

COMBAT STRESS AT A GLANCE THIS YEAR



We estimate* that over 14,000 veterans benefited from our help:



veterans called our Helpline.



veterans accessed our specialist mental health self-guided online service.



veterans directly received support from our specialist staff.



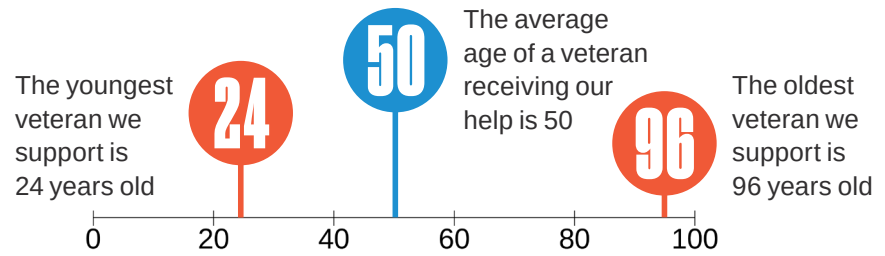
is the average time it takes from leaving the military for a veteran to seek our help for mental health problems.



is the number of different conflicts we've supported veterans from this year. This includes Northern Ireland, Afghanistan, Iraq, Bosnia and the Falklands.



family members have indirectly benefited from veterans who directly received our specialist mental health support.



18,000

Our Helpline was contacted over 18,000 times during the year. Contacts include telephone calls, emails and text messages.



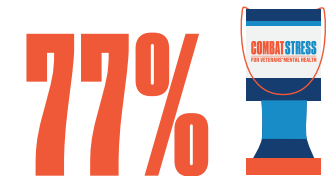
Our Helpline receives on average approximately 1,400 calls, 180 emails and 30 texts per month.



of calls to our Helpline were from new callers on average.



84% of those who seek our help have served in the Army, 7% RAF, 6% Royal Navy, 3% Royal Marines.



is the amount we are reliant on donations from supporters. We need help to meet the needs of every former serviceman and woman who turns to us for our unique mental health treatment.

*This is an estimate as it is not currently possible to identify any overlap between veterans using our free open access self-guided online service and the other ways we support veterans. In addition, not all users of our self-guided online service choose to self-identify so we have extrapolated an estimate based on those that do.