



IMPACT REPORT 2022

PATRON'S MESSAGE

The world has seen some dramatic changes with the lingering effects of Covid and the cost-of-living crisis, which has seen many veterans arriving at our door facing unbearable hardships and despair. That we successfully deal with this, on a daily basis, is what makes Veterans Aid so special.

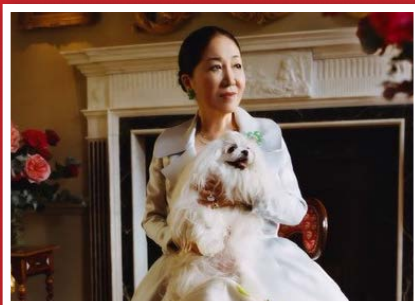
"I know that our marvellous staff are often shocked by the human tragedies they encounter but they remain unfazed by them."

Their focus is on helping individuals put the past behind them and look forward, with hope, to brighter prospects. They are successful for several reasons. At their heart is compassion and a belief that every ex-serviceman and woman should be allowed to have a rewarding, sustainable future.

They have respect for our clients, in all their diversity, and go to great lengths to accommodate their wishes and needs. They treat each client with dignity and professionalism. Indeed, I believe that the honesty, sincerity and generosity of spirit that our staff possess is a key

factor in their ability to inspire hope in those who have lost it. Finally, and very importantly, they are innovative - always willing to strive for the creative solutions that conventional approaches overlook.

So, while these are in many ways, unprecedented times, I have every confidence in the staff of this fine charity. The World Veterans Federation 2023 Award for Veteran Rehabilitation confirms that faith. In supporting the work of our staff, you are contributing to their great adventure - and to the journey that they enable each desperate client to undertake.



The Dowager Viscountess Rothermere
Patron, Veterans Aid

CHAIRMAN'S REPORT

Once again we find ourselves reflecting on the year past and the one in prospect.

If anyone reading this is wondering why they should support our marvellous charity I urge them to read our Chief Executive's Message. The big charities in this sector are well supported and have fundraising mechanisms fully deployed, but in truth many are actually drifting away from delivering services to veterans in favour of referring them to us. These are hard times, yet we are being asked to do more and more with less and less.

The fantastic teams at our Ops Centre and New Belvedere House continue to be highly creative in their use of limited resources. Early intervention, before a life spirals out of control, is far preferable to remediation and is highly cost effective. Assistance with managing debt is far cheaper than having to sort out substance abuse after it all becomes 'too much' to handle. You will see in the CEO's Message that we spent well over £500k on combating addiction over the last three years. It's a hugely expensive process - but it saves lives.

Our Welfare to Wellbeing® model continues to receive acclaim, both at home and abroad. Increasing numbers of politicians, practitioners and academics of all persuasions, are finding their way to VA to hear the unvarnished truth about how practice trumps process in terms of successful outcomes. It's not easy to swim against the tide and one politician described his fact-finding session at VA as necessary but 'highly uncomfortable'.

Having been independently audited, found 'fit for purpose' and given awards for our work, I am confident that we are without parallel in the sector. Sadly, accolades rarely translate into practical support. So, we face the forthcoming year scarred and bloody, but up for the fight!

Please help us if you are able.



Andrew Wallis MBE OLC DL
Chairman, Veterans Aid



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27 Victoria Square, London SW1W 0RB | Telephone: 020 7828 2468 | Freephone: 0800 012 68 67

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

Facebook: @VeteransAid

CHIEF EXECUTIVE'S MESSAGE

If the global pandemic and the world we now find ourselves in has taught us a single lesson it is that care for veterans is an evolutionary and increasingly complex process. But the big changes in the field of social care have been in context. Costs are rising all around us, to an extent that is eye-watering. This, coupled with the speed of change, is making life at Veterans Aid very difficult. However, the impact on our clients has been profound. Debt and lack of savings are driving our veterans to the edge.

In every sense, the rise of destitution in an almost Dickensian manner, is with us. Systems of support which are well-intentioned seem to be leaving the ex-servicemen and women who are our clients singularly disenfranchised. Processes for financial support in particular simply do not relate to life in Britain today and the gulf between resource and need is ever widening.

So how big is the problem we are facing? Over 60% of the veterans who seek our help come because of enduring and debilitating destitution. What is worse is

that 50% of them are working. Poverty, the real elephant in the room, is largely being ignored and increasing numbers of clients are being 'dumped' on us because the military charity they have approached is either incapable or, even worse, has no intention of getting involved in the enduring nature of the individual's problems. It is a daily occurrence in Ops to hear new clients say, "I rang *** for help and they just gave me your telephone number."

Addiction is alive and well among our clients - we've spent over £500k in recent times providing critical interventions. Lives have been saved. We are not rich so, as is standard practice, we try to recover some of our expenditure from the immensely wealthy charities in our sector. We managed to get back just 5% of our £500k outlay.

How do we cope? A wellbeing approach is the key. We can't remove the societal context from the equation, but what we can do is aim to enable our clients to deal as well as they can with adversity.

This is a completely innovative approach because it acknowledges and embraces

complexity and moves at speed.

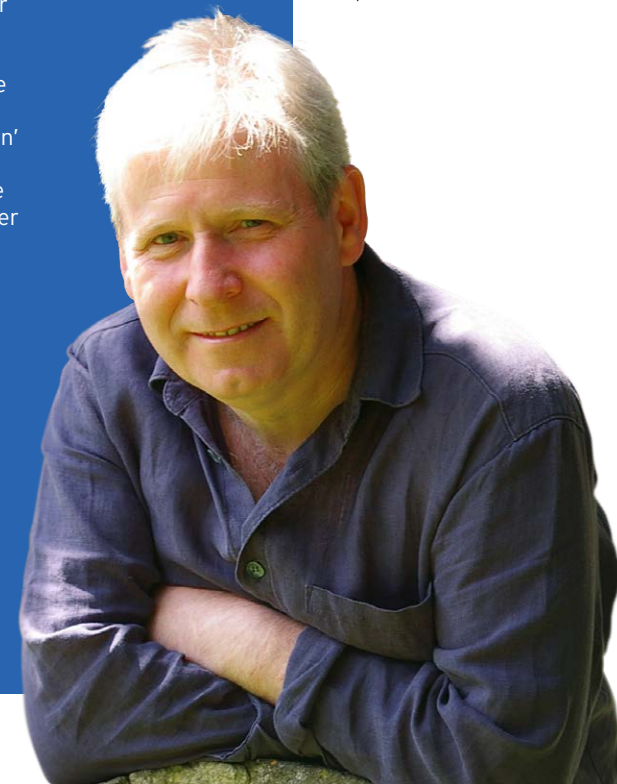
Despite our success this approach isn't in tune with the great funding organisations. In short, we have a true working model. It is very frustrating to watch a sector that, for the most part, only functions reactively when we know - and have proven - that prevention is crucial. Our staff, both in the Ops Team and at New Belvedere House, understand the critical nature of this approach. There is a lot of talk about veterans and the Armed Forces Covenant, but it seems to be singularly out of synch with the societal context of our clients' lives.

Finally, I must make two critical points. Vast sums exist in the sector, yet we are seeing clients in real poverty, unable to find support for basic needs or treatment for vital recovery-blockers like addiction. Somehow this has to change because poverty isn't going to disappear anytime soon. We see a support scenario for veterans that looks archaically 'top-down' when the actual needs hierarchy should be 'bottom-up'. That must change if the flow of veterans seeking our help, in utter desperation, is to be stemmed.

"Over 60% of the veterans who seek our help come because of enduring and debilitating destitution. What is worse is that 50% of them are working. Poverty, the real elephant in the room, is largely being ignored."



Wing Commander
Dr Hugh Milroy OBE PhD
CEO, Veterans Aid



WHAT WE ACHIEVED

Between 1st October 2021 and 30th September 2022, Veterans Aid responded to 930 calls for help - 31 more than last year - and recorded 2,059 client interactions.

It's almost impossible to measure the impact of help and support, but in the interests of transparency, research - and with a view to better managing our resources - we scrupulously record and report all our annual activities.

Numbers alone mean little without the backstories that underpin them. One veteran's rehabilitation can cost tens of thousands of pounds and take years; another can be helped by timely cancellation of a debt or instant provision of a mobile phone. So, this year we are providing a narrative; a human snapshot of the issues that lead ex-servicemen and women to seek our help. You can find more information on our website, but here are some of the facts that may surprise you:

REASONS WHY VETERANS CONTACTED VA LAST YEAR

More than 61% presented with problems caused by or relating to poverty - and 50% of those in poverty had a job. Other reasons included:

- Unemployment
- Mental health struggles
- Relationship breakdown
- Alcohol misuse
- Immigration (and family status)
- Drugs abuse
- Poor health / illness
- Prison discharge
- Domestic violence
- Gambling

More than half of those whom we helped were struggling with two or more of these issues.

HOMELESSNESS

We are often described as a charity for homeless veterans and of course we are - but Veterans Aid is much more than that. We provide emergency accommodation, specialist counselling, a pathway to training and employment, detox and rehabilitation services, sourcing and furnishing of sustainable, long-term accommodation, advice, and partnership services with force multipliers like the police and prison services. We also own and operate a flagship residential facility, New Belvedere House.

The housing status of those who seek our help also tells a story. Last year only 17% were rough sleepers and 2% were homeless overseas. The overwhelming majority (81%) were **AT RISK** and stopped from becoming street homeless through **PREVENTION**:

AT RISK relates to those:

- 35% Suffering generally, due to life circumstances such as being newly redundant, in poor health, reaching the end of a tenancy, unemployed, a victim of alcohol & drug abuse or coping with relationship breakdown)
- 20% Sofa surfing
- 10% In temporary accommodation
- 7% In tied accommodation
- 6% Sleeping in a car
- 3% Leaving prison

Clients come to us from throughout the UK and overseas - and more than 52% are referred from other military charities.

Veterans Aid never turns away ex-servicemen and women in distress but the cost of carrying out our work has risen alarmingly.



INTERNATIONAL PEER RECOGNITION FOR VA MODEL

Veterans Aid has long had a presence on the world stage through its many interactions with academia, governments, veterans' organisations - and clients reaching out for help in times of crisis. Last year that presence was formalised when VA's CEO became a Vice-President of The World Veterans Federation and Chair of its Standing Committee on European Affairs (SCEA).

More recently, in line with its sharper focus on Health & Wellbeing, the WVF singled out Veterans Aid as an organisation that was in the vanguard of successful delivery in this area with the presentation of the World Veterans Federation Rehabilitation Award for 2023.

This was presented when ex-servicemen and women from more than 60 countries pledged their commitment to respecting peace and security, diversity and the wellbeing of the ex-service community when they met for the 2023 World Veterans Congress in Belgrade. The Congress

incorporated the 30th World Veterans Federation General Assembly and was facilitated with the co-operation of SUBNOR of Serbia.

CEO Dr Hugh Milroy said afterwards: "It was an honour to receive this award, not for myself, but as acknowledgment of all that the VA team has achieved over the years. We operated throughout the pandemic and, through the exercise of our unique Welfare to Wellbeing© model, have an unparalleled success rate in turning around the lives of veterans in crisis. Receiving this global affirmation of our tried and tested prevention model from our peers was a significant moment in our history. I feel so proud that Britain is leading the way for veteran care across the globe."

Before the Congress got underway Dr Milroy joined retiring WVF President Mr Dan-Viggo Bergtun and South Sudan delegate Mr Tut Gatwech Garang for an audience with the Serbian veterans' minister Mr Nicola Selakovic.



VA & JJ - ICONS OF HOPE

In June last year we became the beneficiary of a fabulous fundraising collaboration between two superstars of the international comic book world - British illustrator Gary Frank and American-Lebanese writer Geoff Johns, the creators of Junkyard Joe (JJ).

Junkyard Joe, whose image on the front cover of this publication was done by Gary Frank, exclusively for Veterans Aid, is one of THE UNNAMED - a group of strange fictional heroes who have operated in secret throughout history, emerging critically at times of war.

Junkyard Joe's story is one of friendship and sacrifice; of generations learning from one another; of tragedy and healing. Last year he appeared in a special limited issue publication, half the sale proceeds of which went to Veterans Aid, in honour of Gary's grandfather and grandmother, who served in WWII in the Royal Marines and the WRNS, respectively. Funds raised were divided equally between VA and the US National Coalition of Homeless Veterans (NCHV), in honour of Geoff's grandfather.

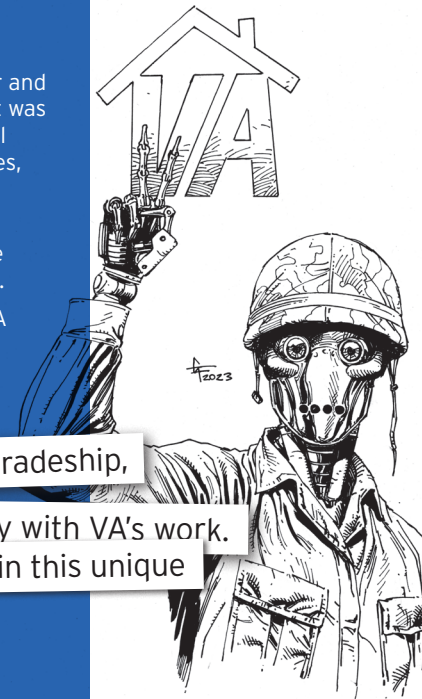
The collaboration was a highlight of VA's 90th Anniversary year and while unlike anything the charity had been involved in before, it was an instant fit. Joe, like VA, is an icon of hope. He is the universal soldier, an 'ordinary Joe', resonating with veterans of all services, all conflicts, all ages and all nations.

The virtues embodied in Junkyard Joe - comradeship, loyalty, mutual support etc - resonate strongly with VA's work. We were proud and honoured to be included in this unique collaboration.

* For more information about the Junkyard Joe story see the VA website. <https://veterans-aid.net/?s=junkyard+Joe>

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PREVENTION THROUGH PARTNERSHIP

In 2022 Veterans Aid saw its vision to deliver prevention through partnership become a reality through a scheme aimed at helping police officers to better assist veterans when - for whatever reason - they interacted. Former police officer, and now VA's Criminal Justice Outreach Officer, Paul Ellis, explains.

"Guided by the principles that VA has used successfully for many years we formulated an initiative that involved partnering with individual police services.

"To date we are partnering with five services, The City of London, British Transport, Warwickshire, Surrey and Metropolitan Police - in delivering support to those who identify as ex-servicemen or women when they come into contact with police. This interaction could be in a custody suite, in the street or when officers identify a victim of crime as being a veteran or member of a veteran's family. The uptake for support so far has been small but VA never envisaged that large numbers would be involved. The point of the initiative is best illustrated by an example from Boxing Day when we were contacted by the Metropolitan Police Missing Persons Bureau (MPMB).

"The MPMB was making enquiries regarding a missing man to determine if he was a veteran. It had approached several veterans' charities over the festive season but was unable to get a response. Through the partnership we picked up on the inquiry, were able to offer swift, practical advice and check our extensive database to see if we knew the man.

"Regardless of whether individuals prove to be veterans, and/or VA clients, this sort of exercise is helpful because organisations like the MPMB are able to close down dead-ends and concentrate on active lines of investigation. In this case the individual was found, and reassurance given that he was safe and well.

"The City of London Police is proud to be the first force in the UK to officially partner with Veterans Aid and to be part of a growing network of UK forces that have partnered with the charity."

Sergeant Richard Scullion,
Custody Management, City of London Police

"Over the coming months we hope to welcome more police services to the partnership which will be supported by a poster campaign in each service area, VA business cards for custody suites and training for serving police officers at VA's London HQ."

Sergeant Richard Scullion, Custody Management, City of London Police

"Veterans Aid has supported us with training, placements for continual professional development and guidance on our policies for veterans as part of our mission to provide the very best support to serving and former members of the Armed Forces.

"I would like to thank the charity for the work it does and for proactively reaching out to police forces to ensure that those who have given so much to their country are given the very best support in their time of need."

Constable Stewart Henderson, Metropolitan Police Service.

"The Metropolitan Police Service is delighted to be working with Veterans Aid. We have received invaluable guidance and support from the charity in our goal to provide the very best support to former members of the Armed Forces

"The MPS works with VA to ensure that veterans have access to pathways of support for mental health, drug or alcohol addiction and, where needed, training and employment opportunities.

"The charity's experience and knowledge has been used on the streets, by telephone and even from custody suites, allowing that all-encompassing support to be provided when and where needed - whether the

contact with a veteran is through circumstance, crisis or criminality.

"VA's CEO and his team have an open-door policy and are always happy to talk and provide aid to our officers, whether through triage questions regarding individuals in custody or through spending time in the VA operations room to see how live calls are dealt with.

"We are grateful to VA for the outstanding level of commitment and un-wavering support that it provides daily. Given the continued extension of partnership to police forces across the UK we expect to collaborate on provision of services to our veterans on both a national and international stage."



NO VETERAN NEEDS TO BE HOMELESS

Veterans Aid, working with Warwickshire Police, can help stop former servicemen and women ending up on the streets.

Help is available and it's free

Call (ops team) **0800 012 6867**, or e-mail **info@veterans-aid.net**

Warwickshire POLICE

VETERANS-AID.NET

APPROACH • ENGAGE • ADVISE
Help support those who have protected us

ENDORSEMENTS & ACCOLADES

"Congratulations on this recognition and acknowledgement of your work and contribution."

"My hope is that receipt of the WVF Award will assist you to more effectively connect and share your experience and insights with government, the media and members of the military connected community. Keep up your great work."

Robert Lippiat, Chair, ASCN International Program on Military, Veterans and Families Wellbeing.

Elsewhere in Australia the work of Veterans Aid is endorsed and reflected in an initiative jointly undertaken by Open Door and the Defence Force Welfare Association.

Recognising the Sovereign Asset: From Welfare to Wellbeing

A parallel interest in 'wellbeing' rather than 'welfare' has brought Veterans Aid into close contact with Australian academics and ex-service organisations committed to building resilience and exploring what veterans most need in the 21st Century. As in the World Veterans Federation, there is a growing awareness that a more holistic approach is needed to 'wellbeing' - and an acknowledgement that Veterans Aid is in the vanguard of thinking about how this might be delivered. Two men at the heart of the issue - David Everitt, Strategic Relations Officer SA and Professor Ben Wadham, Director, Open Door: Understanding and Supporting Service Personnel and their Families, Flinders University - explain what's happening and why.

"Australia is currently investing significant financial resources into veteran reform. Some of that reform includes a Royal Commission into Defence and Veteran Suicide, the reform of the Veteran Entitlements legislation and the investment to improve the backlog and ongoing performance of veterans' claims.

This year the Australian Government has provided a \$30m funding boost for veterans' housing, based on ground-breaking research as well as increased investment in research into impacts of veterans' service on their partners and families. In terms of commemoration \$5b has been allocated to overhaul of The Australian War Memorial. This has raised some questions about representing the Australian frontier wars and what it means to be a veteran.

The genesis of these investments has been significant agitation by the veteran community. Two organisations have joined forces from the university and ex-service sector - Open Door and the Defence Force Welfare Association.

Open Door: Understanding and Supporting Service Personnel and their Families is a research centre for veterans, first responders and their families 'transition, integration and wellbeing at Flinders University in South Australia.

Open Door has partnered with the South Australian Defence Force Welfare Association branch (DFWA - SA) to bring research and evidence to advocacy and support for veterans and their families. Open Door and DFWA-SA consider research evidence and lived-experience to formulate workable solutions and improvement opportunities. This approach is supplemented with national and international collaboration outcomes (like Veterans Aid) to change the national paradigm from welfare to wellbeing.

DFWA, is a National Ex-Service Organisations (ESO) that influences national policy along with other ESO through its membership of Federal Government Ministerial Advisory organisations. It also has a formal agreement with ADF to negotiate for Pay and Conditions of Service on behalf of serving personnel.

The DFWA-SA branch and Open Door are seeking to change the national paradigm from welfare to wellbeing. This means seeking to reflect the needs for current and future working age veterans in aspects like addressing veterans' homelessness and improving veteran transition through further education and employment pathways. These approaches focus on the veteran as a sovereign asset. Seeing the veteran as sovereign asset seeks to generate a return of investment on the skills and experiences of former service personnel in turn leading to better lifestyle and wellbeing outcomes for veteran and their families. Open Door and DFWA-SA adopt a social determinants and life course perspective to veteran and family wellbeing. It is understood that a supported transition across the life course will encourage veterans and their families to continue to make significant contributions to society.

Open Door and DFWA continue to strive to recognise the veteran as a sovereign asset and to shift the paradigm from 'welfare to wellbeing'."

GLOBAL RECOGNITION THAT VETERANS' NEEDS SHOULD DRIVE SUPPORT.

Wellbeing was firmly on the agenda at the World Veterans Federation Congress when CEO Veterans Aid Dr Hugh Milroy and Dr Manon Andres, Senior Beleidsadviseur Veteranenzake, Ministerie van Defensie, from the Netherlands, put the case for speedier, more holistic and relevant responses to veterans' needs.

Their respective presentations were warmly applauded, and the speakers thanked for their introduction to methodologies that put veterans and their families at the heart of care delivery.

PICTURED: Dr Milroy (far left) meets 97-year old Professor Zbornik Radova, former partisan, soldier and distinguished military historian, during a visit to Serbia to participate in the 30th World Veterans Federation Assembly.



VETERANS VOICES

"All happy families are alike, but every unhappy family is unhappy in its own way."

Leo Tolstoy, Anna Karenina

It's a bit like that with our clients. Every unhappy veteran who seeks VA's help is an individual with a uniquely challenging problem. Many have run out of options and are no longer able to see a way forward. Problems can seem overwhelming to those trapped in cycles of dependency, socially isolated and without hope. But as one former client insists: "Once you have taken that first scary step, things only get better and better."

JAKE (39) - ROYAL AIR FORCE

Jake served in the RAF for eight years until he was discharged for substance abuse. It ended his career, caused him agonising shame and tapped into an underlying self-esteem problem that had dogged him for years.

"I always knew that there was something inside of me that wasn't right, that needed adjustment or help. Although I became successful in business I was very alone and internally it felt like the more money I had the more unhappy I became. My drug use progressed from cocaine to crack cocaine and within two years I had lost everything."

Jake didn't have the best start in life and felt inarticulate about expressing his emotional needs. He knew there was a 'better version' of himself deep-down, but he lacked confidence and when things went wrong, he blamed himself for 'not being good enough'. After a stay in hospital with drug related septicaemia Jake found himself detoxed - but with the compulsion to use again.

"It was just too much, so I started using again but all my credit had stopped, and I couldn't even afford a cup of tea."

He was directed to Veterans Aid by another military charity. It was the beginning of a journey that today finds him drug free, and about to become a father.

"I remember coming to London for an interview and being asked what I wanted to get from rehab. I said, 'I don't know. I only know how to use'. When they said that I had a place I broke down in tears, even though I didn't know what I was about to undertake!

"It was like I had all this weight around my neck and when I shared in group therapy it was like I was lifting these massive weights... when I talked openly and honestly about all my childhood traumas. I know there was a lot that I thought I'd never say but I ended up finding my voice. I was able to express myself rather than bottling up my emotions."

Jake has come a long way. He has started doing voluntary work and, with VA's help, has been prepared for a job opportunity.

"I'm now in a healthy relationship, have been taught to communicate and not fight. It has been life-changing for me... I was bankrupt and unemployable! Now with all the help from Veterans Aid I feel I'm rehabilitated for society and becoming a father!



BELLA (65) - ROYAL AIR FORCE

Bella served in the Royal Air Force for 18 years. She arrived at Veterans Aid's Ops Centre via a rough sleeper team after being identified as an ex-servicewoman. Mentally and emotionally, she was in a bad place and recalls:

"I was at rock bottom, depressed and with nowhere to turn."

The Ops Team quickly got Bella into a nearby hotel where she could relax in clean, safe accommodation. It was an emergency measure to assure her that her nightmare was over, and she was in safe hands. After that first night staff met with Bella daily until suitable supported accommodation became available. On the day of her move, as with all clients in her position, Bella was accompanied by a VA staff member who helped her to get settled in.

Looking back on that frightening period Bella says:

"Veterans Aid has given me my life back - put me back on my feet and lifted me out of depression - but most of all they gave me friendship."

It's impossible to put a price on a kind word, a warm welcome and an assurance that however bad things look, they will get better. Many, like Bella, feel keenly the pain of being alone and isolated. It's the first burden we try to lift when individuals make contact.

VETERANS VOICES

ANNIE (44) - ROYAL NAVY

Annie served in the Royal Navy for eight years. She came to Veterans Aid at what she describes as "the very lowest point in my life" to resolve what she thought was just an addiction problem. It was, but it was also the tip of an iceberg; a lifetime of unaddressed behavioural problems that had dragged her back, time and again, into a cycle of harm and shame. Soon after reaching out Annie was assessed and connected with Phil, VA's Head of Wellbeing and Addiction Services. This is her story:

"Prior to going into rehab my life was miserable and things felt out of control. My life was a cycle of lies and desperation. I was always trying to get money for my drugs, which left me financially struggling. I was full of shame at what I was doing to myself and my family and my relationships with them was at an all-time low.

"My mother and I were constantly fighting, My daughter was miserable, unhappy and struggling at school. I could see that things were getting worse and, even though there had been some awful and often dangerous experiences, I was still unable to stop. After one argument, with my mother, I climbed onto the roof of the house, high on drugs, and fell off."

That fall left Annie with a fractured leg and

skull; she knew she was killing herself, but even that wasn't enough to make her stop.

"I contacted Veterans Aid at the very lowest point of my life. Social services had intervened and removed my daughter from my care, and it was at this point that I overdosed deliberately and ended up in hospital. At the time I quite honestly wanted my life to end."

Happily, she survived, and with VA's help Annie got the support she needed.

"My time in treatment was lifesaving. I learned so much about why I had struggled with addictive behaviours my whole adult life; not only around the tablets I was in treatment for, but about lifelong behaviours. The most valuable thing I took from it was that addiction is not a 'quick fix'. It takes ongoing work and is something I do have to work on every day. There is so much more to it than putting down drugs; it's about learning to cope with everyday life and being honest with myself. The most challenging aspect was shutting out what was going on at the time with my daughter and focussing on myself, because if I was no good to myself, in the long run I would be no good to her. It was hard having faith that everything would turn out OK."

It did, and in March 2023 Annie wrote:

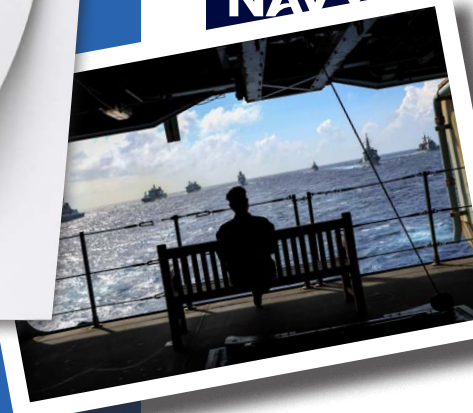
"My time in treatment was lifesaving. I learned so much about why I had struggled with addictive behaviours my whole adult life."

Hi Phil!

I just wanted to reach out today to express my heartfelt thanks and gratitude.

Today is my 'one year clean' anniversary and I wouldn't be where I am without you. Life really has changed beyond all recognition! I am happy, healthy and peaceful. I have a daughter who is full of smiles and laughter again and our relationship is practically unrecognisable from what was a year ago. Mum can sleep at night again and we are also much closer.

*From the bottom of my heart
- Thank you.*



DANIEL (42) ARMY

Daniel served in the Army for four years. He had been arrested but because the police desk sergeant was aware of VA and its work he quickly referred him to our Ops Team. Daniel recalls:

"He gave me the number and told me to sort my life out. It was a living hell before contacting VA - consumed with crime, drugs, alcohol, violence, shame, lies, dishonesty, homelessness, and arrests. It became so unmanageable I was contemplating suicide. I was a far cry from the soldier I once was. I was ruining my life and the lives of anyone I came in to contact with. Looking back, I was a complete embarrassment."

Daniel hardly recognises the wreck of a man he had become. He admits that his journey to recover isn't over, but at the 'six months clean and sober' point he no longer feels hopeless.

"I have received an overwhelming amount of help - and I still am. I was fed, clothed, provided with a safe, warm, clean and friendly place to live, along with other veterans in difficult circumstances. I have received so much love and support, from all the VA staff at HQ, and from Pat, Dennis and all the staff at New Belvedere house. They didn't just help - they saved my life and soul."

"I have received so much love and support, from all the VA staff. They didn't just help - they saved my life and soul."

JAKE, BELLA, ANNIE & DANIEL* are just some of the hundreds of ex-servicemen and women who reach out to Veterans Aid each year and are helped. Most are nervous and unsure whether they are doing the right thing. These are their messages:

"The help I have received from Veterans Aid has quite simply given me back my life! To anyone considering asking for help I would say 'just do it'! Once you have taken that first scary step, I promise things can only get better. The best piece of advice I can give is to be truly honest with yourself and others."

Annie, Royal Navy

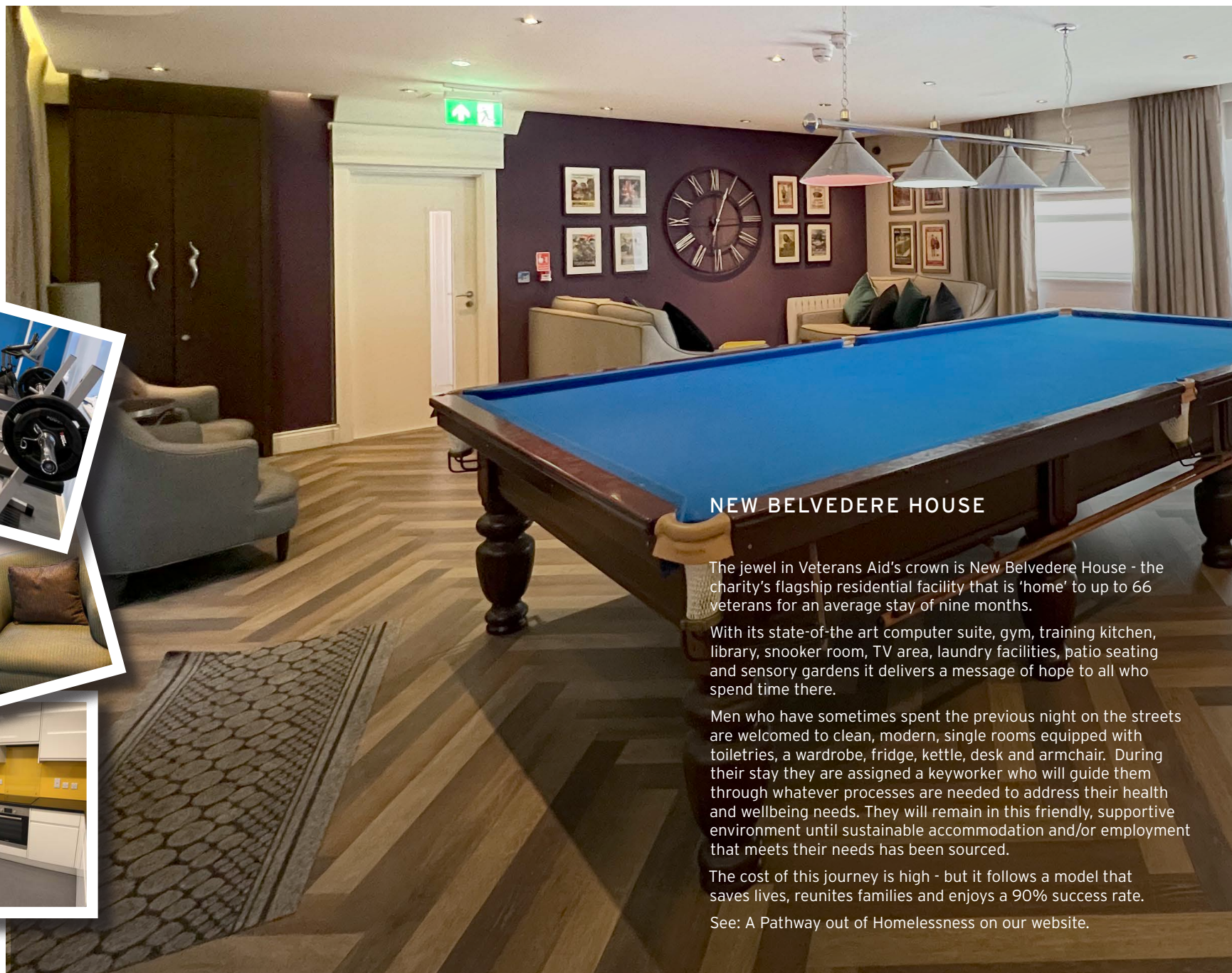
"Get in contact with Veterans Aid for help and advice - but most of all for FRIENDSHIP! The staff are fantastic!"

Bella, Royal Air Force

"To my fellow veterans, if life has become unmanageable and you are in need of help, please contact VA. They are kind, caring, considerate and respectful. I really don't think I would be alive today without them. All they wanted to do was help me."

Daniel, Army





NEW BELVEDERE HOUSE

The jewel in Veterans Aid's crown is New Belvedere House - the charity's flagship residential facility that is 'home' to up to 66 veterans for an average stay of nine months.

With its state-of-the art computer suite, gym, training kitchen, library, snooker room, TV area, laundry facilities, patio seating and sensory gardens it delivers a message of hope to all who spend time there.

Men who have sometimes spent the previous night on the streets are welcomed to clean, modern, single rooms equipped with toiletries, a wardrobe, fridge, kettle, desk and armchair. During their stay they are assigned a keyworker who will guide them through whatever processes are needed to address their health and wellbeing needs. They will remain in this friendly, supportive environment until sustainable accommodation and/or employment that meets their needs has been sourced.

The cost of this journey is high - but it follows a model that saves lives, reunites families and enjoys a 90% success rate.

See: A Pathway out of Homelessness on our website.

ST. BOTOLPH-WITHOUT-BISHOPSGATE

St. Botolph-without-Bishopsgate and Veterans Aid formally sealed their relationship last Autumn at a celebration, in the church, of the charity's 90th Anniversary. To mark the union Veterans Aid presented St Botolph's with a William Hogarth etching of the parable of the Good Samaritan.

The choice of the Good Samaritan to be a permanent reminder of the church's link with Veterans Aid could not be more apt. It emphasises the values and approach to service that the church and the charity share. These values are acknowledged in the Veterans Aid prayer composed by the Rector of St. Botolph's and chaplain to Veterans Aid, Fr David Armstrong. He writes:

"The prayer draws on the theme of the selfless giving of the Good Samaritan and on Christ's words taken from Matthew Chapter 25: Jesus said:

'For I was hungry, and you gave me food, I was thirsty and you gave me something to

drink, I was a stranger and you welcomed me, I was naked and you gave me clothing, I was sick and you took care of me, I was in prison and you visited me.'

A plaque designed to accompany the Good Samaritan etching reads:

"A gift to St Botolph-without-Bishopsgate from our friends at Veterans Aid as a symbol of our partnership, and shared desire to alleviate homelessness, serve those who have served us, and work for the good of humanity. Presented and consecrated at a service in the church on the 4th October 2022 to celebrate the 90th anniversary of Veterans Aid."

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

'DO DIFFERENT'

In 2023 Veterans Aid's CEO became an Honorary Professor of Social Work at the University of East Anglia.

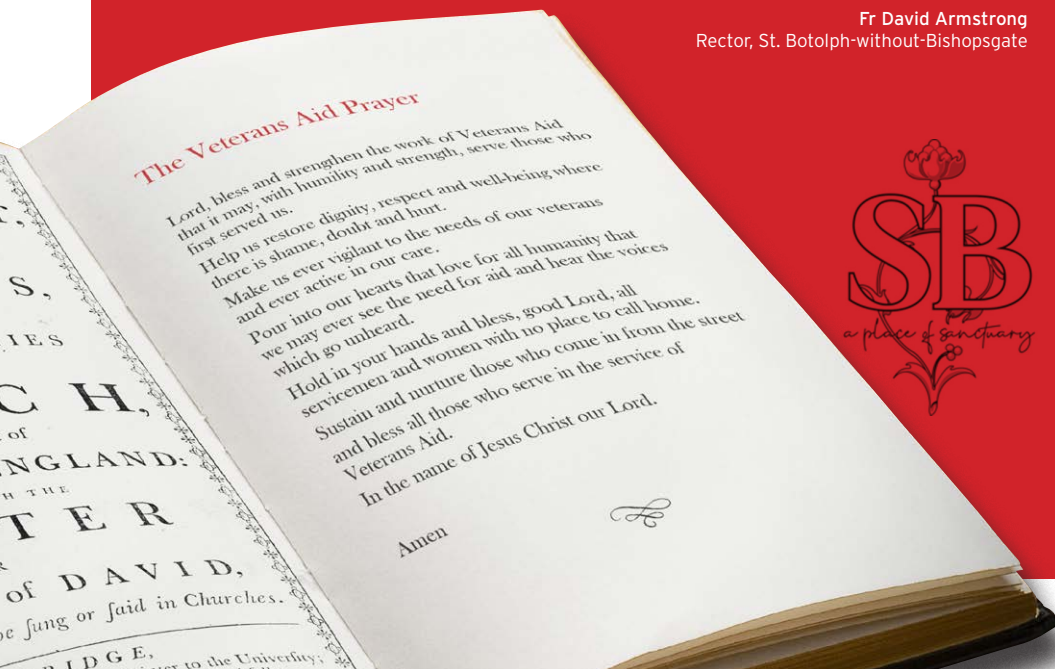
"I was very pleased to announce that Dr Hugh Milroy had been appointed as Honorary Professor at the School of Social Work at the University of East Anglia (UEA) in acknowledgement of his significant role in raising the profile of veterans' issues and wellbeing in the academic community. Dr Milroy's approach to supporting veterans emulates the UEA motto of 'Do different'. He is widely known as someone who thinks outside of the box. This has meant that Dr Milroy has developed a programme of support for veterans that challenges many of the existing assumptions made about them.

His work on 'Welfare to Wellbeing®' has dramatically lowered the rate of recidivism among the charity's users and prevents many from becoming entrenched in homelessness/social exclusion. This model is used around the world. It is for this reason that I recommended that Dr Milroy was appointed as Honorary Professor.

We are very proud to have been a significant part of Dr Milroy's academic journey and we look forward to our two organisations working more closely together over the next few years. At the heart of this collaboration is a wish to see veterans issues embedded into social work qualifying education. We welcome Hugh and other members of the charity coming to UEA to teach social work students about veterans' issues."

Professor Christine Cocker,
Head of School of Social Work,
University of East Anglia

UEA
University of East Anglia



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.

Airborne Forces Security Fund	SAS Regimental Association
ASDA	St Botolph-without-Bishopsgate
BAE Systems plc	The Davies Family
Blackmoor Knight	The Hedley Foundation
British Business Forum Kuwait	The Lady R Foundation
Bybi	The Leonard Laity Stoate Charitable Trust
Capco	The Linden Charitable Trust
Chelsea & Westminster	The Mary Kinross Charitable Trust
Inner Wheel Club	The Michael Uren Foundation
Compton Housing Association	The National Lottery Community Fund
Country Food	The Not Forgotten Association
Golden Bottle Trust	The PA Foundation
Greater London Authority (GLA)	The Patrick & Helena Frost Foundation
Greencore Group	The Royal Engineers Association
Horistic Lodge No. 2822	The Royal Naval Benevolent Trust (RNBT)
Legal & General Group plc	The Sackler Trust
Lodge of Peace & Harmony No. 60	The Vintners' Company
Merchant Taylors' Company	The Westminster Foundation
Mosaic Advisers Ltd	The Worshipful Company of Security Professionals
Queen Mary's Roehampton Trust	Veterans for Peace
Royal Electrical and Mechanical Engineers	Vitol Foundation
Royal Jubilee Chapter No. 72	Waitrose
Royal Navy & Royal Marines Charity (RNRMC)	

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 the pandemic, a challenge he could never have foreseen.

Sir Michael Uren OBE died in August 2019, but the Foundation that bears his name continues to support our work.

"Sir Michael was a man of vision. In terms of philanthropy he understood the critical almost binary nature of legacy. His Foundation's support to us has been nothing short of transformational - for both the charity and for the many clients who never knew him. He embraced the self-evident good in our work and was determined to ensure that, even after his passing, he stood guard over the charity. A truly remarkable man, he was the very essence of what it means to be British and we will always be grateful to have known him."

"He embraced the self-evident good in our work and was determined to ensure that, even after his passing, he stood guard over the charity."

Dr Hugh Milroy OBE PhD
CEO, Veterans Aid



FINANCIAL SUMMARY

Financial Summary for the year ended 30th September 2022

Income **£1,614,054** (2021: £1,821,588)

	2022 £	2021 £
Donations & Legacies	£616,506	823,979
Local Authority payments	£495,200	513,012
Charges to NBH residents	£45,031	50,603
Donations in Kind	£40,580	38,559
Grants	£375,695	366,564
Fundraising & Sundry	£13,558	5,182
Investment Income	£27,484	23,689
	£1,614,054	£1,821,588

Expenditure **£1,871,332** (2021: £1,807,527)

	2022 £	2021 £
New Belvedere House (NBH)	804,953	823,011
Operations Centre	912,969	834,068
Fundraising & Events	153,410	150,448
	£1,871,332	£1,807,527

Net increase (decrease) in funds	(257,278)	14,061
Net gain (loss) on investments	(52,911)	101,588
Pension scheme actuarial (loss) gain	17,700	(119)
Total movement in funds	(£292,489)	£115,530

Reserves	Balances at 30th Sept 2022 £	Movement in year £	
Capital Funds			
Hollenden Endowment Reserve	2,512,053	-	Permanent Endowment Reserve
Restricted Funds	4,975,311	(108,159)	New Belvedere House Reserve
	7,487,364	(108,159)	The £108,159 represents depreciation of the freehold buildings.
Revenue Funds			
Restricted Funds	52,642	51,992	Funds donated for specific activities
General Reserve (Unrestricted Funds)	1,080,120	(236,322)	Represents an estimated six months average operating costs
	1,132,762	(184,330)	
Total Funds	£8,620,126	(£292,489)	

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



Col Christopher MacKenzie-Beevor CBE LVO, 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 Honorary Colonel for Beds & Herts ACF

Deputy Chairman & Governance Advisor

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

Trustees

Honorary Treasurer Col 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 (retired 27 Sep 2022)

Advisors

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

Principal HR Advisor

Ms Amanda Lennon Solicitor (England & Wales) FCIPD LLB (Hons)

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

Honorary Compliance Advisor Robert Emmet FCA (retired 9th February 2023)

Finance & Legal

Legal Advisors - Spencer West LLP

Auditors - Saffery Champness, 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.) Hon Prof of Social Work UEA

Chief of Staff Ms Natalia Dabrowska BA MSc CG (Affiliated)

Support Services Manager

Ms Marianna Prota MA MIWFM /

Ms Micha Todd BA (Hons) maternity cover

Head of Financial Services

Mr Richard Greenhough B.Com ACMA

Finance Assistant Ms Chu Yon Cho BA

Digital Media Officer Ms Marija Dizdar Zovko MBA / Ms Hayley Lewis maternity cover

Events & Development Officer

Major Delia Holdom BSc (Open)

Head of Fundraising Ms Dorothy Jones

Dip Eng Law (Open) MCIM MCIOF

Fundraising Consultant Ms Delia Blaj BA

Fundraising Database Support

Ms Jenny Mak

Ops Team

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

Ms Debbie Brown

Ms Tamika Brandon-Thynne

Head of Wellbeing & Addiction Services

Mr Phil Rogers BA

Wellbeing & Addiction Support Officer

Mr Richard Withers

Volunteers

Criminal Justice Support Mr Paul Ellis

Facilities Support - Mr Shaun Cairns, Mr Oliver Ince

New Belvedere House

NBH Manager Ms Pat O'Connor MBE

Deputy Manager Mr Dennis Murphy

Assistant Managers Ms Lesley MacDonald,

Ms Anna Waylen, Mr Ian Hamlet, Mr Peter

Fanning, Mr Denroy Roberts, Mr Paul

Dickson, Mr Andrew Gray, Mr Marc Halligan

IT, Cyber Security & Data Protection Support & Advisor Electron IT

Facilities Management

Blackmoor Knight Ltd

HR and Health & Safety Support

Citation Ltd

Health & Safety Advisor

Ian Marlow Safety Services

NO VETERAN NEEDS TO BE HOMELESS



Veterans Aid, working with the **Metropolitan Police** Service, can help stop former servicemen and women ending up on the streets.

Help is available and it's free.

Call (ops team) **0800 012 6867**,
or e-mail **info@veterans-aid.net**



APPROACH • ENGAGE • ADVISE

Help support those who have protected us



FEANTSA

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FUNDRAISING
REGULATOR

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

Telephone: 020 7828 2468

Freephone: 0800 012 68 67

E-mail: info@veterans-aid.net

Web: www.veterans-aid.net

Twitter: [@veteransaiduk](https://twitter.com/veteransaiduk)

Facebook: [@VeteransAid](https://www.facebook.com/VeteransAid)

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Veterans Aid is a member of The World Veterans Federation (WVF) and Confederation of Service Charities (COBSEO)