salvation Army Greig House, Street Scene, and City Lit have all provided their enormous expertise and experience to a huge number of our men and women. Though accessing addiction treatment from local authorities for the average "civvy" is proving to be increasingly difficult, for those fortunate enough to have a service number our door continues to represent a place of immeasurable transformation and change.

The profile of the average Veteran this service meets has remained largely unchanged for several years:

83 percent are ex-Army rather than Royal Navy/Royal Marines /RAF

43 percent present with an alcohol problem

17 percent of clients use drugs (heroin and cocaine)

34 percent combine alcohol misuse with drugs

6 percent present with a gambling issue

Phil Rogers
Substance Abuse, Veterans Aid



FOREIGN & COMMONWEALTH



Veterans Aid has dealt with more than 460 calls for help from Foreign & Commonwealth subjects since it started monitoring numbers in 2007.

Dealing with these cases has cost the charity £53,000 in legal and other expenses - an immediate outlay of £134,135, mitigated by grants and repayments amounting to £81,000).

We deal with approximately six new cases each week.

More than 50 nationalities serve in the British Armed Forces, some from countries with a Foreign Enlistment Act that classes them as treasonous mercenaries for joining a non-national military unit. An example of this is the case of a soldier from Botswana, considered 'not of good character' because of a single speeding offence. As a result he faced deportation and, on arrival in Botswana, arrest and imprisonment.

With VA's support he was able to take his case to the High Court for Judicial Review that ruled in his favour. In an interview with The Voice he said afterwards:

"When I talk about what the Veterans Aid has done for me, I find it hard to fight back tears. I was stateless. I had no home, and these people helped me so much. They found me a lawyer, a place to live, and they even gave me vouchers to buy winter clothes."

We are doing this because no one else will - and while not primarily a campaigning organisation, Veterans Aid has an established and growing reputation as a charity prepared to highlight what it perceives as unjust and inhumane consequences of systemic failure.



Poloko Hiri and mother with VA staff

A day in the life

No two days are the same in VA's busy Ops Room and despite its considerable expertise the charity's frontline team constantly has to adapt to meet new challenges. Each member of staff invests time in getting to the root of clients problems and, where required, breaking new ground to resolve them. One of the many areas where this has been necessary is that of settlement. This narrative describes the experience of just one caseworker, Debbie Langdon.

"When I walk into the office these days there are already a few messages relating to F&C issues. Some are new cases, others are ongoing ones; some are made by the individual involved, others are from friends or family; some are from Veterans, others from personnel who are still serving. A conservative estimate of new cases would be six per week, however it's only Tuesday and we had four new ones in yesterday...

I follow-up all inquiries and return calls. Then I reply to the numerous emails from clients and, on their behalf, pose questions to UKBA (the UK Border Agency). In some cases the calls for help come from military units asking Veterans Aid to help them navigate the system. Units also contact us for help when things have gone wrong.

Many people founder because they've filled in the wrong application form. When we pick this up we provide the correct form and take time to guide the client personally through the completion process. We also ensure that he or she has the necessary proof to back up what they say. It can take up to four hours to complete one application.

The issues are diverse but fall roughly equally into two areas; the problems faced by over-stayers and of those making initial applications to the Border Agency.

It is hard work but rewarding and the highlight for me is when a client or family gets settlement and is able to get on with their lives. So many times the first thing they say is 'Now I can work!' - and then a big 'thank-you'.

We have developed a good relationship with the Border Agency and the response that I get from them now is second to none. They are really helpful and seem to care about 'our' clients as much as we do.

On reflection, I'm proud of what we've achieved at Veterans Aid. We all have a better understanding of the problems our Foreign and Commonwealth service personnel and Veterans face and I'm glad that we've played a part in publicising the issues and influencing changes in the immigration law."

OUTREACH

- Client returned to or brought from
- VA visit
- Visit to VA
- Media coverage/reportage in country
- Political interaction

1. Afghanistan	●	28. Jamaica	●
2. Argentina	●	29. Japan	●
3. Australia	●	30. Kenya	●
4. Austria	●	31. Korea	●
5. Bangladesh	●	32. Lithuania	●
6. Belgium	●	33. Malawi	●
7. Belize	●	34. Monserrat	●
8. Botswana	●	35. Morocco	●
9. Bulgaria	●	36. Nepal	●
10. Cambodia	●	37. Netherlands,	●
11. Cameroon	●	38. New Zealand	●
12. Canada	●	39. Philippines	●
13. Cyprus	●	40. Poland	●
14. Czech Republic	●	41. Russia	●
15. Dominica	●	42. Seychelles	●
16. Fiji	●	43. Sierra Leone	●
17. France	●	44. South Africa	●
18. Germany	●	45. Spain	●
19. Ghana	●	46. St Kitts	●
20. Greece	●	47. St Lucia	●
21. Grenada	●	48. Thailand	●
22. Guyana	●	49. Trinidad	●
23. Hungary	●	50. Turkey	●
24. India	●	51. Uganda	●
25. Indonesia	●	52. UK	●
26. Iran	●	53. USA	●
27. Italy	●	54. Zimbabwe	●

Veterans Aid is often described as a small, London-based charity. Many people assume that its aspiration is to expand. In fact VA's reach and impact is international, as these pages illustrate. Improvements to New Belvedere House, and the sourcing of a more 'fit for purpose' head office and Drop-In Centre, are certainly on the agenda, but with the aim of delivering a better service rather than establishing a bigger geographical footprint



THE BIG SALUTE



Nicky Ness, Hugh Milroy and Ernie Rowe



OLIVER BURNS

The British Forces Broadcasting Service (BFBS) has enjoyed a strong relationship with Veterans Aid for more than seven years and it's one of the charities supported by our annual BFBS Big Salute fundraising campaign.

To explain how the funds are spent, and to increase the profile of our annual appeal, we have the privilege of interviewing individuals who have been helped by Veterans Aid. Their very personal and poignant stories enable BFBS to share the work of the charity with the wider Service community.

BFBS radio and TV recording crews are also regular visitors to the charity's busy front line Drop-In Centre in Victoria where CEO Dr Hugh Milroy and his staff are based. With his breadth of knowledge and passionate quest to get a fair deal for ex-Servicemen, women and their families, Hugh always offers our broadcast journalists an informed opinion about the contemporary issues affecting Veterans. And it's clear that whether those Veterans need immediate help, long-term support and advice, or signposting to specialist agencies, the charity is committed to finding a solution for whoever walks through its door.

Veterans Aid has also welcomed BFBS journalists into its New Belvedere House hostel in East London, allowing us unique access to the facilities that are part of this temporary 'home' for many beneficiaries. We have seen how this caring, positive environment can give Veterans who've had major problems the confidence to seek friendship, education, and employment; to help them change their lives and move forward.

The team at BFBS wishes the beneficiaries, staff and supporters of Veterans Aid the very best during this special year for forces connections. We are delighted to have such a close relationship with the charity and to confirm that our staff will continue to support Veterans Aid financially this year as one of the chosen BFBS Big Salute charities.

Keep up the fantastic work you do for the most deserving of recipients!

Nicky Ness

Controller BFBS Radio

YESTERDAY Our accommodation has always featured a conservatory where residents can relax in a quiet, light environment. This 1955 picture reflects the formality of the time with residents wearing suits and while there is no radio or TV the silence of the 'reading room' is broken by the chirping of budgerigars.

TODAY For many years the conservatory at New Belvedere House has provided flexible space for residents who want to paint, read or borrow books and videos. It has been a venue for various choral activities, meetings and even aromatherapy sessions.

TOMORROW Thanks to the wonderful generosity of Oliver Burns – Luxury Architectural Interior Designers and Developers – the conservatory and living areas have been transformed into thoughtfully designed, contemporary relaxation spaces. A carefully selected palette, based on colour psychology, has been combined with modern finishes to create a luxurious yet functional home for the Veterans who live there.

Joe Burns said, "We really wanted to do something special for the organisation that touched our hearts. We admire Veterans Aid's 'hand up' not a 'hand out' approach and wanted to contribute to the great work they are doing by using our design expertise to create a warm and welcoming environment for its residents. Everyone deserves to have access to pleasant surroundings and good design is just an element of that. The team at Veterans Aid provide the rest."



Yesterday



Today



Tomorrow



The 2014 BFBS Big Salute auction day is on Friday 31st October
For information about the Big Salute, go to www.bigsalute.com

MOVING ON



Not everyone who comes to VA is homeless or facing an accommodation problem, but for many there are underlying issues that make gaining and sustaining a place of their own, difficult. It can also be daunting for men moving on from New Belvedere House where they have felt safe and enjoyed the support of staff and comrades.

Handing over a set of keys that open the door to a cold, empty and unfamiliar space can be the start of a process that quickly undoes the work of months. The VA team understands this which is why everyone deemed ready for the responsibility of taking on a place of their own is given help.

The three men featured here were all delighted to show off their new homes and let pictures tell the story of why they are so happy in them.

Craig, Peter and Sean became friends while living in New Belvedere House. One by one they moved out. We thank them all for inviting VA's supporters into their homes.

Craig McWha

MY PLACE for Craig is a light, airy modern flat in Clacton-on-Sea where he now works as an avionics engineer, a trade he learned in the RAF.

Craig served for seven years and ended up seeking help from VA after 'making some bad decisions at a time when the economic climate was bad'. After getting sorted out at New Belvedere House he was helped to move on. "I had a bit of a wobble after Christmas, but the help just went on and on. I can't praise Veterans Aid highly enough".



MOVING ON



Sean Staines

MY PLACE for Sean, 47, is a spacious ground floor flat in Islington. He loves its quiet location, proximity to shops, high ceilings and space to display his paintings and wonderful collection of lead soldiers.

Sean served for nine years starting with the Royal Horse Artillery and ending up with ACE Mobile Force – a specialist in Arctic and Mountain Warfare. He did tours in Bosnia and Northern Ireland. He was the last of the three friends to leave New Belvedere House, having been there the longest. "It's all about timing though," he recalls, "Pat knows when you're ready – and when you're not. I was nervous, but when I saw this place I fell in love with it."

Turning blank space into 'My Place' costs money and each new home is as unique as its occupant. When people ask us how money is spent it's hard to know where to begin.

Here are some of the things that turned these 'spaces' into 'places': Paint, Carpets, Fridge, Washing machine, Vacuum cleaner, Television, Radio, Sofa, Bed, Tea towels, Duvet, Table, Chairs, Bookcase, Curtains, Kettle, Coffee maker, Microwave, Iron, Ironing board, Wardrobe, Desk, Laptop, Vase, Picture frame, Cutlery, Easel, Pillows, Bedding, Light bulbs, Chopping board...



MOVING ON

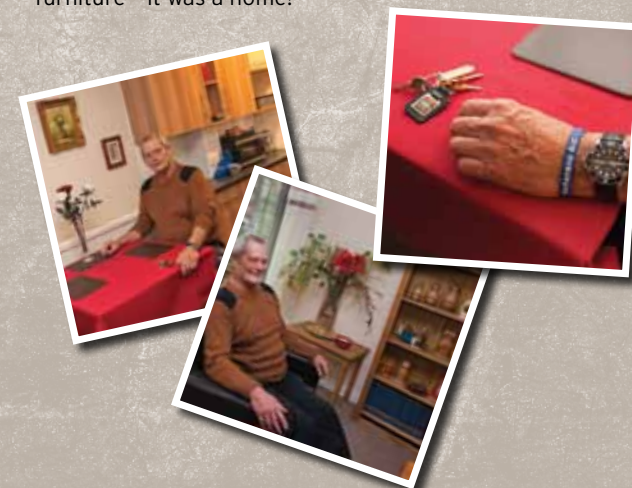


Peter Dodds

MY PLACE for Peter, 61, is only a short walk from New Belvedere House where he's a regular visitor. He spent eight months at the hostel before moving into his own home in September 2012. In a corner block, with a balcony overlooking gardens, Peter's immaculate home provides him with a quiet space in which to live and paint.

Peter served for 12 years - first in the Royal Navy and later in the Army. He had a bad period before his move and confesses that "the first three weeks were a killer. Waking up in the morning with no-one to talk to, watch TV or have a coffee with - it was hard".

Today he loves his new place. "I gave Pat a list and within a week of moving in everything was done - carpets, furniture - it was a home!"

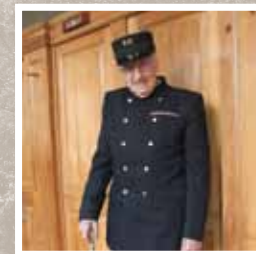


MARK BAKER is a Captain of Invalids at the Royal Hospital Chelsea. Three years ago he was asked to establish a link with Veterans Aid.

"I knew nothing about the charity before I took some Chelsea Pensioners to New Belvedere House and met Pat. I took David and Marjorie and Stan Constable and we'd go along and have a cup of tea and some biscuits and it was just fascinating to watch the interaction between the young residents and these old soldiers. Young Veterans and old Veterans – they just gelled immediately and talked about one another's units and regiments, what cap badges they'd worn and where they served. It gradually expanded and one day Pat brought a number of VA Veterans, 10 or 12, for a visit and a tour followed by lunch in the Great Hall – and they loved it! Then things expanded slightly more and Pat brought a team to play bowls against us, which everyone really enjoyed. Then last year Phil Rogers brought a team as part of the activities week he was organising and we had the most wonderful afternoons on both occasions. In December, Marjorie Cole, Steve Lovelock, Fred Rook and I took a Christmas cake to NBH to cement the relationship. I've been utterly drawn into it and I have so much time for the staff at Veterans Aid who are so dedicated."

FRED ROOK is 87 and served with the REME for the last three years of WWII as part of an 'Ack Ack' (anti-aircraft gunnery) unit. After his wife died in 2007 Fred started looking at longer term retirement options and in 2013 he moved into the Royal Hospital Chelsea. He's also an Almsman at Westminster Abbey, one of just six 'Royal Appointments' to an order dating back to Elizabethan times.

"Towards the end of last year I put my name down to join a party going to visit Veterans Aid and I learned all about it. It's nice to have an association of that sort. It's an ideal organisation and for chaps who are coming out of the Services who don't know what to do... it helps them out and gives them a start again. At the hostel they meet fellows in similar situations and it's a bit of comradeship. I haven't got involved in any of the bowls matches yet, but they seem to be getting along all right without me!"



Fred Rook BEM



Marjorie Cole

MARJORIE COLE is 69 and joined the WRAC in 1961. She left in 1966 but rejoined a year later for a further 10 years. She served in Singapore, Northern Ireland and in various UK locations before ending up as a Chef Instructor. Back problems led to her being medically discharged but Marjorie remained a member of the ex-WRAC/ATS Association and through it learned that the RHC were thinking of accepting women.

"I saw it as a chance to wear the Queen's uniform and be part of the big (military) family again. As soon as I walked through London Gate on my first visit I knew that this was what I wanted. When I heard that the Adjutant was starting up various outreach programmes which involved Veterans Aid I thought, I'd like to help because it could be me, it could be anyone - but especially people on their own. I put my name down to visit New Belvedere House and although I can't do much, I can offer some camaraderie. People don't have to talk about their problems, but sometimes it's easier to talk to a female. I've seen such progress in the last three years. There is such a happy atmosphere there and a lovely lady there called Pat. Some of the boys were a bit shy at first but when we got talking they opened up. Going back each time I see a change in them - they've got more confidence in themselves and I think that's great. I think it's a wonderful establishment and I often tell people about it. I go every time but the male pensioners take it in turn and coming back in the car I often hear them say 'I enjoyed that'. The Army gave us a lot and this is a way of giving something back. And it makes us feel better."



David Donaghey



Steve Lovelock

DAVID DONAGHEY was a physiotherapist in the RAMC. Born in Ireland he wanted to be a soldier before he was old enough to join.

"I'd been reading about Veterans Aid and when I came here I asked straight away if I could go along with the group that was going. When we got there the staff showed us around and explained what was happening and I was most impressed by what they were doing down there.

Everything hinged upon the individuals - what they wanted - and something that is a must for all recovery is that people were being encouraged to do more. Everyone was urged to join in and I was surprised at what they did there - and I mean the staff too! What more can I say - they are just doing a great job."

STEVE LOVELOCK was formerly known as Stefan Klawakowski but changed his name when he was posted to Berlin. He enlisted at the age of 16, into the Royal Signals, and went on to serve in Malaya and Singapore, Germany and Cyprus. After his wife died Steve, now 72, got tired of living alone and came to Royal Hospital Chelsea where he 'enjoys every moment'.

"In the two years I've been here, I've done more than I've done in a lifetime; meeting people and seeing things. I got to know about Veterans Aid because I had a drink problem.

It's not the quantity, but I'd worked in insurance and that involved a lot of socialising. Not that I needed a drink every morning, but if I went out I just couldn't stop. Anyway, I was asked by one of the Captains of Invalids here if I would like any counselling and I jumped at it."

That 'help' was Phil Rogers, at Veterans Aid, whom Steve has been seeing for 14 months. "I've been to New Belvedere House too - we had a little Christmas get together in the lounge. The relationship with Phil and Veterans Aid has been brilliant. Seeing Phil is something to look forward to every week and he's a good listener. It's marvelous what Veterans Aid does."

SUPPORT

"Saying 'thank you' is a difficult task when so many people are involved in fundraising for us. We hope that those who know and support Veterans Aid, and are not recorded here individually, will understand and forgive..."

'Tough Guy' raised money for Veterans Aid

William Foulkes was one of the brave competitors from around the country who took part in the Tough Guy Assault in Wolverhampton, Staffordshire. He faced mud, barbed-wire fences and obstacle running to raise money for the charity.

Will said, "The Tough Guy event, although definitely a challenge, was immensely enjoyable. I relished the pain, camaraderie and satisfaction which Mr Mouse's playground richly and lavishly emanates. I'm enormously pleased to have been able to raise money for such a vital cause and am hugely glad I came across VA and the terrific work it does."

The Tough Guy Assault is perceived as one of the toughest survival contests in the country and it requires a lot of courage and preparation to embrace it. The eight-mile course features a cross-country run through mud and numerous obstacles including fire pits, flooded tunnels and freezing water pools.



William Foulkes



Members of 221 Field Squadron EOD (V) 101 Engineer Regiment - Day one at the start of Buckmore Park.

Twenty-four members of 221 Field Squadron EOD (V) 101 Engineer Regiment RE clocked up 100 miles by cycling round every racetrack and go-Kart track in Kent.

They did it in six and a half hours. The exercise is an annual event in memory of Sapper Will Blanchard who was tragically killed in Afghanistan in 2010.

Corporal Matt Emery said, "Having lost a close friend and a colleague, Will Blanchard, in 2010, the Squadron and I like to remember him by means of an annual charity event which is what Will would have wanted. Being an ex-regular soldier and now a reservist I was acutely aware of the difficulties someone leaving the armed forces can be faced with.

"Having known Veterans Aid and the fantastic work they do, it was obvious to me and the rest of 221 Field Squadron that this year we would raise money for this excellent charity. The ride was a long and arduous but despite some inclement weather conditions the team did it in great time with no injuries or retirements, making it an enjoyable and rewarding challenge."

Since 2010, 86 people have raised money for Veterans Aid via the JustGiving page. All these wonderful men and women set themselves challenges, often pushing themselves to the limits, with one common cause - to support Veterans Aid. In total they raised over £102,000! Thank you from all at Veterans Aid!

JustGiving

SUPPORT

Amy Foster, a Corporal Weapons Engineer in the RAF, was deploying to Helmand at the start of December for four months. She had set herself a challenge to cycle the distance home from Camp Bastion, Afghanistan, to RAF Brize Norton – a total of 3500 miles in 120 days!

“As I knew I would be away over the festive period and would be missing my husband and family so much, I wanted something challenging to keep myself focused and to have a specific goal to aim for while also doing some good. I had been serving for 5 years before I had even heard of Veterans Aid. The reason I chose this amazing charity was simple; for me, no Veteran should ever be homeless. I still remember the day when I first heard of VA from a colleague, I was so shocked that this could happen to any ex-Serviceman or woman so I had to do something to help.”

To cycle 30 miles per day on a static bike, Amy, who is responsible for fitting electronic counter-measures to the Hercules fleet at Brize and the upkeep and tracking of 5,000 weapons, had to put in one hour before and after her 12-hour shifts.

In an e-mail sent from the base to the Veterans Aid, Amy wrote, “The first three weeks were extremely tough. I was severely saddle sore, so much so I walked like John Wayne for quite a while, much to the delight of my not so sympathetic workmates who thought it was hilarious!

“I had blisters on my elbows from the pads on the bike I was leaning on, my right knee swelled to twice its size and my muscles were constantly sore. All this while trying to acclimatise to the new routine of very long hours – 12 hour shifts, midnight to midday, every day. Sadly, there are no days off in Afghanistan.”

Gary Pierce, the Warrant Officer serving with 27 TLR in Aldershot took on the awesome ‘Man-vs-Mountain’ challenge

Gary said, “Preparing for the event was taking over my spare time and it occurred to me that it would be a perfect opportunity to raise money for a great charity like Veterans Aid. I was at a presentation given by a former client of VA and now an employee. I was so taken aback and moved by his story – and stories of many people like him.”

The event was described as ‘a brand new and unique running challenge spanning 20 miles over Wales’s most iconic mountain range’. Participants run from sea level to the summit of Snowdon before descending into Dinorwic Quarry to tackle an array of ruthless challenges.

Gary said, “Now that I have completed the challenge, I can honestly say it was the hardest event I’ve ever done. I never thought I would be able to meet a 13 mile hill. At least I was running in beautiful countryside. I did it in a respectable 4hrs 55mins, in 77th position out of 450 competitors. I was absolutely exhausted at the end, but totally exhilarated by the experience of taking part in the event. The most gratifying part was the fact I managed to complete the run and raise so much money for a great cause. I am now looking for my next challenge in order to try and raise further money for people who rely on VA for help.”



Amy Foster

Gary Pierce

FUNDRAISING

Killik & Co host concert for Veterans Aid

More than 100 guests, Chelsea Pensioners and supporters joined Veterans Aid Patron The Dowager Viscountess Rothermere at an exclusive concert in Mayfair in September.

It was the first musical event to be held at the former home of controversial philanthropist Edgar Speyer at 46 Grosvenor Street since 1914. A year later he was driven into exile as a suspected traitor and 'highly placed spy'.

Following a screening of VA's iconic Michael Powell film 'Smith' and its modern-day counterpart 'Roy's Story', CEO of Veterans Aid, Dr Hugh Milroy, talked about the charity's work. He was followed by Professor Tony Lentin who signed copies of his book - 'Banker, Traitor, Scapegoat, Spy': The Troublesome Case of Sir Edgar Speyer at the event.



St James Theatre and British Forces Foundation Comedy Night

"The human race has only one really effective weapon and that is laughter." Mark Twain

A Comedy Night at St. James Theatre in January had its exclusively Veterans Aid audience aching with laughter thanks to a line-up that left organisers in no doubt that they had delivered the goods. The four acts who performed just for the charity sustained an evening of banter, laughter, good natured abuse and pure entertainment thanks to the generosity of the British Forces Foundation and the St James Theatre.

The theatre's Director of Development, Lady Lucy French, said, "My Great Grandfather was Field Marshal Sir John French, who led the British Expeditionary Force at the start of the Great War. As far back as December 2012 I decided I really wanted to do something to mark the Centenary. We started off wanting to do just one evening event to raise money for lesser-known military charities; ones that are really 'hands on' and do vital work. Veterans Aid was the first charity we considered, and we're delighted to be supporting it."

The comedians who supported the event were Kane Brown, The Raymond & Mr Timpkins Revue, John Maloney and Kev Orkian.



PICTURES OF SUCCESS



OUTCOMES

1. British Forces Foundation Comedy Night for VA at St. James Theatre. An evening of relaxation and fun for men who once had nothing to laugh about.
2. Leave to remain and the right to work.
3. A new home and a job as a London bus driver.
4. Gifts, food and a guarantee that no-one at New Belvedere House need be alone on Christmas Day.
5. Teamwork in action as VA staff and Veterans prepare for the magnificent concert at Killik & Co.
6. A chance for Veterans helped by VA to share their experiences with the serving community through BFBS.
7. Volunteer George Fitzalan Howard reaches the end of his time at VA ready to start his new career.
8. A room of your own, a new TV, gifted by a supporter, and friends to watch it with.
9. The confidence to practice and develop new skills.
10. A happy farewell to a valued member of the team.

WHO HAS HELPED US THIS YEAR

25 Training Regiment RLC,
Defence Logistics School
221 Sqn (EOD), Catford
Amhuinnsuidhe Castle Estate
Archbishop Holgate's School
alumnus, Highfields
Armed Forces Covenant Team
(LIBOR)
Arms and Armour Heritage Trust
Army & Navy Club
ARUP, Ove-Gifts
BAE Systems plc, Farnborough
BAE Systems plc, Stirling Sq,
London
Carlton Club
Catering Sp Regt RLC
Cavalry and Guards Club
Citrica
Coldstream Guards Association,
Leicester Branch
David Barnett Charitable Trust
Defence School of Transport
DefenceSynergia
Derry Treanor Ltd Pension Fund
Ealing Conservative Ladies
Luncheon Club
Excalibur Unit Charity
Haus Publishing: Anthony Lentini
Book sales
Home HQ Royal Dragoon Guards
Home HQ The Royal Scots
Dragoon Guards
HQ Land Forces, MOD Chaps (A)
Inner Wheel Club of Chelsea &
Westminster
JLR - Old Boys' Association
Jonathan Thornton
Charitable Trust
Killik & Co TSTS Ltd
Partnership Charitable Trust
Lady R Foundation
Lloyds Banking Group
LLS Lonsdale Charitable Trust
London Group of The Guild
of St Helena
MEH Charitable Trust
Merchant Taylors' Company
Mr TM Freedman
(proceeds of concert)
Order of St Lazarus
of Jerusalem
Pears Foundation
RC Bishopric of the Forces
RCDS, Seaford House
Royal Artillery Charitable Fund
Royal Lincs Regt Assoc
Royal Naval Association
Royal Signals Association
RRF Aid Society,
RRF Aid Society, Tower
ShareGift, The Orr
Mackintosh Foundation
Smith & Williamson
Investment Management
Spalding Naval Association
SSVC/BFBS 'Great Salute'
St Helen's Church, Cornhill
on Tweed
St Jude's Trust
St Martin's Church, West Acton
St Peter's Parish Church
Stuart Halbert Foundation
Supply Operations Division,
Supply Training Wing
Sutton Place Foundation
Taunton RFC Under 13s
The Blythe Sappers
The Cardinal Hume Centre
The Chaplain, Royal Hospital
Chelsea
The Masons Company
Charitable Trust
The Royal Engineers Association
The Swire Charitable Foundation
The Westminster Foundation
The Worshipful Company
of Cooks
The Worshipful Company
of Poulterers
The Worshipful Company of
Scientific Instrument Makers
The Zero Alpha Foundation
Training Support Unit,
Worthy Down
Trowers & Hamlin LLP
Veni Partners
Victoria Business
Improvement District
Welbeck College
Waitrose, Motcomb St., Belgravia
Pamela Matthews
Charitable Trust
Members of the public, relatives
of homeless Veterans, friends
and associates of Veterans Aid

Specific assistance on individual projects and work

Emergency Accommodation,
Mental Health, Substance
misuse, Education & Training,
Families & children
Lloyd's Patriotic Fund
Grants in aid of Hostel
**London Borough of
Tower Hamlets**
**Emergency Accommodation
Greater London Authority**
Addiction & Substance Misuse
**Armed Forces Covenant
Team (LIBOR)**
Direct assistance to homeless
Veterans from Drop-in Centre
**Queen Mary's
Roehampton Trust**
Supporting VA's Alcohol &
Drugs treatment work
The Royal British Legion
Supporting work of the
Manager at Hostel
Henry Smith Charity
Supporting work of the
Hostel Professional Support
Coordinator
Hans K Rausing Trust
Assistance with tri-service cases
SSAFA & Officers Association
Drop-in Centre Outreach work
SSAFA (Central London)
RN and RM homeless Veterans
**RNRMC, SEAFARERS UK, and
RN Benevolent Trust**
Drop-in Centre Outreach work
& Army homeless Veterans
**The Soldiers' Charity & Corps
and Regimental Associations**
RAF homeless Veterans
RAFBF
Ex-Merchant Navy
homeless seafarers
Merchant Navy Welfare Board
Hostel bedrooms refurbishment
Compton Housing Association
Hostel Communal
Area refurbishment
Oliver Burns
Giving our hostel a fabulous
Christmas
**Vitol Group (Vitol
Charitable Foundation)**
Hostel Christmas presents
Many kind people

Sponsoring a room at the Hostel
**Kensington & Chelsea Branch,
Royal British Legion**
Education and Training courses
**Erach & Roshan Sadri
Foundation, Fuserna
Foundation, Haberdashers'
Company, Sutton Place
Foundation**
Clothes, shoes & bedding
**Hedley Foundation, Queen
Mary's Clothing Guild**
Higher Education
Ruskin College, Oxford
Horticultural therapy,
Royal Hospital Chelsea
Gardening Leave Project
Reflexology therapy at Hostel
Kate Rayer
Immediate provision of
Mattresses and Furniture
for Hostel
**Jean Notman, The London
Furnishing Company Limited**
Food for hostel
**Fareshare, EAT &
Pret A Manger**
Assistance with venues
for hosting VA activities
Greater London RFCA
Gloves for Veterans
**Worshipful Company
of Glovers**
Alcoholism
The Rufford Foundation
Mental Health
**Merchant Taylors' Company,
Roger & Jean Jefcoate Trust**
Refurbishment of Hostel
bedrooms
**John Slater Foundation,
Bullough Tompson Charitable
Settlement**
Education and Training
Haberdashers' Company
Visits to Hostel residents
**Royal Hospital Chelsea
In-Pensioners**
Assistance on move-on from
hostel
**Towergate MCGF/Towergate
Charitable Foundation**
Aid in kind household goods,
cutlery, knitted goods, new
clothes, toiletries, etc.

Countless thoughtful
individuals, businesses and
organisations
Sustained help and
encouragement from
**Victory Services Club, Union
Jack Club, London Scottish
Regiment, HQ London District,
Guards Museum, Army & Navy
Club and many others who have
asked to remain anonymous**

FINANCIAL SUMMARY

Financial Summary for the year ended 30th September 2013

Income £1,945,852 (2012: £1,413,871)			Expenditure £1,652,204 (2012: £1,443,333)		
	2013 £	2012 £		2013 £	2012 £
Local Authority payments	503,435	515,047	Hostel running costs	775,490	619,970
Charges to hostel residents	51,016	43,521	London Relief Centre	752,441	699,746
Grants	635,235	323,797	Governance costs	62,791	60,767
Donations & Legacies	391,902	355,561	Fundraising & Event Costs	61,482	62,851
Donations in Kind	127,410	58,688			
Fundraising & Sundry	126,895	57,495			
Investment Income	109,960	74,761			
	£1,945,852	£1,428,871		£1,652,204	£1,443,334
Net increase in funds	£293,648		The Unrestricted Fund deficit for the year is £32,050 (2012 deficit £1,267). The Restricted Fund surplus of £295,308 (2012 deficit £20,375) includes grants of £326,140 received in the later part of the year which will be spent in subsequent years		
(2012: £14,463 decrease)					
Unrealised gain on investments	£77,450				
(2012: £138,798)					
Total increase in funds	£371,098				
(2012: £124,335)					
Reserves at 30th September 2013			Movement in the year		
	2013 £			2013 £	
Hollenden House Endowment Reserve	2,132,153		Permanent Endowment Reserve	107,841	
Restricted Funds	2,306,116		Funds donated for specified purposes	295,307	
General Reserve	970,885		Represents 7 months operating costs	-(32,050)	
	£5,409,154			£371,098	

Trustees' statement

This financial summary has been prepared to illustrate the main areas of ongoing expenditure by Veterans Aid, the principal sources of its income and the funds available. The Board of Trustees confirms that this financial summary is taken from the draft accounts for the year and is subject to audit. The summary does not contain all the information necessary to allow a full understanding of the financial affairs of Veterans Aid. Copies of the full accounts, once the audit is complete, will be filed with the Charity Commission and may be obtained from: Veterans Aid, 40 Buckingham Palace Road, London, SW1W 0RE.

Signed

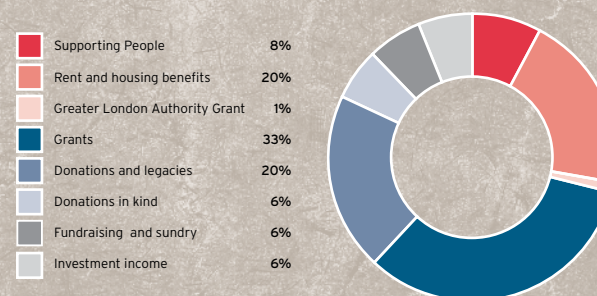


Robert Clinton, Honorary Treasurer

STATISTICS & CLIENTS

Where does our income come from?

Veterans Aid has a well-balanced mix of income, with contributions from local government in the form of Supporting People and Housing Benefits paid on behalf of our hostel residents, a grant from the Greater London Authority to assist with emergency accommodation, steady income from our investment portfolio, grants from other military charities, and growing support in donations from the commercial sector and the general public and from fundraising events.



PLEASE HELP

If you would like to make a donation by credit card or direct debit please visit our website:
www.veterans-aid.net



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Facsimile: 020 7630 6784

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Web: www.veterans-aid.net

Registered charity: 1095308

Charitable Company Limited

by guarantee no. 4544532

