

The background of the entire page is a painting of World War I soldiers in a trench. In the foreground, a soldier in profile on the left wears a helmet and a tactical vest with pouches. Behind him, other soldiers are visible, some carrying equipment. The scene is set in a trench with a blue sky and clouds in the background.

IMPACT REPORT 2017

1914-1918
IN REMEMBRANCE

PATRON'S MESSAGE

This is my 5th year as Patron of Veterans Aid and looking back I can't believe how much the charity has changed in this time. Not only is the transformation of New Belvedere House almost complete, the HQ and Operations Centre has been relocated to excellent new offices in Victoria. And as if this were not enough, they have also managed, while making these changes, to cope with an unrelenting operational workload. The result of all this effort is a thoroughly modern and effective charity that really is fit for purpose in today's complex world. This brilliant achievement was only possible because the whole VA team showed true dedication to their cause and I wish to say publicly that I am truly grateful for the enormous commitment shown by all the staff.

I know that our jewel in the crown, New Belvedere House, upon completion of the rebuild, will become even more of a beacon of hope to so many veterans who

need that special place. But it will also be a stunning example, both nationally and internationally, of how lasting change can be brought to the lives of those veterans in crisis. For those who have so generously donated to this wonderful development, I thank you for providing a gift that will keep on giving for many years to come.

In 2014 we had the War Requiem, performed for us on Remembrance Sunday by the Royal Choral Society, in the Royal Albert Hall, to mark the outbreak of the Great War. As I write this we are approaching the Centenary of the Armistice and I am reflecting on that terrible war that went on for so long. Veterans Aid was born out of that conflict, to provide care for those who fought, and every year since 1932 has endeavoured, with great energy, to provide hope, comfort and genuine care for veterans who have fallen through the cracks of life. The charity

has not chosen an easy path, and some of the suffering it sees on a daily basis can be utterly heartbreaking.

But Veterans Aid is a place where wonders take place every day; I know because I've talked to so many clients whose lives have been turned around. The key to this is the boundless energy, compassion and determination to save individuals that lies at the heart of the charity. To see it in action is as humbling as it is amazing. It is this that makes Veterans Aid unique and me so immensely proud to be its Patron.

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



The Dowager Viscountess Rothermere
Patron, Veterans Aid

"Veterans Aid is a place where wonders take place every day; I know because I've talked to so many clients whose lives have been turned around. The key to this is the boundless energy, compassion and determination to save individuals that lies at the heart of the charity."



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

Field Marshal the Lord Walker of Aldringham
GCB CMG CBE DL

Mr Andrew Wallis MBE OL DL

Dr Paul Dyer MA DUniv (Kent) FBIP
FIOD ACII

Mr Gilbert Holbourn FCA FCCA DChA

Advisors

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

Honorary Compliance Advisor

Mr Robert Emmet FCA

Finance & Legal

Legal Advisers - Dentons UKMEA LLP

Auditors - Saffery Champness,
Chartered Accountants

Investment Managers & Stockbrokers

S&T Asset Management

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

HQ & Operations Centre

CEO - Wing Commander Dr Hugh Milroy OBE
BTh MA PhD DCL (h.c.)

Head of Administration & Company

Secretary - Ms Natalia Dabrowska BA

Deputy Administrator

Ms Marianna Prota MA

Head of Financial Services

Mr Richard Greenhough B.Com ACMA

Finance Assistant - Ms Sandra Juan BA

Head of Media & Communications

Ms Glyn Strong MA, PGCE, MCIPR, MCIJ

Digital Media Officer

Ms Marija Dizdar Zovko MBA

Events & Development

Major Delia Holdom

Head of Fundraising

Ms Dorothy Jones MInstF

Fundraising Manager

Ms Delia Blaj BA

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

Ms Debbie Langdon

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, Mr Barry Everall

CHAIRMAN'S REPORT

This has been another amazing year for Veterans Aid. The Welfare to Wellbeing® model continues to attract global interest and is seen by those organisations with whom we work in the homelessness sector as a paradigm. Every individual who crosses VA's threshold seeking help is provided with immediate, bespoke support. Over time those who have lost hope are empowered and resourced, enabling them to break the invidious cycles of dependency that stop them from moving forward.

The redevelopment of New Belvedere House has continued apace. Residents, staff and our many supporters have seen construction teams erect and transform a roofless hulk into smart, individual accommodation units that meet the aspirations of all who live and work in this very special place.

The redevelopment has been an enormous undertaking, requiring commitment and patience. I want to place on record my sincere thanks to all the VA clients and staff who have lived through the disruption and also to our supporters who have contributed so generously towards delivery of the project.

Not least I must thank the management team for its strong leadership in overseeing this development while effecting the move of the charity's HQ and Operations Centre to new and more fit for purpose accommodation in Victoria Square.



Col Paul Cummings,
Chairman, Veterans Aid

CHIEF EXECUTIVE'S MESSAGE

I write this as the new Homelessness Reduction Act comes into force. It is, by any measure, a positive step forward, particularly from the point of view of prevention. The Government has set aside £72m over three years to help councils in England hire extra staff to cope with the expected rise in demand for homelessness assistance. Councils say this is woefully inadequate to deal with the higher costs of dealing with a housing instability problem that shows little sign of abating. I think there is a determination to break the cycle of homelessness but, good intentions aside, unless there is a significant attempt to provide more sustainable and affordable social housing and deal with soaring levels of poverty in the UK, it is hard to see how homelessness can be eradicated.

Last year Veterans Aid appropriately accommodated 136 clients; more than 100 of those interventions were preventative. Sajid Javid, the Communities Secretary, describes the Act as an indicator of the Government's determination to "break the homelessness cycle". In every sense, the work of Veterans Aid is already well in advance of the new Act's aspiration. Our Welfare to Wellbeing® model has been preventing individuals getting on the streets - and reducing homelessness among veterans - for many years. Indeed, I am firm in my view that today, in Britain, there is no need for any veteran to be rough sleeping. We regularly pre-empt homelessness and find accommodation for veterans in crisis because the number of available places far outstrips the need.

Facts notwithstanding, elements of the media and Third Sector still behave as though the nothing is done, and huge numbers of veterans are forced to live on the streets of Britain. Welfare to Wellbeing® is a sophisticated, reliable and highly effective pathway which results in around 90% of our clients getting back on their feet. This is unmatched in the sector and

the model is receiving widespread international attention from places as diverse as Israel, Denmark, Taiwan, Canada and the USA.

It's gratifying to note that our success has at last come to the attention of the Greater London Authority and London Mayor Sadiq Khan, who has teamed up with us to support a key project offering a route off the street for every UK veteran who is homeless or facing homelessness in the capital.

The end of the refurbishment/ redevelopment programme for New Belvedere House is in sight and the comparison between the old and new is simply breathtaking. What has been created is a residence that is truly fit for purpose in the 21st Century and one I believe to be, globally, in a class of its own. The project is the biggest thing we've done in our 85-year history and has cost a staggering £8.2m.

The pressure on everyone - the Board, contractors and VA staff - has been unrelenting. The project has taken the best part of four years throughout which New Belvedere House staff, under Pat O'Connor

and Dennis Murphy, have constantly delivered a high-quality service that has seen few failures.

Against this stressful background we also relocated our HQ and Ops Centre; no mean feat when still fully engaged operationally. Natalia and Marianna worked tirelessly to achieve a truly fantastic outcome. So, in every sense, by mid-summer 2018, I can confidently say that the charity will be fighting fit for the challenges ahead.

It has been a difficult but successful year for fundraising. We have had wonderful financial support from benefactors such as The Michael Uren Foundation, John Slater Foundation and many, many others.

In closing I am delighted to say that Veterans Aid has responded brilliantly to the trials it's had to overcome but there is no doubt that we are facing a new era.

Our investment in New Belvedere House sends the clear message that it is time to reject 'business as usual' in our sector. We know what works and what does not work for our clients and our outcomes vindicate this view. Creative compassion, based on the actual needs of a client, which offers hope rather than denial of humanity levied by the imposition of intolerable bureaucracy. This will be our means of fighting for those veterans who still, to this day, fall through the cracks.



Wing Commander
Dr Hugh Milroy OBE PhD
CEO, Veterans Aid



NEW BELVEDERE HOUSE

A JOURNEY THROUGH TIME

The present New Belvedere House in White Horse Road, Stepney opened in December 1973. Since then more than 1,000 veterans have briefly made it their home before going on to lead rewarding, independent lives. A few fall by the wayside, but Veterans Aid records a consistent success rate of around 90% in terms of successfully transforming lives. For the past three years the Charity has been focused on fundraising to pay for the £8.2m redevelopment of this special place.

Much of the refurbishment, redevelopment and extension work has already been done and is on track for completion in Summer 2018. It has been quite a journey and in planning for NBH's future we have uncovered some fascinating facts about the area it is located in and its past. For example, there were two sets of almshouses in White Horse Street - Lady Jane Mico's Almshouses and Stepney Meeting Almshouses. The occupants of the almshouses were thus comparatively well off in terms of living space per person, and the residents of the Lady Jane Mico's almshouses were also fortunate in receiving a pension. But not everyone was so lucky as this account from 1901 reveals:

William Rogers, Army Pensioner (born c.1835)

William Rogers was an Army pensioner, who worked in the Tower Hamlets Dispensary in White Horse Street in 1891.

He worked from 7 in the morning until 10 at night, seven days a week, and sometimes all night. At first, William lived on the premises, but said he was made to leave, after being caught smoking a clay pipe by the vicar. In November 1891, he was living at a lodging-house in London Street, Ratcliff, and told the proprietor of the lodging-house, Cornelius Donovan, that he was starving. When the proprietor subsequently found William collapsed, he informed the relieving officer, who had him taken to the workhouse, where he died. At the inquest, the proprietor showed some dry crusts that he had found in William Rogers' belongings. The jury's verdict was that he had died from exhaustion consequent upon starvation. Comments by the coroner and jury are worth repeating:

"The coroner ~ What do you say is the cause of death? Witness ~ Exhaustion from starvation. The coroner ~ A pretty end for a defender of his country to come to. A juror ~ Yes, but it is the way the poor Army pensioner very often dies. The coroner remarked that it was rather a disgrace to them as Englishmen that one of their own defenders should die like the deceased had done, more especially as the man was working for a charitable institution. Several of the jurors said it was a great disgrace, and the coroner told his officer to call at the Tower Hamlets Dispensary and see what account they would give of the case."

The present New Belvedere House in White Horse Road opened in December 1973. Since then more than 1,000 veterans have briefly made it their home before going on to lead rewarding, independent lives.



NEW BELVEDERE HOUSE

A JOURNEY THROUGH TIME

The decision to invest so heavily in New Belvedere House was driven, in part, by necessity but the journey towards this momentous decision was not one of unchecked decline. Indeed, until the point where it was no longer cost effective to repair the building, every effort was made to provide a welcoming and supportive environment for those who made it their home.

The space so superbly remodelled and refurbished by Oliver Burns in 2014 provided residents with an area in which to relax, play snooker, read and socialise. Delivering on their commitment to 'thoughtful luxury' it will remain an integral part of the refurbished facility.

NBH didn't have a gym, but morning fitness training was organised (with some careful re-arrangement of furniture in the snooker room!) by Manager Pat O'Connor and in November 2016 four residents who wanted to 'give something back' took part in a White Collar Boxing event to raise funds for the charity that had turned their lives around. As ever BFBS were there to record the event and spread the word about the 'place of hope' that offered veterans with nowhere to go a place of safety and support.

For many socially isolated veterans the loneliest time of the year is Christmas, but no-one living at NBH was ever forgotten. Every year residents received gifts, welcomed visitors and enjoyed a festive feast that they could enjoy in the company of friends.

Left: New Belvedere House Interior
refurbished by Oliver Burns in 2014

New Belvedere House;
Construction well underway
providing accommodation for
66 Veterans - Summer 2017



NEW BELVEDERE HOUSE

Today's New Belvedere House is a facility like no other. Bright, modern and welcoming it is a temporary 'home' that we believe sets the bar higher than any counterpart. The 66 veterans who will occupy single room accommodation and the 12 who live in the Old Rectory's four shared apartments, can look forward to time spent in an environment that nurtures, supports, encourages and inspires. Individual rooms are furnished with beds, desks, armchairs, fridges, wardrobes, high quality soft furnishings, table lamps and kettles. Some rooms were sponsored by individuals or via awards (e.g. the BFBS Big Salute grant went towards two) and many of the portable items included were donated by retail supporters (e.g. John Lewis).

During their stay, of typically 9.5 months, residents who were once homeless or facing the prospect of homelessness are given help to resolve health and financial problems, re-establish supportive links, deal with dependencies, learn new skills, continue

their education, prepare for employment and, ultimately, independent living in a sustainable home of their own.

When the redevelopment is complete New Belvedere House will offer therapy rooms, an IT suite, fitness studio, TV lounge, landscaped garden area and training kitchen. Its visible benefits are already abundant; its invisible support is delivered through a thoughtful combination of colour, space, care, comradeship and attention to detail that collectively moves individuals away from the concept of 'welfare' and 'handouts' towards a state of 'wellbeing' and renewed self-esteem.

"This £8.2m project marks a new chapter in VA's outstanding and enduring care for Veterans."



OPS CENTRE & HQ RELOCATION

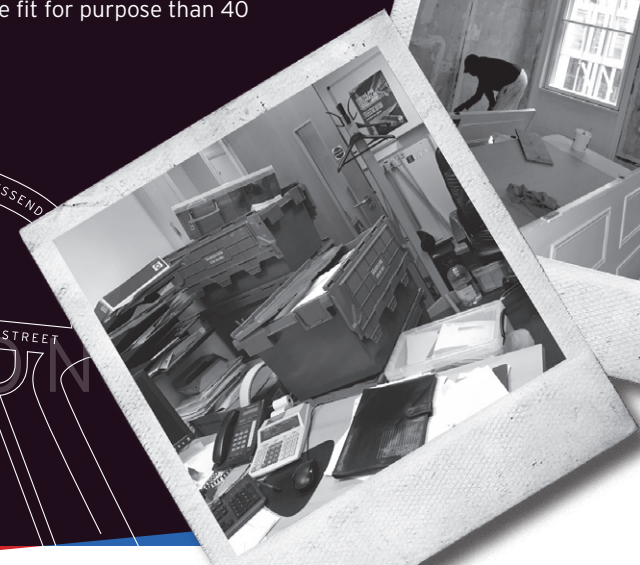
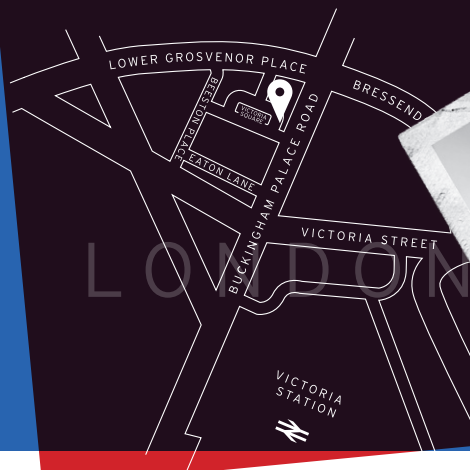
The focus of VA activity for the past two years has been New Belvedere House and its transformation into a world-class facility - so much so that the relocation of HQ and Ops Centre staff from 40 Buckingham Palace Road to nearby Victoria Square passed almost without notice.

For those involved in the move however, it was a significant event. It was also one that gave them a flavour of what NBH staff and residents have had to deal with for four years - carrying out 'business as usual' while negotiating with builders, relocating furniture, adapting to a new environment and dealing with the volume of administrative work associated with re-directing clients and updating contact information.

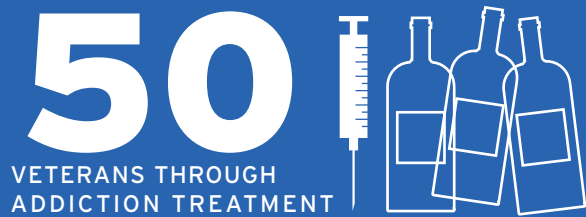
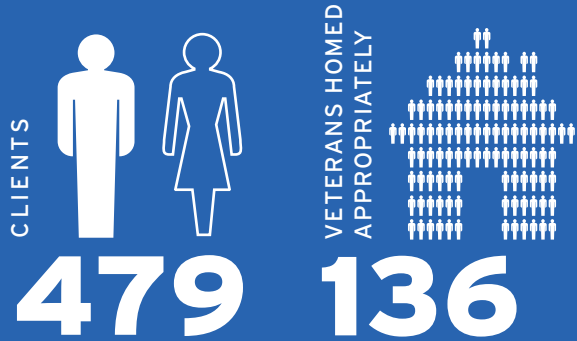
Business continuity was not affected although staff had to deal with the continuing pressures of fundraising and preparation for GDPR.

"I'm proud of the way everyone pulled together to effect this move so seamlessly" said CEO Dr Hugh Milroy. "Their commitment to making this happen without any impact on clients was marvellous."

HQ/Ops staff now inhabit a five-storey property that is clean, bright and considerably more fit for purpose than 40 Buckingham Palace Road.



VETERANS AID 2017 - ACTIVITY



NATIONALITIES ASSISTED BY VETERANS AID



£127,000



All figures correct as at 31 December 2017

FUNDRAISING CHALLENGES

Veterans Aid is grateful to all its supporters, some of whom make generous donations, others who undertake fundraising activities on the Charity's behalf. We value them equally and can't highlight them all, but two ventures have been initiated that are singularly inspiring and epitomise the dedication shown by individuals who make personal and time-consuming sacrifices to publicise and support our work. Taking place in May and June 2018 respectively, they each reflect months of researching, planning, and physical training. They are both featured here ahead of their outcomes, to showcase the journey rather than the arrival.

The Tweed Challenge represents an outstanding commitment to VA, by a serving army officer and an investment manager.

Jamie and Nick are busy, middle aged men with families and demanding jobs. Both were in a position to make donations and get on with their lives when they discussed support for VA - but they didn't.

Instead they opted to put themselves through a daunting and arduous challenge that absorbed what little free time they had, involved them in punishing training regimes... and more than a few dunkings!

Their joint commitment to raising £30k by their efforts started five years ago with a meeting on the touchline of a rugby match, while cheering on their respective sons. The 49-year-old Scottish businessman and 46-year-old soldier hatched a plan. They decided to undertake The Tweed Challenge

- navigation of the 97 miles of the River Tweed from its source high in the Scottish hills to the North Sea at Berwick upon Tweed, in June 2018. No mean feat for men with virtually no experience of paddling a kayak.

Career soldier Nick was commissioned into the 17/21st Lancers (motto 'Death or Glory') in 1991. Over 27 years he has served on many operations but identifies leading an infantry platoon on peacekeeping operations in Bosnia in 1994, commanding a Challenger tank squadron on operations in 2004 and leading a capacity building team in Somalia as personal highpoints.

Until, perhaps, The Tweed Challenge?

NICK: "Since we came up with the idea in September 2017, it's been non-stop. The first three months were spent planning and making the challenge possible. Since Christmas we've been flat-out writing to friends and family to raise money. Although time consuming, it's been wonderful to reconnect with many who we have not seen for some time and the results have been staggering.

"At the same time, we've been in the gym, pounding the roads and training on the River Avon. Here we owe a huge debt of gratitude to the Chris Green from the Salisbury Canoe Club for giving up his Sunday mornings to help us prepare and stay the right way up. Two months out we are really pleased with where we are, but there is still much to do, including kayaking 97 miles!"

The two men shared a deep unease about the plight of the many rough sleepers they had seen and a particular concern about the fact that some were ex-servicemen. "It upset us both," explained Jamie.

The plan was to raise £30k for Veterans Aid towards its work preventing rough sleeping - by paddling (or carrying!) their 14ft kayak the full distance, over a period of six days.

Jamie's daily working environment, didn't often take him to places like the Scottish Borders - much less the tumbling and often treacherous waters of the Tweed - but he was determined to step outside his comfort zone to support VA's work.

JAMIE: "Last year I walked the streets of London with colleagues from my office distributing support packages to homeless people. Afterwards I felt motivated to do something more. Nick and I wanted to do something innovative and also physically challenge ourselves - but more importantly something that would motivate our friends and contacts to support our effort and make a positive impact on homelessness."

For Nick a serving lieutenant colonel in the army, it was more personal.

NICK: "I want to make a difference for those ex-servicemen who, for whatever reason, have fallen on hard times and need a helping hand. They have kept us safe in our beds. We wanted to do the same for them."

Prior to approaching VA the men did their homework.

JAMIE: "We studied the charity and its management team. We concluded that they were a very high-quality group of professionals, doing something special in a crowded charity environment. They have disciplined processes; tremendous transparency and they really care about helping veterans out of difficult situations. They do a lot more than ensuring 'no first night out' and what they have achieved in recent years is truly impressive."

At the time of going to press Nick and Jamie have yet to start their navigation of The Tweed, but their passion for VA and its work so successfully captured the imagination of their friends and colleagues that they reached their target before even starting the challenge.

NICK: "We have been utterly overwhelmed by the generous support of friends, reaching our target of £30,000 in just one month. It is absolutely clear to us both that people find it easy to connect with this exceptionally worthy cause and in the well managed and established charity which is Veterans Aid".

*The full story of The Tweed Challenge can be found on the Veterans Aid website along with links to a film appeal on their behalf and their Just Giving page. (<https://veterans-aid.net/tweed/>). We don't know how much they will raise, or how they will fare in their kayak, but for investing so much of themselves in this inspirational venture, all at VA want to say a huge 'Thank You'.

"We have been utterly overwhelmed by the generous support of friends, reaching our target of £30,000 in just one month. It is absolutely clear to us both that people find it easy to connect with this exceptionally worthy cause..."

Jamie

FUNDRAISING CHALLENGES

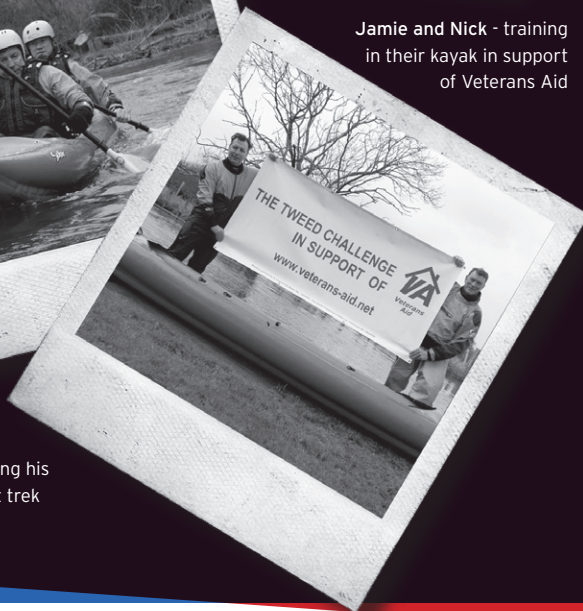
Barry - On a previous trek



Jamie and Nick - training in their kayak in support of Veterans Aid



Barry - Planning his coast-to-coast trek



"Why am I doing it? If it wasn't for Veterans Aid I would have been dead by now - it's as simple as that."

Barry - Former Paratrooper

The Great Outdoors Challenge celebrates the successful completion of a personal journey, by an ex-Para and former VA client.

An equally inspiring undertaking is Barry's trek across Scotland. His TGO Challenge is a self-supported 97-mile coast-to-coast back packing adventure taking in remote parts of Scotland only accessible by foot. It has to be done in a two-week window - participants sign out and then put their boots on the North Sea coast on the other side.

BARRY: "Why am I doing it? If it wasn't for Veterans Aid I would have been dead by now - it's as simple as that."

In January 2017 I was homeless, was hopelessly addicted to drugs and couldn't see any way out apart from suicide. As soon as Veterans Aid heard about me I was brought straight to the HQ in London. They didn't judge me, just offered me a cup of tea and something to eat. Someone went and brought me some new clothes and I was put up in a hotel. It was surreal. I had dealt with other military charities before but never been treated so quickly and with such dignity. Veterans Aid paid for me to go into detox and rehab, then paid for me to go to college. I was offered a flat and they furnished it totally for me. With their help my life has totally changed. I started off as a volunteer and now, with great pride, work

for them. I want to raise as much as possible so we can continue helping veterans in crisis."

His target was £500. Like Nick and Jamie he has inspired so much support that even before the start date, he passed it.

BARRY: "I was 10 years old and the Falklands War was on - it was in the papers every day, reports about the Marines and the Parachute Regiment, and I thought 'That's what I want to do when I get older'."

And that's exactly what he did. But soon after leaving the Parachute Regiment, in 1992, his baby son became a victim of cot death. The years that followed describe a see-saw relationship with work, prison - where he was introduced to drugs - and homelessness. He embarked on a journey of self-destruction that lasted for decades.

When he arrived at Veterans Aid in January 2017 he had been sleeping in winter shelters in his home town of Cambridge. It had all gone badly wrong for the boy whose dream was 'to jump out of planes'. Today he is a valued member of the Veterans Aid team.

Barry kindly allowed us to share his story. You can read it and hear his interview with BFBS on the VA website. (<https://veterans-aid.net/paras-latest-challenge-celebration-success/>)

RLC CHEFS LAUNCH TRAINING KITCHEN

"Anyone can provide a meal; that's a handout. Our aim is to provide something more enduring. Providing veterans with the skills to cook for themselves is a true hand up."

The stunning hi-tech training kitchen at the heart of New Belvedere House was put to use months ahead of the redevelopment project's completion - and there was no shortage of volunteers to acquire cookery skills.

In the first of what will be many 'guest' training sessions chefs from the Royal Logistic Corps put four residents through their paces - shopping, chopping, cooking and cleaning. With a menu featuring blueberry pancakes, followed by bacon, sausage and 'the full English' there was also no shortage of residents on standby to sample the fare!

CEO Dr Hugh Milroy said, "This wonderful kitchen was made possible through the generosity of donors who shared our vision of what it could deliver; it is truly a gift that will keep on giving. We can't thank them enough for their support."

"We have always enjoyed a close relationship with the RLC and when they learned about our plans the GSM, WO1 AJ 'Vern' Stokes and WO1 Marsden, came to me to discuss a plan. Seeing it come together like this is wonderful. Anyone can provide a meal; that's a handout. Our aim is to provide something more enduring. Providing veterans with the skills to cook for themselves is a true hand up."



*In 1932 when the charity was born hungry veterans came to eat in its canteen (left). The landscape is very different today and while VA still provides food to the hungry, those who spend time at New Belvedere House now are provided with skills that will lead to enduring solutions to hunger and homelessness.



FINANCIAL SUMMARY

Financial Summary for the year ended 30th September 2017

Income £2,020,178 (2016: £3,509,432)			Expenditure £1,852,826 (2016: £1,928,761)		
	2017 £	2016 £		2017 £	2016 £
Local Authority payments	285,559	1,662,397	Hostel running costs	779,026	813,105
Charges to hostel residents	101,266	80,828	London Relief Centre	913,840	821,314
Grants	1,123,988	775,858	Fundraising & Event Costs	159,960	294,342
Donations & Legacies	301,585	567,431			
Donations in Kind	66,660	64,938			
Fundraising & Sundry	18,829	120,538			
Investment Income	122,292	237,441			
	£2,020,178	£3,509,432		£1,852,826	£1,928,761
Net increase in funds	167,352	1,580,671			
Unrealised gain on investments	189,189	493,674			
Total increase in funds	£356,541	£2,074,345			

This is the third year that the £8m+ project to refurbish New Belvedere House (NBH) has had a significant impact on the charity's accounts, as funds received in one financial year have been paid out in later years, while the sums expended on the project have been capitalised as Fixed Assets, and therefore excluded from the expenditure figures. This treatment is required under charity accounting rules, but nevertheless has a distorting effect on the charity's accounts. It has the effect of showing a balance in the Restricted Funds at the year-end that is largely comprised of monies already expended on the refurbishment project.

Therefore, included in the Restricted Fund balance of £8.6m is an amount of £5.3m that has been paid out on the NBH project over the three years, but does not reduce the reserves figure. Excluding this sum, the reserves balance at 30th September 2017 is £6.1m.

The bulk of the Restricted Fund surplus for the year of £918k is made up of grants towards the NBH project, on which £3m was spent during the year and added to Fixed Assets, and therefore excluded from the expenditure figures shown above.

Reserves	Balances at 30th Sept 2017 £	Movement in year £	
Hollenden House Endowment Reserve	2,504,427	104,285	permanent endowment reserve
Restricted Funds	8,626,945	918,100	funds donated for specified purposes
Designated Funds	-	(92,000)	funds designated towards fundraising for the NBH refurbishment
General Reserve (Unrestricted Funds)	322,145	(573,844)	represents three months operating costs
	£11,453,517	£356,541	

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, 27 Victoria Square, London, SW1V 0RB.

Signed

Robert Clinton, Honorary Treasurer

KEY FINANCIAL 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 continue without impacting on the daily delivery of support to veterans in crisis.

Greater London Authority	The Garfield Weston Foundation
Blackrock	The Henry Smith Charity
British Forces Broadcasting Service Big Salute	The John Slater Foundation
David and Claudia Harding Foundation	The Leathersellers' Company Charitable Fund
Davies Family Charitable Trust	The London Borough of Tower Hamlets
Erach and Roshan Sadri Foundation	The Michael Uren Foundation
Greenwich Hospital	The Paragon Trust
Guild of St Helena	The Patrick & Helena Frost Foundation
Her Majesty's Chapel Royal	The Ropner Centenary Trust
Hewitsons LLP	The Royal Artillery Charitable Fund
LIBOR	The Royal British Legion
Lloyds Patriotic Fund	The Royal British Legion Attendants Company Trust
Ministry of Defence Police	The Royal Navy and Royal Marines Charity
Ninety Degrees South Foundation	The Royal Regiment of Fusiliers
Queen Mary Roehampton Trust	The Royal Scots Dragoon Guards
Rotary Club of Colchester Trinity	The Royal Signals Benevolent Fund
Royal Naval Benevolent Trust	The Stella Symons Charitable Trust
Rugby for Heroes	The Stock Exchange Veterans Charity Association
Seafarers	The Tanner Trust
Special Air Service Regimental Association	The Westminster Foundation
St James's Place Foundation	The William Allen Young Charitable Trust
The Albert Hunt Trust	The Worshipful Company of Cooks
The Band Trust	The Worshipful Company of Scientific Instrument Makers
The Beatrice Laing Trust	The Yorkshire Regiment Benevolent Trust
The Bernard Sunley Charitable Foundation	Trinity House
The Clothworkers' Foundation	Waitrose
The Drapers' Charitable Fund	Worshipful Company of Tylers and Bricklayers
The Dulverton Trust	

DONATION FORM (INCLUDING GIFT AID DECLARATION)

PLEASE COMPLETE IN CAPITAL LETTERS

YOUR HOME ADDRESS IS NEEDED TO IDENTIFY YOU AS A CURRENT UK TAX PAYER

Title	Forename	Surname
Address		
		Postcode
Telephone	Mobile	
E-mail address		

BANK DETAILS

Bank name		Branch
Sort code	Account number	Surname
Name (if different from above)		

STANDING ORDER DETAILS

Please pay the sum of:	£	Amount in words
Frequency	Weekly ☐	Monthly ☐
	Quarterly ☐	Biannual ☐
	Annual ☐	One off ☐
Commencing on and continuing until further notice to the Veterans Aid account at:		
Bank	Sort code	Account number
VETERANS AID TO COMPLETE		

YOUR AGREEMENT

I authorise you to debit my account in accordance with the Standing Order details above	
Date	Signature

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

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: 27 VICTORIA SQUARE, LONDON SW1W 0RB

Registered charity No: 1095308



**Veterans
Aid**

27 Victoria Square,
London SW1W 0RB

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](https://twitter.com/veteransaiduk)

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