

# COMBAT STRESS AT A GLANCE

## WHO WE HELP:

NEARLY **12,500** veterans benefited from our help:

**8,241** veterans called our Helpline

**2,728** accessed our online self-help resources

**1,486** veterans directly received support from our specialist staff

## THE NEED FOR OUR SPECIALIST SERVICES REMAINS:

**15%**  
INCREASE  
in new veteran referrals in financial year 23-24

**44%**  
INCREASE  
in new veteran referrals over the past three years

## OUR HELPLINE:

OUR HELPLINE WAS CONTACTED ALMOST **16,000** TIMES DURING THE YEAR

ALMOST **50%** OF CALLS to our Helpline were from new callers

OVER **40%** OF CALLERS got immediate help in emotional support or a listening ear

OVER **40%** OF CALLERS felt their wellbeing was maintained or improved by speaking to us

## VETERAN PROFILE:

**46** YEARS  
Average age a veteran seeks our help

**22** YEARS  
**87** YEARS  
Age range of veterans we support

**13** YEARS  
Average time to seek our help from leaving the military

**AFGHAN & IRAQ** VETERANS  
make up the largest number of those being helped by us

**15** DIFFERENT CONFLICTS  
We supported veterans from conflicts inc. N.Ireland, Afghanistan, Iraq, Bosnia and the Falklands

**84%**  
of those who seek our help have served in the army

## VETERAN TREATMENT:

ALMOST **12,000** APPOINTMENTS UNDERTAKEN BY OUR SPECIALIST STAFF

THESE APPOINTMENTS INCLUDED:

**5,586** psychology appointments

**2,630** nursing appointments

**2,065** occupational therapy appointments

**1,023** peer support appointments

**567** psychiatry appointments

## FAMILY SUPPORT:

**2,000** FAMILY MEMBERS have indirectly benefited from our specialist support\*

**COMBATSTRESS**  
FOR VETERANS' MENTAL HEALTH

All statistics relate to our latest financial year (1 April 2023 to 31 March 2024).

\* This is an estimate based on the UK average household size.