



IMPACT REPORT 2016

*They come
in Despair*





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Registered charity: 1095308

Charitable Company Limited

by guarantee no. 4544532

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PATRON'S MESSAGE

It has been another very busy year for Veterans Aid and it is wonderful to see the transformation of New Belvedere House fully under way.

We were honoured that HRH The Duke of Edinburgh was able to visit New Belvedere house in June last year and see all the work that was going on. His Royal Highness asked many questions and was clearly very interested in the project. It was also wonderful that so many clients and staff had an opportunity to meet him. In November, we were once again privileged to welcome The Duke of Edinburgh at a reception at the Guards Museum, which was held to thank all those who have supported the hostel regeneration project.

As always, I am enormously grateful to all the staff who have worked tirelessly for Veterans Aid over the last year. Their commitment and dedication really does change the lives of veterans in crisis.

My heartfelt thanks to you all for your continued support, which is so very much appreciated.

The Dowager Viscountess Rothermere

Patron, Veterans Aid



TRUSTEES AND OPERATIONAL STAFF

Patron

The Dowager Viscountess Rothermere

Honorary Life President

Brigadier Johnny Rickett CBE FlntD

President & Chairman

Colonel Paul Cummings

Trustees

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GCB CMG CBE DL

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Honorary Psychiatric Advisor - Lt Col Ian
Palmer, Professor of Military Psychiatry

Honorary Compliance Advisor

Mr Robert Emmet FCA

Finance & Legal

Legal Advisers - Maclay, Murray & Spens LLP

Auditors - Saffery Champness,
Chartered Accountants

Investment Managers & Stockbrokers

S&T Asset Management

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

Drop-in Centre & HQ

CEO - Wing Commander Dr Hugh Milroy
OBE BTh MA PhD

Head of Administration & Company

Secretary - Ms Natalia Dabrowska BA

Head of Financial Services

Mr Richard Greenhough B.Com ACMA

Finance Assistant - Ms Sandra Juan BA

Deputy Administrator

Ms Jackelyn Fernandes BA

Deputy Administrator

(maternity cover)

Ms Marianna Prota MA

Head of Media & Communications

Ms Glyn Strong MA, PGCE, MCIPR, MCIJ

Digital Media Manager

Ms Viola Dabrowska BA

Events & Development

Major Delia Holdom

Fundraising Manager

Mrs Dorothy Jones MInstF

Fundraising Assistant

Ms Kuziva Punungwe BSc, MA

OPS Team

Head of Outreach - Mr John Boyle Dip SW
(Funded by SSAFA Forces Help Central London)

Head of Addiction Services

Mr Phil Rogers BA

Operational Case Worker

Mrs Debbie Langdon

Resettlement Support Worker

Mr Jon Fullan (Funded by SSAFA Forces
Help Central London)

IT Support Services - Horizon Telecom

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

New Belvedere House

Manager New Belvedere House

Ms Pat O'Connor MBE

Deputy Manager - Mr Dennis Murphy

Assistant Managers - Ms Lesley McDonald,

Mr Garry Roberts, Ms Anna Waylen,

Mr Kaedon White, Mr Ian Hamlet,

Mr Wilson McMullan

HQ Volunteers

Alex, Danny, Kate, Rachel, Richie

CHAIRMAN'S REPORT

These are challenging and exciting times for Veterans Aid. Through the hard work of the Fundraising Committee and the generosity of so many donors and supporters, work is well underway on the redevelopment of New Belvedere House.

This investment in the hostel's future will ensure that the Charity is well placed to meet the needs of veterans in crisis for many years to come.

Veterans Aid's unique Welfare to Wellbeing model, which underscores every aspect of the Charity's work, ensures that everyone who seeks its assistance receives timely and appropriate help, and is encouraged and enabled to achieve his/her full potential. It provides a pathway leading from crisis, through counselling and training, to employment, accommodation and long-term sustainability. The statistics speak for themselves and last year 154 ex-servicemen and women were suitably accommodated.

The Charity's unparalleled level of success in turning around the lives of veterans in crisis is due largely to the commitment of its staff - at our Victoria Drop-in Centre and at New Belvedere House. All are committed to going the extra mile when trying to understand and address the needs of the individuals who seek their help. Their kindness, care, professionalism and generosity of spirit and commitment to ensuring that every client is given the opportunity to achieve long-term success, with renewed confidence and pride in themselves, is commendable.

Last but not least I would also like to thank our Patron, donors, fundraisers, volunteers, friends and colleagues in Westminster and Tower Hamlets for their wonderful support, encouragement and guidance.



Col Paul Cummings,
Chairman, Veterans Aid

CHIEF EXECUTIVE'S MESSAGE

Homelessness is a gross injustice toward any individual and a searing indictment of 21st Century society. According to the media, charities and politicians, the landscape for the homeless is bleak and the increase in numbers of street homeless as inevitable as it is inexorable.

Certainly there are rising problems, but Veterans Aid has reacted brilliantly by moving so effectively into prevention that there are now very few genuine veterans on the streets of Britain. During the past year we homed 108 directly from our HQ; these people never ended up as rough sleepers.

There is no doubt that we have had a profound and definite impact on this national scene. Every week we get phone calls asking us to supply clients to fill empty accommodation across the country. But still there are charities and politicians claiming that more beds are needed.

Sadly veterans are still being singled out as uniquely needy, regardless of wider societal issues such as the impact of 'punitive' benefit changes and the national housing crisis.

Despite all of this we have been profoundly successful and move forward agile, strong and very fit for purpose.

Working conditions for our staff, particularly for Pat, Dennis and the hostel team, have been very trying, as they've had to cope with providing a uniquely effective service on a building site. It is to their huge credit that the year was very much 'business as usual'. If the icing on the cake

is that the refurbishment is on target and on budget, the cherry on top must be the VA staff who go above and beyond for our clients almost daily. In every area I am lost in admiration for their efforts - media, addiction, job finding etc.

The support that has enabled us to continue our work leaves me, as ever, all but speechless. Leading the charge as always is our caring and generous Patron, The Dowager Viscountess Rothermere and her amazing team Lady R! The list of supporters is endless but two groups need to be singled out for mention. David Kennard and Robert Emmet, ably supported by Robert Clinton, threw themselves at the fundraising challenge with unstinting optimism and were truly successful. I cannot thank them enough. And in a complete break with tradition, we brought in volunteers to support our ops and media teams. This has been a runaway success and I know they have added value to those areas.

So as we move into the next year, one that may feature an HQ relocation, we are ready and able to face anything. We have the strength, depth and professionalism to do so.

"Our infographics record remarkable outcomes, but what they don't do is illustrate the sheer hard work behind achieving them. Veterans Aid's staff, in the HQ and at New Belvedere House, spent 10,632 hours speaking to clients during the year

- an investment of time and care that resulted in nearly all going on to reclaim their lives."



Wing Commander
Dr Hugh Milroy OBE PhD
CEO, Veterans Aid



VOLUNTEER PERSPECTIVES

FORMER CLIENT - 'DANNY'

"It's a bit surreal sometimes, to think about where I was and now I have the keys to the building. People trust me to open up, to have credit cards to buy things. It's very nice and it has helped rebuild my self-esteem.

I've been clean for a year now. Recently I took someone to the same treatment centre that I went to 11 months ago; I'd seen him come in, looking very broken, and I now go and visit him. Seeing him getting his life back, seeing his family again - there's just something really beautiful about it. I know I couldn't have done it without Veterans Aid.

What really surprises me as a volunteer is how quickly things happen here once someone's service is verified, and they really want to engage with Veterans Aid, it all happens - there's no messing around with 'fill this in, fill that in, come back tomorrow' - it's all hands on.

I was also surprised to learn that there weren't as many homeless veterans as I thought there was; I didn't realise how much help there was and it's amazing how many people ring here and it turns out they have never actually served."

MANAGING DIRECTOR - 'KATE'

"As a family we became acutely aware of what the Armed Forces give to the country after a sibling lost a friend on active service. I'd volunteered for other ex-service charities but I wanted to work with people at the neediest end of the spectrum; (CEO) Hugh Milroy's passion about VA and its work sealed the deal.

It's hands on and personal. There's no giving out old 'hand-me-downs' - everyone (who needs them) gets new clothes on arrival. The emphasis is on clients having to help themselves in order to access the possibilities and connections that the charity offers.

I'd been talking to key contacts about the need for a Corporate Covenant networking group, and here I found it - kick-started by Veterans Aid and attracting some of the UK's biggest and most passionate mid and smaller sized businesses. Each client's full potential can be fully realised through this mix of support and engagement.

Veterans Aid deals with those who have nothing and no-one. The thought that I can be a small part of giving just one person the hope to turn their life around, and be part of a charity that is so successful at doing it, is very rewarding."

SERVING WARRANT OFFICER - 'RICHIE'

"In the Army you're taught from Day One to look out for your mucker, to make sure the people standing to your left and right are in good order. This continues with looking after a fire team, section, platoon, company and battalion. The more people you are responsible for, the more issues you have to assist with. Normally I only get to help out the soldiers who are in my unit and currently serving.

Veterans Aid gives me the opportunity, in my spare time, to assist those I didn't serve or work with... to help serving and ex-serving personnel from all services, of all ages. I also chose to work with VA as I appreciated their *modus operandi*, a successful operation requires a good set of orders, however mission success is normally only achieved with a good set of QBOs on the ground and good ground knowledge: Veterans Aid has both.

I'm most impressed by how quickly VA manages to assess a situation and eliminate threat. My biggest honour was helping a lovely gentleman in need who had served and been decorated in the Second World War. VA cared for him and worked with the Royal Hospital Chelsea to get him a berth. Seeing him on parade in his new uniform... money can't buy that."

"I've witnessed many ex-service personnel come through the charity's doors, be helped into a place of safety and later on to full time employment. I call that a victory."

'Richie' - Warrant Officer

VOLUNTEER PERSPECTIVES

SENIOR COMMUNICATIONS MANAGER - 'RACHEL'

"I lost my partner in Iraq in 2015 and wanted to be able to help people with a military background who needed to rebuild their lives. What impresses me about Veterans Aid is the fact that it places no barriers on the help it offers - regardless of how long an individual has served, how long it is since they left, or what kind of support they need.

VA invests in so many areas to help its clients. Its work is vital and I'm very happy to give my time to help people learn about it."

"VA places no barriers on the help it offers regardless of how long an individual has served, how long since they left, or what kind of support they need."

'Rachel' - Senior Communications Manager

BRITAIN TODAY



These figures relate to the general population.

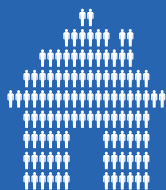
Some of them will be veterans.

VETERANS AID 2016 - ACTIVITY



411

NEW
CLIENTS



154

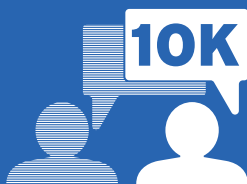
VETERANS
HOMED

22,000

 NIGHTS OF ACCOMMODATION
FOR EX-SERVICEMEN & WOMEN



AVERAGE
HOSTEL STAY



HOURS SPENT LIAISING
WITH CLIENTS

TRAINING & PLACEMENTS



MOST POPULAR
COURSES

72

TRAINING
COURSES
FUNDED



AVERAGE TRAINING
COST PER CLIENT



VETERANS INTO WORK
AND ON PLACEMENTS



62

SUBSTANCE MISUSE 2016

35



VETERANS THROUGH
ADDICTION TREATMENT



 OPIATE
DETOX ON
AVERAGE
£4,850

 ALCOHOL
DETOX ON
AVERAGE
£2,500

 RESIDENTIAL REHAB
ON AVERAGE £6,600

USUAL ROUTE
FOR TREATMENT

AVERAGE AGE
OF CLIENTS



NICK'S STORY

"I'm probably in the best place I have ever been to be honest. I have a job that I really like, I'm living in an area that I love, my social circles are fantastic, I've just been on holiday, I'm earning more money than I've ever done and I'm fitter and healthier than ever before."

When Nick arrived at Veterans Aid he had a rucksack full of clothes, £10 in his pocket and nowhere to live. His five years in the Royal Navy were a distant memory, overlaid with incremental problems that had left him isolated and depressed.

"One crack appeared and then another - it was probably over a period of about three years, a slow ebbing away of physical and mental health, money and motivation. You slowly but surely become everything that you once weren't," he reflects.

Nick had never heard of Veterans Aid but by chance he happened to walk past its door.

"And I did walk past it, at least 10 or 15 times! I researched it online and then I phoned - but I still had to build up the courage to come in.

"I knew with other military charities that it took weeks or months to get help, if anything at all, but at Veterans Aid it was immediate. Within half an hour I was sorted. I wasn't looked down upon: I was treated with civility and decency. They understood that everyone has hard times and that some people don't have the support that others do."

Immediate intervention involved getting Nick into bed & breakfast accommodation in Pimlico until VA's New Belvedere House hostel had a vacancy. He stayed there for around nine months.

"For the first couple of weeks there I just wanted to be left alone, to calm down and sleep really. It gave me space to take stock and release the pressure. It gave me time to

get right, build myself back up. I didn't make use of everything that was on offer, but then I didn't feel I needed to. The biggest impact on me was the gym - getting fit, healthier. I started to sleep better and get my thoughts straightened out. As I felt better, I got more motivation. The fact that the gym was there meant that in the morning, I had a reason to get up. I didn't need the courses that some people did, but I did need to get better physically and mentally and sort 'me' out. If I could do that, then I felt other people would see that I had worth. It was a personal journey, to redefine who I was and regain confidence in myself."

When Nick left New Belvedere House he was already working. With VA's help he moved into a home of his own, in Maida Vale. It means a lot to him. "When I left NBH it was the right time; financially and socially I was ready. The next step for my personal development had to be outside the hostel."

Now Nick can drive to work in 10 minutes, his rent is affordable and his flat is comfortable. "It's my home - I get in from work and while it's not perfect it's my home. It's mine".

His employment journey may have been outside the hostel, it wasn't outside Veterans Aid. The charity's 'back to work' pathway steered Nick towards its Drop-in Centre Development Officer and a job opportunity with property care company Masterfix.

"I wouldn't even have sent in an application for some jobs because I didn't believe that I

was right," recalled Nick, "but with encouragement and help I was OK."

He started at Masterfix in May 2016 and has nothing but praise for the way he has been supported by the company. "They have been fantastic. I was open, frank and honest on all fronts. The day I started the director said 'If you need anything let us know and if we can provide it we will do' - and they have, even with materials for my house! They've been very understanding and even said that if ever I have a wobble all I need to do is tell them and I can go and get it sorted out."

The company took Nick on in a role where he could accompany someone else, assess his level of competence and suitability for the role and work out how comfortable he would be fulfilling it. This option allowed him to make an informed decision about what would ultimately be a best fit for both parties. There are opportunities to move across from property repair and maintenance work to project management and other areas that involve further training. At the moment he is taking things slowly. "Instead of taking too much on I'm just enjoying my life and taking that little bit of time to get things right. The job takes me to parts of London that many people never see. Every day is different. I'm in a good place."

Nick reckons he's in that place because of Veterans Aid. "I think every single journey through the Veterans Aid system is different but it has definitely worked for me.

I was just an everyday bloke for whom times got tough - with a bit of help that I couldn't get from anywhere else, things got pretty damn good!"

*Nick, 32, served in the Royal Navy with 820 Sqn Fleet Air Arm, for five years. He was medically discharged in 2012.

WORKING BRIEF

Veterans Aid has built strong working relationships with a number of employers who are committed to giving ex-servicemen and women a supportive route back into employment.

Through a structured programme, veterans who are seeking work can be introduced, without commitment, to companies offering job or training opportunities. The aim of this 'brokering' service is to give clients and employers an opportunity to meet and establish whether they are a good 'fit'. New organisations are being added to the list all the time and feedback on clients' experiences closely monitored.

Companies that VA is presently partnered with include: Amey, AECOM, AMG, Biotecture, D Group, Foxtons, GSS, Masterfix, McGinleys, Museum of Brands, NHS Foundation Trust, Silverhill Consulting, Skanska, Timpson, SSVC, Wellington Management and Wilson James.

FURTHER TRAINING/EMPLOYMENT

Some people require training before they are ready to explore job opportunities or start work. This is arranged following discussion with the client, the keyworker and - where relevant - with the potential employer. However, every individual's pathway back to employment is unique and bespoke. Not everyone needs or wants training; some are keen to learn new skills, others only need to hone or update existing skills.

TRAINING PROGRAMMES

There is no 'one size fits all' at Veterans Aid and keyworkers have developed considerable experience of what has worked for some people and what might work for others. The important thing is to explore choices, discuss options and be frank about hopes, concerns and aspirations.

"Our decision to work with VA in offering careers to their veterans has seen us meaningfully engage with two to date, both of whom are earning huge amounts of plaudits from the clients whose contract they are deployed to support. Indeed, one was awarded GSS Superstar of the Month recently."

Gary Malloy GSS Ops Director



HOSTEL UPDATE

On time, in budget and set to stun...

For more than a year, VA's flagship hostel, New Belvedere House, has been undergoing an upgrade and refurbishment. Raising the £7m+ required to fund this has been challenging, but already the investment is bearing fruit.

Staff and supporters are beginning to see the shape, size and scope of the 'new' New Belvedere House unfold. The charity's long-nurtured vision of a modern, welcoming and future-proofed residential facility is now becoming a reality.

Endorsed by the former Mayor of London, a recipient of LIBOR funding and last year visited by HRH The Duke of Edinburgh, this visionary project is set to deliver a 'hostel' for homeless veterans like no other.

The new link structure, which effectively joins the Old Rectory to New Belvedere House, incorporates the main reception office, a training kitchen, meeting room and large storage area. Commended by Tower Hamlets' planners for its role in integrating the Victorian Old Rectory building into the 1970's-built main structure of New Belvedere House, this construction aspires to be aesthetically pleasing as well as optimally functional.

Installation of the bright, spacious training kitchen marked a significant milestone; featuring three commercial standard work-stations, it has been designed to accommodate cookery and food preparation demonstrations, tuition, development of personal skills and a 'classroom' for those pursuing food and hospitality-related qualifications.

While investment in the hostel refurbishment was largely driven by necessity, some elements were incorporated to add value and facilitate better delivery of the charity's unique 'Welfare to Wellbeing' pathway. Light, space and colour have been combined to create an uplifting and affirming environment while the practical contributions to health, in body and mind, provided by the gym and kitchen will be inestimable.



In 2016 Veterans Aid celebrated the completion of its Old Rectory transformation, part of the charity's £7m New Belvedere House hostel refurbishment project. The new facility's first official visitor, on 2 June 2016, was HRH The Duke of Edinburgh, who met residents and toured the refurbished facility.

"None of this would have been possible without the support of those visionary donors who understood what we were trying to achieve and decided to become stakeholders by investing. The 85% success rate enjoyed by Veterans Aid last year is down to ethos and commitment. Next year it will be matched by a facility that will change the way people think about hostels."

Wing Commander Dr Hugh Milroy OBE PhD
CEO, Veterans Aid

OUR SUPPORTERS

Our heartfelt thanks go to all our supporters. There are now so many that we are unable to list them all, but a random selection appears below. Your overwhelming support and generosity has touched us greatly and enabled the redevelopment of New Belvedere House to go ahead without impacting on the daily delivery of support to veterans in crisis.

84 Medical Supply Squadron	Compton Housing Association Ltd	Horistic Lodge No. 2822	Frost Foundation	Seafarers
The AB David Charity	Civil Service Insurance Society Charity Fund	The Ian Askew Charitable Trust	The Pennycress Trust	SilverHill Consulting Ltd
The Albert Hunt Charitable Trust	The Davies Family Charitable Trust	The Inman Charity	Queen Mary's Roehampton Trust	Society of Gentlemen Gamers
Alcumus ISOQAR Ltd	Dixons Carphone Foundation	Inner Wheel Club of Chelsea & Westminster	Quilter Cheviot Investment Management	SSAFA (Central London Branch)
Amey Power Services Ltd	The Drapers' Charitable Fund	The Jane Hodge Foundation	Royal Artillery Charitable Fund	St Mary Magdalene, Hullavington
Anglo-Danish Oil Company Ltd	East Wickham & Welling War Memorial Trust	Jerusalem Lodge No. 197 Benevolent Fund	The Royal Air Force Benevolent Fund	The Stock Exchange Veterans Association
The Army & Navy Club (The Rag)	Excalibur Unit	JHJ Facilities Support Ltd	The Royal British Legion Attendants Company Trust	The Swire Charitable Trust
BCMY Ltd	The Fusilier Aid Society	The Joan Mary Woodham Hurrell Trust	Royal Logistics Corps, 9 Regiment	Tanner Trust
The Beatrice Laing Trust	The Garfield Weston Foundation	The John Slater Foundation	The Royal Naval Benevolent Trust	Tooting Conservative Club
Belstone Management Services Ltd	Greater London Authority	John Thomas Kennedy Charitable Foundation	The Ropner Centenary Trust	Trinity House
The Bernard Sunley Charitable Foundation	The Goldsmiths' Company Charity	The Lady R Foundation	Royal Signals Benevolent Fund	Trusthouse Charitable Foundation
British Forces Broadcasting Service Big Salute	Greenwich Hospital	The London Borough of Tower Hamlets	Rugby for Heroes	Vitol Broking Ltd
Blackrock	Guards' Chapel Trust	The Leathersellers' Company Charitable Fund	The Royal Dagoon Guards Museum and Regimental Association	The Vintners' Company
Bloomberg L.P.	The Guild of St Helena	The Leonard Laity Stoute Charitable Trust	The Royal Anglian and Royal Lincolnshire Regimental Association	Waitrose
Brixton Coronation Lodge No. 5676	The Honourable Artillery Company	Masterfix GB Ltd	The Royal Scots Dagoon Guards	Wedlake Bell LLP
Cassidy-Bergin Ltd	The Henry Smith Charity	The Parachute Regimental Association (London Branch)	The Schroder Foundation	The Westminster Foundation
The Christadelphian Samaritan Fund	Hewitsons LLP	The Paragon Trust		The William Allen Young Charitable Trust
The Clothworkers' Foundation	Her Majesty's Chapel Royal	The Patrick & Helena		The Worshipful Company of Scientific Instrument Makers
Clover-George Associates	Honest Burgers Ltd			The Worshipful Company of Glovers of London



FINANCIAL SUMMARY

Financial Summary for the year ended 30th September 2016

Income £3,509,432 (2015: £4,974,260)

	2016 £	2015 £
Local Authority payments	1,662,397	461,775
Charges to hostel residents	80,828	46,185
Grants	775,858	3,220,388
Donations & Legacies	567,431	412,875
Donations in Kind	64,938	83,108
Fundraising & Sundry	120,538	603,176
Investment Income	237,441	146,753
	£3,509,432	£4,974,260

Expenditure £1,928,761 (2015: £2,072,666)

	2016 £	2015 £
Hostel running costs	813,105	852,582
London Relief Centre	771,316	927,536
Governance costs	75,791	73,100
Fundraising & Event Costs	268,549	219,448
	£1,928,761	£2,072,666

Net increase in funds	1,580,671	2,901,594
Unrealised gain (2015 loss) on investments	493,674	(202,155)
Total increase in funds	£2,074,345	£2,699,439

The Restricted Fund surplus of £1,812,101 includes grants and donations towards the ongoing refurbishment of New Belvedere House; in the year £1,635,764 was spent on this project, which has been capitalised and therefore is excluded from the expenditure figures shown above.

Reserves	Balances at 30th Sept 2016 £	Movement in year £	
Hollenden House Endowment Reserve	2,400,143	260,881	permanent endowment reserve
Restricted Funds	7,708,844	1,812,101	funds donated for specified purposes
Designated Funds	92,000	(231,600)	funds designated towards NBH refurbishment
General Reserve (Unrestricted Funds)	895,989	232,963	represents six months operating costs
	£11,096,976	£2,074,345	

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

Registered with



DONATION FORM (INCLUDING GIFT AID DECLARATION)

Boost your donation by 25p of Gift Aid for every £1 you donate. Gift Aid is reclaimed by the charity from the tax you pay for the current tax year. Your address is needed to identify you as a current UK taxpayer. In order to Gift Aid your donation you must tick the adjacent box: ☐

I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.

Please notify Veterans Aid if you:
· want to cancel this declaration
· change your name or home address
· no longer pay sufficient tax on your income and/or capital gains

If you pay Income Tax at the higher or additional rate and want to receive the additional tax relief due to you, you must include all your Gift Aid donations on your Self-Assessment tax return or ask HM Revenue and Customs to adjust your tax code.

IMPORTANT: If you are unsure whether your donation(s) qualify for Gift Aid tax relief, ask Veterans Aid, or refer to the HMRC website: www.hmrc.gov.uk

PLEASE RETURN THIS FORM TO: Veterans Aid, 40 Buckingham Palace Road, London, SW1W 0RE

Or, if you would prefer to make a donation online, please use the QR code or visit www.veterans-aid.net



Registered charity number: 1095308

1. Personal details PLEASE COMPLETE IN CAPITAL LETTERS

Title	Forename
Surname	
Address	
	Postcode
Telephone (home)	Telephone (mobile)
Email address	

2. Bank details

Bank name	
Branch	
Sort code	Account number
Name(s) on account (if different from above)	

3. Details of your standing order

I want to Gift Aid my donation and any donations I make in the future or have made in the past 4 years to Veterans Aid.	Please pay the sum of
Amount in words	
Frequency	weekly ☐ month ☐ quarter ☐ half year ☐ year ☐ one off ☐
Commencing on <u>Date</u> and continuing until further notice to the Veterans Aid Account at	
Bank	Sort code Account no.
VETERANS AID TO COMPLETE	

4. Your agreement

I authorise you to debit my/our account, in accordance with the details in Section 3	
Date	Signature

You can cancel this order at any time by notifying your bank

40 Buckingham Palace
Road · London · SW1W 0RE

Telephone: 020 7828 2468
Freephone: 0800 012 68 67
Facsimile: 020 7630 6784

E-mail: info@veterans-aid.net
Web: www.veterans-aid.net
Twitter: @veteransaiduk

Registered charity: 1095308
Charitable Company Limited
by guarantee no. 4544532



Proud to be a member
of FEANTSA
www.feantsa.org

*They leave
in Hope*

