

IMPACT REPORT 2013-14



stoll housing and
helping Veterans

Chairman's Report



Andy Fryer
Chairman

This is my first annual report as Chairman, marking a new beginning for me and for the charity. Reflecting on the past 12 months shows that there have been a number of new beginnings at Stoll.

Ground was broken on our new development at Hounslow and at the time of writing this introduction I am delighted to report that 36 Veterans and their families are now living there, benefiting from the superb accommodation and support services. My thanks to everyone who made this possible.

We started a new substance misuse service to help Veterans tackle their addictions, available to those living in our properties and those accessing the service through Outreach. While it is early days for this service, it is already proving to be of benefit.

In the past year Stoll launched Forces Sauces, a range of table sauces devised by one of Stoll's Veterans. We are delighted to be working in collaboration with The Royal British Legion and English Provender Company on this project. If you have not tried them, do so as they are not the run-of-the-mill sauce one might expect.

We commissioned the Centre for Housing Policy, University of York, to undertake research on the housing available for vulnerable Veterans in partnership with Riverside ECHG. We are grateful to Forces in Mind Trust for their support of this project. The first report is due in the late autumn.

These few activities demonstrate the diversity of Stoll's work to improve the lives of vulnerable and disabled Veterans, each representing in its own way a new start.

At the last AGM we said farewell to Brigadier Christopher Wolverson OBE DL, who stepped down from the Board. I thank him for his loyalty and

support over the years and wish him well for his future endeavours.

I would also like to take this opportunity to thank Colonel Simon Chapman TD MB FFPM CDir for his many years of service to Stoll as Chairman and as Trustee. His energy, commitment and vision for creating high quality accommodation and services for vulnerable and disabled Veterans led to the development of many projects bearing fruit now. On behalf of the Trustees, staff and Veterans at Stoll I wish him all the very best.

The coming year will be equally challenging and exciting in turn and I look forward to sharing my thoughts with you next year.



Chief Executive's Report



Ed Tytherleigh
Chief Executive

“It is an exciting time to be involved with the organisation and there is a lot going on which you will see from this Impact Report.”

As we reflect upon the previous year, Stoll is also planning the future as we are preparing for our 100th Anniversary in 2016 and drafting a new five-year strategy to take the organisation through to 2020. We can look forward from a strong footing as we continue to prosper as an organisation and – most importantly – deliver more and increasingly effective accommodation and support services for Veterans. To exemplify this, over the past year we:

- broke ground on 36 new homes for Veterans in west London
- brought in Scheme Co-ordinators on all our sites to improve service delivery
- engaged more social housing providers in the Veterans' Nomination Scheme
- brought in a specialist drug and alcohol agency to deliver specialist services to our beneficiaries
- became co-Chair of the Cobseo Housing Cluster with our partners Haig Housing Trust
- commissioned the most definitive piece of research into Veterans Housing.
- growing our Outreach service with a specific focus on Wounded, Injured and Sick Veterans and allocating tenancies solely for Wounded, Injured and Sick Veterans working with Help for Heroes
- commencing a pilot Outreach service to target Service leavers who are identified as likely to struggle
- drafting an inaugural Veterans Housing Strategy with our partners at Cobseo.

It is the research project which will guide our next steps as an organisation. It is being conducted by the Centre for Housing Policy at the University of York and will be published in late 2014.

Looking forward we have a lot to accomplish in the coming year and at the time of writing our plans include:

- opening The Countess of Wessex House, providing 36 new exemplar homes for disabled and vulnerable Veterans
- starting to develop the accommodation funded by the Libor Veterans Accommodation Fund

The team at Stoll works extraordinarily hard to be the very best we can and my heartfelt thanks goes out to the staff and Trustees for everything they do. As we work towards our 100th Anniversary I commend this Impact Report to you, reflecting an organisation that is on an upward curve and fulfilling its role as the lead provider of supported housing and related services to the Veterans' community in the UK. I can assure you that we will continue to do this with passion, in partnership with others and, above all, with Veterans as the sole focus of everything we do.

Forces Sauces

One Stoll project you may have seen in the news and supermarkets that took place in 2013-14 was the launch of Forces Sauces.

Stoll Veteran Bob Barrett joined the Army in 1967 to serve as a Queen's Life Guard; he is the founder and inspiration behind Forces Sauces.

By 2004 Bob had experienced a full and varied life, both managing business and travelling all over the world, but when diagnosed with cancer, and in need of accommodation and support, Stoll's door stood open.

Whilst recuperating, from his window Bob would watch the Chelsea football fans bustle past to neighbouring Stamford Bridge, wondering what he could sell to supporters to help raise money for Stoll.

In 2005 he opened The Beef Kitchen and proudly began serving high quality, hot roast meat baps at Stoll's entrance gates.

Creating even more opportunity, Bob then went on to found Pryors Bank Café in 2008, run by a team of Veterans, with an apprenticeship programme supported by The Royal British Legion. The apprentice chefs went from serving their own sauces to selling 'Forces Sauces' in 2009, with all the profits going back into improving the lives of more vulnerable Veterans at Stoll.

Stoll worked with food producer, English Provender Company, and design agency, BlueMarlin, to realise Bob's dream of Forces Sauces becoming a nationally available range.

A donation from each bottle sold goes to Stoll and The Royal British Legion. The range is popular and has been widely covered in the media with a strong social media following. Make sure you get your Corporal Ketchup and Brigadier Brown from Tesco and Waitrose and serve with pride.

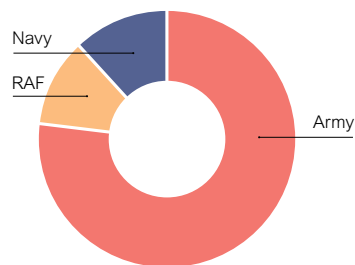


Stoll by Numbers

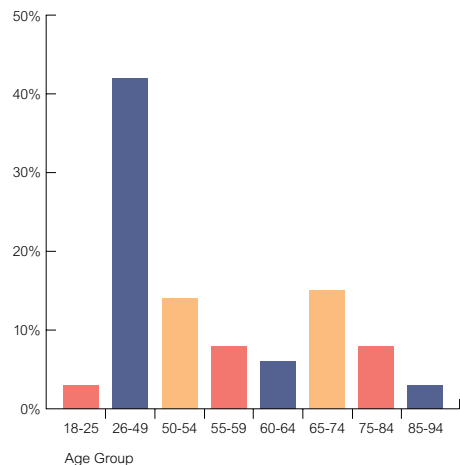
Stoll's mission is to house and support vulnerable and disabled Veterans to live as independently as possible. We do this for the 219 Veterans and their families living in Stoll's properties in London as well as through outreach and resettlement services for Veterans

in London and across the country. Our Veterans come from across the British Armed Forces. They vary in age and support need. Whatever their background, Stoll seeks to help them achieve their goals and lead the lives they want to.

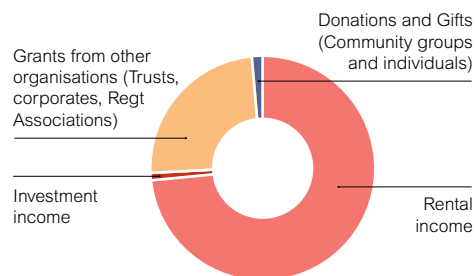
Stoll Veterans by Service



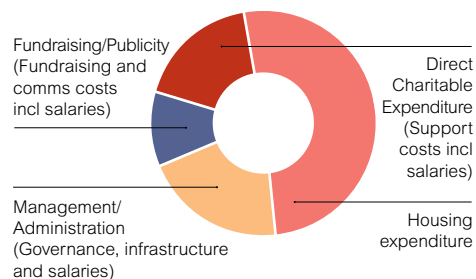
Stoll Veterans by Age



Income



Expenditure



We currently support members from the following Armed Forces units

(some of the Regiments and Corps below have been formed in recent years from older Regiments and Corps):

- | | | |
|--|------------------------------------|-----------------------------|
| Royal Navy | The Household Cavalry Regiment | Royal Logistic Corps |
| Royal Marines | Intelligence Corps | Royal Regiment of Fusiliers |
| Royal Air Force | Irish Guards | Royal Regiment of Scotland |
| Adjutant General's Corps | The Mercian Regiment | Royal Scots Dragoon Guards |
| The Brigade of Gurkhas | Parachute Regiment | 1st Royal Tank Regiment |
| Coldstream Guards | Princess of Wales's Royal Regiment | 2nd Royal Tank Regiment |
| Corps of Royal Electrical and Mechanical Engineers | The Queen's Royal Hussars | The Royal Welsh |
| Corps of Royal Engineers | Royal Anglian Regiment | The Rifles |
| The Duke of Lancaster's Regiment | Royal Army Medical Corps | Special Air Service |
| Grenadier Guards | Royal Regiment of Artillery | Scots Guards |
| | Royal Corps of Signals | Welsh Guards |
| | Royal Dragon Guards | The Yorkshire Regiment |
| | Royal Irish Regiment | |





Housing

Housing is the bedrock of Stoll's work with Veterans and was the central part of Sir Oswald Stoll's vision when the charity was founded. We were, therefore, delighted to break ground with a new development in Hounslow opening in 2014 as this will increase the number of Veterans we are able to house as well as increasing the range of locations available. As the build progressed we chose to exceed expectations with the size of the flats, a range of communal areas and high-quality fittings.

At the same time, we embarked on an ambitious programme of maintenance at The Sir Oswald Stoll Mansions in Fulham. As with many older properties,

maintenance is needed in a range of areas. This year we tackled kitchens, some bathrooms and heating upgrades as well as a much needed external painting, roofing and window replacements. While some maintenance benefits a specific Veteran, other projects benefit all. We aim to continue and expand this programme in the coming year.

19 new tenancies to Veterans in need of social housing

96% ongoing satisfaction with repairs carried out

Veterans' Nomination Scheme

The Veterans' Nomination Scheme has been a national scheme since the autumn of 2012. The Scheme matches single Veterans of working age with social housing properties across the nation. The feedback from Veterans who have used the Scheme is extremely positive and word is spreading among housing providers as shown by the large number of

new providers in the Scheme.

The Scheme would not be possible without our housing partners who each year pledge to reserve properties for Veterans. We are truly grateful to those who have joined the Scheme this year and to those who have participated for a number of years. The housing providers below joined the scheme in 2013-14.

Adullam Homes
Ashton Pioneer Homes
Community Gateway Association
Golden Gates Housing Trust
Helena Partnerships
Home Group
Industrial Dwellings Society
Knightstone
Knowsley Housing Trust
L and Q
London Borough of Bromley
London Borough of Lambeth
London Borough of Lewisham
London Borough of Southwark
London Borough of Waltham Forest
London Borough of Wandsworth
Moat
Newlon Housing Trust
Riverside
Rosebery Housing

Royal Borough of Kingston upon Thames
Russet Homes
Salvation Army Housing Association
Shian Housing Association
Southern Housing Group
Town and Country Housing Group
Triathlon Homes
Twin Valley Housing
Your Housing Group

53 new tenancies to Veterans in need of social housing this year

29 new housing providers joined the scheme this year



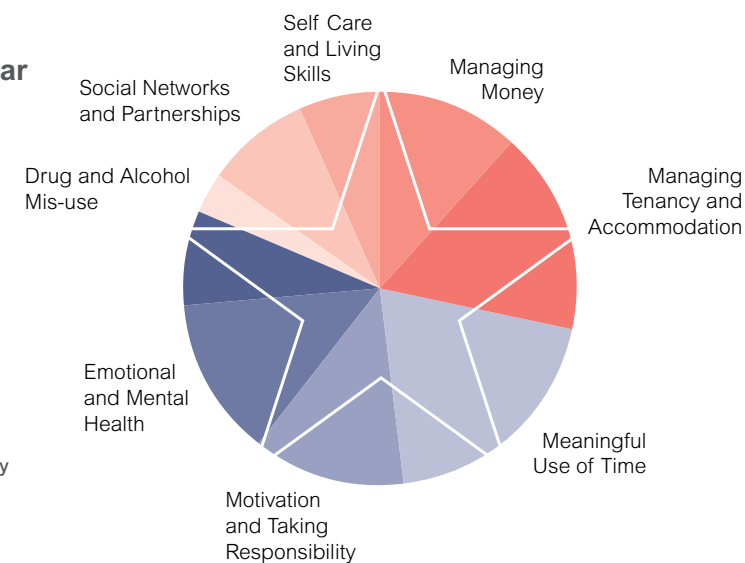
Support

There were changes afoot in Stoll's Support services this year. The period saw the introduction of Scheme Co-ordinators at our sites, with the aim of further improving our services to Veterans living in Stoll accommodation. The Co-ordinators focus on providing housing related support needed for our Veterans to sustain independent living, rebuild their lives and ensure their integration within the local community. They also organise and facilitate regular social/health and wellbeing events and activities

and take the lead in tenant and community engagement.

In addition, we were delighted to receive funding from The Monument Trust to start a Substance Misuse service at Stoll. This service is formed by a contract with alcohol and drug addiction specialists Addaction and provided at all Stoll sites. The service offers one to one and group sessions. Results have been positive so far and the service is giving Veterans with substance issues the opportunity to start again with their lives.

Outcomes Star



NB: An individual may have more than one support area

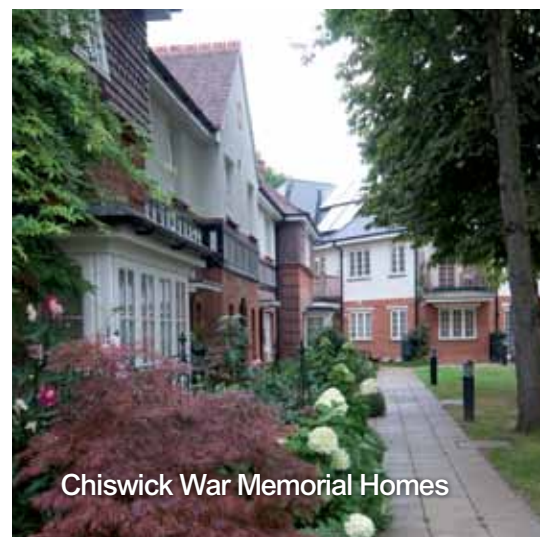
London Veterans' Outreach

Not every Veteran supported by Stoll lives in a Stoll property. There are many Veterans who need assistance to continue to live in their own homes, access alternative housing or to tackle other issues. This is where the London Veteran's Outreach steps in.

Using the same Outcomes Star methodology as the Support Service for Veterans living at Stoll, the London Veterans' Outreach team offer advice and support on the same wide range of issues, depending on the needs

of the Veteran. The top areas of need are housing and referrals and signposting to other specialist agencies. Interventions can be brief with one or two support meetings or longer term over a number of months. As with all Stoll services, the team seeks assistance from other specialist organisations as required by the Veteran.

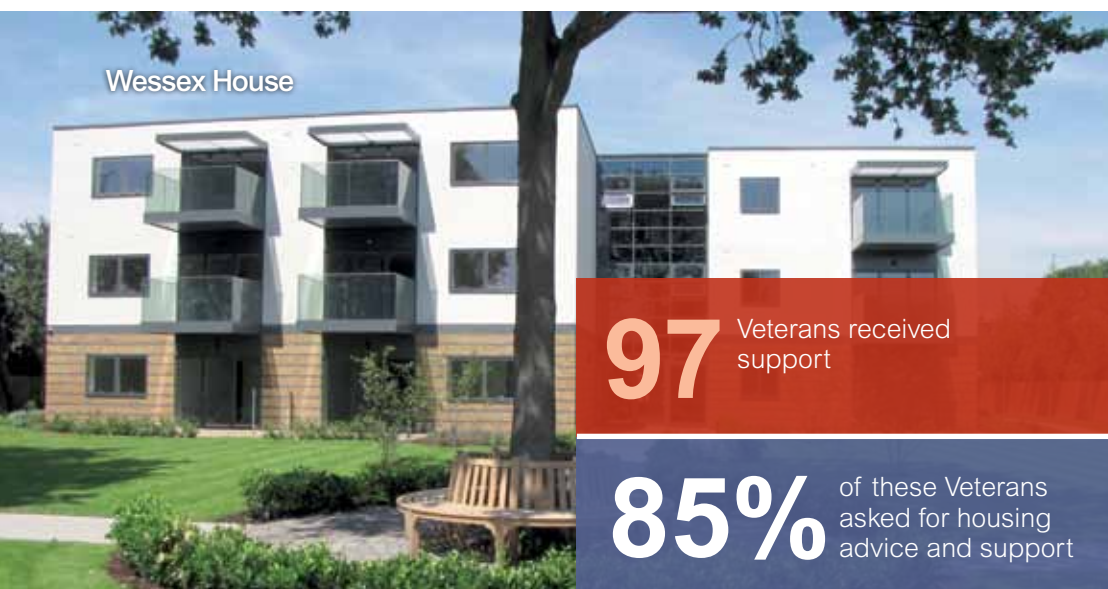
There will be a new strand of Outreach work introduced to Stoll in the coming year.



Chiswick War Memorial Homes

71 activities available to Veterans over the year

7,596 attendances at the activities



Wessex House

97 Veterans received support

85% of these Veterans asked for housing advice and support

Health and Wellbeing Programme

With the large number of individuals we have at Stoll it is not surprising that the Health and Wellbeing Programme has a varied calendar of activities, some one-off visits or events and other regular classes and activities. The aim is to offer something for everyone with each activity achieving a health or wellbeing outcome.

Highlights in 2013-14 include a two-day papermaking workshop run by the Peace Papermaking

Project from the USA, archery trips throughout the year and a three-month Art class exhibition in Tunbridge Wells.

We continued to offer individual budgets for health and wellbeing activities to those who cannot participate in group activities for a variety of reasons. This year we have provided Art equipment for a Veteran starting at College and running equipment and membership of a running club, among other things.

Health and Wellbeing Projects

There are two Health and Wellbeing Projects that always deserve special mention as they provide new skills through specialist training to our Veterans.

Stollnet, Stoll's IT skills training project, combines physical access to computer equipment with training and assistance on a wide variety of topics. Group training sessions are available on diverse subjects such as the GOV.UK website and Lives of the First World War site. Veterans can also book one to one sessions with the tutor to tackle projects, iron out an issue or train for a qualification. 'Drop-in' sessions mean that any annoying questions about software can be resolved speedily. Stollnet not only provides training and opportunities to gain skills but also opportunities for Veterans to engage with each other in person and to reach out to family and friends virtually.

The Combat Veteran Players (CVP), a theatre company of Veterans who have experienced mental trauma,

has continued to bring new meaning to Shakespeare for varied audiences. This year CVP visited Help for Heroes and Combat Stress to share how Shakespeare has changed their lives with their peer Veterans at CVP workshops. CVP were featured on 'Inside Out London' on BBC1 and also played at the Lawrence Batley Theatre, Huddersfield, Corpus Playroom, Cambridge, and the Leicester Square Theatre, London. We extend our thanks to the Royal Shakespeare Company's Open Stages team for inviting CVP to play *The Dell*, Stratford-upon-Avon, and for their continuing expert support, as well as Shakespeare's Globe (the theatre) for the work they did in 2013-14 with this group of actors.

599 attendances at a Stollnet individual or group session

400 people have seen a performance by CVP

London Veterans' Drop-in

The monthly London Veterans' Drop-in is now firmly established in the Veterans' sector calendar. Taking place every second Wednesday of each month in the Community Hall at Stoll's Fulham site, the Drop-in continues to enable approximately 20 Veterans' agencies to meet with new Veterans seeking advice and support, to see previous clients and to network with each agency. Topics covered include debt and money matters, welfare

grants, mental and physical health, housing, employment and training. For the Veteran, the Drop-in is not only about access to agencies. We have seen this year that those attending the Drop-in are increasingly socialising with each other and arranging to meet at the Drop-in. This camaraderie helps to break down social isolation and reluctance to seek assistance with issues - vital to Veterans being able to lead full and independent lives.



267 attendances at Drop-ins over the year

16-20 organisations attend the Drop-in each month

Partners

Every Veteran has different needs and aspirations. Each deserves high quality support and assistance. To achieve this, Stoll works closely with a wide range of organisations so that each Veteran can access the right help at the point at which they need it.

We would like to thank our partners over the past twelve months. Our housing and support services would not be so effective without their specialist support.

ABF The Soldiers' Charity
 Army Arts Society
 Barclays
 Bishop Creighton House
 Chelsea Football Club
 CHT
 Combat Stress
 Dr Edward and Bishop King's Fulham Charity
 Gardening Leave
 Haig Housing Trust
 Heatherley's Art School
 Highground

National Army Museum
 Pret a Manger Fulham Broadway
 PTSD Resolution
 Remploy
 Royal Air Force Benevolent Fund
 The Royal British Legion
 Royal British Legion Industries
 Royal Star & Garter Homes
 Sainbury's Fulham Broadway
 Shepherds Bush Housing Group
 SPACES
 SPVA (MOD)
 SSAFA
 Suited and Booted
 Support Our Soldiers
 The Connected Partnership
 The NHS
 The Poppy Factory
 Thrive
 Veterans Aid
 Veterans Mental Health Assessment Service (NHS)
 Veterans Support Services
 Veterans UK
 War Widows Association
 Warrior Programme

Thank you

We send our grateful thanks to all those who have requested that their support remain anonymous, to the many volunteers and individuals who have raised fund for Stoll to the individuals and organisations listed below who have supported Stoll in many ways over the last year.

ABF The Soldiers' Charity
 Armed Forces Community Covenant
 Beatrice Laing Trust
 Boris Karloff Charitable Foundation
 Chelsea Football Club
 Derek Griffiths
 Dr Edwards and Bishop King's Fulham Charity
 Mrs Ann Flack
 Forces In Mind Trust
 Laing Family Trusts
 Monument Trust
 Palmer Capital Ltd

Paul Hamlyn Foundation
 Pears Foundation
 Philip King Charitable Trust
 Queen Mary's Roehampton Trust
 Riverside ECHG
 Royal Air Force Benevolent Fund
 Royal Signals Association
 Seafarers UK
 The Albert Hunt Trust
 The Drapers' Company
 The Goldsmiths' Company
 The Robert Clutterbuck Charitable Trust
 The Royal British Legion
 The Scott (Eredine) Charitable Trust
 Transport for London

If you would like to support the work of Stoll, please contact Fundraising by telephoning **020 7385 2110** or emailing **fundraising@stoll.org.uk** or by post to 446 Fulham Road, London SW6 1DT.

Stoll Key People

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President

Field Marshal the Lord Walker of Aldringham GCB CMG CBE DL

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