



# A PATHWAY OUT OF HOMELESSNESS



**NEW BELVEDERE HOUSE**  
A transformational facility transformed





## A TRANSFORMATIONAL FACILITY TRANSFORMED

Work started on the redevelopment of New Belvedere House in 2015. It was the beginning of a project that would last for four years and cost more than £8.2m.

In September 2018 the transformed residential facility, owned and operated by Veterans Aid, was officially re-opened by London Mayor Sadiq Khan.

Today it is a flagship facility, offering high quality single room accommodation to 66 veterans. Since it opened in 1973 New Belvedere House has turned around the lives of more than 1,000 homeless, socially isolated or vulnerable ex-servicemen and set them on the road to sustainable, independent living.

Uniquely it is a facility designed around delivery of a process - the Welfare to Wellbeing© pathway that guides veterans from dependence and social isolation towards empowerment and independence.

"The £8.2m investment in transforming New Belvedere House represents the largest single expenditure in the Charity's history."

Colonel Paul Cummings, Former VA Chairman



"This 'opening' is a milestone for the Charity, but in fact NBH never closed. Throughout the refurbishment and extension work it was operational, if at reduced capacity. Staff and residents had to contend with noise, dust and often significant disruption to routine, but to us even temporary closure was unthinkable."

Wing Commander Dr Hugh Milroy OBE PhD  
CEO, Veterans Aid



Getting the key to one of NBH's 66 single rooms is the start of a process. It's where the fear stops and the realisation that an individual is not alone, begins.

90% of the men who spend time in New Belvedere House go on to lead sustainable, independent lives

## NEW BELVEDERE HOUSE

Residents arrive at New Belvedere House from all over the UK - and a few from overseas. All are referred through VA's Operations Centre, where a member of the charity's highly trained staff first confirms their veteran status and makes a 'triage' assessment of their problem. Not every veteran seeking VA's help is homeless and not all are suitable for admission to NBH. Those who do become residents stay an average of 9.5 months.

Staff are on hand 24/7; each man has a personal keyworker and an introduction to the range of options that are available to him. Over the period of his stay he will be helped to tackle problems related to debt, addiction, health, unemployment, social isolation, skill deficits, lack of education, legal issues... indeed whatever he, as an individual, requires.

Every single room at NBH is equipped with a bed, desk, chair, armchair, kettle, reading lamp, fridge, wardrobe. Each resident has a key and his room is as much an address and personal space as a hotel room. New arrivals are provided with new clothing, bedding and toiletries.





## LIFESAVER

"My room? Oh wow - they've not left anything out, they are brand new and fully furnished... a place like this makes you realise how lucky you are, that there is an organisation like Veterans Aid that is so willing and able to help.

You can't compliment them enough  
- the people who have donated, the people  
who have built it and the people who run it.  
They are amazing, they bend over  
backwards to help you.

It's a great relief, knowing that you can go through stages, step by step, without the stress that's normally related to it. And, of course if you get stuck on a question, or something needs resolving they're there, literally 24 hours a day."



John, who served 15 years in the Irish Guards, moved into New Belvedere House in April 2018. After a week he said VA had been a lifesaver.





"Give a man a meal and you feed him for a day - teach him how to shop sensibly for healthy food and show him how to prepare it and you've equipped him with a survival skill."

Veterans Aid member of staff

## DOMESTIC SURVIVAL SKILLS

ARMY (Royal Logistic Corps) chefs were the first culinary professionals to use New Belvedere House's state of the art training kitchen. It was designed in line with VA's 'hand up' rather than 'handout' ethos: "Give a man a meal and you feed him for a day - teach him how to shop sensibly for healthy food and show him how to prepare it and you've equipped him with a survival skill."

Residents train in small groups of three or four, under supervision. The atmosphere is relaxed and friendly. The food is shared - the whole experience an exercise in socialisation.





"Homelessness is the last stop on a journey that ends in despair. It divests individuals of their self esteem, their confidence and their pride. It is a journey that no veteran should ever have to make."



## THE ROUTE TO NEW BELVEDERE HOUSE

It can start with a phone call to the Ops Room, a text or an email - the journey from 'HELP' to 'HOPE' is usually a short and rapid one. From the moment a VA team member is engaged actions are taken to prevent, halt and support.

For some veterans in crisis the solution to their problems involves a stay in New Belvedere House.

"At 8.27am on the morning of our visit, an email arrives via the Veterans Aid website. A former serviceman with no money and no working phone is using the internet facilities at his library in Worcestershire to contact the charity.

By 8.38am the charity has replied and by 8.46am, the former soldier has a freephone contact number to call. By 9.08am, his service record has been verified. And here, the 'integrated delivery system' kicks in."

The Big Issue, 9th November, 2018





## UK ENDORSEMENTS

"Veterans Aid is a key partner to Westminster City Council in tackling homelessness among veterans. Their dedication to the role and their tenacity in finding solutions is what makes them special. VA are a valued and integral part in our ambition to end rough sleeping!"

**Jennifer Trevassos**, Head of Prevention & Commissioning, Westminster City Council

"Veterans Aid is everything that a charity should be; caring, focussed, effective, efficient and with a passionate commitment to make a difference. New Belvedere House has been painstakingly designed to provide pragmatic assistance to those veterans most in need of support. It is a significant and hugely valuable investment in the future of a first class charity, and the lives of those that it seeks to help."

**General Sir John McColl** KCB, CBE, DSO  
Chairman Cobseo - The Confederation of Service Charities

"The majority of the 230 interventions provided to veterans in the client sample relate to the provision of emergency accommodation and the prevention of homelessness, which are the two core activities of Veterans Aid. 88% of the veterans helped in these areas were still in accommodation at the six-month follow up contact."

**Pro Bono Economics** - The costs and benefits of Veterans Aid's support for veterans report



**THE BIG  
ISSUE**

"Veterans Aid is causing quite a stir in the Homeless Sector."







## PHASE ONE - THE OLD RECTORY

The refurbished Old Rectory's first official visitor was HRH The Duke of Edinburgh who took a keen interest in the New Belvedere House project and the experiences of the veterans who lived there.



Phase One, The Old Rectory was completed in 2016 after 750 Bloomberg employees donated 3,800 volunteer hours



## INTERNATIONAL RECOGNITION

"Veterans Aid opens flagship  
residential facility."



**Reports FEANTSA** (European Federation of  
National Organisations Working with the Homeless)

"Nations who formed coalitions to fight  
have been tardy in forming plans and  
coalitions to help veterans transition back  
into community. Dr Hugh Milroy stands  
as a beacon in this area. Having developed  
the Welfare to Wellbeing® model he and  
his team at London-based Veterans Aid  
are delivering programs that are successfully  
turning veterans into successful and  
fulfilled citizens. His dedicated team are  
delivering life-changing services."



**David Everitt**, Presiding Member (Chairman)  
of the Australian Veterans Health Advisory Council

"I place a high value on my relationship  
with Dr Milroy and will continue to consult  
with him on homelessness, as well as on  
other subject areas concerning Veterans'  
wellbeing. Knowledge sharing of our best  
practices is moving our work forward."



**Guy Parent**,  
Canadian Veterans Ombudsman

### Tramecia Garner

Veteran homelessness in the UK:  
prevention and the Welfare to Wellbeing® model

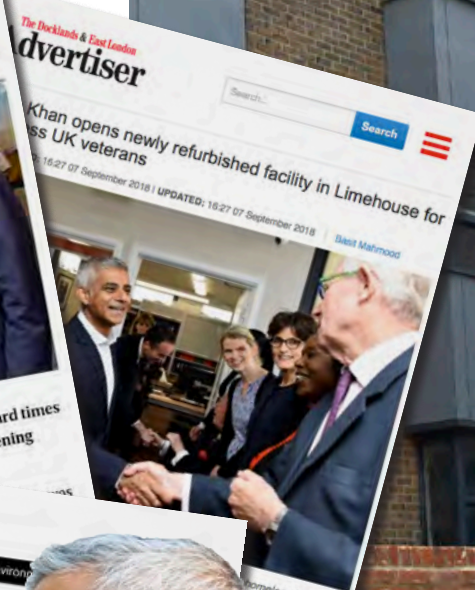


"Veterans Aid has a model we can look  
to for a way of doing business that works."



**Tramecia Garner**, Associate Director, Housing  
& Residential Programs at US veterans charity  
Swords to Plowshares





"An inspirational facility."

Sadiq Khan, Mayor of London

London Mayor Sadiq Khan's official opening of the refurbished New Belvedere House generated national and international media interest - an affirmation of Veterans Aid's success in delivering sustainable solutions to diverse, societal problems.

"There is no need for any veteran to be on the streets."

Wing Commander Dr Hugh Milroy OBE PhD  
CEO, Veterans Aid





## A JOURNEY THROUGH TIME

Veterans Aid (VA) is a post-modern charity with an innovative approach to tackling 21st Century problems, but its provenance dates back to 1932 when it was known as The Embankment Fellowship Centre/Ex-Services Fellowship Centre (EFC). It was founded to tackle the legacy of poverty and hardship caused by WW1. Its unbroken tradition of providing immediate, practical support to veterans in crisis has transformed the lives of thousands of ex-servicemen and women over the intervening decades.



(Above) First Patron: HRH Princess Marina, Duchess of Kent - plays bowls with residents at Belvedere House

(Left) Current Patron: The Dowager Viscountess Rothermere visits New Belvedere House in 2014





## WITH THANKS TO ALL WHO MADE IT POSSIBLE

The transformation of New Belvedere House was enabled by a wide and diverse range of organisations and individuals - some are acknowledged in this publication, some have asked to remain anonymous. They include donors, fundraisers, foundations, individuals. Some have given significant amounts of money, others have donated things, launched campaigns or made inspirational personal sacrifices to raise funds.

On behalf of Veterans Aid and all the veterans who will benefit from your generosity in years to come - thank you! You have been part of a project that has turned a dream into a reality.

13 Air Assault Regiment RLC	Spurdown Ltd
BFBS Big Salute	St James's Place Foundation
Biotecture	The AB David Charity
Blackmoor Knight	The Albert Hunt Trust
BlackRock	The Band Trust
Bloomberg L.P.	The Beatrice Laing Trust
Buxton	The Bernard Sunley
Compton Fundraising Consultants	Charitable Foundation
Dixons Carphone Foundation	The Clothworkers' Foundation
Evening Standard	The David and Claudia
Dispossessed Fund	Harding Foundation
Garfield Weston Foundation	The Elise Pilkington
Greater London Authority	Charitable Trust
Greenwich Hospital	The Ian Askew
Habitat for Humanity	Charitable Trust
Hanover Park Chapter	The Inman Charity
Inman Charity Trustees Ltd	The John Slater Foundation
JHJ Facilities Support	The Leathersellers' Company
John Lewis Plc	Charitable Fund
John Thomas Kennedy	The Lockwood Charitable
Charitable Foundation	Foundation
JR Carpets Ltd	The Michael Uren Foundation
LIBOR	The PM Major
Lonsdale Contracts Limited	Charitable Trust
Mitsubishi Motors	The Royal British Legion
(Mark Eustace Project Team)	(Chelsea & Kensington)
Oliver Burns	The Royal British Legion
Queen Mary's	Attendants Company
Roehampton Trust	The Sackler Trust
Royal Air Force	The Swire Charitable Trust
Benevolent Fund	The Trusthouse
Rugby for Heroes	Charitable Foundation
SAS Regimental Association	The Vintners' Company
Sir Jules Thorn Charitable Trust	The Vitrol Group - London
	Trinity House
	Wimshurst Pelleriti





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