

IMPACT REPORT 2015





IMPACT REPORT

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

Every effort has been made to ensure that the information in the Impact Report 2015 is correct but neither ChapmanCreative nor Veterans Aid can be held responsible for the accuracy of information provided by third parties or expressed as the views of individuals. We apologise for any inadvertent errors and would like to thank all of the contributors.

New Belvedere House residents enjoy a summer barbecue hosted by VA Patron the Dowager Viscountess Rothermere.
Photograph © Glyn Strong/Veterans Aid

THE LADY  FOUNDATION

PATRON'S MESSAGE

It has been a very busy year for Veterans Aids in so many different ways - not only do they continue to look after so many veterans in crisis, changing lives every day, but I am also delighted to see the transformation of New Belvedere House becoming a reality.

There has been tremendous work behind the scenes fundraising for the development of the hostel and I am so grateful to all the staff who have worked tirelessly to make this happen. I truly believe that when the hostel is finished, it will be a world leader in the veterans community and a beacon of hope to so many.

I would like to thank all the donors and supporters who have made it possible - especially Bloomberg and Habitat for Humanity, whose unique contribution helped the Old Rectory phase to be completed on time.

The wonderful carol concert at the Guards Chapel in December was a highlight of the year and we were honoured that HRH The Duke of Edinburgh was able to be with us. I am enormously grateful to all those who helped make this special carol service such a success.

Finally, I am so proud to see how VA is making a difference and that the Centre for Social justice has commended it as a 'model' to others. For me, Veterans Aid is not only a leader in its field, but a charity whose warmth, dedication and commitment to the people it serves makes it truly unique.

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

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

Mr Paul Dyer MA FBIP FIOD ACII

Mr Gilbert Holbourn FCA FCCA DChA

Advisors

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

Finance & Legal

Legal Advisers - Maclay, Murray & Spens LLP

Auditors - Saffery Champness,
Chartered Accountants

Investment Managers & Stockbrokers
S&T Asset Management

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 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 Lily Paterson-Humphries

Head of Media & Communications

Ms Glyn Strong MA, PGCE, MCIPR, MCIJ

Digital Media Manager

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)

Head of Addiction Services

Mr Phil Rogers BA (Part-funded by The Royal British Legion)

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,
MCIOB, 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 Alexander Ulrich, Mr Kaedon White,

Mr Martin Hargrave

Professional Support Coordinator

Ms Alice Mary Servina BSc

(Funded by Henry Smith Charity)

Volunteer - Chris Polack

CHAIRMAN'S MESSAGE

This has been an outstanding year for Veterans Aid; the project to redevelop New Belvedere House is well underway and the work already completed on the Rectory, with the outstanding support of hundreds of Bloomberg volunteers, sets the highest standard for the future. We are hugely grateful to our Patron, funders, staff, supporters and other charity colleagues, without whom we could not have reached this point.

Veterans Aid is unique in so many ways; the total dedication of every member of staff, the long reach of the charity throughout the country and beyond, the commitment to rebuild lives through individual care, consideration, training and support and the strong vision and leadership provided at every level of the organisation all combine to make the charity singular. Our outcomes speak for themselves, and I congratulate and thank everyone involved in making this charity so very effective in supporting veterans in crisis.



Col Paul Cummings,
Chairman, Veterans Aid





REPORT

CHIEF EXECUTIVE'S MESSAGE

This has been a landmark year for Veterans Aid and one of the most challenging since I became CEO in 1995. The £7m fundraising campaign to refurbish and develop our flagship hostel while conducting business as usual has put pressure on everyone.

The hostel is critical to the charity and I can't begin to express how much it means to me personally to see it being transformed into a world-class facility. As I write this, the first phase of the work is nearing completion thanks to all the Bloomberg volunteers and staff from Habitat for Humanity. I am very grateful for the tolerance and understanding of Pat and her hostel staff during this difficult period. Our work in prevention of homelessness, via our ops and addiction services, has had a real impact in reducing the numbers of veterans on the streets of Britain. We continue to change the lives of our F&C clients; our success rate is excellent.

Too many people have been involved in making this happen for me to thank them by name; our Patron, Trustees, donors, supporters all continue to go the extra-mile for us. I need only cite the tiny team who made the Christmas Carol Concert possible.

Endorsements by The Centre for Social Justice, London Borough of Tower Hamlets and the GLA have both showcased the success of the VA model and attracted funding - to the point where we are not far off our target. That said, we cannot afford to be complacent and I appeal to everyone not to rest on their laurels.

Hugh Milroy

Wing Commander
Dr. Hugh Milroy OBE PhD
CEO, Veterans Aid

From left to right:

August 2015
Fundraisers plan to
traverse Chalbi Desert

October 2015
BFBS Big Salute

March 2016
Former VA employee
Lady Amelia Windsor



TIMELINE - BRIEF HIGHLIGHTS/NOTABLE EVENTS

APRIL 2015 - VA staff and clients are guests at the Band of the Coldstream Guards St George's Day concert at Cadogan Hall and students at King's College London are treated to an inside track view of life after the Armed Forces at CEO VA's annual lecture to MSc students

MAY 2015 - The Western Heights Preservation Society hosted 16 current and former residents of VA's New Belvedere House hostel in Dover for an open day that featured re-enactments from WW1, WW2 and the Napoleonic Wars. St Peter's Eaton Square makes VA a beneficiary of its popular May Fair.

JUNE 2015 - VA representatives attend Founders Day at The Royal Hospital Chelsea, cementing a relationship that grows from strength to strength.

JULY 2015 - A Greenwich Hospital Grant of £30,000 is awarded to Veterans Aid through The Royal Navy and Royal Marines Charity.

AUGUST 2015 - Fundraisers announce plans to traverse the Chalbi Desert on foot to raise funds for VA.

SEPTEMBER 2015 - VA representatives attend the burial of a time capsule in Dover commemorating the reign of HM The Queen, VE and VJ Day and the charity's CEO is named by The Evening Standard as one of the capital's top influencers.

OCTOBER 2015 - Chelsea Concerts put on an Armistice Concert in Grosvenor Chapel for Veterans Aid and 'Team VA' join BFBS on air to talk about why The Big Salute is so important.

NOVEMBER 2015 - The GLA awards VA £1.6m in recognition of the outstanding support that it offers to veterans in crisis. In the same month a former soldier completes a 270k run across Rwanda to raise funds.

DECEMBER 2015 - RAF Halton visitors bring cheer to NBH and HRH The Duke of Edinburgh once again attends a VA Carol Concert at The Guards Chapel.

JANUARY 2016 - The academic paper "Stolen trauma: why some veterans elaborate their psychological experience of military service" co-authored by VA's CEO and Professor Edgar Jones is published and sparks public debate.

FEBRUARY 2016 - VA becomes a member of the Fundraising Standards Board and starts using its signature quality assurance tick. And CEO VA becomes an Honorary Visiting Fellow at The University of East Anglia.

MARCH 2016 - A former VA employee is featured in Tatler - Lady Amelia Windsor, 20, recalls how the charity she worked for during her gap year inspired her. "The team support veterans struggling with all kinds of issues", she says. "Whether it's finding accommodation, dealing with an addiction or something simple like buying food, clothing or an Oyster card. I've never seen so much hard work and passion from so dedicated a group of people. I will never forget my time working there."

VETERANS AID 2015 - ACTIVITY & COST



389

NEW
CLIENTS

22,000



NIGHTS OF ACCOMMODATION PROVIDED FOR
EX-SERVICEMEN AND WOMEN IN CRISIS

184



VETERANS
HOMED



AVERAGE COST OF REHOUSING PER CLIENT



AVERAGE
HOSTEL STAY
BEFORE LIVING
INDEPENDENTLY

£8,500

THE COST OF PROVIDING SUPPORT TO ONE VETERAN
IN NEW BELVEDERE HOUSE HOSTEL FOR ONE YEAR

TRAINING & PLACEMENTS



MOST POPULAR TRAINING COURSES INCLUDE: ACADEMIC / COUNSELLING,
CONSTRUCTION, DRIVING, HEALTH & SAFETY & FITNESS TRAINING



92%

OF VETERANS AID 'GRADUATES'
STILL THRIVING AFTER 6 MONTHS

£

814

AVERAGE TRAINING
COST PER CLIENT



64

VETERANS INTO WORK
& ON PLACEMENTS



79

VETERANS IN TRAINING
AND EDUCATION*



**"VETERANS AID IS A LIFE SAVER AND
SHOULD BE REALLY PROUD OF WHAT
IT IS DOING. I AM SO VERY GRATEFUL."**

COLIN, EX-SOLDIER HELPED BY VA

NEW BELVEDERE HOUSE...

The finish is superb; the bedsitting rooms still smell of paint and new furniture; each room has a fridge, wardrobe, storage space and desk. Bathroom fittings gleam, kitchens sparkle. Crisp new curtains and bed linen complete the picture. Each room is as unique as its new occupant.

As 2015 drew to a close Veterans Aid saw the initial phase of its £7m hostel refurbishment project take shape as the first residents moved into the 'new' Old Rectory.

From late December, veterans who had watched construction workers and volunteers carefully take apart the Victorian building - repairing, restoring and transforming - were able to enjoy their first taste of semi-independent, communal living.

Never, in its 84-year history, has the charity undertaken such a ground-breaking or ambitious project.

CEO Dr Hugh Milroy said, "We still have a way to go, but are so inspired by the generosity of those who have donated so far that I am optimistic and confident about us meeting our target. This charity changes lives and although our Victoria Drop-in

Centre is its public face, its heart is New Belvedere House.

"Our vision for NBH is part of the charity's five year strategy and plan. We had to look at a project that enabled us to build on success without over-stretching us financially or diverting funds needed for delivery of ongoing, core business at our Drop-in Centre. Even for those living and working in the hostel throughout the refurbishment, the impact will be minimal."

An average of £8,500 a year is spent on an NBH resident, typically veterans stay 9.6 months before leaving to start independent lives. At this stage they are equipped with the skills required to look after themselves personally (via nutrition awareness, money management, CV writing, benefits advice) and financially (via skills training, education or work placement). For everyone who 'moves on', clean, safe accommodation is secured; where necessary it is redecorated and new furniture is bought.

Since the current hostel opened it has cared for more than 800 residents and after its new lease of life will continue to offer hope and help to veterans in need.

AN AVERAGE OF £8,500 A YEAR IS SPENT ON AN NBH RESIDENT; TYPICALLY VETERANS STAY 9.6 MONTHS BEFORE LEAVING TO START INDEPENDENT LIVES.

BLOOMBERG...

Key to the 'on time and in budget' delivery of the Old Rectory phase was the free labour provided by Bloomberg volunteers, under the supervision of Habitat for Humanity staff.

"I can't thank these partner organisations enough for the contribution they made," said Dr Milroy. "The manual labour involved took more than one-third of Bloomberg's London staff out of their comfort zone over the duration of the refurbishment and saved an untold amount of money."

The work was driven by necessity, but VA's decision to do so much more than patch up aging infrastructure set a high bar. "We believe the transformed New Belvedere House will be a facility without equal," said Dr Milroy.

In addition to high quality refurbishment of existing rooms the project will introduce a fully equipped gym, training and communal kitchens, IT suite, counselling rooms, sensory garden and staff facilities.

The hostel has been commended by the London Borough of Tower Hamlets for a success rate that exceeds all counterparts in terms of breaking the cycles of dependency that prevent veterans in crisis from leading rewarding and sustainable lives.

After announcing a GLA grant of £1.6m towards the refurbishment London Mayor Boris Johnson said, "The outstanding support offered at New Belvedere House is already making a tremendous difference and this new funding will enable it to help hundreds more. The hostel is set to be transformed into a world-class facility that helps our ex-service people out of hard times by providing the training, counselling and help they need to get firmly back on the right path to independent living."

VA is still fundraising to meet the cost of this project. The charity has raised nearly £6.3m of its overall project target of £7m and is delighted by the response of supporters and donors.

To support this and VA's other programme based work, the charity has a small fundraising team who work with individual supporters, high-net worth individuals, and companies, as well as carefully researched grant-making trusts and foundations to raise funds needed for all its operations.

To find out how you can support, please contact Linda Ellis, Fundraising Director funds1@veterans-aid.net.





Lt Col Ian Palmer,
Professor of Military
Psychiatry

VETERANS AID HONORARY PSYCHIATRIC ADVISOR

Apparently one in four of us have mental health 'issues'. It's interesting isn't it how we can't even bring ourselves to say mental health 'disorders' - perhaps because one in four of us do not have them. But one in four is quite wrong. We all have mental health 'issues'. We all have physical health 'issues'.

Like physical problems, mental problems range from the trivial and short-term to the life-threatening. Just as we don't need to see a doctor every time we get a headache or constipation, neither do we need to see a psychiatrist or psychologist every time we feel anxious or miserable.

Mental health disorders come with stigma, and probably always will. This is reinforced by the media who are quick to link unpleasant behaviours with mental disorders whether in real life or in drama.

But perhaps the most pernicious problem with mental disorders is not the stigma within society as much as the stigma we feel inside. I know because I had a serious mental disorder 15 years ago and the stigma remains with me to this day. It doesn't interfere with my life; it just makes me feel as if I have let people down. My illness led to the loss of my job and destruction of at least one relationship. All this despite having told patients over 25 years not to feel bad about getting unwell.

Because of the stigma it is very easy to blame yourself or other people for your condition. Blame doesn't help. Blame keeps you sick.

All mental and physical health conditions are the result of a complex interplay between four infinitely variable things: Me (my relationships, my upbringing, my education, my occupation, my personality, my genetic make up, my social background, my job); the environment (that I work and live in); the events that have occurred in my life (and how I have managed them), and the culture in which I live.

**THIS EXPLAINS THE OBSERVATION
THAT, IF I WERE TO EXPOSE 100
PEOPLE TO THE SAME SERIOUSLY
UNPLEASANT EXPERIENCE ONLY
ONE IN TEN MIGHT DEVELOP PTSD.**

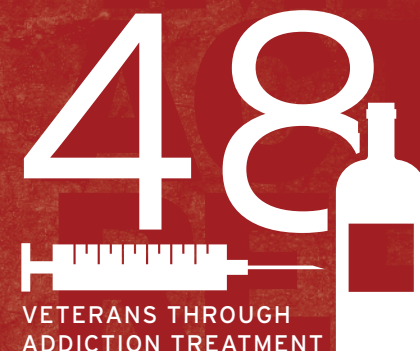
As a psychiatrist I forgot, because I didn't see in my clinic how resilient people are.

We all try to fix our mental (and physical) distress on our own using the psychological tools we have developed since birth. More often than not, with or without the help of family and friends, this works. If it doesn't work get some help.

Your distress is unlikely to be schizophrenia and therefore is highly likely to be fixable. There are often a series of problems to address including childhood abuses (physical, sexual etc.) All the difficult cases I have ever come across have had previous life problems affecting their distress and those who get better are the ones who accept this and manage their effect in the present.

Nothing is free. Seldom is anything as straightforward as it looks. Without a commitment to change you cannot change. To continue to blame yourself or others is to remain stuck. Facing some of the demons requires courage. Ignoring things is just putting things off.

VETERANS AID 2015 SUBSTANCE MISUSE



OUTCOMES

Numbers are an excellent way of quantifying what an organisation has achieved and Veterans Aid is proud to be able to publish statistics that show how many people it has helped and how funds have been allocated.

The real stories lie behind the figures though - and a few of them are captured here by the men and women whose lives have been positively influenced by VA.

FORMER soldier Chris, 32, who served five years with **The Rifles**, faced deportation after waiting eight years for his UK residency status to be resolved. With Veterans Aid on the case this was done in three weeks.

After being granted his Leave to Remain in January 2016, Jamaica-born Chris, said, "I'm delighted it's finally over."

The news has definitely made my day! The support I received was tremendous. Huge thank you to the VA team!"

ROBERT, 43, served for 13 years in the **Household Cavalry**; 13 years after that, life problems brought him to VA.

"Thank you again for everything you and Veterans Aid have done for me. Truly saved me from a spiral downwards even further."

I now have a job and place to live and life can only get better... I am settled in and all is paid sorted and signed off, thank you again so much. You guys are unsung heroes."



Less obvious are the hidden outcomes, achieved through education and illustration. Many students and academics come to Veterans Aid.



"The interviews I did at Veterans Aid had an enormous impact on my project. I didn't exactly know where I wanted to take it... but these interviews definitely helped shape the direction and gave me the insight that really became the finishing touch. My professor was extremely impressed and she thoroughly enjoyed the perspective it brought to the film. I cannot fully express how excited and grateful I was that you took time from your day for me; I had sent out many, many e-mails over a period of three months to various people/organisations in London before you replied. It was my last week at the London School of Economics and I was very close to accepting that I wouldn't be able to do any interviews abroad. So thank you! It has been a wonderful experience doing this research and it really opened my eyes to a lot of things."

Student - London School of Economics

Coldstream Guards musician Darren Hardy and his bride Lorna decided that rather than accept gifts when they married, they would invite friends and relatives, who wished to, to give an equivalent sum to Veterans Aid. Darren, a proud Geordie who joined the Band of the Coldstream Guards in July 1996, said, "We felt incredibly proud to be able to give something to such an amazing charity." Lorna added, "The work VA does to enable people to get back on their feet is invaluable."



WHO HAS SUPPORTED US THIS YEAR

167 Catering Support Regiment RLC
 84 Medical Supply Squadron
 St Peter's Church, Ightham
 ABF The Soldiers' Charity
 Airborne Forces Security Fund
 The Army & Navy Club (The Rag)
 The Swan Inn, Merriott
 Royal Hospital Chelsea
 Brixton Coronation Lodge No. 5676
 Clover-George Associates
 The Davies Family Charitable Trust
 Dixons Carphone plc
 Euro Car Parks Limited
 Excalibur Unit
 Expedition Kit Direct Limited
 Financial Express Ltd
 Friends of H M Forces
 The Royal Regiment of Fusiliers Aid Society
 G S Plaut Charitable Trust Limited
 Grendon Underwood, Edgcott and
 Kingswood Women's Institute
 A & M Hadfield Funeral Director Ltd
 Her Majesty's Chapel Royal
 Horistic Lodge No. 2822
 Howard Chadwick Funeral Service
 Hutton Collins Foundation
 IES Homeless Veterans Appeal
 JHJ Facilities Support
 Killik & Co Partnership Charitable Trust
 Masterfix GB Limited
 Merriott Sports and Social Club
 Moreton-in-Marsh Probus Club
 National Trust for Scotland
 The Royal Anglian and Royal Lincolnshire
 Regimental Association
 Royal Logistic Corps, 9 Regiment
 The Guards Chapel
 Royal Signals Benevolent Fund
 Rupert Patterson Lodge No. 3646
 ShareGift, The Orr Mackintosh Foundation Limited
 The Society of Gentlemen Gamers
 St Levan Parish Church
 St Mary Magdalene Church, Hullavington
 St Peter's Church, Eaton Square
 Stafford Meeting House Charity

Stepney Green Maths, Computing and Science College
 Sure & Steadfast Lodge of the Kings
 Messenger No. 9100
 The Andrew Charitable Trust
 The Dennis Byrne Charitable Trust
 The Goldsmiths' Company Charity
 Jerusalem Lodge No 197 Benevolent Fund
 The Joan Mary Woodham Hurrell Trust
 The Lady R Foundation
 Miss P M Major Charitable Settlement
 The Parachute Regimental Association, London Branch
 The Paragon Trust
 St Mary's Parish Church, Old Basing & Lychpit
 The Patrick & Helena Frost Foundation
 The Pennycress Trust
 The Quay Sailing Club
 The Royal Dragoon Guards Museum
 and Regimental Association
 The Ropner Centenary Trust
 The Rotary Club of Greenford
 The Royal Scots Dragoon Guards
 The Rufford Foundation
 The Schroder Foundation
 The St Lazarus Charitable Trust
 Standard Chartered Music Society
 The Stock Exchange Veterans Charity Association
 The Worshipful Company of Glovers of London
 Tanner Trust
 The William Allen Young Charitable Trust
 The Worshipful Company of Poulterers
 The Worshipful Company of
 Scientific Instrument Makers
 Tooting Conservative & Unionist Club Ltd
 Underwood Solicitors LLP
 Wild Dog Design
 The Freemasons' Grand Charity
 The Hole In The Wall Soul Club
 BDO LLP
 Inner Wheel Club of Chelsea and Westminster
 BAE Systems plc
 Merchant Taylors' Almshouses
 Honest Burgers, Covent Garden
 East Wickham and Welling War Memorial Trust

Specific assistance for our projects and work

Support for our Hostel Redevelopment Project

Royal British Legion (Chelsea & Kensington Branch)
 The David and Claudia Harding Foundation
 13 Air Assault Support Regiment RLC
 The John Slater Foundation
 Garfield Weston Foundation
 Bloomberg L.P.
 The Royal Air Force Benevolent Fund
 The Vintners' Company
 Greenwich Hospital
 The Bernard Sunley Charitable Foundation
 The Sir Jules Thorn Charitable Trust
 The Inman Charity
 John Thomas Kennedy Charitable Foundation
 Queen Mary's Roehampton Trust
 The Swire Charitable Trust
 Rugby For Heroes
 The Albert Hunt Trust
 Greater London Authority (GLA)

Clothing, shoes & bedding

The Hedley Foundation
 The Queen Mother's Clothing Guild

Education & training

The Drapers' Charitable Fund
 P F Charitable Trust
 Wates Group
 Timpson Ltd
 The DE Group

Support for mental health and detox treatments

The Armed Forces Covenant (Libor) Fund

Emergency accommodation

The London Community Foundation

Support for RN and RM veterans

Seafarers UK
 The Royal Navy and Royal Marines Charity (RNRMC)
 The Royal Naval Benevolent Trust

Support for retired gunners

Royal Artillery Charitable Fund

Support for RAC

The Royal Armoured Memorial Benevolent Fund

Support for specific VA posts

The Henry Smith Charity
 SSAFA

Supporting Christmas at the hostel

Vitol Foundation London

Specific support for our hostel

The London Borough of Tower Hamlets
 The Not Forgotten Association

Support for Hostel general maintenance and repairs

Compton Housing Association Limited

SUPPORT FOR VETERANS AID EVENTS

Sponsors of our Carol Concert

The Victoria Business Improvement District (BID)
 Polar Capital Holdings plc
 Quilter Cheviot Investment Management
 MSE Hiller
 The Cavalry and Guards Club
 The Impact Coach

The Royal Albert Hall

Royal Choral Society

Gifts in kind

The Worshipful Company of Glovers of London
 Trinity House
 FareShare London

Reflexology therapy at our hostel

Kate Rayer

Assistance with venues

The Vintners Company - Vintners' Hall
 Victory Services Club
 The Army & Navy Club (The Rag)

We would also like to say a huge thank you to the many thoughtful individuals who have given generously towards our vital work with veterans.

FINANCIAL SUMMARY

Financial Summary for the year ended 30th September 2015

Income £4,928,447 (2014: £1,691,345)

	2015 £	2014 £
Local Authority payments	461,775	499,045
Charges to hostel residents	46,185	55,251
Grants	3,220,388	301,528
Donations & Legacies	412,875	541,529
Donations in Kind	83,108	189,340
Fundraising & Sundry	603,176	39,382
Investment Income	100,940	65,270
	£4,928,447	£1,691,345

Net increase in funds (2014 decrease)

	£2,862,712	(£157,753)
Unrealised gain on revaluation of premises	nil	£1,046,684
Unrealised loss (2014 gain) on investments	(£156,342)	£89,642
Total increase in funds	£2,706,370	£978,573

Reserves

	Balances at 30th Sept 2015 £
Hollenden House Endowment Reserve	2,139,261
Restricted Funds	5,896,744
General Reserve (Unrestricted Funds)	1,058,091
	£9,094,096

Expenditure £2,065,735 (2014: £1,849,098)

	2015 £	2014 £
Hostel running costs	852,582	880,722
London Relief Centre	921,435	835,443
Governance costs	72,270	66,385
Fundraising & Event Costs	219,448	66,548
	£2,065,735	£1,849,098

The Unrestricted Fund surplus for the year is £23,652. The Restricted Fund surplus of £2,759,633 includes grants of £3,037,000 towards the ongoing refurbishment of New Belvedere House; in the year £628,456 was spent on this project, which has been capitalised and therefore is excluded from the expenditure figures shown above.

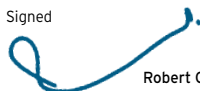
**Movement in year
£**

	(76,914)	permanent endowment reserve
	2,759,633	donated for specified purposes, plus revaluations
	23,652	represents six months operating costs

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



DONATION FORM (INCLUDING GIFT AID DECLARATION)

Registered charity Number: 1095308 | 40 Buckingham Palace Road, London SW1W 0RE

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

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 box below:

1. Personal details

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

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.

2. Bank details

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

3. Details of your standing order

Please pay the sum of	
Amount in words	
Frequency	every week ☐ month ☐ quarter ☐ half year ☐ year ☐
Commencing on _____ 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



If you would like to make a donation please use the QR code, call 0800 012 6867 or visit www.veterans-aid.net



**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

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