

Impact report 16/17

**Housing and support
for vulnerable veterans**



stoll 100

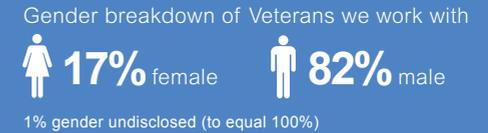
housing and helping Veterans for 100 years



In 2016 Stoll celebrated 100 years of housing and helping Veterans, thanks to the legacy of our founder, Sir Oswald Stoll. Back in 1916 the focus was on the plight of returning Servicemen from WW1. A century later, much has changed but the needs of Veterans largely remain the same. Our mission remains unchanged – we want to continue to help vulnerable and disabled Veterans to lead fulfilling and independent lives. We've not only provided homes for Veterans at Stoll schemes, we have also brokered tenancies for people in their own communities. Having a home provides much needed stability for people and I am also delighted that our work is enabling people to move on in life – with new skills, better health and paid work.

Ed Tytherleigh, Stoll CEO

Our impact **at a glance**



2016 has been a particularly significant year for Stoll. Alongside our centenary celebrations we have renewed our focus to ensure we can continue to deliver our commitment to the Armed Forces Covenant, which for us here at Stoll means providing homes and additional support for vulnerable Veterans. Of course none of this is possible without the hard work, support and dedication of our staff, Trustees, partners, funders and individual supporters. Thank you very much. We look forward to continuing to work with you.

Air Commodore Andy Fryer, Stoll Chairman

We kick-started 2016 with an ambitious call to action asking for people's support to help us build 100 new homes for the next generation of armed forces personnel. See page 4 for news on our new Aldershot site.



Over 100 fearless supporters scaled the 540ft from Broadgate Tower in a daring fundraising effort.



Stoll commissioned a memorial sculpture in honour of Veterans who bravely served in all conflicts. It now has pride of place in the gardens of our Fulham site.



When Sir Oswald Stoll launched the War Seal Foundation (Stoll's predecessor), he hosted a similar event at the Savoy nearly 100 years ago. We were delighted to welcome a range of guests, including our host, Christopher Biggins, to raise vital funds for the next 100 years of Stoll.



Attended by our Patron, HRH The Countess of Wessex GCVO, our carol concert at the beautiful St. Paul's Knightsbridge included performances from local children and a reading from Sir Oswald's great Grandson, Ben Stoll.



Looking back over our 100 year history, we hosted an exhibition to celebrate our rich heritage and included the personal stories of Veterans living at Stoll.



The story of our centenary
100 more homes appeal

Independence begins with a place to call **home**

We aim to help individuals find an affordable housing solution. A place called home is often the foundation for an independent, fulfilling life.

Housing – how we've helped



Veterans supported in a Stoll home



average overall tenant satisfaction, taken from the annual tenant survey



satisfaction with repairs completed on Stoll properties

New homes in Aldershot

Breaking ground on the 34 new homes for vulnerable Veterans marks a significant milestone for Stoll. This development will be the first Stoll accommodation outside London and will be complete in Spring 2018. Our scheme will be of the highest quality enabling people to lead independent lives in a strong community of Veterans.

Veterans Nomination Scheme

The VNS helps Veterans find affordable accommodation with housing associations and local authorities across the country. The VNS is aimed mainly at single people and couples without children who would not normally be able to get social housing. This includes people who are sleeping on a friend's sofa, living in a hostel or are in supported housing. We can also help find accommodation for Service Leavers who are making the transition to civilian life. The VNS is run in partnership with the Royal British Legion.

We are proud to have resettled **353** through our Veterans' Nomination Scheme since it began in 2009.



new housing providers have signed up to be in the VNS



of Veterans maintained their tenancy in a VNS home



Elaine

In 2005 Elaine's husband, Richard, formerly a Rifleman in the 3rd Battalion Royal Green Jackets, sadly died. Elaine moved to Stoll's Chiswick site last year: "I suffer from depression and was very nervous to move here alone. But every day I wake up and I can't believe I'm in such a beautiful home. Words can't express what Stoll has done for me."

Anthony

Anthony joined the Army in 2009 and was a Lance Corporal in the Rifles and spent 6 months on tour in Afghanistan in 2011. In 2017, Anthony was medically discharged from Service. "The military is where I lived for 8 years. I knew I was going to leave the Army and lose my career, but thinking about where to live was something else on top of that. It was a very uncertain year for me, bouncing between everyone and not knowing what might come next."

Anthony was working with the Personnel Recovery Unit, who referred him to the Veterans' Nomination Scheme at Stoll. It was through the VNS that he was offered a viewing at a one-bedroom new build in Stafford.

When I viewed the flat, I was over the moon. I kept thinking, how have I got given the opportunity to get this? It's incredible. I think everyone coming out of the military should know about and have access to these services.'

Anthony has now started a new job with Jaguar Land Rover and is hopeful about his future.

More than **bricks and mortar**

We provide life-changing services to support Veterans into civilian employment, improve their health and wellbeing and overcome social isolation.

29

on average attended our monthly Drop-in each month

26

Veterans were supported into work

209

attended training in financial, IT, numeracy and literacy skills

40

new clients worked with our Substance Misuse Service

In total, Veterans benefitted from Stoll's services, such as IT classes and social activities, **11,238** times

Gyanu

My husband served for 20 years in the Gurkha regiment and he is now disabled; he can't walk or stand and it was very hard for us to go anywhere. Here at Stoll, there is a lift, wheelchair access and an accessible minibus so we can go on daytrips to the seaside together. There is a very strong Nepali community here in Chiswick too, which we love'



Isaac

Isaac, 36, served in the Army from 2003 to 2016 as a Sergeant in the Royal Logistic Corps, touring both Iraq and Afghanistan. He was medically discharged with a knee and back injury. Leaving the Forces would mean that Isaac and his family would no longer have the accommodation provided to them by the Army. At this stage Isaac, his wife and their two young daughters were facing homelessness.



When your whole world starts crumbling down and you're thinking – 'what should I do next?' – it can be really hard. My transition into civilian life before Stoll had been quite stressful for me and my family. I now have a three bedroom house in London and I am working as a Project Manager. There is help available and there is light at the end of the tunnel.'



AN EMPIRE'S
TRIBUTE TO
THE VALLIANT

Reaching out to the **Veterans' community**

Most people leaving the Armed Forces adjust successfully. But not everyone does. Some people struggle and Stoll exists to support the most vulnerable Veterans. This year, we've helped more Veterans living in the community than in our homes for the first time in our 100 year history.

184 Veterans were supported through our Outreach service

71% Nearly three quarters of those we've helped said they'd achieved a positive outcome and feel more independent

73 We have helped 73 Veterans transition from the military into Civilian life

Georgina

Georgina, 38 from London joined the Army in 2003. In 2004 she was sent to serve in Canada but was hit by a drunk driver which caused major injuries to her leg. Despite this, Georgina managed to keep serving for a further 14 years but it eventually became too much. She was also suffering from depression and other mental health issues, and was medically discharged. Georgina got in touch with the Outreach team at Stoll and within two months had the keys to a flat at Stoll Mansions in Fulham. Georgina is now positive about her future.



I can't speak highly enough of Stoll. I honestly don't know where I'd be without Stoll now; they were so helpful and supportive. I'm so happy in my flat and my independence and that is down to them."



Stoll sorted me out in six weeks when I was in dire straights – I can't recommend them enough. I recently competed in the swimming at The Warrior Games in Chicago. I'm looking ahead to the future and I'm excited to see what it holds.'

Josh

Josh spent six years serving in the Army with the Royal Engineers. He joined in 2011 at the age of 20 and spent time on tour in Canada, Germany, Cyprus and Northern Ireland before he was medically discharged.

How you can support **Stoll**

Stoll can't do what we do without our supporters. Get involved and make sure we can continue to provide housing and support services to some of the most vulnerable Veterans in the country.

Make a donation

Send your cheque by post to Stoll,
446 Fulham Road, London SW6 1DT



Leave a legacy

A gift to Stoll in your Will could change the lives of vulnerable Veterans.



Become a corporate partner

We create mutually beneficial partnerships that help you achieve your corporate and social responsibility goals, whilst engaging staff or customers and raising your brand profile.



Become a volunteer

Give some of your time to support one of our events, bucket collections or even host your own.

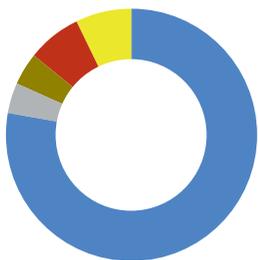


If you would like to support the work of Stoll, please contact Fundraising by telephoning **020 7385 2110** or emailing **fundraising@stoll.org.uk** or by post to **446 Fulham Road, London SW6 1DT.**

Stoll's bank details

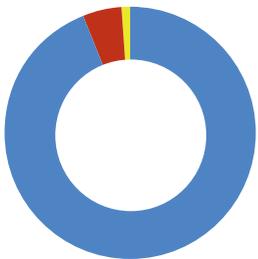
NatWest Bank
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Account no: **67073751**

Financial summary



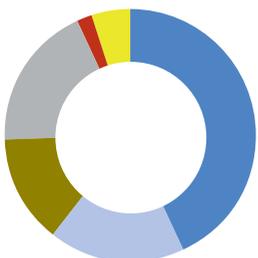
Fundraised income

- Trusts & Grants (77%) **£841,627**
- Community, Individuals, Events (7%) **£76,650**
- Major Donors (7%) **£78,744**
- Corporates (4%) **£46,248**
- Strategic Partners (Help for Heroes) (4%) **£44,500**
- Legacies (0%) **£0**
- Total £1,089,786**



Other income

- Rental income (94%) **£2,449,281**
- Commercial and other (5%) **£115,688**
- Investment income (interest received) (1%) **£28,531**
- Total £2,593,500**



Expenditure

- Housing (including salaries) (44%) **£1,570,724**
- Support (including salaries) (18%) **£650,785**
- Fundraising (including salaries) (14%) **£497,020**
- Management administration (Governance, Infrastructure, Finance and IT) (19%) **£658,386**
- Commercial (0.17%) **£6,203**
- Interest payable (5%) **£177,183**



Our heartfelt thanks go to all our supporters, volunteers and partners. Your support has enabled us to continue building independence for vulnerable Veterans.

Stoll (Sir Oswald Stoll Foundation)
446 Fulham Road, London SW6 1DT
www.stoll.org.uk

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