



IMPACT REPORT 2021

1932-2022: 90 YEARS OF CARING FOR VETERANS IN CRISIS

PATRON'S MESSAGE



I am often asked what Veterans Aid does when ex-servicemen and women reach out to it for support. To sum up its daily, life-changing work is almost impossible as one can never capture the momentum and sheer determination to help that is involved – regardless of the tragedies presented.

Perhaps the words of John Donne, in his work Satire 111, best capture the ethos of this unique charity of which I'm honoured to be Patron:

*"On a huge hill, Cragged and steep,
Truth stands, and he that will
Reach her, about must and about
must go
And what the hill's suddenness resists,
win so..."*

The pandemic that is still harrowing the world has highlighted the worth of Veterans Aid to the ex-service community on a grand scale. But unsurprisingly this humble and hard-working charity will not be spending money, in its 90th year, on marketing its many achievements. Instead it will focus on pursuing excellence and finding ever better ways of transforming the lives of those in the 'veterans' family' who are without hope.

"Finally, I am proud to observe that as time marches on, it is becoming clear that the charity is not just fit for purpose today, it has become the veterans' charity of tomorrow."

The Dowager Viscountess Rothermere
Patron, Veterans Aid

CHAIRMAN'S REPORT

"Good things come in small packages."

In our 90th year it is absolutely right that we look back with pride at the incredible journey the charity has taken since it was first conceived. Countless lives have been saved and even more positively influenced by VA interventions. However, there is a reason why a rear-view mirror in a car is tiny by comparison to the size of the windscreen – the way ahead is far more important and exciting than where we have been.

Through the outstanding efforts of our Chief Executive and the teams in the Operations Centre and at New Belvedere House, we have proved yet again that 'good things come in small packages'. Some larger, more cumbersome organisations clearly struggled to deliver services during the pandemic whereas the strength and depth of VA's method of operations allowed it to be agile and responsive throughout the crisis. I am inordinately proud of the work put in by every person involved with the charity's work and want to underline our profound and ongoing gratitude to those who make it possible through fund-raising and philanthropy. The last 90 years have trained us for this moment... our time is now.

Andrew Wallis MBE OJ DL
Chairman, Veterans Aid



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CHIEF EXECUTIVE'S MESSAGE

And so we end another year, which has seen Veterans Aid as busy as ever. It is often thought that homelessness is about 'rough sleeping' (i.e. those living on the streets); but if the pandemic has shown us anything it is that street dwelling is just the tip of the iceberg.

Nearly every client we became involved with last year exhibited a multitude of social problems, legacies of relationship breakdown, poor mental and physical health, drug abuse, lack of skills, unemployment and poverty. Unsurprisingly the pandemic impacted hardest on the most vulnerable, worsening existing problems and creating new ones. The move to becoming an almost cashless society worked for many - but not for those without a bank account or access to funds.

Veterans Aid continues to be successful because we tackle clients' problems on many fronts. We've not abandoned the traditional approaches of providing immediate safety and reassurance, but we have put much more effort into building resilience, which is the key to breaking cycles of dependency and transforming lives. To this end we

constantly broaden the range of services that we offer, increasing their quality and embracing innovation.

The pandemic was our Welfare to Wellbeing® model's moment in history. We remained successful because staff redoubled their emphasis on prevention and provision of practical, effective care. The ability to remain fully operational, and thrive, while facing ever more complex and dire problems remains the charity's finest achievement.

Targeted responses, whether in the form of timely advice or swift placement of individuals into detox and rehab, are crucial first steps in overcoming the personal barriers that so many veterans face. Sadly these barriers are reinforced by continued inertia within the sector - and a tendency for (often wealthy) organisations to pass on our telephone number rather than spend time and money to actually support someone in crisis. There is far more to the world of care for veterans than simply handing out grants.

But the problems are compounded by larger structural issues, like having too little affordable housing where it is actually needed. In 2020 the Government reported that there were more than 600,000 empty

dwellings in England so we need to be very wary of knee-jerk cries to build new homes for veterans.

Roofs alone are not the answer; our experience is that it's better to invest in what actually works for the homeless or those in crisis - what allows them to sustain lives free from the need to rely on constant charitable support and giving.

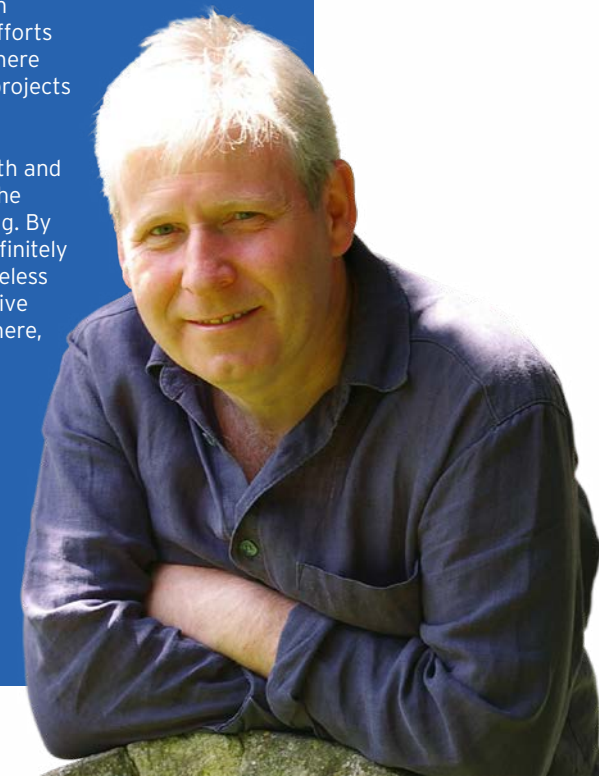
However, pioneering funding is needed to build and sustain such efforts. In this, our 90th year, we've never needed innovative support more. As I write we have ground-breaking initiatives underway within the criminal justice system, housing, and NHS - all of which are specifically focused on prevention. No one is funding these efforts but we know they are critical areas where bureaucracy and ineffective veteran projects make lives worse. I know our work is unglamorous but supporting us can influence the whole sector. The breadth and depth of the underlying problems in the ex-service community remain troubling. By assisting us in this field, donors can definitely prevent homelessness, get actual homeless people into decent accommodation, give them the support they need to stay there, and help them to rebuild their lives.

"In this, our 90th year, we've never needed innovative support more. As I write we have ground-breaking initiatives underway within the criminal justice system, housing, and NHS which are specifically focused on prevention."



A handwritten signature in blue ink, which appears to read 'Hugh Milroy'.

Wing Commander
Dr Hugh Milroy OBE PhD
CEO, Veterans Aid



ADAM DOBBY - A SOLDIER'S STORY

Adam Dobby's journey from the peak of a career with Mountain Troop, D Squadron, 22 SAS to the door of Veterans Aid was an eventful one. It took him to war as a soldier and later to the world of international newsgathering, covering conflicts and terrorist attacks worldwide. But it took lack of access to his children to break him. This is his story.

"At the age of 13 one of my school friends, whose father was serving in 22 SAS, told me about his adventures and fuelled my childhood ambition to aim high and start my journey. So, at 16 I joined the Army Apprentice College, Chepstow, as an apprentice carpenter and joiner within The Corp of Royal Engineers. After the Engineering school, I headed to Plymouth to carry out the All Arms Commando Course, which I passed in 1989.

"After my first war, Gulf 1, I volunteered to go on UKSF selection in 1994. My then CO said 'Dobby you are too young, and I expect to see you back here in a few weeks' - but I passed first time. Boat troop, then Mountain Troop, D Squadron, 22 SAS was my home for six fabulous years."

Adam was at the top of his game when he left the SAS and embarked on an equally successful career in news. Then it all began to unravel.

"I'd had a great run and made some amazing friends while working as a field producer for international news networks, covering conflicts and terrorist attacks worldwide - but when Covid-19 hit, international travel stopped, as did my work. I applied for over 250 jobs during the first lockdown. But the main issue wasn't

the lack of work, it was the lack of being able to share my love and give protection to my children for years and, more recently, during the unprecedented times of Covid-19."

In 2015 Adam's wife filed for divorce. The financial and emotional impact was crushing.

"I was always a loving Dad and, being from a broken family, the last thing I wanted was for my two children to experience what I had suffered. I spent so much money... until I had nothing left to pay for legal support to fight for fair access.

"I've only seen my 16-year-old daughter for one 90-minute meeting in the past four years. I was in a cloud that just kept getting thicker and thicker. My friends were great, but my heart and purpose had been broken. Paying London rent, only to be geographically close to my children's home with no work, no real access to my children and diminishing purpose - I needed help."

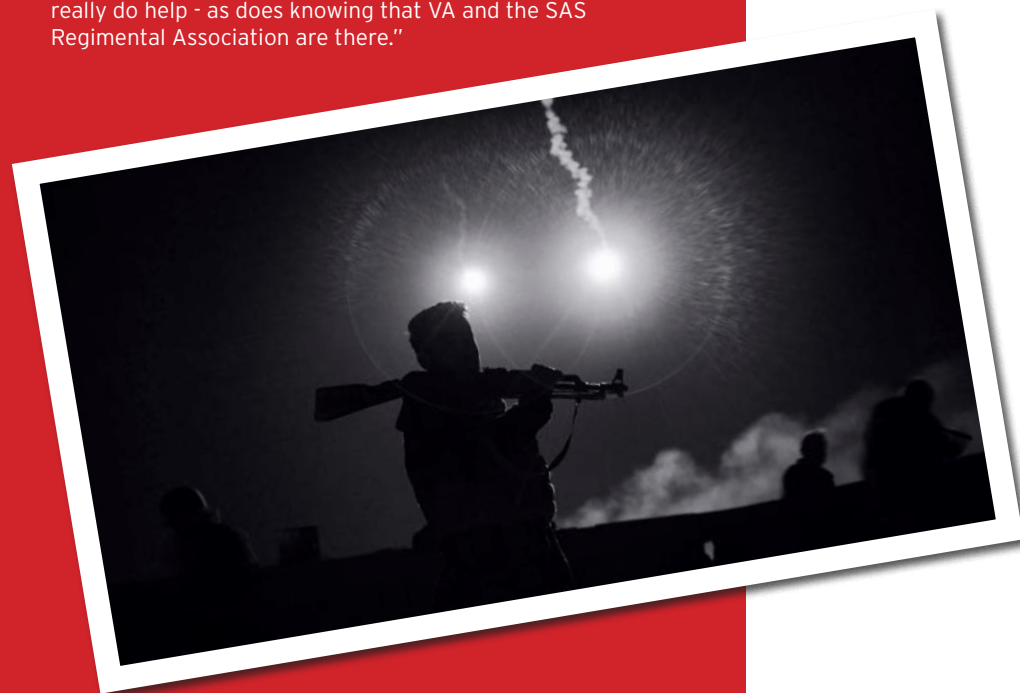
At that point Adam reached out - to Veterans Aid.

"Once I'd put my pride aside, I sent a very short note about my difficulties to a tight group of former colleagues whom I'd served with in Hereford. Within an hour the SAS Regimental Association Secretary was on the phone to me and started the ball rolling with VA, who called me the same day. I was bowled over with the caring response - to the point of tears.

"They listened and gave me help to heal. Not stereotyping me as 'another guy with PTSD' - for which I have been assessed, and don't have. Yes, I was a man who had seen a lot of war and the worst of humanity, but they didn't judge; they just saw me as a man who needed to be listened to and given guidance.

"It was unique, the lightning speed of what followed when I asked for help.

"Yes, I still feel broken by the lack of access, pride and love from my children. But, with VA's help, I'm way better and just hoping that the long game will bring back together the love with my children. One can't replace lost times and I have low days - as we all do - but the tools that VA gave me really do help - as does knowing that VA and the SAS Regimental Association are there."



Shoulder Arms © Adam Dobby: Taken during a night-time raid as the Syrian Democratic Forces assisted by the Combined Joint Task Force took on ISIS during the Battle of Baghuz Fawqani.

*To learn more about Adam Dobby's work see back cover and www.adamdobbyphotographer.com

MENTAL HEALTH SUPPORT

Harley Street therapist Max Cohen has been working with Veterans Aid for 12 years. He is one of many dedicated specialists whose professional skills augment those of the charity's in-house team.

"I have been practicing as an independent counsellor and psychotherapist for well over 25 years. I began working with Veterans Aid in 2010 and in that time I have worked with over 150 veterans and many men and women who are still serving.

"I love collaborating and working with Veterans Aid as they are able to provide fast, easy access to mental health treatment as and when needed.

"Many of their clients find it difficult to register with statutory mental health services if they don't have a fixed abode, others are put off by long waiting lists and cannot always find the specialist help they need in the NHS. People feel ignored and

disillusioned and give up if they cannot be seen within a couple of days; they may fall deeper into despair or danger, which, of course, has a terribly detrimental affect on partners, families and children.

"In my view Veterans Aid clients present with the same range of mental health, relational and social problems as any other group in society. Looking through my list of VA clients I can see that I have treated people with a broad range of disorders and issues, such as anxiety, depression, substance use (drugs and alcohol) addictions and other process addictions such as gambling, exercise and screen addictions. I also see people with Bi-polar disorder, psychotic disorders, personality disorders as well as combat stress and battle fatigue, combat trauma and complex PTSD - much of which originates in childhood.

"Many of the people I see have attachment disorders, resulting in family breakdown and issues with intimacy and sexual orientation. Some people need fairly long-term help or referral on to specialist services which VA are happy to facilitate. VA are able to provide a range of integrated services and options which help many build securities, self-esteem and succeed to achieve goals."

"It is a privilege to work with such a caring and efficient organisation."

Max Cohen*
Harley Street therapist

*Lifetime Achievement Therapist Award 2017/2018

THE MILITARY FAMILY

Veterans Aid exists to provide immediate practical support to former UK servicemen and women in crisis - regardless of age, ethnicity, rank, gender or length of service.

The diverse range of veterans who sought help in 2021 ranged in age from 23 to 77 and included people who had served as little as one day in HM Armed Forces. In some cases, the spouse or partner of a veteran was provided with help and Operations Staff responded to calls from desperate ex-service personnel all over the world.

"There is no cut-off point or qualification for support from VA beyond provision of a service number. It doesn't matter when you served or in what capacity. Everyone seeking our help is treated with dignity and respect."

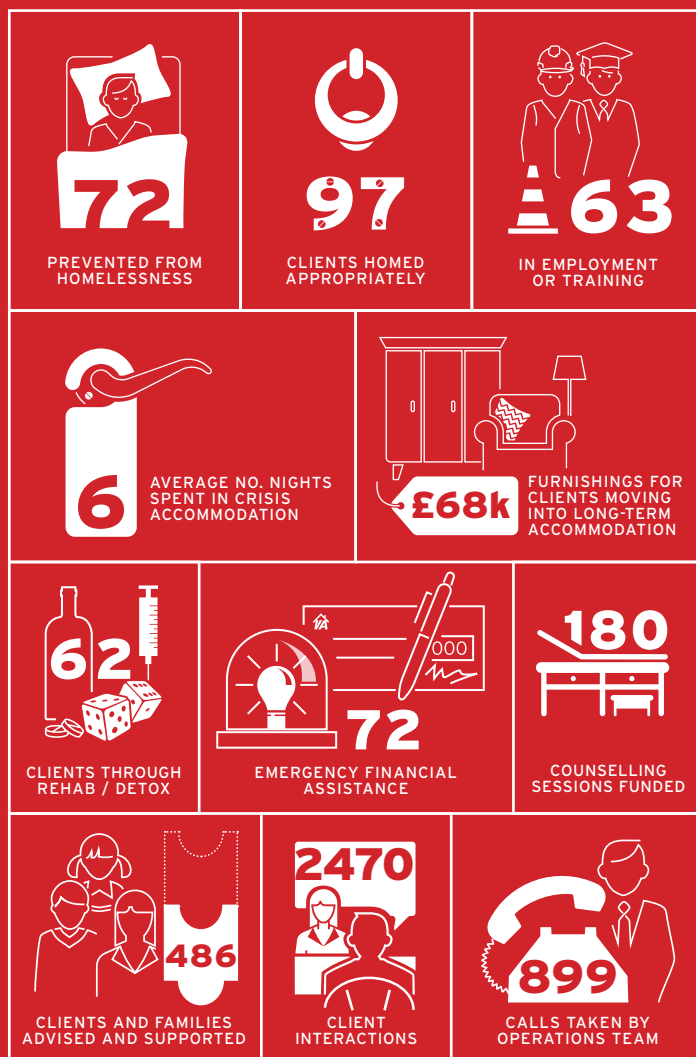
"Many hesitate to come forward because they feel their problem is unique, but there is little that we have not encountered and there are very few problems we've been unable to resolve or help with."
Staff member

Units that clients have served with include:

1st & 2nd Royal Tank Regiment	Royal Engineers	The Rifles
9th/12th Lancers	Royal Irish Regiment	The Royal Anglian Regiment
Adjutant General's Corps	Royal Logistic Corps	The Royal Gurkha Rifles
Coldstream Guards	Royal Marines	The Royal Regiment of Fusiliers
Grenadier Guards	Royal Mercian & Lancastrian Yeomanry	The Royal Regiment of Scotland
Household Cavalry	Royal Navy	Royal Tank Regiment
Irish Guards	Royal Signals	The Royal Welsh
King's Royal Hussars	Scots Guards	The Yorkshire Regiment
Queen's Dragoon Guards	The Duke of Lancaster's Regiment	Welsh Guards
Queen's Royal Lancers	The Mercian Regiment	Women's Royal Army Corps
Royal Air Force	The Parachute Regiment	
Royal Artillery	The Princess of Wales's Royal Regiment	
Royal Electrical & Mechanical Engineers		



WHAT WE DID LAST YEAR



Numbers tell a story, but never the whole story. The figures opposite are extracted from our bespoke database - a tool that records every client transaction and penny spent by Veterans Aid. What those numbers don't reveal are the circumstances in which often desperate ex-servicemen and women phoned, emailed or appeared on our doorstep seeking assistance.

The figure of 72 ex-servicemen 'saved from homelessness' for example includes men and women who were on the brink of losing everything; their accommodation, their livelihood and, in many cases, their families. Some were suicidal, sinking under burdens of debt, addiction or mental health problems.

VA's timely interventions do more than save money and keep veterans off the streets - they halt spirals of despair that threaten to have serious long-term consequences. Indeed, many of the 62 ex-service personnel (and in some cases their spouses) whose addiction treatment we funded last year, got into difficulties as a direct result of becoming homeless.

Welfare to Wellbeing® is a pathway that, for 90 years, has been leading veterans in crisis to places where they are able to start rebuilding their lives. Of the 63 men and women that we supported into work or

onto training courses last year, 14 have performed so well that they've already been promoted. We can crunch data and quantify achievements in some ways, but we can't capture the value of seeing a client who arrived in tears and in a 'dark place' return upbeat and happy to report a new achievement. Behind every figure recorded, there is a human story - and an investment of time, money and practical compassion.

Over the years VA has responded to calls from UK veterans originating in 24 countries and from a dozen in 2021 alone. Although London based, most of VA's calls for help (92%) come from various regions of the UK and, wherever possible, we broker solutions that keep individuals close to the people and places with which they are most familiar. Sadly many gravitate to London in the belief that more help is available in the capital - in fact just about everything is more expensive in London as they discover to their cost.

VA's vision of a world wide web of support for veterans in crisis was tested to the limit at the outset of the COVID pandemic and it emerged with flying colours. Because VA's Operations Centre is strategically located at the heart of the Victoria transport hub it is easy for those who do arrive here to find us - but those who text or telephone from Timbuktu get exactly the same service

"Numbers tell a story, but never the whole story... What those numbers don't reveal are the circumstances in which often desperate ex-servicemen and women phoned, emailed or appeared on our doorstep seeking assistance."

WHAT THEY SAY...

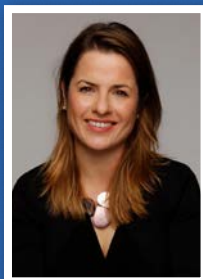


City of Westminster

"Situated within the Victoria transport hub, Veterans Aid operates in the heart of Westminster and is a crucial part of our voluntary and community sector infrastructure. Westminster City Council was the first London borough to partner with Veterans Aid to tackle rough sleeping, with a particular focus on preventative measures. The remarkable 90% success rate of Veterans Aid - which provides a holistic support system of emergency accommodation, employment support, psychological therapies, and drug and alcohol treatment - is testament to their dedication and expertise as an Armed Forces charity.

"Quiet, unsung, but incredibly effective - the defence and wider charitable sector has much to learn from this organisation."

"Veterans Aid has been a constant presence and dependable resource in the City of Westminster over many years, engaging with a range of Westminster community and outreach events, and operating without interruption throughout the COVID pandemic. The Council has been consistently happy with the service and dedication Veterans Aid provides." *



"Recruit for Spouses engages with over 5,600 military spouses regularly. Our business exists to support the wives, partners and husbands of our serving and ex-serving into employment.

"At times, there will be welfare situations where we will have to signpost support to other charitable organisations and, over the years, we have had a number of varying different situations that needed immediate, tailored support other than what we could offer.

"Veterans Aid has been outstanding in its support for our service families. They have been quick to react, caring and extremely thorough in order to ensure that nobody slips through the net resulting in incredibly positive outcomes. Without them, we would be lost."

Heledd Kendrick,
Founder and CEO of Recruit for Spouses.



***Cllr Mark Shearer** (Armed Forces Covenant Lead),
Jim Tompsett (Street Population Commissioner)
Victoria Aseervatham (Commissioning Manager, Rough Sleeping)



ANNIVERSARY REFLECTIONS

2022 is a year of landmarks - HM The Queen's Platinum Jubilee, Veterans Aid's 90th year of continuous operation and the 40th Anniversary of the South Atlantic Conflict in which 649 Argentine and 255 British military personnel died.

The memorialisation of conflict is always difficult because it recalls pain and loss of life. Not all wounds heal with time but in order to move on and grow as human beings we need to reconcile ourselves to what we can't change and try to find better ways of resolving our differences. The experience of being a veteran is a universal one and a man who embraces that sentiment wholeheartedly is Argentine Ambassador HE Javier Figueroa.

Keenly interested in provision of care for veterans in his own country Ambassador Figueroa first visited Veterans Aid in the Autumn of 2021 with a view to learning more about its Welfare to Wellbeing® operating model. Further meetings followed and plans are in place to explore how Argentine veterans' organisations may benefit from studying the VA path.

"One of the things that struck me about Veterans Aid was its willingness to accept people without criticism or judgement. Its approach to support is based on individual need and structured in a way that leads to independence. I can see a few areas of co-operation. One is for my country to take note of Veterans Aid's technical approach - the process, through which a small team deals with stressful situations in a very practical way and provides immediate relief of distress. Because Veterans Aid acts fast it is able to manage situations before they escalate. This way of working is very valuable.

"Recently I received a belt from an Argentine uniform. It had been in the possession of a Royal Marine who, in 1982, took it as a war trophy. Forty years later he got in contact and I wrote a letter to this gentleman to say thank you, because returning it was very kind and gallant. This was an act from one veteran to another. Some months later a British veteran returned the remains of a plane that was shot down during the conflict. These gestures bring us closer. Maybe some people will say, this was nothing, and not relevant, but I don't think so.

"This collaboration with Veterans Aid is a very positive thing - something mutually enriching."



HE Javier Figueroa
Argentine Ambassador



HOPE: AS COMMITTED AS EVER

90 YEARS OF SUPPORT FOR VETERANS IN CRISIS

Veterans Aid started the landmark year of 2022 in a spirit of optimism and hope; as committed as ever to supporting ex-post WWI servicemen and women in crisis – rapidly, practically and in ways that are as relevant as possible to individual needs. In its 90th year of uninterrupted operation, the charity is celebrating its anniversary with confidence and pride.

It's hard to believe that what started as a canteen and recreation room (H10) for destitute ex-servicemen in 1932 has evolved into a charity of international repute. Using 21st Century technology we are now able to reach UK ex-servicemen and women in distress in seconds; reassure them in minutes and get them practical help within hours – wherever they are.

In Welfare to Wellbeing® we've developed a model so successful that it is being referenced by veterans organisations worldwide.

Thanks to outstanding supporters, solid partnerships and creative initiatives we have been able to meet the challenges of a world changed forever by the COVID pandemic. Innovation and flexibility enabled us to adapt, but we did so without compromising the values that have underpinned this charity's operations for almost a century.

The characters who feature in Smith, the grainy black and white film made in 1939 to promote our activities through the nation's cinemas, captured a snapshot of life for veterans in the harsh economic landscape of post WWI Britain. Another war was looming, and influenza ('flu) had just been identified as a virus. The clothes and haircuts were different, and the veterans all wore suits,

but the underlying causes of crisis among former service personnel were frighteningly similar.

But some things have changed – and for the better. Our response to COVID involved activation of a system that was designed to adapt to the unexpected; we geared up to respond to a challenge that saw many much-needed benevolent organisations founder and we remained active throughout the pandemic. We kept residents of New Belvedere House safe and we offered a critical lifeline to those seeking help for the first time.

Veterans Aid's remarkable history is recorded on our website – from the days when our rent was just £1 to the opening of our transformed New Belvedere House residential facility in 2018, at a cost of £8.2m.

It's a story of triumph over adversity and the thread that runs through it is HOPE. We survive to operate because we never rest on our laurels; we constantly seek new and better ways of serving the needs of those who need our support.

As our anniversary year unfolds, we will be extremely busy:

Building stronger comprehensive links with the NHS, multiple housing associations and the Police service where we are now supporting staff in the custody system. Our outreach overtures to all are being enhanced so that veterans at risk can be identified, referred and helped before their situations deteriorate.

Developing newly established links with South American veterans organisations, following meetings with Argentine

Ambassador HE Javier Figueroa. This unique approach to VA by a nation whose losses in the South Atlantic exceed our own, comes in the 40th year of that costly conflict. It acknowledges the commonality of the 'veteran experience' and the humanitarian imperative that unites all who have served.

Celebrating a partnership with the City church of St. Botolph-without -Bishopsgate, where our Christmas Carol Concert was hosted. St Botolph is the patron saint of wayfarers so this relationship has particular resonance.

Utilising the expertise of individuals with singular talents and experience, to augment and enhance the skill sets of our frontline operations team.

This year marks 40 years since British servicemen and women went to war in the South Atlantic; 70 since Her Majesty Queen Elizabeth II ascended to the throne and 90 since Army officer's wife Gwendoline Huggins decided that the sight of homeless veterans, sleeping on the streets of the country they fought for, was simply unacceptable. Our story started with her resolution to do something about it.





Frames from the film 'Smith' highlighting the post-service plight of many servicemen

SMITH - OUR HISTORY IS HIS STORY...

In 1939 the film SMITH was made for EFC by iconic director Michael Powell. Destined to be released in the nation's cinemas and launched at the House of Commons it was intended to raise funds and increase awareness of the charity's work. Anticipating local media by decades it was a visionary piece of advertising featuring two of Britain's most famous actors, Ralph Richardson and Flora Robson. Stopped in its tracks by WW2 the film was lost for many years. It is as relevant to VA today as when it was made for EFC more than 80 years ago.

In the 1930s times were hard. Smith, a veteran, is called in to see his boss and told that, after 21 years' service he is to be 'let go'.

(1) He tries to find work but is unsuccessful. Bills mount up and money runs out. (2) Smith hits rock bottom when the bailiffs come to repossess his wireless (radio). Smith is despairing and suicidal when an old service chum, who has also been helped by them, tells him about the Embankment Fellowship Centre.

(3) At the EFC veterans are given food, clothing and shelter. They are taught new skills and, where appropriate, helped to find employment. (4) It's a place of hope where encouragement, camaraderie and practical support transform lives.

(5) With the EFC's help Smith gets back on

his feet and secures employment. His first pay rise goes to support the work of the charity that got him back on his feet.

In 2007, EFC was renamed and rebranded as Veterans Aid to reflect the wider nature of its reach and impact - but the charity's commitment to providing immediate practical support to veterans in distress did not change. Every week a new 'Smith' contacts the charity's Ops Team because s/he has lost their job, got into debt, become homeless, developed an addiction, become stranded far from home, become sick or is simply unable to cope.

Today the Victoria Ops Team works in tandem with the outstanding staff at VA's New Belvedere House; a residential facility that takes veteran care to the next level.

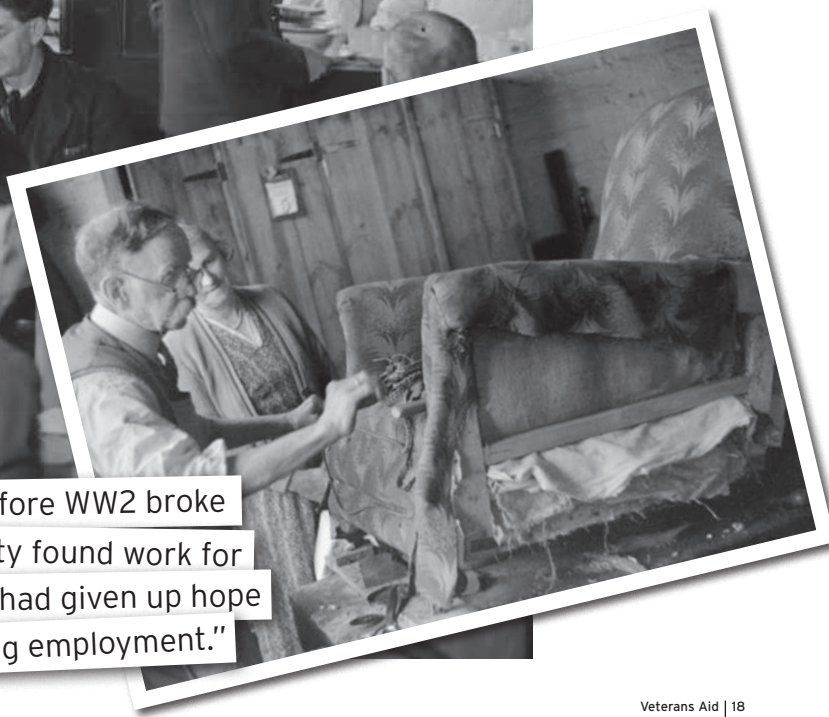


New Belvedere House 2018

"Whatever hardship brought veterans to the charity it always addressed the basics - foremost of which for many in the 1940s was a hot meal."

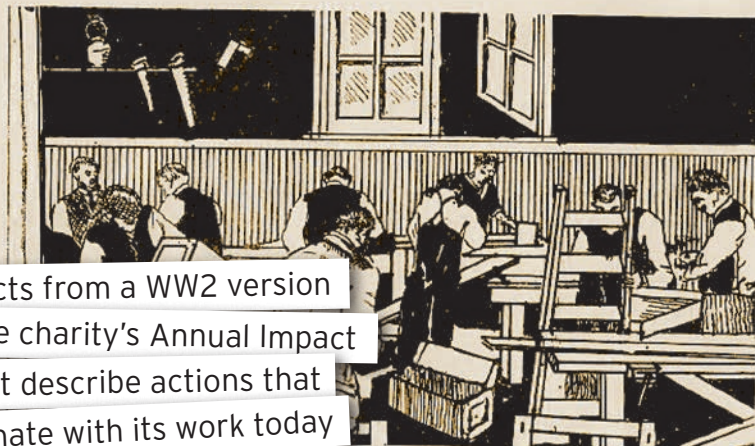


© Getty Images



"In the year before WW2 broke out the charity found work for 786 men who had given up hope of ever finding employment."

Extracts from a WW2 version
of the charity's Annual Impact
Report describe actions that
resonate with its work today



The Occupational Centre revives men's interest in work.

Is it constructive?

Here are some results. In the last full year before the war employment was found for 786 men who, before they came to the Centre, had been told they were "finished, too old," or had been out of work so long that they had given up hope of ever getting a job again. All kinds of men: artisans, skilled and unskilled labourers, doctors, engineers, seamen, and many who had been unable to get any regular employment since they were demobilised in 1919. These 786 men were of an average age of 53 years, and it took an average stay in the Centre of 37 days to make men of them again and get them on their feet.



Every evening the Billiard Rooms provide scenes of keen competition.

What does it cost?

It averages £6 per man. Some cost less, some more, according to the time they are in the Centre, which is economically administered. The Centre has no endowment and no grants from public funds—the money subscribed by a generous public is spent on the purpose for which it is subscribed. There is nothing of the Institution about the EMBANKMENT FELLOWSHIP CENTRE. Its work is not mere amelioration, but rehabilitation. And the records show that 80 per cent. of the men who have imbibed the spirit of the Centre make good. Considering the age of the men, the number of failures is small.



A comfortable bed in a cubicle; something often unknown for years before admission to the E.F.C.

The effects of war

Whereas before the war which broke out in September, 1939, the reasons for men having to apply to the EMBANKMENT FELLOWSHIP CENTRE were economic and social, they are now mainly physical. The average age before the war was 53, now it is 62. There is now no difficulty in finding jobs; the main difficulty is to get the men physically fit for the jobs that are going. Most of the men now admitted come from hospital, others are discharged from one or other of the Services physically unfit. Many have come back to the Centre after having served in this war in spite of their age, and found a year or two as much as they could stand.

The demand

The demand for the work has not slackened very much during the war, and after the war it is expected that the demand will be greater than ever.

VETERANS AID & ST. BOTOLPH-WITHOUT-BISHOPSGATE

"I am extremely pleased to report that in 2021 St. Botolph-without-Bishopsgate in the City of London became the official church of, and spiritual home to, Veterans Aid.

"St. Botolph is the patron saint of wayfarers and St. Botolph's church has been a place of sanctuary for all those in any kind of need for many centuries. A church has stood on its site since Roman times. That sense of sanctuary is just one ethos which Veteran Aid and St. Botolph's hold in common and make both organisations a perfect match.

"The church has strong links with other homelessness charities, hosts a Homeless Hub in the Church Hall every other week in conjunction with the City of London Police, and ministers to the local homeless community. In addition, St. Botolph's has strong links with the military. The church is home to the Chapel of the Honourable Artillery Company, and is the home of the London Rifles, hosting the national carol service for the Rifles.

"Though in the financial district of the City, St. Botolph's is merely two and a half miles away from Veterans Aid's New Belvedere House. I would encourage residents and staff there to take advantage of the church and its new official link with the charity."

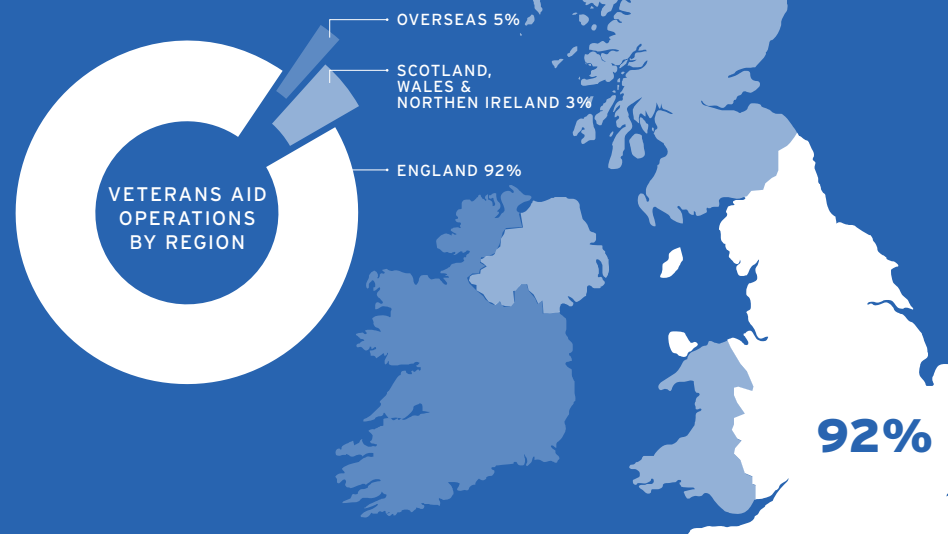
Fr David Armstrong
Rector, St. Botolph-without-Bishopsgate

WHERE WE OPERATE

Veterans Aid operates throughout the UK and worldwide. Over the years it has provided a national and international web of support to UK veterans calling from 24 countries. In 2021, 97% of the ex-servicemen and women seeking help contacted the charity from regions of England; 5% from (12) overseas locations and 3% from Scotland, Wales and Northern Ireland.

VA's early commitment to a virtual/digital operating model evolved from its understanding of how important it is to act quickly when a caller in distress needs help. Regardless of where a call comes from the charity's Ops Team can take immediate action - whether by offering reassurance and advice, arranging shelter, transport or something uniquely complicated.

"Many people think we are a London charity because we operate from there, but by centralising our assets we have been able to free up funds to make local purchases, buy train and airline tickets, transfer rent deposits, pay bills and arrange emergency overnight accommodation wherever a client calls us from. It simply doesn't make sense to replicate resources geographically when we don't know where our next client will be located." - Staff Member



KEY SUPPORTERS

As ever, our heartfelt gratitude goes to all our supporters. There are now so many that we are unable to list them all individually - and some wish to remain anonymous. However, each one is valued and a random selection appears below. Their overwhelming generosity - this past year more than ever - inspires and touches us. Thanks to them we are able to survive, thrive and continue our life-saving work among ex-servicemen and women in crisis.

B&Q Foundation	The Chalfonts Independent Grammar School
BAE Systems plc	The Drapers' Company
Blackmoor Knight Ltd	The Golden Bottle Trust
Brandon Club	The Hedley Foundation
Capco	The Julia and Hans Rausing Trust
Chelsea & Westminster Inner Wheel Club	The Lady R Foundation
City of Westminster Charitable Trust	The Leonard Laity Stoate Charitable Trust
Douglas and Gordon Ltd	The Linden Charitable Trust
Garfield Weston Foundation	The Lister Hospital
Greater London Authority (GLA)	The Michael Uren Foundation
Greencore Group	The National Lottery Community Fund
HiS Church Charity	The Not Forgotten Association
Homeless Link	The Patrick & Helena Frost Foundation
John Lewis Partnership	The PWC Foundation
Maritime Asset Security and Training (MAST) Ltd	The Royal Air Force Benevolent Fund (RAFBF)
Orange Tree Trust	The Royal Naval Benevolent Trust (RNBT)
Queen Mary's Roehampton Trust	The Sackler Trust
Royal Artillery Charitable Fund	The Tanner Trust
Royal Jubilee Chapter No. 72	The Vintners' Company
Royal Navy & Royal Marines Charity (RNRMC)	The Westminster Foundation
Royal Signals Charity	Thorntons Law LLP
SAS Regimental Association	Tom Hall Charitable Trust
Spurdown Ltd	Tower Hamlets Council
The Albert Hunt Trust	Tower Hamlets Volunteer Centre
The Austin and Hope Pilkington Trust	Vitol Foundation
The Band Trust	Waitrose - Bressenden Place
	Warren Partners

MICHAEL UREN

All Veterans Aid's supporters are special and each one is valued. We can't name them all - indeed some don't want to be named - but each plays a part in enabling our work, whether by making a cash donation, leaving a legacy, undertaking a fundraising challenge or simply by spreading the word about what we do.

However, our special thanks must go to the singular benefactor and friend whose support did so much towards keeping Veterans Aid secure in the face of a challenge he could never have foreseen.

Sir Michael Uren OBE died in August 2019, before the world was changed by the COVID pandemic. The Foundation that bears his name continues to support our work - and he continues to be remembered, with honour and respect, by the charity for which he did so much.

The men and women he helped never knew him, but his commitment to enabling our work has transformed lives.

"Veterans Aid is quite remarkable. Were it not for their professionalism, charity, help and support, then I simply wouldn't be here to write these words"

British Army Major
(Anonymous)



FINANCIAL SUMMARY

Financial Summary for the year ended 30th September 2021

Income £1,821,588 (2020: £1,851,994)

	2021 £	2020 £
Donations & Legacies	823,979	545,630
Local Authority payments	513,012	753,823
Charges to NBH residents	50,630	64,765
Donations in Kind	38,559	55,274
Grants	366,564	400,834
Fundraising & Sundry	5,182	9,157
Investment Income	23,689	22,511
	£1,821,588	£1,851,994

Expenditure £1,807,528 (2020: £1,888,995)

	2021 £	2020 £
New Belvedere House (NBH)	823,012	818,713
Operations Centre	834,068	932,092
Fundraising & Events	150,448	138,190
	£1,807,528	£1,888,995

Net increase (decrease) in funds

Net gain (loss) on investments	14,060	(37,001)
Pension scheme actuarial (loss)	101,588	(20,695)
	(119)	(680)

Total movement in funds

	£115,529	(£58,376)
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Reserves Balances at 30th Sept 2021
£ Movement in year
£

Capital Funds

Hollenden Endowment Reserve	2,512,053	-	Permanent Endowment Reserve
Restricted Funds	5,083,470	(108,159)	New Belvedere House Reserve
	7,595,523	(108,159)	The £108,159 represents depreciation of the freehold buildings.

Revenue Funds

Restricted Funds	650	650	Funds donated for specific activities
General Reserve (Unrestricted Funds)	1,316,442	223,039	Represents an estimated nine months average operating costs
	1,317,092	223,689	

Total Funds

	£8,912,615	£115,530
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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



TRUSTEES AND OPERATIONAL STAFF



Patron

The Dowager Viscountess Rothermere

Honorary Life President

Brigadier Johnny Rickett CBE FlntD

Chairman

Mr Andrew Wallis MBE OL DL

Deputy Chairman

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

Trustees

Honorary Treasurer - Colonel
Christopher MacKenzie-Beevor CBE LVO

Field Marshal the Lord Walker of
Aldringham GCB CMG CBE DL

Mr Gilbert Holbourn FCA FCCA DChA

Air Chief Marshal Sir Stephen John Hillier
GCB CBE DFC MA

Advisors

Honorary Psychiatric Advisor -
Lieutenant Colonel Ian Palmer,
Professor of Military Psychiatry

Honorary Compliance Advisor
Mr Robert Emmet FCA

Principal HR Advisor - Ms Amanda Lennon,
Solicitor (England & Wales) FCIPD LLB (Hons)

Finance & Legal

Legal Advisors - Spencer West LLP

Auditors - Saffery Champness LLP,
Chartered Accountants

Investment Managers & Stockbrokers
S&T Asset Management LLP

Bankers - Clydesdale Bank, HSBC Bank,
Lloyds 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 MSc CG (Affiliated)

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 (Ms Miscia Eyllenbosch BSc -
Maternity cover)

Events & Development Officer
Major Delia Holdom

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

Fundraising Manager - Ms Delia Blaj BA

Fundraising Assistant - Ms Carmel Dyer BA

Ops Team

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

Head of Wellbeing & Addiction Services
Mr Phil Rogers BA

Wellbeing & Addiction Support Officer
Mr Richard Withers

Operations Support Worker
Ms Debbie Brown

Operations Support Worker
Ms Tamika Brandon - Thynne

Volunteers

Criminal Justice Outreach - Mr Paul Ellis

Facilities Support - Mr Shaun Cairns

New Belvedere House

NBH Manager - Ms Pat O'Connor MBE

Deputy Manager - Mr Dennis Murphy

Assistant Managers - Ms Lesley MacDon-
ald, Mr Garry Roberts, Ms Anna Waylen, Mr
Ian Hamlet, Mr Peter Fanning, Mr Denroy
Roberts, Mr Paul Dickson.

IT Support Services - Horizon Telecom

Cyber Security & Data Protection Advisor
Electron IT

Facilities Management
Blackmoor Knight Ltd

HR and Health & Safety Support
Citation Ltd



Exhausted tears © Adam Dobby

An Iraqi Forces officer drained and emotional during continued clashes in a final pocket of ISIS resistance in the Old City of Mosul for nearly two weeks.

"When I was busy working in the world of news, going back and forth into wars - these battles seemed so much easier to deal with than the personal battles I was having back in the UK. When there were no more battles to cover - my own battle took over.

"Without the help of VA and the SAS Regimental Association that cloud may have got to the point of no return. No matter how long ago you left after serving your country, these organisations are there to help. You only need to put your pride aside and ask for help. Don't be alone." Adam Dobby

"Cheltenham Ladies' College was fortunate enough to welcome Adam Dobby for a talk on his life and work as a former SAS member and current war journalist and photographer. Through the collection of Adam's poignant and powerful images currently on display in College, we have the chance to share the perspective of someone who has been immersed in the context from which they have emerged. From such understanding flows stronger and more lasting empathy, and connection, and the urge both to understand more and to act in support of others in the months and years to come."

Eve Jardine-Young, Principal, Cheltenham Ladies' College

VETERANS AID · 27 VICTORIA SQUARE · LONDON · SW1W 0RB

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 Facebook: @VeteransAid



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Registered charity: 1095308 Charitable Company Limited by guarantee no. 4544532
 Veterans Aid is a member of The World Veterans Federation (WVF) and Confederation of Service Charities (COBSEO)