



IMPACT REPORT 2014-15

stoll housing and
helping Veterans



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Chairman's Report

As I predicted in last year's Impact Report, 2014-15 has been both exciting and challenging.

The challenge has come in a number of guises. Keeping our offer fresh and relevant to the Veterans we serve, both on our own sites, as well as those in the wider community, is certainly one challenge. Delivering all that the Trustees want to see, and indeed the sector needs, with a relatively small staff team is another. And the changing funding and housing landscapes also offer both challenge and excitement in equal measure!

The Board and staff were delighted at the announcement that Stoll was awarded a grant from the Veterans' Accommodation Fund for the Aldershot Veterans Pathway. This will result in our first development outside of London, which we hope to open during 2017.

Another cause for celebration came with the opening, by Her Royal Highness the Countess of Wessex, of our latest development.



Meeting the Housing and Support Needs for Veterans report cover

Named in honour of our Patron, Wessex House (as it is known for short) has proved very popular with its new residents, with all 36 flats being occupied in a month – causing a surge in activity for the staff. Wessex House has also caught the eye of the housing press, and has been shortlisted for the Inside Housing Top 60 Best designed development of the year!

The first phase report from our national research project into Veterans' housing needs, commissioned from the University of York, was launched in the Houses of Parliament at a hugely successful event. While still early days, it is already clear that this research will have an impact for vulnerable single Veterans for years to come. This is a real achievement for Stoll and our project partners, Riverside ECHG, and we are grateful to Forces in Mind Trust for their support of this project.

A year of excitement and challenges I'm sure you'll agree and only possible because of the support of partners, funders and individuals who donate to Stoll; our successes are also yours.

There was change on Stoll's Board too, and on behalf of the Trustees, staff and Veterans at Stoll I wish to publicly thank Rollo Duckworth, Jane Worsley and Karen Asbee for their service, to wish them all the very best and thank them for their significant contribution over many years. In turn, I welcome David Godsall, Roger Shrimplin, Simon Phillips and Uta Hope to the Board.

Finally, 2016 will mark the Centenary of the organisation and I am proud that 100 years after Sir Oswald Stoll, and his fellow benefactors, realised their vision of providing homes for wounded heroes coming home from the trenches, that today we still continue in that tradition as we support today's most vulnerable and disabled Veterans. Today the job remains to be completed, as our services remain significantly oversubscribed, and so it seems that the excitement has some way to go yet!

Andy Fryer
Chairman



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Chief Executive's Report

Through this report you will get a sense for the growing reach and effectiveness of Stoll's services. We house and support vulnerable Veterans from all over the UK and our policy work is having a national influence as well.

Most of this is illustrated through numbers and while statistics can paint part of the picture (that we housed and supported more Veterans than ever last year and we brought about more positive change in their lives too), it is the individuals themselves that count and they drive everything we do.

Three achievements especially stand out:

- the opening of Countess of Wessex House, a 36-home state-of-the art supported housing community, now on the shortlist for a national design award
- we raised £4.5 million from LIBOR bank fines to deliver 34 new homes in a similar community in Aldershot

- we launched the most definitive piece of research into Veterans housing ever undertaken at a Parliamentary event. This research is the platform for ongoing policy work on the cusp of bringing about a far more co-ordinated approach to housing Veterans nationally.

All of this takes a huge amount of work and we do not under-estimate the huge amount of effort our staff put into making this happen, or the voluntary time of our Trustees, or the inspiring generosity of those who support our work through donations or with their time and support.

It is Stoll's 100th Anniversary next year and we approach it with some very positive momentum. There will be many events marking this important landmark, some large and some small. I hope that we will see you at one of them.

Ed Tytherleigh
Chief Executive

Countess of Wessex House

In March 2015, HRH The Countess of Wessex opened a new building named after her. The building, Countess of Wessex House, is a state-of-the-art development of new homes and facilities for vulnerable and disabled Veterans in west London.

Once a derelict children's home, it is now a purpose built 36-flat development for ex-Service personnel with community spaces and therapeutic landscaping.

The opening was the formal end of a long project to create high specification accommodation for Veterans. The build ended in July 2014 and Veterans began to move into the flats in August. They have a wide range of Service histories. It is the fourth housing scheme in our portfolio.

Ed Tytherleigh, Chief Executive, said: "The Countess of Wessex House is the largest new project for Veterans in England in the past year and everyone at Stoll was delighted that our Patron, after whom it is named, visited and formally opened this wonderful facility. This is an exciting new phase in Stoll's life and we are delighted to be able to deliver this new project for the Veterans who need it the most."

Funding was secured from the Homes & Communities Agency, The Royal British Legion, Help for Heroes, the Royal Air Force Benevolent Fund, The Goldsmith's Charitable Company and The MacRoberts Trust. We are extremely grateful for the support.

The architects were living architects and the contractors were Bugler. The project was managed by Silver DCC.



© Photos: Ben Phillips

Veterans Housing Research

Stoll and Riverside launched our report, *Meeting the Housing and Support Needs of Single Veterans in Great Britain*, in the autumn with a breakfast in Parliament. In addition, a number of meetings have been held with key stakeholders (including Ministers, Senior Civil Servants and MPs across Westminster) to make sure that the recommendations from the report have the impact they deserve.

The report is the result of the first phase of a research project conducted by the Centre for Housing Policy at the University of York. The research was funded by Forces in Mind Trust, with contributions from Stoll and Riverside.

This first phase investigated the provision and demand for services in England, Scotland and Wales through a range of surveys and interviews with providers, service users and over 100 Local Authorities. It outlines a set of recommendations as follows:

1. To develop a housing strategy for Veterans led by the UK government in collaboration with key housing and Veterans' agencies, supported

by a clear framework for the commissioning and funding of specialist housing and support services.

2. To improve transition planning for all Service leavers to maximise their ability to achieve and maintain sustainable housing after Service, identifying those Service leavers who are known to be vulnerable.
3. To ensure that strategies support the development of coordinated services to meet the accommodation and housing related needs of Veterans, with a particular emphasis on preventative services linked to improved transition.
4. To improve the evidence base on the long-term housing pathways of Veterans.

The report can be downloaded from the Stoll and Forces in Mind Trust websites.

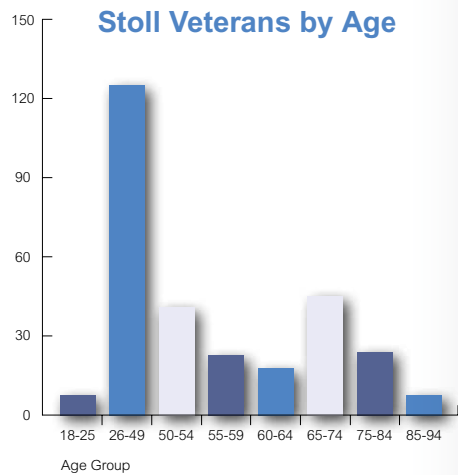
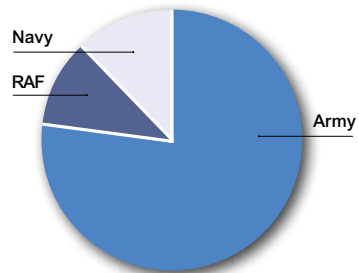
The report has also influenced the work of the Cobseo Housing Cluster, starting work that is still on-going and that will be reported on next year.

Stoll By Numbers

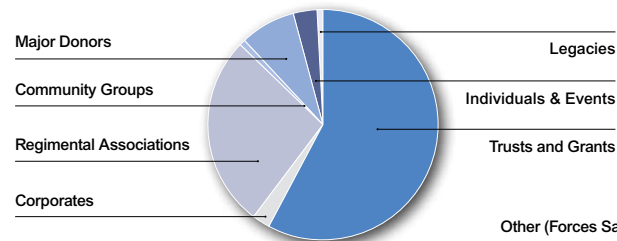
Stoll's mission is to house and support vulnerable and disabled Veterans to live as independently as possible. We do this for the 259 Veterans and their families living in Stoll's properties in London as well as through outreach and resettlement services for Veterans in London and across the country.

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.

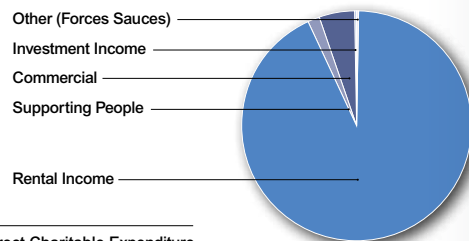
Stoll Veterans by Service



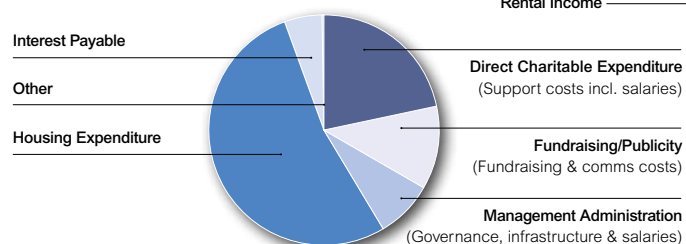
Fundraised Income



Other 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):

- | | | |
|------------------------------------|---|---------------------------------|
| Army Catering Corps | Royal Air Force | Royal Navy |
| Cameronians (Scottish Rifles) | Royal Anglian | Royal Regiment of Fusiliers |
| Coldstream Guards | Royal Armoured Corps | Royal Regiment of Scotland |
| Gordon Highlanders | Royal Army Medical Corps | Royal Scots Dragoon Guards |
| Grenadier Guards | Royal Army Ordnance Corps | Royal Signals |
| Gurkha Brigade | Royal Army Pay Corps | Royal Sussex Regiment |
| Irish Guards | Royal Army Service Corps | Royal Ulster Rifles |
| King's Own Royal Border Regiment | Royal Artillery | Royal Welsh |
| King's Own Scottish Borderers | Royal Corps of Transport | Scots Guards |
| Mercian Regiment | Royal Dragoon Guards | Special Air Service |
| Parachute Regiment | Royal Electrical and Mechanical Engineers | Special Boat Service |
| 7th Parachute Regiment | Royal Engineers | Suffolk Regiment |
| Royal Horse Artillery | Royal Green Jackets | The Cheshire Regiment |
| Princess of Wales's Royal Regiment | Royal Highland Fusiliers | The Life Guards |
| Queen's Own Buffs Regiment | Royal Inniskilling Fusiliers | The Rifles |
| Queen's Regiment | Royal Irish Fusiliers | Welsh Guards |
| Queens Royal Hussars | Royal Irish Regiment | Women's Royal Army Corps |
| | Royal Logistic Corps | Women of the Royal Navy Service |
| | Royal Marines (RN) | |
| | Royal Military Police | |

Supported Housing

This year marked a step-change in our housing provision at Stoll. Not only did we open Countess of Wessex House which offers flats and facilities that go beyond the usual standards for social housing, but we continued to make large strides in our programme of maintenance.

Maintaining our properties is a key area of work, particularly at The Sir Oswald Stoll Mansions in Fulham, which are some of our oldest properties. We were delighted to receive Veterans Accommodation Fund funding to improve the bathroom facilities for Veterans with a disability. These upgrades have had a clear impact on the lives of our Veterans, providing bathrooms that are suited specifically to their individual requirements.

The award of the grant for a new development in Aldershot (a need highlighted in our research project) meant that there have been a number of visits to the area to find a site. This was achieved and planning permission granted for a spectacular site on the edge of the nature reserve in Brickfields Park in August 2015. The continued expansion of our housing portfolio means that we can provide increasing numbers of appropriate, affordable housing units in a range of locations to meet the needs of our Veterans. We are also delighted to confirm a strategic partnership with Help for Heroes ensuring a guaranteed number of tenancies for our most-recent Wounded, Injured and Sick personnel.



Veterans' Nomination Scheme

Since 2012, the Veterans' Nomination Scheme has been matching single Veterans of working age with social housing properties across the nation. The Scheme changes the lives of Veterans, giving them a firm foundation from which they can rebuild their lives. This year there has been a significant increase in the number of Veterans resettled.

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 following housing providers who joined the scheme in 2014/15 are:

Aspire Housing
Black Country Housing Group
Connect Housing Association
Derwentside Homes
London Borough of Hammersmith and Fulham
London Borough of Haringey
Midland Heart
Plymouth Community Homes
Stafford and Rural Homes
The Wrekin Housing Trust
Trent and Dove Housing

75

new tenancies to Veterans in need of social housing this year

11

new housing providers joined the scheme in this year



Tom's Story

"I loved being in the Forces, absolutely loved it. I served in Northern Ireland and the Falklands, as well as doing other tours. I only left because I thought I shouldn't push my luck too far. Things didn't turn out the way I had expected when I left and I ended up with housing problems as well as a few other issues. Stoll was there when I needed help."

Tom, Stoll resident

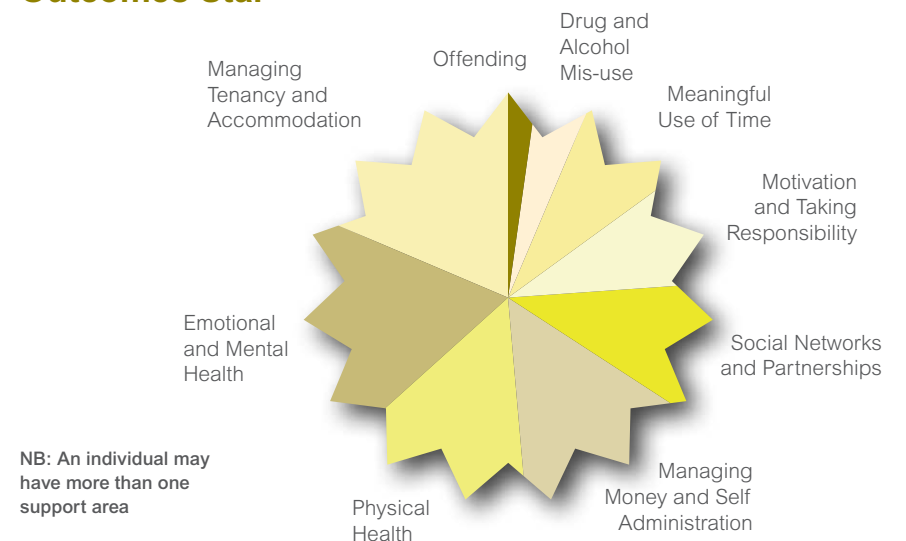
Support

With the opening of Countess of Wessex House, our Support service expanded to include the new site, providing the same support as is available to Veterans at our other sites. This support enables our Veterans to maintain their tenancies, sustain independent living, pursue new opportunities and integrate into their local communities. This work is overseen by Scheme Co-ordinators, who lead tenant and community engagement activities.

The Substance Misuse service, kindly funded by The Monument Trust and provided by alcohol and

drug addiction specialists Addaction, has gone from strength to strength this year. The service offers a range of short- and long-term interventions for individuals, as well as group sessions. This year has been one in which we have been able to ensure that the service has been meeting the needs of our Veterans by reducing the frequency of group sessions but with the addition of a creative group. The impact of this service has been positive, with a number of Veterans achieving abstinence.

Outcomes Star



London Veterans' Outreach

For a number of years, Stoll has offered an Outreach Service to Veterans living in London who need support. This Service has meant that hundreds of Veterans have been able to live in their own homes, move to more appropriate accommodation or resolve other issues. This year Stoll started a new team within the Outreach Service, focused solely on Veterans transitioning out of the Armed Forces.

This new Service was developed in response to a growing number of people leaving the Armed

Forces who were contacting Stoll for assistance. An independent evaluation will be conducted on the Service by Cordis Bright. Our transition work is a pilot project, kindly funded by Forces in Mind Trust.

The Service has also been expanded to specialise on those who are Wounded, Injured or Sick. This element of the Service is generously funded by Help for Heroes.

All elements of the London Outreach Service uses the same Outcomes Star methodology as the Support Service uses for Veterans living at Stoll.



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148 Veterans received support

20

Veterans housed through the Service



Health and Wellbeing Programme

Due to the large number of individuals with varying support needs we have at Stoll, we offer a wide variety of Health and Wellbeing activities, some one-off workshops or events and others regular classes and activities. The aim is to offer something for everyone with each activity achieving a health or wellbeing outcome.

Highlights in 2014-15 include an Art Exhibition of 70 pieces from 26 artists, an increase in the complementary therapies available to include acupuncture and reiki, fitness classes now being available each

morning and new but very popular darts evenings – as well as a first performance for our own theatre group, the Combat Veteran Players, at Shakespeare's Globe.

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 has helped us support some of our most isolated tenants with guitars, photography equipment and even a pet!

Health and Wellbeing Projects

There are two Health and Wellbeing Projects provide new skills to our Veterans through highly specialised training.

Stollnet, Stoll's IT skills training project, combines 24/7 physical access to computer equipment with access to training and assistance on a wide variety of topics. Group training sessions are available on diverse subjects such as online shopping, using Skype or tracing Ancestry, as well as our popular Lives of the First World War project. Veterans can also book one to one sessions with the tutor to tackle projects, iron out an issue or train for a qualification. 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 gone from strength to strength, bringing Shakespeare to new audiences. While continuing their work reaching out to other Veterans so they can benefit from the project, the highlight of the year for CVP was performing on the main stage at Shakespeare's Globe in Bankside London. It was a spell-binding performance of 'Hamlet' which was testimony to the hard-work and dedication of all involved. We thank everyone at Shakespeare's Globe for making this possible. We also thank the Royal Shakespeare Company's Open Stages team for their continuing expert support.



© South London Press

105

Veterans achieved their IT development goals

1000

people have seen a performance by CVP

London Veterans' Drop-in

Taking place every second Wednesday of each month in the Community Hall at Stoll's Fulham site, the Drop-in enables approximately 20 Veterans' agencies to meet 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.

This year we are delighted to have been able to offer a free meal to every Veteran attending the Drop-in with the help of Levy Restaurants. This means that

the Veterans attending have the opportunity to have a hot meal while socialising with new and old friends in a safe and supported environment. We are grateful to Levy Restaurants and all our partners for their continued support of this service.



326

attendances at the 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.

Our partners improve our ability to support our Veterans and we would like to thank the following partners over the past twelve months, we have great respect for your work too:

ABF The Soldiers' Charity
 Alabaré
 Army Arts Society
 Barclays
 BLESMA
 Blind Veterans UK
 Camden and Islington NHS Trust
 Chelsea Football Club
 CHT
 Cobseo
 Combat Stress
 Dr Edward and Bishop King's Fulham Charity
 Gardening Leave
 Ghurka Welfare Trust
 Greater London Reserve Forces and Cadet Association
 Haig Housing Trust

Heatherley's Art School
 Help for Heroes
 Helping Hands
 Highground
 HQ London District
 Joint Services Housing Advice Office
 Levy Restaurants
 National Army Museum
 Officers Association
 Remploy
 RFEA
 Riverside ECHG
 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
 SSAFA
 Suited and Booted
 The Poppy Factory
 Thirteen Care and Support
 Thrive
 University of York, Centre for Housing Policy
 Veterans Aid
 Veterans Mental Health Assessment Service (NHS)
 Veterans UK
 Walking with the Wounded
 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 funds for Stoll and to the individuals and organisations listed below who have supported Stoll in many ways over the last year.

ABF The Soldiers' Charity
 Barclays Bank
 Beatrice Laing Trust
 Bellingham Ex Service Club London
 Boris Karloff Foundation
 Derek Griffiths
 Friends of HM Forces Bretagne France
 Forces in Mind Trust
 Garrison Church Fund, Andover
 Goldsmiths' Company Charity
 HMS President
 Help For Heroes
 Helyx SIS Ltd
 Homes and Communities Agency
 Kingsdom Seniors Club, Kingsdom Lazard
 Levy Restaurant
 Longcross Construction Company
 MacRoberts Trust
 Metro Bank plc
 Monument Trust
 Obart Pumps
 Palmer Capital Ltd
 Parochial Church of St Peter, Abingdon
 Pathfinder Magazine
 Paul Hamlyn Foundation
 Philip King Charitable Trust
 Queen Mary's Roehampton Trust
 RAF Benevolent Fund
 Rathbones
 Reserve Forces' & Cadets' Association for Greater London
 RG Hills Charitable Trust
 Royal Navy and Royal Marine Charity
 Sainsbury's Fulham Broadway
 Sainsbury's Wandsworth Bridge Road
 Soldier's, Sailors, Airforce Association (SSAFA)
 The Band of the Life Guards
 The Brigade Restaurant
 The Charity of Elizabeth Jane Jones
 The Challenge Network London
 The J Davy Foundation
 The Parachute Regiment Benevolent Fund
 The Royal British Legion
 The Royal Signals Benevolent Trust
 The Scott (Eredine) Charitable Trust
 Tinder Foundation
 Transport for London
 Veterans' Accommodation Fund
 Waitrose North End Road
 Wilkinson Fulham Broadway
 94 (Feltham) Squadron ATC

Stoll Key People

Patron

Her Royal Highness The Countess of Wessex GCVO DStJ

President

Field Marshal the Lord Walker of Aldringham GCB CMG CBE DL

Trustees

Air Commodore Andy Fryer BA (Hons) MBA (Ret) (Chairman)

Group Captain Karen Asbee (Resigned May 2015)

Patrick Aylmer FCA

Colonel John Burgess RAMC

Shaun Cooper FCMA

Rollo Duckworth Chartered MCSI (Resigned Nov 2014)

Brigadier David Godsal (May 2015)

Diana Halliwell Dip COT MIHSM

Gordon Hamilton MA FCA

Diana Hodson BA (Hons) CIH (Vice Chair)

Uta Hope (Feb 2015)

Commander Clare Hughes RNR LLB AKC (Ret)

Simon Philips (Nov 2014)

Roger Shrimplin (Feb 2015)

John Tomalin

Jane Worsley BA (Econ) MCIH (Resigned Nov 2014)

Senior Management Team

Chief Executive

Ed Tytherleigh

Director of External Relations

Samantha Barber

Director of Services

Susan Faridi

Director of Housing and Development

Andrea Howlett

Head of Corporate Services

Sarah Berzon

Head of Finance

Amanda Soobrayan

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.



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