

IMPACT REPORT

2015



ssa fa | the
Armed Forces
charity



EDGAR

Edgar joined the Army in 1937 aged 19 and served most of his service career in North Africa with a stint in the Royal Navy. At the age of 98, he is still very self-sufficient in his everyday life although he suffers from macular degeneration and is registered blind. When his boiler broke in winter he was told he would need an entirely new one. A SSAFA caseworker helped raise funds to assist Edgar within four days.

“I found it difficult with no hot water. There was a fall of snow and a neighbour lent me an electric heater, but I wasn’t able to move it from the front room. Without SSAFA’s help I wouldn’t have been able to afford a new boiler. SSAFA has done a marvellous job for me.”

COVER PHOTO: Edgar Slater and Sgt Shevonne Bramley

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MAKING AN IMPACT

Chairman's introduction

In 2015 SSAFA celebrated 130 years of continually being there for our Forces family. Throughout our long history we have offered lifelong support to those who serve, or have ever served, in the Royal Navy, Royal Marines, British Army, Royal Air Force, and their families, however and whenever we are needed. Today our focus remains, as it always has, on fulfilling this goal.

However, we can only continue to do this with the help of our generous supporters and extensive network of over 7,000 volunteers and, for that help, we are truly grateful. Our shared vision and dedication ensures SSAFA can continue to serve and support our Forces family whilst also evolving and meeting their changing needs.

In this report, I am delighted to present SSAFA's key achievements in 2015, highlighting the impact we made over the course of the year.



Kevin O'Donoghue

General Sir Kevin O'Donoghue KCB CBE
Chairman

WHO WE HELP

We offer practical, emotional and financial support for serving personnel, veterans and their families every day.



OUR VISION

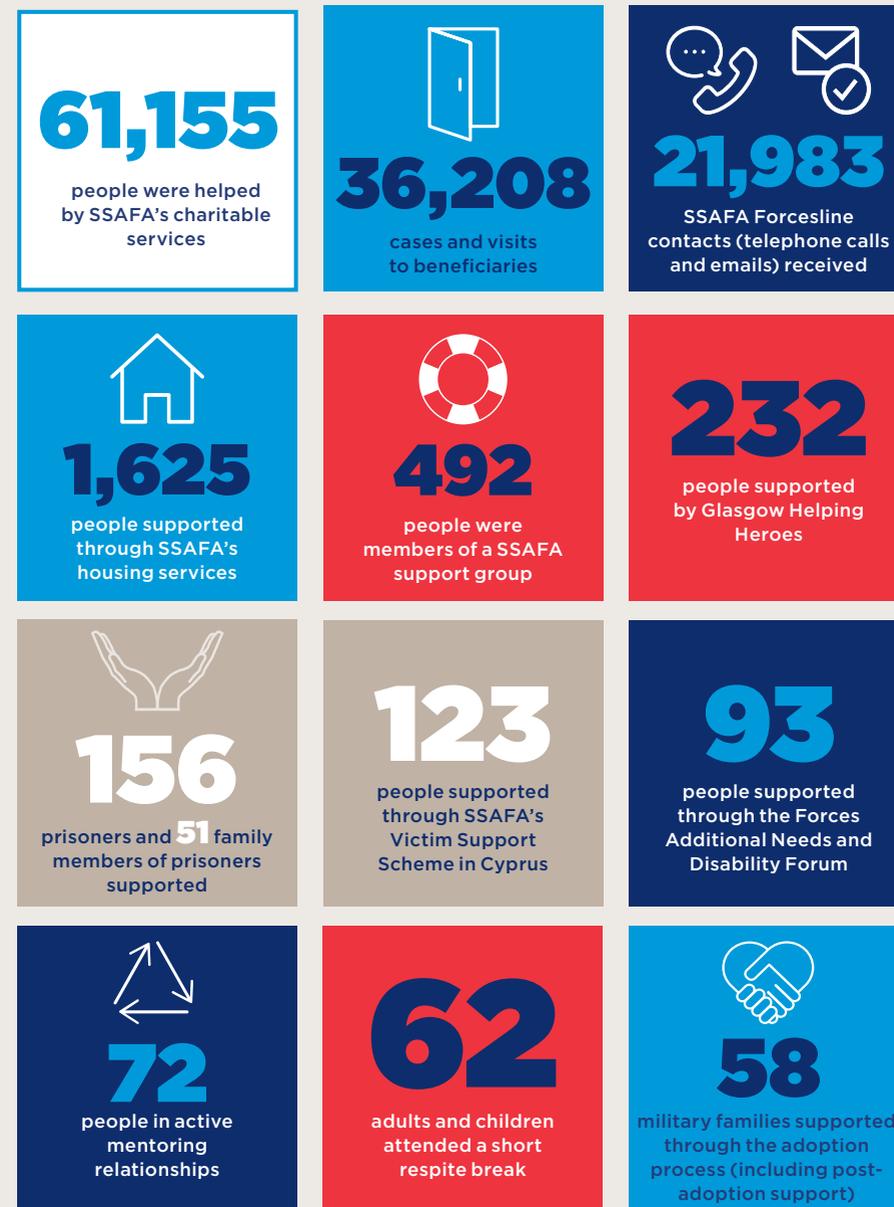
SSAFA's vision is that our Armed Forces (both regulars and reserves), veterans, and their families know they can depend on SSAFA for support now and for the rest of their lives.

2015 IN FIGURES*

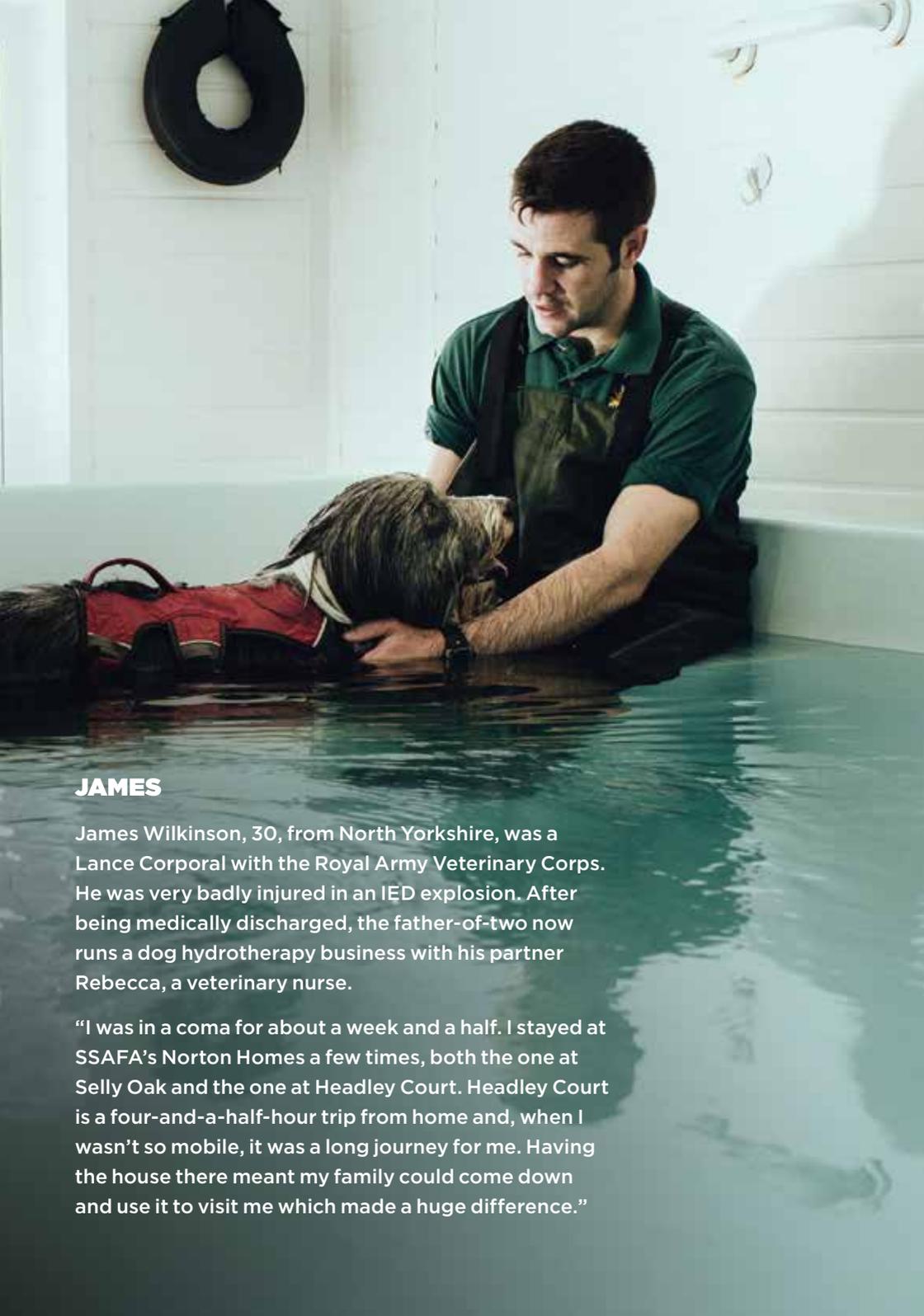
Our volunteers



Our charitable services



*SSAFA's charitable services as at 31 December 2015.



JAMES

James Wilkinson, 30, from North Yorkshire, was a Lance Corporal with the Royal Army Veterinary Corps. He was very badly injured in an IED explosion. After being medically discharged, the father-of-two now runs a dog hydrotherapy business with his partner Rebecca, a veterinary nurse.

“I was in a coma for about a week and a half. I stayed at SSAFA’s Norton Homes a few times, both the one at Selly Oak and the one at Headley Court. Headley Court is a four-and-a-half-hour trip from home and, when I wasn’t so mobile, it was a long journey for me. Having the house there meant my family could come down and use it to visit me which made a huge difference.”

SUPPORTING SERVING FAMILIES

Support in the local community

856 volunteers in 68 Army garrisons, RAF stations and Naval bases in the UK and overseas provided support to 1,100 serving personnel and family members.

Supported housing

Two Norton Homes provided ‘home-from-home’ accommodation at no cost for families of injured service personnel receiving treatment at the Queen Elizabeth Hospital in Birmingham and the Defence Recovery Medical Rehabilitation Centre at Headley Court in Surrey.



personnel and family members supported by Norton Homes



107
women and children supported by Stepping Stone Homes

Two Stepping Stone Homes ensured safe and supportive accommodation for women and children from serving families who were facing homelessness following relationship breakdown.

Specialist support for children

We supported families with dependants with an additional need or disability through our Forces Additional Needs and Disability Forum (FANDF).



93
members of FANDF

We ran a supported short break adventure holiday for service children with an additional need or disability and one for their siblings and young carers.



62
adults and children attended a short respite break



We continue to be the only military charity to run a registered adoption service for the military in the UK.

During 2015, we supported 34 military families through the adoption process. This included those who were approved as prospective adopters by the SSAFA Adoption Panel, families who had children placed with them and families awaiting an adoption order.

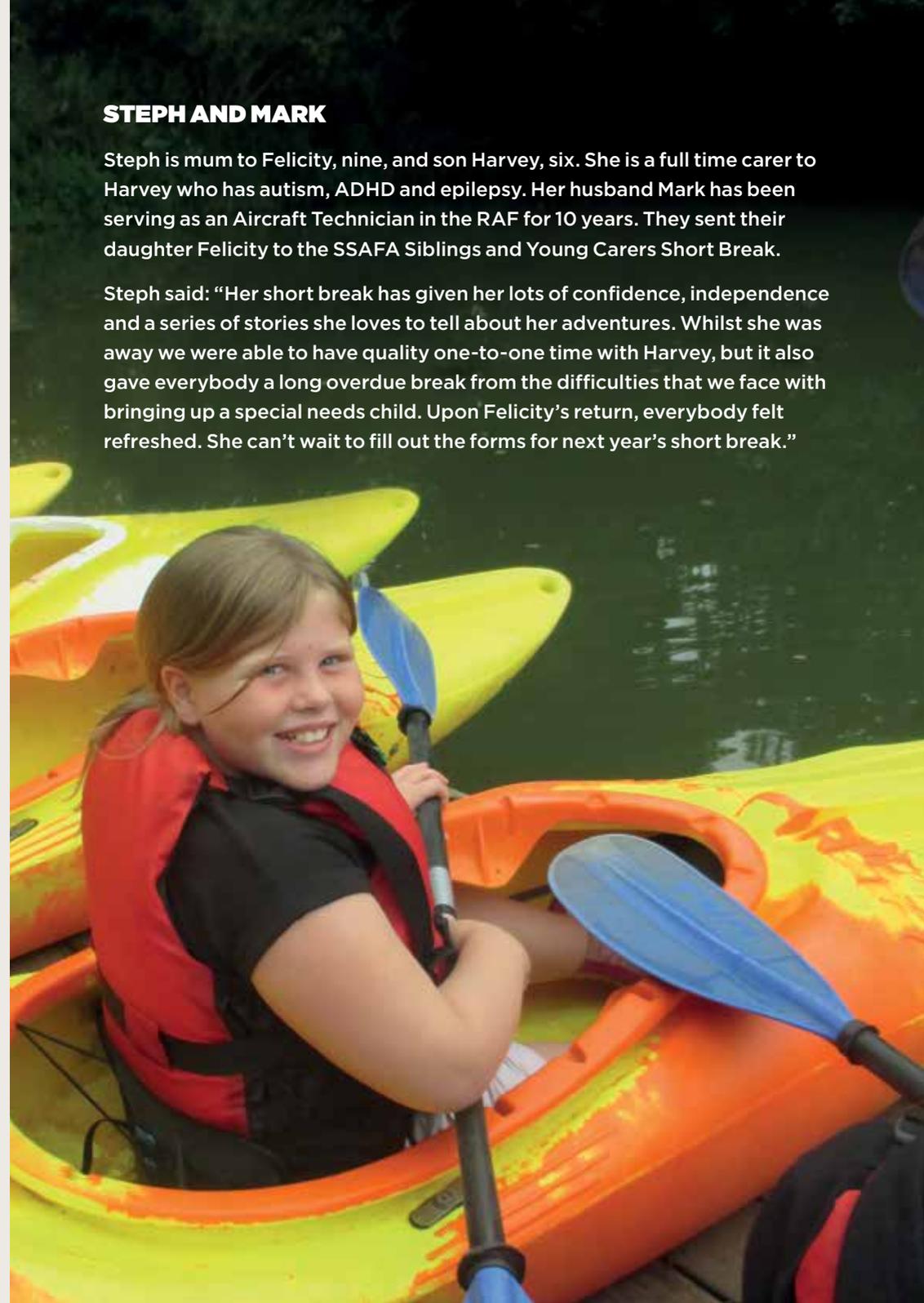
In addition our team provided 24 military families with post-adoption support services.

58
military families supported through the adoption process (including post-adoption support)

STEPH AND MARK

Steph is mum to Felicity, nine, and son Harvey, six. She is a full time carer to Harvey who has autism, ADHD and epilepsy. Her husband Mark has been serving as an Aircraft Technician in the RAF for 10 years. They sent their daughter Felicity to the SSAFA Siblings and Young Carers Short Break.

Steph said: "Her short break has given her lots of confidence, independence and a series of stories she loves to tell about her adventures. Whilst she was away we were able to have quality one-to-one time with Harvey, but it also gave everybody a long overdue break from the difficulties that we face with bringing up a special needs child. Upon Felicity's return, everybody felt refreshed. She can't wait to fill out the forms for next year's short break."



MARTIN AND GILL

Martin and Gill's younger son Corporal Christopher Harrison, 26, was leading a patrol of Royal Marines helping to provide security for the people of Sangin in May 2010 when he was killed by an explosion.

Martin explains: "So many things in daily life remind me of Chris, which is bitter sweet, but in time you embrace that. You never get over such a huge loss, but you learn to live with it. We have found the SSAFA support groups really helpful. Networking with other bereaved military families seems to be the most beneficial therapy for us."



SPECIALIST SERVICES



492

family support group members



72

people in active mentoring relationships



21,983

SSAFA Forcesline contacts

Family support groups

Our mutual support groups provided emotional and practical help to families who are bereaved and those who are caring for a wounded, injured or sick loved one. The service includes the Bereaved Families Support Group, the Bereaved Siblings Support Group, and the group for the Families of Wounded, Injured or Sick Service Personnel.

Mentoring programme

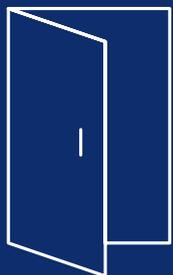
SSAFA's mentoring programme helped men and women making the sometimes difficult transition out of the Armed Forces. Trained volunteer mentors are matched with people transitioning from the military to help motivate, support and empower them to fulfil their potential in civilian life. Initially focusing on wounded, injured and sick service leavers, due to increased demand, in 2015 we began a pilot to expand SSAFA mentoring to veterans and service family members.

SSAFA Forcesline

Our free confidential helpline provided advice and support via phone and email on a variety of issues, ranging from debt and employment worries to people affected by isolation or suicidal thoughts.

SUPPORTING VETERANS AND THEIR FAMILIES

Welfare advice and support delivered by our volunteer network.



36,208

cases and visits to support veterans and their families

Case working – our unique capability

Our trained case-workers spend their time visiting our beneficiaries, who are usually veterans, their dependants and at times current service men and women, living in their local communities. Once the caseworker has interviewed the client and assessed the situation, he or she will then help the beneficiary to access the appropriate assistance, such as mobility aides, bathroom adaptations for a disability, specialist chairs or mattress to alleviate pain or discomfort, and white goods and other necessities for basic living.

This may involve approaching other charities for funding and other assistance. SSAFA remains the largest volunteer case working force in the military charity sector.

In 2015 our volunteers sourced a total of £14.8 million to support our SSAFA beneficiaries across the globe. Of this, £11 million was raised from service funds and military charities with the remainder from other charities, statutory sources and corporate and individual donations.

SSAFA volunteers carried out a total of 36,208 cases and visits to beneficiaries in 2015 – the equivalent of four every hour and a 2.8% increase compared to 2014.



£14.8m

secured from external sources for individuals in need

Veterans in the criminal justice system

156
prisoners and 51 family members of prisoners supported



Specially trained volunteers offered advice and support to veterans in the criminal justice system whether in police custody, serving a prison sentence or on probation.

Housing for veterans

77
residents accommodated at the Royal Homes



The Royal Homes at Wimbledon accommodated women with a Forces connection in self-contained flats.

77
residents accommodated in specially adapted bungalows and apartments



Specially adapted bungalows and apartments housed disabled veterans and their carers.

32
residents accommodated at St Vincents



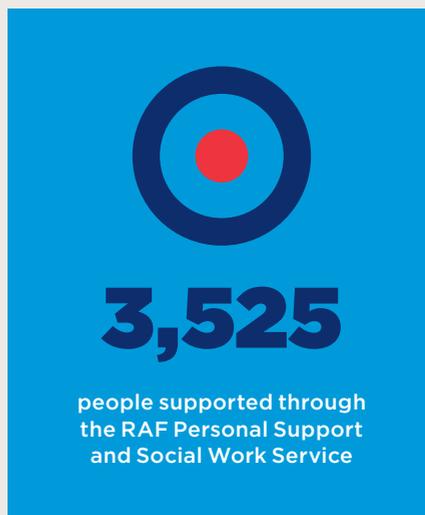
St Vincents Residential Care Home on the Isle of Wight provided accommodation to elderly and frail men and women with a service connection.

HEALTH & SOCIAL CARE

SSAFA's professional health and social care staff looked after Forces families overseas on a contractual basis.

We provided a range of services including primary care, midwifery, childcare services and nursing in 10 countries worldwide.

We continued to provide a Personal Support and Social Work Service at RAF bases across the UK.



THANK YOU

We are immensely grateful to all the individuals and organisations that supported SSAFA during 2015.

Without their generosity, energy and commitment we would be unable to continue to provide vital support to the Armed Forces family.



David Murray

**Air Vice-Marshal
David Murray CVO OBE**
Controller

OUR FUNDRAISING PROMISE

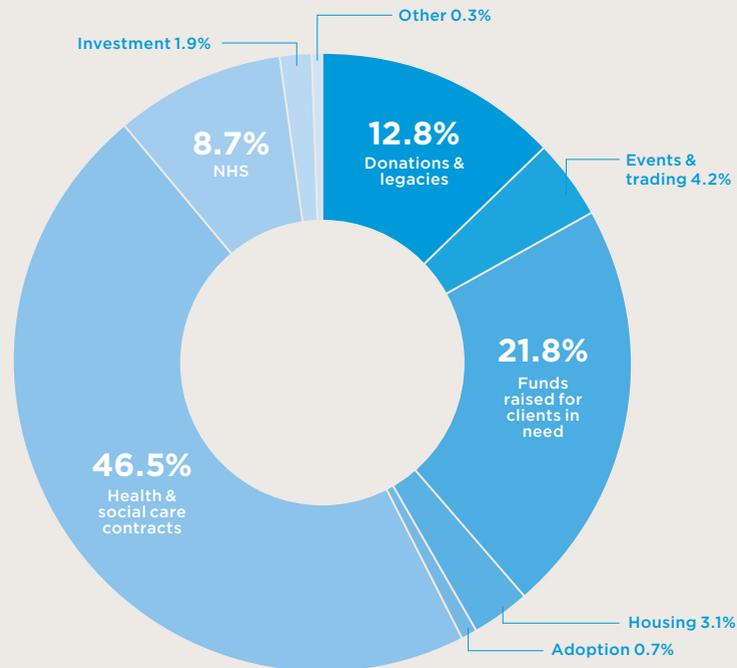
- We respect and greatly appreciate our supporters and always will
- We never sell or swap your details
- We value our supporters' privacy and carry out your wishes
- You can change how and when you want to hear from us at any time
- We follow the strict code of conduct set out by the Fundraising Standard board

Full details of our fundraising promise and our approach to fundraising are available on our website.

2015 INCOME AND EXPENDITURE

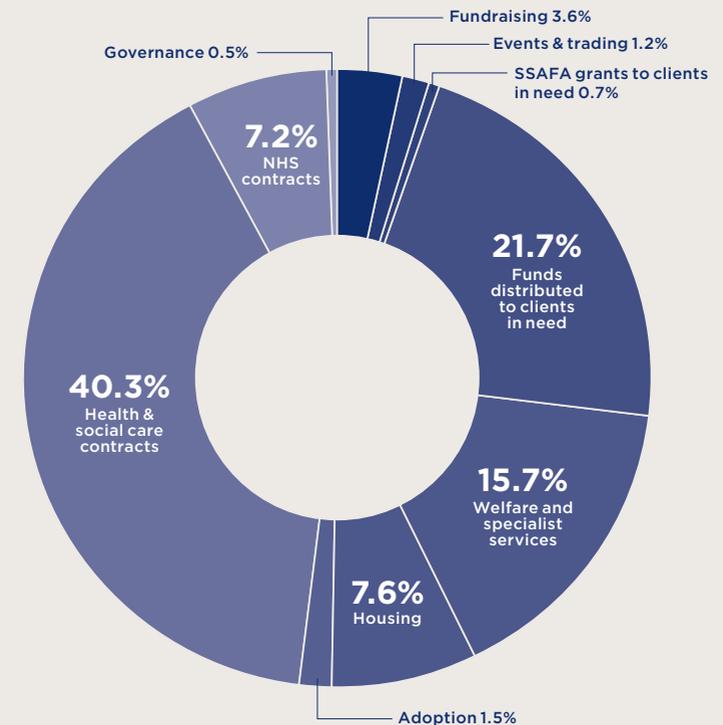
How our income was raised

Donations & legacies	£6,904,000
Events & trading	£2,263,000
Funds raised for clients in need	£11,718,000
Housing	£1,681,000
Adoption	£371,000
Health & social care contracts	£25,012,000
NHS contracts	£4,668,000
Investment income	£1,028,000
Other	£174,000
Total	£53,819,000



Where our money went

Fundraising	£1,941,000
Events & trading	£665,000
SSAFA grants to clients in need	£389,000
Funds distributed to clients in need	£11,699,000
Welfare & specialist services	£8,503,000
Housing	£4,096,000
Adoption	£828,000
Health & social care contracts	£21,751,000
NHS contracts	£3,866,000
Governance	£250,000
Total operating costs	£53,988,000



SSAFA provides lifelong support to our Forces and their families. We began our work in 1885, and last year our staff and team of volunteers helped around 60,000 people – from World War Two veterans to the young men and women recently returned from Afghanistan, and their families.

NEED TO TALK?

SSAFA's Forceline is a free and confidential helpline providing advice and information for serving personnel, reserves, veterans and their families. It is completely independent of the chain of command.

- Call **0800 731 4880** Lines open 9.00 to 17.30 weekdays
- Visit **ssafa.org.uk/forcesline**

HELP US SERVE THOSE WHO SERVED

To make a donation and help us provide lifelong support to our Forces and their families:

- To donate £5, text '**SSAF44 £5**' to **70070**
- Call **020 7403 8783**
- Visit **ssafa.org.uk**

