



CASE STUDY / **Veterans' Homes: East London**

CONTEXT

- The Veterans' charity we partnered with in East London provide immediate, practical support to all ex-servicemen and women who are homeless, facing homelessness or in crisis.
- Some Veterans become naturally distressed by poverty, debt, unemployment, lack of education or skills including literacy and homelessness. This can lead to crisis points in their lives, and external help is needed.
- No two Veterans are the same; neither are their needs. The charity believes that making time to listen shows the respect so vital in helping anyone connect with support and begin to regain his or her self-respect.
- Since 2007, the charity has dealt with 611 individuals across 77 nationalities. Their vision centres on delivering a better service by enhancing their current facilities, rather than establishing a bigger geographical footprint.

PROJECT

- There were several phases to the project we assisted with in 2014/15. Firstly, we provided consultancy to help bid for funding from the Government, by which the charity secured £500,000.
- We also oversaw the tender stage for selecting architects, and helped form a design team for the project.
- Our main focus was to work with the selected architects to reconfigure and completely refurbish an Old Rectory in East London, adding an additional room to provide 12 'move-on' bedrooms across 4 shared flats.
- This facility runs as part of the graduation process for the Veterans. An adjacent emergency hostel provides 6 months intensive support for them and following this, they 'move-on' to greater independence in these flats.
- Bloomberg, one of Habitat for Humanity's long-term corporate supporters provided 750 London-based staff over a 10-month period to volunteer on site with us, undertaking a wide range of volunteer friendly tasks.

OUR ROLE

- We took on multiple roles which demonstrate the diverse and flexible approach we can take to supporting charities to realise their local vision and aims:
- Consultant to the charity to assist with the design and project management elements of the Government funding bid. In addition, we secured funding and volunteers from Bloomberg to support the project.
  - Main Contractor for the refurbishment of the move-on facility, which was complex with the limited space available, the phasing to keep as much operational as possible, and all the volunteers and trades to manage.

IMPACT

- The 4 shared flats were configured and completed on time and on budget, despite an intensive programme. The quality and design of the 12-bed accommodation set a new benchmark for the charity.
- We managed 750 volunteers, providing 3800 hours of time on site, alongside many of the Veterans themselves who were able to contribute to the refurbishment of their move-on flats themselves.
- The facility's refurbished rooms will continue to form shared apartments where residents take collective responsibility for cleaning, cooking and housekeeping - developing key living and social skills for the future.
- The charity went on to fundraise a further £7m to carry out a major refurbishment of the larger emergency hostel adjacent, again as a phased programme to keep it operational.
- The whole dual facility has now been completely refurbished and extended (completed Sept 2018), enabling the charity to have a far greater ability to deliver their vital services and increasing the total bed spaces to 78.