

The background of the cover is a photograph of a globe showing the Americas. Overlaid on the globe is a large, stylized red 'VA' that matches the logo. The text 'IMPACT REPORT 2019' is printed in white, bold, sans-serif capital letters across the bottom half of the image.

IMPACT REPORT 2019

PATRON'S MESSAGE

Rough sleeping is unacceptable for anyone and particularly so for those who have served their country. As if that were not tragedy enough our Charity, like everyone else, has had to deal with the COVID-19 pandemic.

I've been privileged to see first-hand the work that VA staff do every day; spend just a short time with them and you will realise how this utterly dedicated team have accomplished so much. Whether at the Operations Centre in Victoria, where the staff work so hard to prevent homelessness, or at the amazing New Belvedere House, our veterans are consistently given the hope and help they need to reclaim the dignity of a life free from poverty and exclusion. The fact that this work continued from the beginning of the COVID-19 problems is both wonderful and humbling. Hopefully the end is in sight but this period has absolutely affirmed my belief in this wonderful charity.

"I've been privileged to see first-hand the work that VA do every day; spend a short time with them and you will realise how this utterly dedicated team have accomplished so much."

Of course, Veterans Aid can't do this without support and I want to thank all those donors, volunteers, individuals and agencies that work closely with the charity for embracing our work and making its success possible.

With their help, and that of bodies like Westminster City Council and the Greater London Authority who have invested so much in our work, Veterans Aid is flourishing. Long may it do so.

The Dowager Viscountess Rothermere
Patron, Veterans Aid

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TRUSTEES AND OPERATIONAL STAFF

Patron

The Dowager Viscountess Rothermere

Honorary Life President

Brigadier Johnny Rickett CBE FInstD

Chairman

Mr Andrew Wallis MBE OL DL

Deputy Chairman

Dr Paul Dyer BA(Hons) MA DUniv (Kent)
FBIPP FIOD ACII

Trustees

Honorary Treasurer - Mr Robert P Clinton
BEM FCSI FCT (Deceased - May 2020)

Field Marshal the Lord Walker of
Aldringham GCB CMG CBE DL

Mr Gilbert Holbourn FCA FCCA DChA

Col Christopher MacKenzie-Beevor CBE
LVO (Interim Hon Treasurer - appointed
May 2020)

Air Chief Marshal Sir Stephen John Hillier
KCB CBE DFC MA

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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 Advisors - Dentons UKMEA LLP

Auditors - Saffery Champness LLP,
Chartered Accountants

Investment Managers & Stockbrokers -
S&T Asset Management LLP

Bankers - Clydesdale Bank, HSBC Bank,
Lloyds TSB Bank

HO & 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 Chu Yon Cho BA

Media & Communications Advisor - Ms Glyn
Strong BA, MA, PGCE, MCIPR, MCIJ

Digital Media Officer - Ms Marija Dizdar
Zovko MBA

Media Assistant - Ms Jenny Moroney BA

Events & Development Officer
- Major Delia Holdom

Head of Fundraising - Ms Dorothy Jones
MCIM 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

Operational Support Worker -
Mr Luke Chumbley

IT Support Services - Horizon Telecom

Facilities Management -
Blackmoor Knight Ltd

HR and Health & Safety Support -
Citation Ltd

New Belvedere House

NBH Manager - Ms Pat O'Connor MBE

Deputy Manager - Mr Dennis Murphy

Assistant Managers - Ms Lesley MacDonald,
Mr Garry Roberts, Ms Anna Waylen,
Mr Kaedon White, Mr Ian Hamlet, Mr Wilson
McMullan, Mr Peter Fanning, Mr Denroy
Roberts

CHIEF EXECUTIVE'S MESSAGE

This Annual Impact Report was nearing completion when the fury of the COVID-19 crisis engulfed the world. So significantly did it change the socio-economic landscape that failing to reference the pandemic would have been unthinkable.

In a sense the crisis provided a proving ground for all that VA has been working and growing towards - not just in 2019 but for many years. It was a test that we passed with flying colours - a challenge that demonstrated the Charity's viability beyond all doubt.

I write this with great pride because, despite these turbulent times, Veterans Aid remained fully operational; not just in terms of effective outreach but also in terms of caring for our residents at New Belvedere House. It did this without furloughing a single member of staff or turning away a single client, at a time when many 'counterpart' organisations had effectively closed down.

This was a significant achievement. We acted swiftly, decisively and remained operational throughout. We supported

ex-serviceman and women in crisis - quite literally 'from Colchester to Cambodia' - because we were prepared.

At NBH we had 60 of the most vulnerable veterans in the country in our care at the outset of lockdown. None of them, at the time of going to press, has contracted COVID 19.

Early on we switched operations from our Victoria HQ, from where the Charity's main prevention work is usually done, to remote working. Again we were prepared; functioning from a 'virtual Ops Room' is something we do regularly and staff are trained/equipped to operate in this way.

Ours is a real success story. The Greater London Authority input to New Belvedere House has paid real dividends. We have a state-of-the-art facility which is working well and we have had a significant impact on reducing the number of homeless veterans. Of the 1,400 London rough sleepers provided by the GLA with temporary accommodation during lockdown, only 19 claimed to have served. Those individuals were subsequently directed to the Authority's key partner, Veterans Aid, to be homed.

It hasn't all been good news however and it is my sad duty to report two losses to the Charity that have been keenly felt.

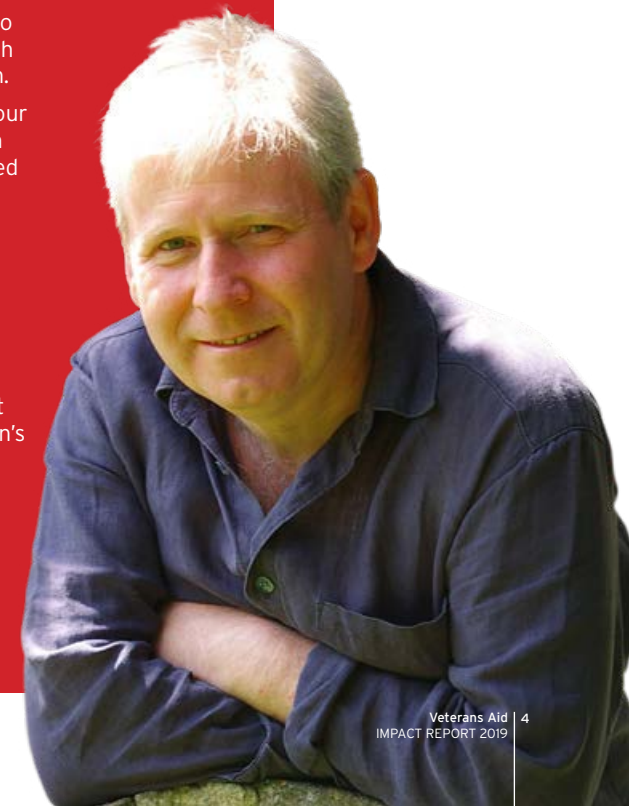
In August 2019, we lost one of our most important benefactors, Sir Michael Uren. To say that Sir Michael was unique would be doing him an injustice. Without his support we would have struggled to complete our New Belvedere House project. But his contribution was much wider than that. His first act in relation to Veterans Aid was to carry out his own due-diligence by anonymously ringing-up our office to get a feel for things. Sir Michael spent 20 minutes asking questions. He was clearly satisfied and very quickly grasped the critical importance of our work. Once committed to help an organisation he never failed to push its case and Veterans Aid was no exception.

The other loss was the recent passing of our Honorary Treasurer, Robert Paulin Clinton BEM, whose support for our work remained undiminished for 14 years. Without his personal contribution it would be fair to say that Veterans Aid would not be the internationally acclaimed organisation it is today. In later years he was dogged by ill-health, but Robert continued to give this time and wisdom generously. He was dedicated to the completion of New Belvedere House and it was wonderful that he was able to be at the opening by London's Mayor. Most people leave little legacy on passing but, in this case, both men have left a gift that will continue to help many thousands of veterans for years to come. By any measure that is a remarkable achievement.

"Veterans Aid remained fully operational; not just in terms of effective outreach but also in terms of caring for our residents at New Belvedere House. It did this without furloughing a single member of staff or turning away a single client."



Wing Commander
Dr Hugh Milroy OBE PhD
CEO, Veterans Aid



CHAIRMAN'S REPORT

Although this report covers last year it would be strange not to reference COVID-19, a pandemic that has wreaked global havoc - and nowhere more so than in the charitable sector. Institutions that appeared healthy have been found to be operating without meaningful reserves, and entities purporting to be providing vital services to vulnerable people have stopped operating.

Veterans Aid however has proven itself to be entirely viable. The Charity has also demonstrated what preparation and practice can deliver in times of crisis. Not only did we have a plan for this type of emergency but we moved seamlessly to remote working; indeed the Charity did not lose so much as a single day of operations. Our help desk was manned throughout and continues to provide immediate care, in the UK and internationally. At the same time, New Belvedere House instituted protocols that kept one of Britain's largest groups of vulnerable veterans safe and COVID-19 free.

2019 was a year of planned consolidation. Thanks to brilliant strategic planning, fiscal prudence and sheer hard work, the Charity not only delivered the NBH redevelopment but emerged debt-free and strong enough to withstand a crisis that saw much larger organisations begging to be bailed out.

This happy situation is due not only to our wonderful in-house team but also to our band of incredible supporters, two of whom we have lost in recent months - Sir Michael Uren and our Honorary Treasurer, Robert Clinton. They were very different people, but

both were part of the VA 'family' and will be greatly missed.

Looking ahead - this is no time for complacency. Poverty will be the single biggest factor driving people to our door. Funding will be needed and potential donors will increasingly look for hard evidence of need as well as evidence that their money has been faithfully applied to the cause for which it was intended.

Veterans Aid is well-placed to withstand whatever scrutiny is brought to bear. We can look forward with confidence knowing we are punching above our weight and delivering a world-class service in the most efficient and effective way.



Andrew Wallis
MBE OL DL

Chairman,
Veterans Aid



REACH AND IMPACT - BEYOND BENEVOLENCE

Veterans Aid sits at the hub of a global support network for UK ex-servicemen and women in crisis. By the end of 2007 the charity had helped UK veterans based in nearly 70 countries. It continues to help callers from all around the world.

Eighty-eight years ago, when it was established as The Embankment Fellowship Centre, VA dealt with unemployed, destitute and very visible former servicemen who slept on pavements just yards from its HQ.

Although Britain is now one of the wealthiest countries in the world some of its veterans are still in dire need, but thanks to VA they no longer have to rely on the slow ponderous process of traditional benevolence.

Today, as a post-modern, operational charity belonging to both FEANTSA (the European Federation of National Organisations Working with the Homeless) and the WVF (World Veterans Federation), Veterans Aid is plugged into a diverse network of organisations committed to exploring innovative and enduring solutions to social isolation and its consequences.

Payments made digitally by staff in VA's Victoria Ops Room can secure safe, emergency accommodation and facilitate travel wherever UK veterans in crisis are located. By embracing a virtual approach, to effect immediate interventions, VA is able to offer the same flexible response to the appeals of former UK servicemen and women thousands of miles away as it does to those on its doorstep.

"Our goal isn't to expand, but to become better at what we do - to deliver a faster service rather than establish a bigger geographical footprint, because just one night one the streets is one too many."

Ops Team Member.



A MODEL THAT WORKS - FROM PREVENTION TO REDEMPTION

Last year Veterans Aid changed hundreds of lives - and probably saved some. By making swift and timely interventions it stopped ex-servicemen and women teetering on the brink of crisis from becoming homeless, getting into debt or becoming socially isolated. By spending money on bespoke solutions to complex and established problems, often compounded by alcoholism or addiction, it effectively halted spirals of deterioration that would, in some cases, have led to early death.

Change is hard, especially when it is unsought. There is comfort in familiar habits and actions, even when they are no longer appropriate. Nowhere is this more evident than in the world of charitable giving and benevolence.

The Victorian imperative to help the poor was linked to religion and obligation - it was as much about the giver as the recipient; help had to be earned and only the 'deserving poor' qualified for support.

These assumptions persisted well into the 20th Century; indeed they subliminally underline the actions of many people today when they drop a coin into the hand of a rough sleeper claiming to have served his/her country.



CLIENT INTERACTIONS



IN EDUCATION OR EMPLOYMENT



PREVENTED FROM HOMELESSNESS



CLIENTS HOMED APPROPRIATELY

In 2011, in a publication entitled Pathways to Human Development, a paradigm shift was advocated by VA'S CEO, Dr Hugh Milroy. It outlined a model, since adopted by the Charity, in which judgement is suspended, swift action taken and investment tailored to individual need. It replaces the notion of the Dickensian 'handout' with a series of actions designed to give veterans an immediate way out of their particular crisis. Its aim is to empower individuals rather than patronise or overwhelm them with process... and it works.

That model - Welfare to Wellbeing® - has been developed and refined over the years to the point where it now effectively embraces prevention as a critical way forward.

Welfare to Wellbeing® is the game-changer that accounts for VA's success and it goes a long way towards explaining why so many politicians, practitioners, academics and philanthropists involved in veterans affairs worldwide are looking beyond traditional benevolence towards a system that is multifaceted and integrated; a system that goes beyond welfare, towards sustainable 'wellbeing'.

A WAY BACK - ADDICTION

Addiction remained a major catalyst for the crises that brought veterans to VA in 2019.

VA's Welfare to Wellbeing® model is one that looks at both context and the circumstances of the individual when tackling crisis. It introduces veterans to a system that will offer holistic support, but it recognises that some issues need to be resolved as a priority before others can be addressed.

"Context is absolutely crucial when examining our client group, for the usual myths around military service and 'transition' continue to be bandied around as a reductive, and ultimately fallacious, explanation as to why some veterans become alcoholics/addicts. In short, the British have always had a toxic relationship with substances. Some just happen to be veterans."

VA Head of Addiction Services, Phil Rogers

"Early Service Leavers continue to represent the largest sub-group of veterans who seek support with a drug and/or alcohol problem.

"Cocaine, more readily available and socially acceptable than ever, remains a major issue alongside alcohol, with legal highs and relatively new drugs such as 'spice' and crystal meth becoming increasingly common. Addictions to prescribed medications such as opiate painkillers and benzodiazepines have also emerged as a significant issue, with problematic gambling remaining a major concern.

"However, one huge positive has developed as a result of the length of time we've been supporting ex-service personnel in addiction. We now have a thriving and growing community of veterans in recovery, each one not just spreading their incredibly powerful and inspirational message but living it in their day-to-day lives, free from drugs and alcohol and supporting hopeful newcomers."



CLIENTS THROUGH REHAB / DETOX

A VOLUNTEER'S PERSPECTIVE

DARREN HARDY IS A VETERAN AND GIFTED MUSICIAN WHO SERVED WITH THE COLDSTREAM GUARDS FOR 23 YEARS.

"I came to VA while on resettlement leave and learned so much. I've seen some of the most vulnerable people in the veterans' community arrive at this charity. The change when they leave and get back on their feet is amazing. The expertise that the individual members of the VA team bring is second to none.

"I was introduced to Veterans Aid through its CEO Dr Hugh Milroy whose passion and drive was inspirational. Through him I learned how this lesser-known military charity took in broken and vulnerable ex-servicemen and women and helped to reintegrate them into society with a sense of purpose and value.

"When my time came to leave military service, I jumped at the chance to become a volunteer and give something back to the Armed Forces 'family'. In February 2019 I embarked on an eye-opening three-month placement at VA's HQ, working in both the Operations Room and the Fundraising Department.

"It was a steep learning curve. I quickly realised that the Ops Room was the coalface of the charity where first contacts were made and clients engaged with immediately. It was clear that VA's client list represented the most diverse cross section of society.

"What surprised me most was that irrespective of rank, class or background clients experienced the same problems - homelessness, addiction, mental health and in-work poverty. It was clear that VA were experts in dealing with these issues and in my first week I saw them save and change lives.

"My time in fundraising made me realise how complex the rules and regulations are relating to this activity. VA spends money on clients rather than on expensive marketing campaigns so attracting donors is a big challenge. I also learned that everything makes a difference - from pennies for tins of beans to thousands of pounds to fund rehab."

"To be a part of making this difference was both humbling and an honour."

BOB BOND IS COMMANDING OFFICER OF 845 NAVAL AIR SQUADRON.

"We're a team of 230 engineers, handlers, logisticians and aircrew who deliver helicopter support - primarily to the Royal Marines and the Royal Navy. Amphibious operations are our speciality, but we pride ourselves on being the maritime and arctic helicopter specialists within the Rotary Wing community.

"After listening to the national news, I became concerned about the high number of veterans that were apparently ending up on our streets, especially in London, where I live. I decided that I wanted to help and I reached out to Veterans Aid.

"I was immediately attracted by VA's 'prevention rather than cure' mantra, its positivity and its passion for making a difference. At VA they fully understood the importance of attaining demonstrable results and achieving 'value for money' from hard earned charitable donations.

"After meeting Dr Hugh Milroy, who took me to New Belvedere House, I was completely sold on the charity, its work and its vision for the future. In due course I was given the opportunity to work as a volunteer in the HQ Operations Room, in Victoria, answering calls from veterans in need.

"Here I realised how important it was to help people on the downward trajectory and to intervene before they became homeless. It was clear to me that having debt, addiction, housing and other specialists on hand in the Ops Room, ready to respond immediately, was an extremely effective way of resolving potential issues before they became critical. Sometimes callers just wanted to hear a friendly voice and have someone listen to them."

"This charity is modern, effective and willing to challenge norms in the homeless sector. The money it receives goes directly to veterans in need. It really is the very best of British."



A SECOND CHANCE - EMPLOYMENT

In 2019 Veterans Aid supported 95 ex-servicemen and women into employment or onto training courses. Some are still finding their feet - others have found their wings and are flying high.

It's easy to become invisible without an address - and to support an address, you need an income. The vicious circle of homelessness and social isolation often starts when veterans lose their jobs. Getting a decent job usually involves attending an interview, looking clean, sharp and smart... which is hard to do when you're rough-sleeping or sofa surfing.

Development Officer Delia Holdom's role at the charity is to steer clients towards the employment and training opportunities that give them the best chance of regaining their independence.

"Whether the veteran is a single parent wanting to work in management or an engineer needing a hand up to a secure a sustainable job, Veterans Aid will help them craft a bespoke path back to work.

"When I recall individuals in crisis walking through Veterans Aid's door who are now housed, healthy, financially sound and recently promoted at work, I know why I am passionate about my job. The best reward is

when a formerly homeless client rings me up and tells me that his job is going well, he has booked a holiday and taken up a sport.

"It is not always easy, though. Some clients may not be well enough to work when I first meet them; others need to go on training courses to help them gain structure, confidence and further skills. Everyone is different and the courses we have facilitated are equally diverse; they include Maths, English, Art, Photography, IT skills - and most recently we sent someone on a sewing course.

"Some clients may be ready for job-specific training such as maintenance, security, project management or gardening.

"We work with some wonderful education providers such as Ruskin College, Oxford, City Lit London, Capel Manor College and London College. Clients find that education keeps their minds focussed and healthy which is essential to achieve successful all-round independence.

"We also owe a lot to the employers who have supported our veterans - organisations like Timpson, Masterfix, BT, Global Support Services, ABM Facilities, Transport for London, Biotecture, ISS, the NHS and many more."

"The best reward is when a formerly homeless client rings me up and tells me that his job is going well, he has booked a holiday and taken up a sport."

Delia Holdom, Development Officer

RICHARD'S STORY

FORMER ROYAL ENGINEER RICHARD, 28, IS ONE OF SEVERAL VA CLIENTS TAKEN ON BY BT. HIS SIX YEARS IN THE ARMY HELPED HIM GROW UP QUICKLY BUT HE 'GOT INVOLVED WITH THE WRONG STUFF' AND ENDED UP HOMELESS.

"I came down to London to try and find somewhere to stay and that's when I started sleeping rough. It was only then that I remembered... about Veterans Aid, so I went to the library, Googled where they were and literally jumped on a train to Victoria.

"It's the unknown really, but you're desperate, that's your only way out, so I remember pressing the buzzer and speaking to the staff who were really friendly, really approachable. Then I had that kind of awkward... first like 5-10 minutes where they're asking you your name and your service details and that, so you knew they were trying to make sure who you were."

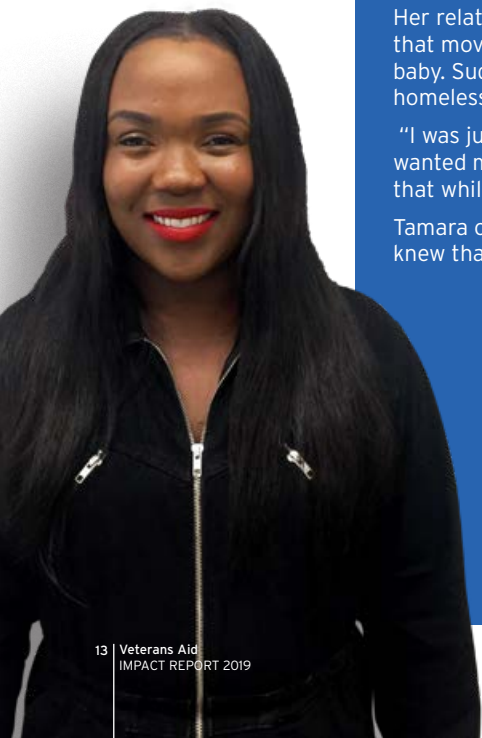
After a period at New Belvedere House Richard was ready to move on.

"Delia from Head Office... she got quite a few of the lads involved with BT... and she got me involved as well.

"I'm still working for BT Open Reach, coming up to a year's apprenticeship. I've got my own place through Veterans Aid, so I'm near to Stoke Newington, lovely little one-bed flat... things are going really well and I always pop back to see the staff.

"I think the main thing with VA is the family atmosphere... as soon as you step through the doors. It doesn't matter about what you've been through before, you've got a fresh start and you can be whatever you want to be."





A CLIENT'S PERSPECTIVE

NOT ALL VETERANS ARE MALE. NOT ALL CRISES ARE THE SAME. TAMARA HAD A DEGREE, A HOME, A JOB, A PARTNER AND WAS ABOUT TO BECOME A MOTHER. WHAT COULD POSSIBLY GO WRONG?

After five years' service with 6 Armoured Close Support Battalion (REME), Tamara left the Army with an exemplary conduct record, a BA degree and a work ethic honed in extremely challenging environments.

Promoted to L/Cpl while serving in Afghanistan on Op Herrick, where she was part of a team providing critical logistical support, Tamara was praised by her CO for both her character and her commitment.

No wonder that after returning to civilian life she quickly found employment and started studying.

She was upbeat and on track - until her plans were completely derailed by an unexpected change of circumstance.

Her relationship hit the rocks and quickly unravelled. She knew that moving out was the only option for her and her coming baby. Suddenly she was seven months pregnant and facing homelessness.

"I was just so confused and didn't know what to do. Agencies wanted me to show that I had £25,000 in my bank. To afford that while I was on maternity leave was impossible."

Tamara called the council and was put on the housing list. She knew that the wait would be long - too long for someone in her

"It was a massive blow. I didn't know it could happen in that way - but this can happen to anybody. For me Veterans Aid was there... and I don't take their help for granted."

situation - and its response to her was frustrating. She was told, "You look smart, you look like you can present yourself, you can get a place." But she couldn't - until VA stepped in.

"Veterans Aid helped me in terms of a deposit and start-up; they even went with me to see places. With their help I managed to find somewhere."

With a safe place to live, Tamara was able to focus on her baby and when her child was 17 months old, she went back to work. VA staff also helped with her job search and kept in touch after she found employment.

"We still communicate, and they check up on me. I'm now also doing my Master's (degree) in Project Management - it's a balancing act so I've got enough time to do work, enough time also to study."

Tamara's story had a happy ending, but things could have gone very differently. She left the Army with a wealth of transferable skills in IT, logistics, man and budget management. Fit and confident, a swimmer and rower who represented her battalion, she was rightly tipped for success in civilian life.

Homelessness was something she never expected to happen to her.

"It was a massive blow. I didn't know it could happen in that way - but this can happen to anybody. For me Veterans Aid was there... and I don't take their help for granted. I know I can easily contact them if something is to happen. I know they'll be there for me."

A RECIPE FOR SUCCESS - BAKE OFF AT NEW BELVEDERE.

Nothing evokes feelings of warmth, safety and nostalgia like the smell of baking bread. It's not an aroma associated with temporary accommodation for homeless men - but it's a regular feature of life at New Belvedere House.

The £8.4m makeover of VA's 66-room residential facility was designed around the concept of 'hand up' rather than 'handout', which is why it features a professional training environment rather than a restaurant.

In 2019, a year after residents welcomed Army chefs to its professionally equipped kitchen, another group of highly skilled trainers volunteered their services when The Worshipful Company of Bakers came on board.

Everything at NBH is geared towards independent living so that when veterans move on to homes of their own, they not only have basic survival skills but the confidence to use them

Liveryman James Freeman said after the trainers first visit, "I felt the session went well for the participants. I hope that they all found it useful and something on which they can build.

"The Worshipful Company of Bakers has been baking bread for Londoners, and those from outside the City, since 1155. We are proud to now work with Veterans Aid and to help in their invaluable work in support of our brave servicemen and women."

"Food is fuel in military terms. It is also a great leveller as those who have eaten together on operations know. Its preparation and consumption can be a calming, enjoyable and social experience with a therapeutic effect on mental health."

Ops Team Member.



FUNDRAISER'S MESSAGE

It's no accident that the finance and fundraising sections of this report appear at the back because people, not figures, are at the forefront and heart of everything that VA does.

I hope that the preceding pages have given you a flavour of how we operate and what we have achieved over the past 12 months.

The difference that VA makes is incalculable, but that success is only possible because of the wonderful people who make donations, organise fundraising events, leave legacies, tick Gift Aid boxes or simply spread the word about what we can do.

I joined VA in 2017, after nearly 20 years in the sector. I was enthused about my new job, but totally unprepared for the excitement that started gripping me within days of starting work.

As Head of Fundraising for this amazing organisation, which is truly the frontline accident and emergency unit of the military charity world, I see exactly how money is spent. I see lives transformed.

The speed at which the charity operates is second to none, its non-judgmental attitude, with a passion to provide a service based solely on individuals' specific needs, has been fine-tuned over 88 years.

VA is not wealthy so it has to spend judiciously and with an eye to value for money. But it is also transparent - hence its external validation by Pro Bono Economics - and scrupulously compliant with data protection regulations (GDPR).

If you would like to learn more about how to support VA, please email me on funds1@veterans-aid.net, call 0207 592 7393 to speak or explore our website at <https://veterans-aid.net/donate/>.

Dorothy Jones
Dip Eng Law (Open) MCIM MinstF
Head of Fundraising



FINANCIAL SUMMARY

Financial Summary for the year ended 30th September 2019

Income £1,890,057 (2018: £2,277,251)

	2019 £	2018 £
Local Authority payments	776,977	962,045
Charges to hostel residents	72,227	56,208
Grants	335,411	588,017
Donations & Legacies	459,343	488,994
Donations in Kind	28,958	50,450
Fundraising & Sundry	192,581	71,919
Investment Income	24,561	59,618
	£1,890,057	£2,277,251

Expenditure £1,930,138 (2018: £1,795,758)

	2019 £	2018 £
New Belvedere House	867,077	764,327
Operations Centre	919,359	899,409
Fundraising & Events	143,702	132,022
	£1,930,138	£1,795,758

Net (decrease) increase in funds	(40,081)	481,493
Net gain on investments	41,965	14,969
Pension scheme actuarial gains	9,230	497
Unrealised loss on revaluation of premises		(3,106,128)
Total movement in funds	£11,114	(£2,609,169)

Reserves	Balances at 30th Sept 2019 £	Movement in year £	
Capital Funds			
Hollenden Endowment Reserve	2,512,053	-	Permanent Endowment Reserve
Restricted Funds	5,299,788	(108,159)	New Belvedere House Reserve
	7,811,841	(108,159)	
Revenue Funds			
Restricted Funds	2,703	(5,877)	Funds donated for specific activities
General Reserve (Unrestricted Funds)	1,040,918	125,150	Represents six months operating costs
	1,043,621	119,273	
	£8,855,462	£11,114	

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, SW1W 0RB.

Signed



Christopher MacKenzie-Beevor, 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 individually but every one is valued and a random selection appears below. Their overwhelming generosity inspires and touches us greatly. Without them we would not have been able to complete the vital redevelopment of New Belvedere House or fund our transformational and often life-saving work among veterans in crisis.

BAE Systems	Royal Naval Benevolent Trust	The Patrick & Helena Frost Foundation
Blackmoor Knight Ltd	SAS Regimental Association	The Rifles Benevolent Trust
Compton Housing Association	SSAFA Central London Branch	The Ropner Centenary Trust
Davies Family Charitable Trust	Tanner Trust	The Royal Navy and Royal Marines Charity and Greenwich Hospital
Douglas and Gordon Ltd	The Alchemist	The Royal Signals Benevolent Fund
Erach & Roshan Sadri Foundation	The Army & Navy Club	The Westminster Foundation
Fusilliers Aid Society	The Blythe Sappers	The William Allen Young Charitable Trust
Gaysha Ltd	The Edith Lilian Harrison 2000 Foundation	The Worshipful Company of Scientific Instrument Makers
Greater London Authority	The Garrison Church Plate Fund	The Worshipful Company of Tylers & Bricklayers
IPREO	The Guards' Chapel	TRH The Duke and Duchess of Gloucester Charitable Trust
JHJ Facilities Support Ltd	The Guild of St Helena	Vitol Foundation
Kingswood Golf & Country Club	The Gym Group	vO Polo Club
La Providence Social Club	The Hedley Foundation	Waitrose
Masonic Charitable Foundation - Relief Chest Scheme	The John Coates Charitable Trust	
PF Charitable Trust	The Lady R Foundation	
Queen Mary's Roehampton Trust	The Michael Uren Foundation	
Royal Air Force Benevolent Fund	The Parachute Regimental Association London Branch	
Royal Artillery Charitable Fund		



SIR MICHAEL UREN OBE

1ST SEPTEMBER 1923 - 9TH AUGUST 2019

A BENEFACTOR AND FRIEND
REMEMBERED WITH HONOUR AND RESPECT
BY THE CHARITY FOR WHICH HE DID SO MUCH



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