CARE FOR VETERANS

England & Wales · Charity number 1072334

Details

Other names	THE QUEEN ALEXANDRA HOSPITAL HOME, GIFFORD HOUSE
Status	Registered
Legal form	Charitable company
Company number	03646570
Registered	1998-11-06
Register	View on the Charity Commission register

Contact

Address	Care For Veterans Boundary Road Worthing West Sussex BN11 4LJ
Phone	01903213458
Email	ceo@careforveterans.org.uk
Website	www.careforveterans.org.uk

Activities

Objects: THE OBJECTS OF THE CHARITY ARE, FOR THE PUBLIC BENEFIT:THE RELIEF OF PERSONS WHO ARE IN NEED BY REASON OF AGE, SICKNESS OR DISABILITY, IN PARTICULAR, BUT NOT EXCLUSIVELY, FORMER MEMBERS OF HM ARMED FORCES AND THEIR FAMILIES, BY THE PROVISION OF ACCOMMODATION; CLINICAL CARE (INCLUDING END-OF-LIFE CARE AND OUTPATIENT CARE), AND ASSOCIATED AMENITIES, (THE "OBJECTS")

Activities: To provide permanent or respite accommodation, end-of-life care and outpatient care for former members of the British Armed Forces and their families, who are in need of such care by reason of age, sickness or disability and who require nursing care or rehabilitation.

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Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services
- **What:** The Advancement Of Health Or Saving Of Lives, Disability, Accommodation/housing
- **Who:** People With Disabilities

Geography

- **Area of benefit:** NATIONAL
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£5,899,616	£5,717,921	£8,053,723	122
2023-12-31	£4,960,645	£4,963,759	£7,743,585	116
2022-12-31	£4,848,531	£5,177,150	£7,815,121	121
2021-12-31	£4,263,943	£4,982,361	£8,762,577	123
2020-12-31	£6,015,597	£5,035,661	£8,991,644	133

Trustees

Name	Role	Appointed
David Gareth Williams	Chair	2019-02-20
Anna Mary Harrison		2021-05-19
Luke John Houghton		2025-03-31
Maria Byford		2025-03-31
Susan Jane Bush		2025-04-02

Linked charities

- THE SAILORS AND SOLDIERS HOME FUND AND BLOOMFIELD BEQUEST (1072334-1)
- THE QUEEN ALEXANDRA HOSPITAL HOME (1072334-2)
- ROYAL SAVOY ASSOCIATION (1072334-3)

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CARE FOR VETERANS

England & Wales - Charity number 1072334

Accounts

ANNUAL REPORT & ACCOUNTS

For the year ended 31 December 2024

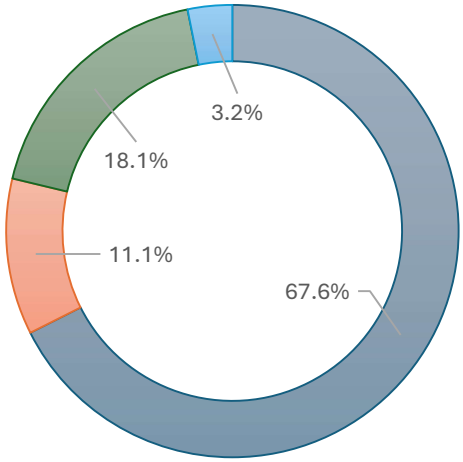
Care for Veterans

The Queen Alexandra Hospital Home since 1919

Registered Company No. 03646570
Register Charity No. 1072334

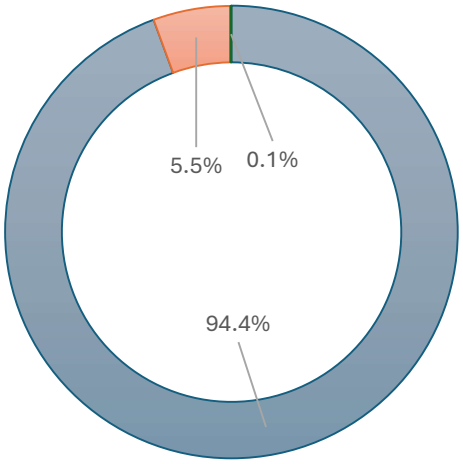
How the funds have helped

How the money came in



- Provision of care, rehabilitation and services
- Donations and fundraising events
- Legacies
- Investment and other income

How the money went out



- Provision of care, rehabilitation and services
- Fundraising costs
- Investment and other income costs

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Who we are

The Trustees of Care for Veterans (CfV) present their annual report and audit of their financial statements of the charity for the year ended 31 December 2024. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity. This is also a director's report for company law. The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic (FRS 102) (effective 1 January 2019).

CfV was established in Roehampton in 1919 to care for veterans disabled in WWI and moved to the current location in Worthing in 1932. The objects of the charity have since been extended and are currently:

"The relief of persons who are in need by reason of age, sickness or disability, in particular, but not exclusively, former members of HM Armed Forces and their families, by the provision of accommodation, clinical care (including end-of-life care and outpatient care) and associated amenities."

Public Benefits of CfV Work

Care for Veterans provides care services particularly but not exclusively to veterans and their families, identified directly and through partnerships, for whom there are few high-quality forms of support located in one place, tailored to their needs and without lengthy or fragmented waiting periods. It operates in the gap between health and social services in a way that is sensitive and tailored to the veteran community, CfV uses aims to use terminology that veterans and their families understand, with clear and uncomplicated explanations about services, and our application and onboarding processes.

CfV helps its residents in the following way:

- Providing nursing and medical care and in day care for veterans and their families of all ages
- Encouraging social interaction with like-minded former members of HM Forces.
- Providing first class rehabilitation care.
- Offering Occupational Therapy, Speech and Language Therapy and a range of social activities.
- Liaising with veteran's former Service Units and Regiments.
- Providing a caring and supportive, family-friendly environment from day services through to end of life.

Thank you



Ed Sampson

Ed Sampson served in the RAF from 1988 to 1997. Following basic training at RAF Swinderby near Lincoln, Ed was posted to the Number One Radio School at RAF Locking in Western Super Mare. His role was pivotal in the Cold War for tracking aircraft during periods of international tension, particularly those involving potential airspace incursions by foreign powers.

Ed moved up through the ranks, achieving the title of Junior Technician and was re-assigned to RAF Manston in Kent. His tasks included working in a nuclear bunker, a highly secure and critical environment for national defence. He described his role as akin to being a "mole," due to the underground nature of the operations.

In December 2023, Ed's life took a dramatic turn when he suffered a stroke at work, leading to a brain injury and paralysis on his left side. This incident necessitated an extended period of intensive care and rehabilitation, leading him to Care for Veterans in 2024. Whilst living at Gifford House, Ed was actively involved in rehabilitation activities and community events, such as participating in the Worthing 10K, which both challenged him physically and allowed him to contribute to fundraising efforts.

Ed has since successfully managed the transition back home. There are still some ongoing care needs for Ed, and so he has signed on to attend the Care for Veterans Day Service. Access to Day Service allows Ed to re-engage with our Physiotherapy team and enjoy the community and activities found in the Wellbeing Hub.



James Poole

James, a 76-year-old RAF veteran, has lived with an acquired brain injury since he was just 21 years old.

At 16, James began his dream career as an engineer in the Royal Air Force (RAF) at RAF Coningsby, where he served for six years. In 1969, James' life took a dramatic turn after a road traffic accident left him with a brain injury that impacted his mobility and caused partial loss of sight. Reflecting on the accident, James shared: "One accident... and it ruined my life."

When James began to struggle with independent living, social services helped him transition to a home at Blind Veterans UK. When that care home relocated, he found a new home with Care for Veterans.

At Care for Veterans, James accessed vital physiotherapy services and found joy in creative activities at the Wellbeing Hub. After a fall in March 2024 which damaged James' femur, the physiotherapy team created a personalised plan to ensure his safety and comfort. This included the use of hoists for transfers and targeted exercises to maintain his strength. Lead Occupational Therapist Claire commented, "Whilst James has been waiting for his NHS wheelchair to arrive, Care for Veterans was able to lend him a chair that better suits his needs. The wheelchair we provided has lots of padding and has a tilt-in-space function, which makes it more comfortable for him, especially when his carers need to hoist him into it.

James' sister Rosalyn expressed her gratitude for the care James has received, saying, "I can tell how content James is at Care for Veterans. The staff are lovely, helpful, and caring, and both James and his room are always kept clean and tidy."

Care for Veterans Trustee Report

Year end 31 December 2024

Message from the Chair



2024 was another year of transitional and renewal at Care for Veterans. A stronger focus on identifying and adapting to the current clinical needs of veterans and their families led to a number of key initiatives, including the provision of accommodation for relatives of those at end-of-life, expanding Wellbeing activities to 7 days a week, and stronger outreach to the local veteran community. Strong demand for the nine-bed cognitive impairment bay created in late 2023, which allowed CfV to care for those with dementia symptoms for the first time, led to the rest of Norfolk Wing adapted for residents with cognitive impairment or other specialist needs.

These initiatives, and the hard work and dedication of its staff, led to CfV achieving its target of an average occupancy of 95% for the first time in many years.

In the Summer of 2024, the Trustees entered into discussions with fellow Veterans charity, Royal Star and Garter on closer cooperation between the two charities. In November 2024, a Memorandum of Understanding was signed with both charities agreeing to work towards creating an expanded Royal Star and Garter group of four care homes. Having led the charity through these initial discussions, Kate Schroder handed over to Interim Chief Executive, Peter Inkpen to guide CfV through the integration. The trustees would like to thank Kate for her hard work and dedication during her time as CfV's Chief Executive. In early March 2025, an Integration Agreement was signed which will lead to CfV becoming part of a Royal Star and Garter group of charities on the 31st March 2025. This merger leverages the expertise of both charities to the benefit of veterans and their families in need of care, and strengthens CfV's financial and operational resilience, ensuring that high quality care is provided at the Worthing home now and into the future.

The high quality of the care provided to our veterans and their families reflects the hard work and dedication of our staff, who have tirelessly risen to the challenges of the changing needs of the charity and its beneficiaries. This has been a particularly challenging and unsettling time for them as work on the merger has progressed, and I would like to thank each and every one of them for their patience and professionalism throughout.

CfV relies on the generosity of its supporters and benefactors to sustain the charity and care for our veterans and families, and the trustees thank them for their continued support. The trustees also thank the numerous volunteers who enhance the lives of our veterans, whether through buildings and grounds maintenance, befriending and well-being activities, driving or fundraising. I would also like to acknowledge the commitment and support of my fellow trustees through a challenging year.

David Williams

Chair of Trustees

Year end 31 December 2024

Structure, Governance and Management

Related Parties

The Charity's wholly owned subsidiary Care for Veterans Services Limited was formed during 2006 to provide nursing and care services for residents who fall outside the objects of the Charity. The Charity recharges the cost of care, and the company gift aids any profits to the Charity. During the year the objects of the charity were amended and the nursing and care services for all existing residents fall within the current objects of the Charity.

Governing Document

Care for Veterans, formerly the Queen Alexandra Hospital Home (QAHH) was founded in 1919 and incorporated as a Company Limited by Guarantee in 1998 (registered number 3646570) and registered as a charity (registered number 1072334) thereafter subject to Charity, Trust and Company Law and governed by the Articles of Association most recently adopted in 2023. Its registered address is Gifford House, Boundary Road, Worthing, West Sussex, BN11 4LJ (Tel: 01903-213458)

The Charity has one subsidiary company Care for Veterans Services Limited (company number 5802953) incorporated 2 May 2006. The company is limited with the single shareholder being Care for Veterans.

Executive

In November 2024, Dr. Peter Inkpen was appointed as an Interim Chief Executive, replacing Kate Schroder MBE, to lead the charity through to its integration with Royal Star and Garter. In December 2024 Vanessa Devenish was similarly appointed Interim Registered Manager.

Trustees

Trustees are appointed at the AGM for three-year terms, renewable for up to nine-years with the option to be extended for a further year if necessary. Trustees may be co-opted by the Board until appointed at the next AGM.

In 2024 there were three sub-committees of the board: Finance and Fundraising, Clinical Governance and Remuneration.

The Board undertakes an annual review of its composition and skills. Trustees are recruited to fill identified current or future needs. Trustee vacancies are advertised externally or filled through direct recruitment. Potential trustees are interviewed by at least three of the existing board and assessed against agreed criteria. Trustees are required to undergo Disclose and Barring Services checks.

Trustees are supported in joining the board by the Trustee Induction Policy, which includes a comprehensive induction pack, visits and external training.

Prior to joining the Board, trustees sign CfV Trustee Code of Conduct which includes adherence to the Nolan Principles.

The Board appoints the Chief Executive, who is accountable to the Board. The Chief Executive attends meetings of the Board and the subcommittees. The Trustees are the Directors of the Company, oversee the operations of CfV. The Trustees and senior executives of the charity are listed on page 8. The principal place of business and professional advisers of the charity are given on page 8.

Board Effectiveness:

In November 2022 an independent Governance and Board Effectiveness review was undertaken by Professional Governance Services and adopted by the Trustees. The Board consider that it is effective in achieving the charitable purposes and agreed outcomes.

Care for Veterans Trustee Report

Year end 31 December 2024

Officers and Management

The names of the Trustees who have served during the year and the chief executives are set out below along with the Sub-Committees of Care for Veterans.

Trustee	Role	Sub-committees
Mr David Williams	Chair, Chair Finance	1,3
Col John Saville FIMechE		1,2,3
Mr Michael Jones		2
Mr John McKee	Chair Fundraising and Marketing	2
Dr Timothy Fooks	Chair Clinical Governance	3
Ms Georgina Crowhurst		1 (resigned 10th June 2024)
Mr Richard Andrew		1
Mrs Dawn Hart		3
Mrs Anna Harrison		3
Mr Rory Scott		1
Mr John Whitworth		1 (appointed 10th June 2024)

Sub-committees

1. Finance & Fundraising Committee
2. Remuneration Committee
3. Clinical Governance Committee

Executives

Dr. P J Inkpen	Interim Chief Executive (from 1st November 2024)
K Schroder MBE	Chief Executive (until 1st November 2024)

Legal and administrative information

Auditors
Sumer Audit
Amelia House
Crescent Road
Worthing
West Sussex BN11 1QR

Pension Trustees
Independent Trustee Services Limited
4th floor Cannon Place
78 Cannon Street
London EC4N 6HL

Pension Administrators
Cartwright
Mill Pool House
Mill Lane
Godalming
Surrey GU7 1EY

Bankers
Barclays Bank Plc
1 Chapel Road
Worthing
West Sussex BN11 1EX

Principle office of Charity and Registered Office
Gifford House
Boundary Road
Worthing
West Sussex BN11 4LJ

Investment Managers
Schroder & Co Limited
Schroders Charities
1 London Wall Place
London EC2Y 5AU

Company Number
03646570

Registered Charity Number
1072334

Country of incorporation
England and Wales

Year end 31 December 2024

Review of the year

CfV's focus continued strengthening the charity both financially and operationally. Resident numbers were maintained at an operationally effective level during the year, achieving an average occupancy above 95%.

Redecoration of the home and resident's rooms continued. In addition, two rooms were refurbished for use by relatives attending a resident at end of life.

Fee income for care was £3.98m (2023: £3.35m), principally reflecting increasing resident occupancy during the year. Funding came directly from self-funding residents and funding organisations (principally local authorities and NHS commissioners).

In 2024, voluntary income was £1.63m (2023: £1.30m), including legacy income £1.06m (2023: £704k). The incredible generosity of individuals in recognising CfV in their wills will continue to lead to a positive future for veterans and their families and support our plans to develop services to address unmet need.

Fundraising focus has been repurposed to use modern approaches including corporate and high net worth individuals as well as useful materials and goods in kind.

A summary of the charity's achievements are set out in the Trustee's report, and details of the Charity's results for the year are set out in the Statement of Financial Activities (page 17).

In March 2025, CfV signed an Integration Agreement with Royal Star and Garter creating a group operating four care homes (High Wycombe, Solihull, Surbiton, and Worthing). Within the group, CfV will remain a separate charity with Royal Star and Garter as its sole member. This Integration will come into effect on 31st March 2025.

Achievements and Performance 2024

OBJECTIVE	OUTCOME
Provide high-quality residential care for veterans and their families.	• Assessed by Care Quality Commission as Good at last inspection (6 July 2023) and maintaining this rating. • Achieved a 9.5/10 rating from reviews on carehome.com. • Wellbeing Hub activities expanded, now operating 7 days a week.
Manage controllable costs.	• Cost per resident held to below inflation. • Agreed Memorandum of Understanding on a merger with Royal Star & Garter will lead to a significant reduction in central and support costs.
Expand services to meet the changing clinical and well-being needs of veterans and their families.	• Norfolk Wing (20 beds) now providing early onset dementia care and other special needs care to residents. • Increased number of Veterans accessing day-services. • Received Gold Standards Framework accreditation for end-of-life care.
Attract and retain the best people.	• Signed Armed Forces Covenant (10 June 2024) and awarded Defence Employer Recognition Scheme Bronze status. • Staff retention figures are above care sector average.
Support a greater share of the veteran community and connected funding/resources.	• Dedicated Veteran Network Liaison Officer appointed. • Accredited by the Veteran Friendly Framework for care providers. • Closer collaboration with other Veterans Charities (incl. RABF and Royal Star & Garter).
Maximising resident occupancy in the sixty single rooms.	• Average occupancy increased from 50 in 2023 to 58 in 2024 and now consistently maintained above 95%. • Additional rooms added for spouses and other relatives, particularly of residents in end-of-life care.

Principle Risks and Uncertainties

Risk	Mitigation
Inflation.	• Fee levels set on entry. • Services continually under review for best value. • Donations in kind secured for items previously purchased. • Making provision for budget implications – NI contributions and National Living Wage.
Falling resident numbers.	• Refreshed rooms for every resident • Enhanced relationships with commissioners • Create a pipeline for veterans by working within networks.
Poor CQC rating	• Inspection took place early 2023 – Good rating being maintained. • Policies and procedures regularly reviewed and updated. • Enhanced levels of supervisions and training are monitored. • Better resident involvement in decision making about their treatment planning. • Benchmarking against high quality competitors.
Failure or replacement cost of ageing equipment.	• Rolling replacement programme for infrastructure and equipment. • Cost of equipment repairs are monitored and spend-to-save replacements considered. • Fundraising targeting appropriate funding sources for support.
Fall in investment portfolio value.	• Portfolio held in charity multi asset funds. • Cash maintained to limit drawing down on the investment portfolio for short-term needs. • Greater focus on cashflow in managing the finances.
Decreased fundraising	• Expanded focus on trusts and foundations to provide both restricted and unrestricted funds to support the day-to-day costs of running the home.

Fundraising at Care for Veterans

Care for Veterans is registered with the Fundraising Regulator and adheres to the Code of Fundraising Practice. CfV is registered with the Fundraising Preference Service (FPS) and in 2024 had zero complaints via the FPS.

CfV in-house team oversees a host of income streams including legacies, individual giving, corporate fundraising, community fundraising, trusts and foundations, events, digital and lottery, all of which are run in-house. There were in person events in 2024 including golf days, structured talks, music events, a summer fayre and a Christmas Market.

CfV continues to meet the regulatory requirements associated with fundraising. A supporter's details are removed from the database if they so request and CfV does not share or swap data with third parties. Any data retained is held and maintained within the guidelines of GDPR. All CfV administration staff are aware of the Data Protection Act, are trained in GDPR. CfV is conscious of pressures which vulnerable people might experience and staff will never knowingly approach anyone who is vulnerable.

CfV does not currently employ external professional fundraising individuals, companies, or organisations. CfV manages its own fundraising events and initiatives to maintain control over how people are approached, how they are asked to support and how they are thanked. CfV manages its own raffles and lottery in accordance with the terms set out by the local authority with whom it is registered.

Volunteers

Volunteers continue to provide exceptional support to our staff and residents and numbers have grown to 26 active volunteers working across befriending, gardening and supporting wellbeing activities. The trustees remain grateful for their continued support.

Reserves

The board reviews its Reserves Policy annually to ensure that sufficient reserves are held to enable CfV to continue to operate in the event of an unforeseen reduction in income or additional expenditure and to continue to meet its charitable objects. The reserves are designed, at a minimum, to cover a 50% fall in occupancy and fundraising income in the following 12 months (this equates to around £2.8m - £3m). In addition, the reserves are held to cover cash shortfalls over the next two years (£1m). Reserves are held in cash or realisable investments in accordance with CfV Investment and Liquidity Policy. As at 31st December, free reserves were £4.45m (2023: £4.13m) equating to eight to nine months of cash operating expenses, with sufficient Unrestricted Funds to cover distribution of these reserves.

Investments

CfV investments are held as a reserve against any shortfall in income to ensure it can continue to deliver its charitable objectives.

At 31 December 2024 the Charity's investments were valued at £4.03m (2023: £3.91m), as set out in Note 10. This amount includes £362k (2023: £90k) held in short term deposits. Investments are held in short term deposits or in funds which are liquid should additional cash be required.

The investments are primarily held in two multi-asset funds specifically designed for charities and managed by Cazenove Capital: the Charity Multi-Asset Fund (CMAF) and Charity Sustainable Multi-Asset Fund (SMAF). Both aim to provide combined income capital growth in excess of the Consumer Price Index +4% per annum (net of fees) over rolling ten-year periods by investing in equity and equity related securities, fixed and floating rate securities and alternative investments worldwide.

The CMAF produced a total return of 12.9% (2023: 5.9%) and the SMAF a return of 8.2% (2023: 7.2%) over the year. The board of Trustees were content with the performance of the investments over the period.

The current investment policy reflects that of the investment into the CMAF and the SMAF plus leaving sufficient liquidity outside of the CMAF and SMAF to provide for the day-to-day running costs if required.

Pensions

The accounts as presented include the full adoption of Financial Reporting Standard 102 (`FRS102'). A qualified independent actuary has prepared a valuation of the scheme for these accounts in accordance with FRS102. This valuation indicated that a surplus of £457k existed at 31 December 2024 (2023: £296k surplus). This amount has not been recognised as a surplus in these accounts as it does not meet the recognition criteria. In September 2024, the trustees of the defined benefit pension scheme agreed that the funding requirements of the 2022 Triennial Review had been met and that no further contributions to the scheme. The trustees of the scheme will review this following the next Triennial Review in 2025.

On 30 April 2005, the existing defined benefit pension scheme was closed to future accrual. A replacement stakeholder scheme came into force on 1 May 2005 and this scheme was discontinued on 30 April 2014. Since 1 May 2014, CfV has provided a workplace defined-contribution pension scheme to comply with the new pension auto-enrolment rules. This scheme is provided by the Peoples Pension.

Further information regarding the pension funds is set out in Notes 6 and 7 to the financial statements.

Fees Policy

CfV seeks to achieve a balance between affordability, a level which is consistent with the highest levels of care and suitable accommodation and the Trustees' desire not to exclude any beneficiary on the grounds of financial hardship. CfV welcomes residents whose care is funded from a variety of sources such as self-funded, commissioners, continuing health care, social services and service charities.

Remuneration for Senior Staff

The Remuneration Committee oversees and approves the salaries of the senior leadership team and of other key personnel who have control of the day-to-day management of the charity. Salaries are reviewed annually and benchmarked against similar organisations and, in the case of clinical staff, the Nursing and Midwifery Council's `Agenda for Change` is used as the benchmark.

Year end 31 December 2024

Plans for the future

Future plans will be developed during the first half of 2025 following the integration with Royal Star and Garter. These will focus on continuing to improve the care provided to Veterans and their families and integrating key operational areas to achieve better clinical outcomes and operating efficiencies.

Statement of Trustees' Responsibilities for the Financial Statements

The Trustees (who are also directors of Care for Veterans for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom generally accepted accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and the application of resources, including net income or expenditure of the charitable group for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting procedures and then apply them consistently.
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the going concern basis unless it is appropriate to presume that the charitable company will not continue in business.

The Trustees are responsible for the keeping of proper accounting records that disclose with reasonable accuracy at any time, the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for the safeguarding of the assets of the charitable company and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Other matters

In so far as the Trustees are aware:

- There is no relevant audit information of which the company's auditors are unaware; and
- The Trustees have taken steps to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The Trustees confirm that they have complied with the duty in Section four of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit.

Trustee Indemnity Insurance.

The charity has third party indemnity insurance cover for its Trustees, as disclosed in note 6 to the financial statements.

Auditors

A resolution to reappoint Sumer Audit for the coming year will be proposed at the Annual General Meeting in accordance with the Companies Act 2006.

This report was approved by the Trustees on the 31st March 2025 and signed on their behalf by:

Mr D G Williams

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CARE FOR VETERANS

Opinion

We have audited the financial statements of Care for Veterans (the 'charity') for the year ended 31 December 2024 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 December 2024 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the trust in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusion relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the trust's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report and strategic report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors report or strategic report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CARE FOR VETERANS

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the trust for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the trust's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- Obtaining an understanding of the legal and regulatory framework that the trust operates in, focusing on those laws and regulations that had a direct effect on the financial statements and operations;
- Obtaining an understanding of the trust's policies and procedures on fraud risks, including knowledge of any actual, suspected or alleged fraud; and
- Discussing among the engagement team how and where fraud might occur in the financial statements and any potential indicators of fraud through our knowledge and understanding of the company and our sector-specific experience.

As a result of these procedures, we considered the opportunities and incentives that may exist within the trust for fraud. We are also required to perform specific procedures to respond to the risk of management override. As a result of performing the above, we identified the following areas as those most likely to have an impact on the financial statements: health & safety, employment law and compliance with the UK Companies Act and UK Charities Act.

In addition to the above, our procedures to respond to risks identified included the following:

- Making enquiries of management, about any known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of meetings of the board and senior management;
- Reading correspondence with regulators;
- Challenging assumptions and judgements made by management in their significant accounting estimates, including defined benefit pension scheme valuations; and
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness.

Due to the inherent limitations of an audit, there is an unavoidable risk that some material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with the ISAs (UK). For instance, the further removed non-compliance is from the events and transactions reflected in the financial statements, the less likely the auditor is to become aware of it or to recognise the non-compliance.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Robin Evans BA FCA CTA DChA (Senior Statutory Auditor)
for and on behalf of Sumer Audit .....
Chartered Accountants
Statutory Auditor
Worthing

Sumer Audit is the trading name of Sumer Auditco Limited

Consolidated Statement of Financial Activities including Income and Expenditure Account for the year ended 31 December 2024

	Note	Unrestricted Funds £	Endowment & Restricted £	2024 Total £	Unrestricted Funds £	Endowment & Restricted £	2023 Total £
INCOME AND ENDOWMENTS FROM:							
Donations and legacies	*3*	1,374,282	264,543	**1,638,825**	836,632	462,425	**1,299,057**
Other trading activities	*3*	653,849	-	**653,849**	825,179	-	**825,179**
Investments	*3*	173,187	-	**173,187**	178,087	-	**178,087**
		2,201,318	264,543	**2,465,861**	1,839,898	462,425	**2,302,323**
Charitable activities	*4*	3,433,755	-	**3,433,755**	2,658,322	-	**2,658,322**
TOTAL INCOME		5,635,073	264,543	**5,899,616**	4,498,220	462,425	**4,960,645**
Expenditure on:							
Raising funds	*5*	319,975	-	**319,975**	314,713	336	**315,049**
Charitable activities	*5*	5,044,469	353,477	**5,397,946**	4,061,218	587,492	**4,648,710**
Total expenditure		5,364,444	353,477	**5,717,921**	4,375,931	587,828	**4,963,759**
Net income/(expenditure) before investments		270,629	(88,934)	**181,695**	122,289	(125,403)	**(3,114)**
Net gains on investments	*10*	225,795	11,648	**237,443**	72,758	1,820	**74,578**
Net income / (expenditure)		496,424	(77,286)	**419,138**	195,047	(123,583)	**71,464**
Transfers between funds		(74,264)	74,264	**-**	(83,704)	83,704	**-**
Actuarial gains/(losses) on defined benefit pension scheme	*7*	(109,000)	-	**(109,000)**	(143,000)	-	**(143,000)**
Net movement in funds		313,160	(3,022)	**310,138**	(31,657)	(39,879)	**(71,536)**
Funds balance at 1 January		4,113,719	3,629,866	**7,743,585**	4,145,376	3,669,745	**7,815,121**
Funds balance at 31 December		4,426,879	3,626,844	**8,053,723**	4,113,719	3,629,866	**7,743,585**

The accompanying accounting policies and notes form an integral part of these financial statements.
All of the operations represented by the information above are continuing.

Consolidated and Charity Balance Sheets
As at 31 December 2024

	Note	2024 Group £	2023 Group £	2024 Charity £	2023 Charity £
Fixed assets					
Tangible assets	*9*	3,263,625	3,206,607	3,426,895	3,369,877
Investments	*10*	4,039,801	3,910,581	4,039,802	3,910,582
Total fixed assets		**7,303,426**	**7,117,188**	**7,466,697**	**7,280,459**
Current assets					
Stocks	*11*	14,815	14,505	14,815	14,505
Debtors	*12*	701,689	654,240	702,214	652,839
Cash at bank and in hand		462,585	319,922	458,280	317,723
		1,179,089	988,667	1,175,309	985,067
Creditors - amounts falling due within one year	*13*	(428,792)	(362,270)	(425,012)	(358,670)
Net current assets		**750,297**	**626,397**	**750,297**	**626,397**
Net assets before pension scheme liability		**8,053,723**	**7,743,585**	**8,216,994**	**7,906,856**
Defined benefit pension scheme asset/(liability)	*7*	-	-	-	-
Net assets after pension liability		**8,053,723**	**7,743,585**	**8,216,994**	**7,906,856**
Designated funds					
Endowment fund	*15*	162,617	150,969	162,617	150,969
Capital fund	*15*	3,242,625	3,185,607	3,405,895	3,348,877
Revenue funds					
Restricted funds	*15*	198,140	269,828	198,140	269,828
Unrestricted:					
Pension reserve fund	*7*	-	-	-	-
General fund	*14*	4,450,341	4,137,181	4,450,342	4,137,182
(including revaluation reserve £176,090 [2023: (£50,091)] for Group and Charity)					
Total unrestricted		4,450,341	4,137,181	4,450,342	4,137,182
Total charity funds		**8,053,723**	**7,743,585**	**8,216,994**	**7,906,856**

Approved by the Board of Trustees on

and signed on its behalf by

The accompanying accounting policies and notes form an integral part of these financial statements.

Consolidated Cashflow Statement
For the year ended 31 December 2024

	Note	Group 2024 £	2023 £	Charity 2024 £	2023 £
CASH FLOWS FROM OPERATING ACTIVITIES:					
Net cash provided by/(used in) operating activities	a	(235,759)	(114,671)	(237,865)	(116,251)
CASH FLOWS FROM INVESTING ACTIVITIES:					
Investment income and interest receivable		173,187	178,087	173,187	178,087
Purchase of tangible fixed assets		(174,764)	(144,742)	(174,764)	(144,742)
Purchase of investments		-	(423,000)	-	(423,000)
Sale of investments		380,000	617,000	380,000	617,000
Net cash provided by/(used in) investing activities		378,423	227,345	378,423	227,345
Cashflows from financing activities					
Payment of finance lease obligations		-	(5,052)	-	(5,052)
Net increase / (decrease) in cash and cash equivalents		**142,663**	**107,622**	**140,557**	**106,042**
Cash and cash equivalents at the beginning of the reporting period		319,922	212,300	317,723	211,681
Cash and cash equivalents at the end of the reporting period		**462,585**	**319,922**	**458,280**	**317,723**

	Group 2024 £	2023 £	Charity 2024 £	2023 £
a. Reconciliation of net movement in funds to net cash flow from operating activities				
Net (outgoing)/incoming resources before gains and losses on investment assets	181,695	(3,114)	181,695	(3,114)
Investment income and interest receivable	(173,187)	(178,087)	(173,187)	(178,087)
Depreciation and loss on disposal	117,746	133,334	117,746	133,334
Decrease/(increase) in cash on deposit	(271,776)	208,394	(271,776)	208,394
(Increase)/decrease in stock	(310)	1,367	(310)	1,367
(Increase)/decrease in debtors	(47,450)	(213,682)	(49,375)	(214,662)
Increase/(decrease) in creditors	(42,478)	(62,883)	(42,658)	(63,483)
Net cash provided by/(used in) operating activities	**(235,759)**	**(114,671)**	**(237,865)**	**(116,251)**

See note 24 for net fund analysis note.

Notes to the Consolidated Accounts for the year ended 31 December 2024

The principle accounting policies, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

1. Accounting policies

1.1 Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) effective 1 January 2019, the Charities Act 2011, the Companies Act 2006.

The financial statements are prepared in sterling, which is the financial currency of the group. Monetary amounts are rounded to the nearest £1.

1.2 Basis of consolidation

The group financial statements consolidate those of the charity and of its subsidiary undertakings (note 19) drawn up to 31 December 2024 in full. Surpluses or deficits on intra group transactions have been eliminated. Investments in subsidiaries are accounted for at cost less impairment in the individual financial statements.

1.3 Incoming resources

Residents' contributions and capitation grants from the Veterans Agency are recognised in the Statement of Financial Activities on a receivable basis.

Donations and grants are recognised in the Statement of Financial Activities on a receivable basis and are shown gross. Grants are recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

For estates in which probate has been granted the value of a quantifiable legacy, although not received in the financial year under review, is recognised in the Statement of Financial Activities with the corresponding amount being included as a debtor in the Balance Sheet.

Investment income comprises dividends declared during the accounting period and interest receivable on listed and unlisted investments.

1.4 Resources expended

Resources expended are all associated with the sole activity of the provision of residential care. The charitable company's objective is the provision of residential care and this is achieved principally through its staff.

A high standard of buildings, equipment and other facilities are essential to the well-being of residents.

These elements underlie the categorisation of expenditure as follows:

Charitable expenditure comprises resources with the specific purpose of fulfilling the objects of the charity, predominantly the costs of care staff, and also expenditure incurred in support of the charity's primary purpose.

Governance costs under FRS 102 have been included in expenditure on 'charitable activities'.

Costs of generating funds include the costs associated with running the fundraising appeals including the development of the donor database, and fundraising events. Where applicable, costs have been apportioned on the basis of time or area, as appropriate to the relevant cost.

1.5 Fund accounting

The charitable company's assets represent; the Capital Fund (resources invested in the buildings, equipment and vehicles), the Revenue Funds (resources held to produce income and to act as a reserve against temporary deficits), Special Funds (restricted or designated funds established to meet capital needs or specific projects) and Endowment Funds (resources invested in Gifford House `the property` and a fund held in investments with income at the charity's discretion). The Capital Fund is shown as a restricted fund, but part of this fund includes amounts `designated` by the trustees. From time to time transfers between the Capital fund and the Revenue (unrestricted) fund occur in order to account for the results of projects which the trustees had designated funds to complete.

1.6 Fixed assets and depreciation

Capitalisation levels:

Individual fixed assets costing £2,500 or more are capitalised at cost.

IT equipment £400 or more

Tangible fixed assets are stated at cost net of depreciation. No depreciation is charged on fixed asset additions in the course of construction.

Depreciation is calculated to write down the cost of all tangible fixed assets except for freehold land to their residual value by equal annual instalments over their expected useful lives, leading to an annual depreciation charge against the Capital fund.

The periods generally applicable are:

Plant, equipment and vehicles - 5 to 15 years **Computer equipment** - 3 years

The property is considered to be carried at an amount that is no greater than residual value and therefore no further depreciation charge is considered necessary.

1.7 Investments

Investments appear at market value as fixed assets in the balance sheet as they are held on a long-term basis to provide an essential income to offset part of the operating costs of the charity. Both realised and unrealised gains and losses are credited or charged to the Revenue fund.

Notes to the Consolidated Accounts for the year ended 31 December 2024

1. Accounting policies (continued)

1.8 Retirement benefits

Defined benefit pension scheme

Scheme assets are measured at fair values. Scheme liabilities are measured on an actuarial basis using the projected unit method and are discounted at appropriate high-quality corporate bond rates.
The net surplus or deficit is presented separately from other net assets on the balance sheet.
A net surplus is recognised only to the extent that it is recoverable by the charity.
The current service cost and costs from settlements and curtailments are included in operating costs and are allocated to the same expenditure headings as the related staff costs.
Past service costs are spread over the period until the benefit increases. Interest on the scheme liabilities and the expected return on the scheme assets are included under the appropriate expenditure headings as other finance costs.

Actuarial gains and losses are reported in the Statement of Financial Activities with other gains and losses on investments.
The pension costs charged against operating profits are the employers' contribution payable to the Stakeholder pension scheme and Work Place pension scheme in respect of the accounting period.

1.9 Stock

Stocks are stated at lower of cost or estimated selling price less cost to complete and sell.

1.10 Taxation

No provision for taxation, deferred or otherwise, has been made in these financial statements as the Hospital Home is a charity in accordance with the Charities Act 2011 and is exempt from taxation except Value Added Tax, provided that income and gains are applied for charitable purposes under S.505 of the Income and Corporation taxes Act 1998 and S.145 of the Capital Gains Tax Act 1979.

1.11 Cash and liquid resources

For the purpose of the cash flow statement, cash comprises cash in hand and deposits repayable in demand, less overdrafts payable on demand. Liquid resources comprise term deposits of less than one year (other than cash) and are included in fixed asset investments as they are integral to the portfolio managed by investment managers.

1.12 Volunteers

The charity benefits from the involvement and support of its volunteers. In accordance with FRS102 and the Charities SORP (FRS102), the economic contribution of general volunteers is not recognised in the accounts.

1.13 Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.14 Cash at bank and in hand

Cash at bank and cash in hand includes cash and short-term liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.15 Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

1.16 Financial instruments

The charity only has financial assets and financial instruments of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

1.17 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the forseeable future. The trustees have considered relevant information, including the charity's principal risks and uncertainties, the annual budget, two year financial forecast and the impact of subsequent events in making their assessment.

Based on these assessments and having regard to the resources available to the entity, the trustees have concluded that there is no material uncertainty in relation to the appropriateness of continuing to adopt the going concern basis in preparing the annual report and accounts.

1.18 Leases

Rentals payable under operating leases are charged on a straight line basis over the term of the relevant lease except where another systematic basis is more representative of the time pattern in which economic benefits from the leased asset are consumed.

Notes to the Consolidated Accounts for the year ended 31 December 2024

2. Judgements and key sources of estimation uncertainty

In the application of the company's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

Depreciation

In the previous financial years, the freehold property has been depreciated on a straight line basis over 25 years. However the trustees have reviewed this position in the prior year and consider the property to be carried at an amount that is no greater than the residual value and therefore no further depreciation charge is considered necessary.

3. Analysis of income from generated funds

	Unrestricted £	Restricted £	2024 Total £	Unrestricted	Restricted	2023 Total £
Voluntary income:						
Donations	306,856	264,543	571,399	144,124	450,425	594,549
Legacies	1,067,426	-	1,067,426	692,508	12,000	704,508
	1,374,282	**264,543**	**1,638,825**	**836,632**	**462,425**	**1,299,057**
Activities for generating funds:						
Fundraising events	86,294	-	86,294	109,362	-	109,362
Nursing and care (non-primary purpose)	553,318	-	553,318	698,827	-	698,827
Other income	14,237	-	14,237	16,990	-	16,990
	653,849	**-**	**653,849**	**825,179**	**-**	**825,179**
Investment income:	**173,187**	**-**	**173,187**	**178,087**	**-**	**178,087**

4. Analysis of income from charitable activities

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Fee Income						
Contributions from residents	3,368,179	-	3,368,179	2,593,629	-	2,593,629
Veterans Agency capitation grant	65,576	-	65,576	64,693	-	64,693
	3,433,755	**-**	**3,433,755**	**2,658,322**	**-**	**2,658,322**
TOTAL INCOME	**5,635,073**	**264,543**	**5,899,616**	**4,498,220**	**462,425**	**4,960,645**

Notes to the Consolidated Accounts for the year ended 31 December 2024

5. Analysis of Resources Expended

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Resources expended						
Cost of generating voluntary income	249,027	-	249,027	233,691	-	233,691
Cost of activities for generating funds	66,270	-	66,270	76,065	336	76,401
Investment management fees	4,678	-	4,678	4,957	-	4,957
Total cost of raising funds	**319,975**	**-**	**319,975**	**314,713**	**336**	**315,049**

Costs of generating voluntary income include the costs associated with running the fund-raising appeals including the development of the donor database. Where applicable, administration and other costs have been apportioned on the basis of time or area as appropriate to the relevant cost and on a basis consistent with the use of resources by the fundraising department.

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Cost of charitable activities						
Payroll costs	3,977,220	210,216	4,187,436	3,172,669	395,409	3,568,078
Non-payroll costs	1,067,249	143,261	1,210,510	888,549	192,083	1,080,632
Total cost of charitable activities	**5,044,469**	**353,477**	**5,397,946**	**4,061,218**	**587,492**	**4,648,710**
TOTAL EXPENDITURE	**5,364,444**	**353,477**	**5,717,921**	**4,375,931**	**587,828**	**4,963,759**

Analysis of total resources expended

	Staff costs £	Depreciation £	Other £	2024 Total £	2023 Total £
Provision of residential care					
Provision of services and support costs	4,187,436	117,746	1,092,764	5,397,946	4,648,710
Other expenditure					
Fundraising, publicity and other	248,118	-	71,857	319,975	315,049
Total resources expended	**4,435,553**	**117,746**	**1,164,621**	**5,717,921**	**4,963,759**

Analysis of total resources expended for 2023 include provision of residental care staff costs amounting to £3,568,078, depreciation of £133,334 and other costs of £947,298. Other expenditure included staff costs of £232,725 and other costs of £82,324.

Notes to the Consolidated Accounts for the year ended 31 December 2024

6. Trustees and employees

	2024 Total £	2023 Total £
Staff costs during the year were as follows:		
Wages and salaries	4,012,828	3,417,311
Social security costs	319,836	283,072
Pension costs:		
Work place pension scheme	102,889	100,420
	4,435,553	**3,800,803**

Staff costs above include agency staff.
The total average monthly number of employees during the reporting period (full and part-time staff) was:

	2024 Total	2023 Total
Nursing and clinical staff	20	19
Care assistants	50	48
Kitchen	8	8
Domestic	11	12
Facilities and maintenance	4	4
Wellbeing Hub	7	6
Support	6	6
Fundraisers	7	6
Chaplain	1	1
Administration	8	6
	122	116

There were expenses for training costs and business cards of £749 for Trustee's of Care for Veterans for the year ended 31 December 2024 (2023: £148 for travel expenses).

The premium for the trustees' indemnity insurance is now included within the combined liability insurance as in 2023.

Details of employees who received more than £60,000 in the year are as follows:

	2024 Total	2023 Total
£60,001 - £70,000	1	1
£70,001 - £80,000	-	-
£80,001 - £90,000	-	-
£90,001 - £100,000	-	-
£100,001 - £110,000	1	-

During the year pension contributions of £2,619 (2023: £2,511) were paid on behalf of these employees as members of the Work Place scheme operated by the charity. These figures are also included in the key figures below.

During the year a total of 9 (2023: 8) staff were recognised as key management personnel the total to these individuals amounted to £468,816 (2023: £468,896). Included within this amount was £11,653 (2023: £15,934) for contributions to the Work Place Pension scheme operated by the charity.

Notes to the Consolidated Accounts for the year ended 31 December 2024

7. Retirement Benefits

The charitable company operates a defined benefits plan, The Federated Pension Scheme for the Queen Alexandra Hospital Home.

The assets and liabilities of the plan have been calculated for the purposes of FRS102 based on the results of the actuarial valuation as at 31 March 2022, adjusted for the different assumptions required under FRS102 and taking into consideration changes in the membership since that date.

The principal actuarial assumptions at the balance sheet date (expressed as weighted averages) were as follows:

	2024 %	2023 %
Discount rate	5.4	4.5
Retail Prices Inflation ("RPI")	3.2	3.1
Consumer Prices Inflation ("CPI")	2.8	2.6
Pension increases: RPI, max 5%, min 0%	3.1	3.0

The underlying mortality assumption is based upon the standard table known as S3PxA on a year of birth usage with CMI_2023 future improvement factors and a long-term rate of future improvement of 1.25% p.a. (2023: S3PxA, CMI_2022, 1.25% p.a).

This results in the following life expectancies:
- Male age 65 now has a life expectancy of 86.4 years (2023: 86.4 years)
- Female age 65 now has a life expectancy of 88.9 years (2023: 88.9 years)
- Male age 45 now, retiring at 65, has a life expectancy from 65 of 87.6 years (2023: 87.6 years)
- Female age 45 now, retiring at 65, has a life expectancy from 65 of 90.3 years (2023: 90.3 years)

No allowance has been made at retirement for non-retired members to commute part of their pension for a lump sum in these calculations.

Employee Benefit obligations

The amounts recognised in the balance sheet as at 31 December 2024 (with comparative figures as at 31 December 2023) are as follows:

	2024 £	2023 £
Market value of plan assets	(3,297,000)	(3,430,000)
Present value of plan liabilities	3,297,000	3,430,000
Net defined benefit asset/(liability)	**-**	**-**

The amounts to be recognised in the consolidated statement of financial activities for the year ending 31 December 2024 (with comparative figures for the years ending 31 December 2023) are as follows:

	2024 £	2023 £
Current service cost		
Administrative expenses	-	-
Interest on net defined benefit (asset)/liability	(16,000)	(19,000)
Loss/(Gain) recognised	-	-
(Gain)/loss on plan charges	-	-
Curtailment (gain)/loss	-	-
Total	**(16,000)**	**(19,000)**

Notes to the Consolidated Accounts for the year ended 31 December 2024

7. Retirement Benefits

Changes in the present value of the plan liabilities for the year ended 31 December 2024 (with comparative figures for the year ending 31 December 2023) are as follows:

	2024	2023
	£	£
Present value of plan liabilities at beginning of period	3,134,000	3,070,000
Current service cost	-	-
Employee contributions	-	-
Benefits paid	(162,000)	(125,000)
Interest on plan liabilities	137,000	144,000
Actuarial (gains)/losses	(269,000)	45,000
(Gain)/loss on plan changes	-	-
Present value of plan liabilities at end of period	**2,840,000**	**3,134,000**

Changes in the fair value of the plan assets for the year ending 31 December 2024 (with comparative figures for the year ending 31 December 2023) are as follows:

	2024	2023
	£	£
Market value of plan assets at beginning of period	3,430,000	3,398,000
Contributions paid by the company	93,000	124,000
Employee contributions	-	-
Benefits paid	(162,000)	(125,000)
Administrative expenses	-	-
Interest on plan assets	153,000	163,000
Return on assets, less interest included in Profit & Loss	(217,000)	(130,000)
Market value of Scheme assets at end of period	**3,297,000**	**3,430,000**
Actual return on plan assets	**(64,000)**	**33,000**

The major categories of plan assets as a percentage of total plan assets for the year ending 31 December 2024 (with comparative figures for the year ending 31 December 2023) are as follows:

	2024	2023
	%	%
Equities and Property	17	15
Bonds	20	20
Diversified Growth	39	36
Liability Driven Investment ("LDI)	23	27
Cash	1	2
Total	**100**	**100**

The plan has no investment in property occupied by, assets used by or financial instruments issued by Care for Veterans.

Analysis of the remeasurement of the net defined benefit liability recognised in Other Comprehensive Income ("OCI") for the year ending 31 December 2024 (with comparative figures for the year ending 31 December 2023) are as follows:

	2024	2023
	£	£
Return on assets, less interest included in Profit & Loss	(217,000)	(130,000)
Expected less actual plan expenses	-	-
Experience gains and losses arising on the plan liabilities	-	-
Changes in assumptions underlying the present value of plan liabilities	108,000	(13,000)
Remeasurement of net defined benefit liability recognised in OCI	**(109,000)**	**(143,000)**

Notes to the Consolidated Accounts for the year ended 31 December 2024

7. Retirement Benefits

Movement in net benefit asset/(liability) during the year ending 31 December 2024 (with comparative figures for the year ending 31 December 2023) are as follows:

	2024 £	2023 £
Net defined benefit asset/(liability) at beginning of year	-	-
Recognised in Statement of Financial Activities	16,000	19,000
Contributions paid by Company	93,000	124,000
Remeasurement of net defined benefit liability recognised in OCI	(109,000)	(143,000)
Net defined benefit asset/(liability) at end of the year	**-**	**-**

The criteria for the recognition of the surplus as an asset as described in note 1.8 was not met. The actuarial gains on the plan liabilities have therefore been restricted by £457,000 so as not to recognise the surplus.

Funding Policy

Actuarial valuations are carried out every three years on behalf of the Trustees of the plan, by a qualified independent actuary. The actuarial assumptions underlying the actuarial valuation are different to those adopted under FRS102.

The last such actuarial valuation was at 31 March 2022. This showed that the plan's assets were insufficient to cover the liabilities on the funding basis. A Recovery Plan has been agreed with the Company, which commits the Company to paying contributions to fund the shortfall. These deficit recovery contributions are incorporated in the plan's Schedule of Contributions dated 12 June 2023 and required contributions equal to £124,000 per annum payable in monthly instalments, up to 30 September 2024.

The contributions are subject to review following completion of the next funding valuation, due as at 31 March 2025.

Defined Contribution Scheme

Following the closure to future accrual of the Defined Benefit Scheme the charitable company put in place a stakeholder scheme for the benefit of the employees, to which the charity contributed a matched figure up to the value of 5% of the gross contribution. The Scheme was closed on 30 April 2014 following the introduction of the Workplace Pension Scheme.
The Workplace Pension Scheme was made available from 1 May 2014 to comply with the new pension auto-enrolment rules.
Contributions in this scheme are matched by the Charity up to the value of 5%.

Charge Over Assets

A charge remains in place for the Pension Scheme Trustees. This charge provides security for the pension Trustee and can be taken into account when setting the investment strategy and, to a degree, the pace of funding for the deficit. The value of security is capped at £3,500,000.

Notes to the Consolidated Accounts for the year ended 31 December 2024

8. Taxation

No provision has been made for taxation in these financial statements as the company is a charity in accordance with Section 4 of the Charities Act. It is exempt from taxation other than Value Added Tax provided that income and gains are applied to charitable purposes.

9. Tangible fixed assets

GROUP	Freehold property	Plant and equipment	Vehicles	Total
	£	£	£	£
Cost				
At 1 January 2024	8,862,290	1,497,256	114,042	10,473,588
Additions	-	174,764	-	174,764
Disposals	-	-	-	-
At 31 December 2024	8,862,290	1,672,020	114,042	10,648,352
Depreciation				
At 1 January 2024	6,053,998	1,115,014	97,969	7,266,981
Provided in period	3,029	106,680	8,037	117,746
On disposals	-	-	-	-
At 31 December 2024	6,057,027	1,221,694	106,006	7,384,727
Net book value at 31 December 2024	**2,805,263**	**450,326**	**8,036**	**3,263,625**
Net book value at 31 December 2023	2,808,292	382,242	16,073	3,206,607

CHARITY	Freehold property	Plant and equipment	Vehicles	Total
	£	£	£	£
Cost				
At 1 January 2024	9,025,560	1,497,256	114,042	10,636,858
Additions	-	174,764	-	174,764
Disposals	-	-	-	-
At 31 December 2024	9,025,560	1,672,020	114,042	10,811,622
Depreciation				
At 1 January 2024	6,053,998	1,115,014	97,969	7,266,981
Provided in period	3,029	106,680	8,037	117,746
On disposals	-	-	-	-
At 31 December 2024	6,057,027	1,221,694	106,006	7,384,727
Net book value at 31 December 2024	**2,968,533**	**450,326**	**8,036**	**3,426,895**
Net book value at 31 December 2023	2,971,562	382,242	16,073	3,369,877

Notes to the Consolidated Accounts for the year ended 31 December 2024

10. Fixed asset investments

	2024 Total	2023 Total
	£	£
Quoted investments		
Market value at 1 January 2024	3,819,961	3,939,383
Additions	-	423,000
Disposals	(380,000)	(617,000)
Net realised/unrealised gains	237,443	74,578
Market value at 31 December 2024	3,677,404	3,819,961
Short term deposits	362,397	90,620
Investments (Group)	**4,039,801**	**3,910,581**
(Historical cost £3,863,711 [2023: £3,960,672])		
Investments in group undertakings at 1 January 2024 and at 31 December 2024	1	1
Investments (Charity)	**4,039,802**	**3,910,582**

(Historical cost £3,863,711 [2023: £3,960,672])

	2024 Total	2023 Total
	£	£
Analysed as:		
Charity Multi-Asset Fund	2,048,272	2,006,515
Responsible Multi-Asset Fund	1,991,529	1,904,067
	4,039,802	**3,910,582**

The Charity wholly owns the following subsidiary:

	Country of Incorporation	Class of share capital held	Principal activity
Care for Veterans Services Limited (formerly QAHH Services Limited)	England	Ordinary - 100% of ownership	Provision of nursing care and other trading activities

Notes to the Consolidated Accounts for the year ended 31 December 2024

11. Stocks

	2024		2023	
	Group	Charity	Group	Charity
	£	£	£	£
Consumable stores	14,815	14,815	14,505	14,505
Total consumable stores	**14,815**	**14,815**	**14,505**	**14,505**

12. Debtors

	2024		2023	
	Group	Charity	Group	Charity
	£	£	£	£
Resident contributions receivable	248,766	219,763	203,039	146,839
Capitation fees receivable	10,666	10,666	10,666	10,666
Legacies receivable	377,577	377,577	290,188	290,188
Income tax recoverable	8,255	8,255	3,683	3,683
Prepayments and other debtors	56,425	56,425	146,664	146,664
Gift aid donations from trading subsidiary	-	8,774	-	16,886
Amounts due from group undertakings	-	20,754	-	37,913
Total debtors	**701,689**	**702,214**	**654,240**	**652,839**

13. Creditors: amounts falling due within one year

	2024		2023	
	Group	Charity	Group	Charity
	£	£	£	£
Trade creditors	161,637	161,637	88,595	88,595
Staff remuneration	60,693	60,693	50,303	50,303
Pension	17,231	17,231	15,916	15,916
Social security and other taxes	73,230	73,230	70,215	70,215
Other creditors and accruals	116,001	112,221	137,241	133,641
Total creditors (falling due within one year)	**428,792**	**425,012**	**362,270**	**358,670**

Notes to the Consolidated Accounts for the year ended 31 December 2024

14. General fund

	2024		2023	
	Group	Charity	Group	Charity
	£	£	£	£
Revenue funds				
At 1 January 2024	4,137,181	4,137,182	4,168,838	4,168,839
Retained surplus/(deficit) for the year	387,424	387,424	52,047	52,047
Transfers from/(to) restricted funds	(74,264)	(74,264)	(83,704)	(83,704)
At 31 December 2024	**4,450,341**	**4,450,342**	**4,137,181**	**4,137,182**

15. Designated and restricted funds

	Endowment Funds	Capital Funds	Restricted Funds	Total
GROUP				
	£	£	£	£
At 1 January 2024	150,969	3,185,607	269,828	3,606,404
Incoming resources		-	264,543	264,543
Expenditure	-	(117,746)	(235,731)	(353,477)
Gains/(losses) on investments	11,648	-	-	11,648
Transfer between funds	-	100,500	(100,500)	-
Transfers from/(to) revenue funds		74,264	-	74,264
At 31 December 2024	**162,617**	**3,242,625**	**198,140**	**3,603,382**

The transfers between funds during the year are represented by additional funds when required to show progress; transfers to and from these funds represent the introduction of funds from restricted income and the distribution of costs to capital funds. Transfers to the revenue fund represent restricted funds received for the allocation against revenue costs.

The **Restricted funds** represents the smaller funds with restrictions placed on them.

The **Endowment funds** are represented as follows:

The endowment (permanent) fund of £21,000 represents the value of premises owned by the unincorporated charity, The Queen Alexandra Hospital Home (208721) and a "uniting direction" was made by the Charity Commission enabling the two charities to be treated as one.

Two additional endowments (permanent) were added in 2010 and held in `special trust` for The Sailors & Soldiers Home Fund and Bloomfield Bequest. These two funds are invested seperately from the Charity's main fund and its income is available for the charity's purpose. The current value of these at 31 December 2024 is £141,617 (2023: £129,969).

	Endowment Funds	Capital Funds	Restricted Funds	Total
CHARITY				
	£	£	£	£
At 1 January 2024	150,969	3,348,877	269,828	3,769,674
Incoming resources	-	-	264,543	264,543
Expenditure	-	(117,746)	(235,731)	(353,477)
Gains/(losses) on investments	11,648	-	-	11,648
Transfer between funds	-	100,500	(100,500)	-
Transfers from/(to) revenue fund	-	74,264	-	74,264
At 31 December 2024	**162,617**	**3,405,895**	**198,140**	**3,766,652**

Notes to the Consolidated Accounts for the year ended 31 December 2024

16. Analysis of movements in restricted funds

	Balance at 1 January 2024	Income	Expenditure	Transfers	Funds 31 December 2024
	£	£	£	£	£
Gardening	2,605	-	(2,605)	-	-
Chaplaincy and renovation costs	3,293	3,000	(3,293)	-	3,000
CFV choir costs	45	-	-	-	45
Mixed rehabilitation and related costs	116,454	251,043	(181,957)	-	185,539
Personal Activities for Daily Living	31,611	-	(31,611)	-	-
Lift maintenance	2,289	-	(2,289)	-	-
Hospital equipment - general	11,548	500	(1,992)	(500)	9,556
Green Project - Solar panels & maintenance	2,879	-	(2,879)	-	-
Green Project - Boiler replacement	90,000	10,000	-	(100,000)	-
Green Projects - Electric Vehicle	9,104	-	(9,104)	-	-
	269,828	**264,543**	**(235,731)**	**(100,500)**	**198,140**

Analysis of movements in restricted funds - previous year

	Balance at 1 January 2023	Income	Expenditure	Transfers	Funds 31 December 2023
	£	£	£	£	£
Gardening	3,855	1,000	(2,250)	-	2,605
Chaplaincy and renovation costs	3,293	6,000	-	(6,000)	3,293
CFV choir costs	45	-	-	-	45
Mixed rehabilitation and related costs	289,480	234,931	(407,957)	-	116,454
Personal Activities for Daily Living	-	45,596	(13,985)	-	31,611
Lift maintenance	4,569	-	(2,280)	-	2,289
Hospital equipment - general	12,487	12,835	(6,683)	(7,091)	11,548
Green Project - Solar panels & maintenance	5,708	-	(2,829)	-	2,879
Green Project - Boiler replacement	-	128,949	(3,000)	(35,949)	90,000
Green Projects - Electric Vehicle	3,500	10,778	(5,174)	-	9,104
Room Conversions	-	10,000	(10,000)	-	-
Event	-	336	(336)	-	-
Air conditioning units		12,000	-	(12,000)	-
	322,937	**462,425**	**(454,494)**	**(61,040)**	**269,828**

Name of restricted fund	Description of fund
Gardening	Fund towards ongoing gardening requirements
Mixed rehabilitation related costs	To maintain therapies and related costs and wellbeing of residents
Personal Activities for Daily Living (PADL)	Encourages veterans to take an active role in tasks like washing and dressing, with support from the care staff.
Lift maintenance	Lift maintenance costs on Alexandra Wing
Hospital equipment - general	Replacement of equipment
Room Conversions	Conversion of double rooms to single rooms
CFV choir costs	Small donations towards running costs for CfV choir
Chaplaincy and renovation costs	To provide for chapel services and costs including renovations
Green Project - Solar panels	To provide and maintain Solar panels
Green Project - Boiler replacement	Replacing the boilers with greener more efficient boilers
Green Project - Electric Vehicle	Running costs of the elctric vehicle including drivers
Events	Donation towards running fundraising event
Air conditioning units	Provide air conditioning units to the kitchen and to the wings

Notes to the Consolidated Accounts for the year ended 31 December 2024

17. Analysis of net assets between funds

GROUP	Tangible Fixed Assets £	Investments £	Net Current Assets £	Debtors due >1year £	Creditors due >1year £	Total £
Designated funds						
Endowment funds	21,000	141,617	-	-	-	162,617
(including unrealised Gains of £11,648) (2023:Gains £1,820))						
Capital fund	3,242,625					3,242,625
	3,263,625	**141,617**	**-**	**-**	**-**	**3,405,242**
Revenue funds						
Restricted fund	-	-	198,140	-	-	198,140
Unrestricted fund	-	3,898,184	552,157	-	-	4,450,341
(including unrealised Gains of £214,533 (2023: Gains £90,397))						
Pension fund asset	-	-	-	-	-	-
	-	**3,898,184**	**750,297**	**-**	**-**	**4,648,481**
	3,263,625	**4,039,801**	**750,297**	**-**	**-**	**8,053,723**

CHARITY	Tangible Fixed Assets £	Investments £	Net Current Assets £	Debtors due >1year	Creditors due >1year £	Total £
Designated funds						
Endowment funds	21,000	141,617	-	-	-	162,617
(including unrealised Gains of £11,648) (2023:Gains £1,820))						
Capital fund	3,405,895	-	-	-	-	3,405,895
	3,426,895	**141,617**	**-**	**-**	**-**	**3,568,512**
Revenue funds						
Restricted fund	-	-	198,140	-	-	198,140
Unrestricted fund	-	3,898,185	552,157	-	-	4,450,342
(including unrealised Gains of £214,533 (2023: Gains £90,397))						
Pension fund asset	-	-	-	-	-	-
	-	3,898,185	750,297	-	-	4,648,482
	3,426,895	**4,039,802**	**750,297**	**-**	**-**	**8,216,994**

Notes to the Consolidated Accounts for the year ended 31 December 2024

18. Capital commitments

In 2023 the project for replacing the boiler systems began in two phases. The first phase was completed in 2023 and the second phase was due to be completed in 2024. A deposit of £51k was paid in 2023 and the balance was due on completion in 2024 of £41k. This project over ran and the final payment of £21k will be paid in early 2025 on completion of the works. There were no other capital comitments at 31 December 2024 (2023: None).

19. Related party transactions

During the year there were donations of £1,144 by trustees to Care for Veterans (2023: £11,346).

20. Subsidiary company

The Charity owns the whole of the issued ordinary share capital of Care for Veterans Services Limited (formerly QAHH Services Limited) registered number 5802953, a company registered in England and Wales whose registered office and place of business are the same as that of the charity.

The trading activities of the subsidiary Care for Veterans Services Limited for the year ended 31 December 2024 were as follows:

	2024 £	2023 £
Turnover	553,318	698,827
Cost of sales	540,153	677,267
	13,165	21,560
Other operating income and charges	4,253	4,624
Profit/(loss) on ordinary activities before taxation	8,912	16,936
Tax on profit	137	50
	8,775	16,886
Appropriation to holding company (Gift aid)	(8,775)	(16,886)
(Loss)/profit for the financial year	-	-
Net current assets	1	1
Net assets	**1**	**1**
Share capital	1	1
Retained profit	-	-
Net assets	**1**	**1**

21. Surplus of income over expenditure

The charity has taken advantage of section 408 of the Companies Act 2006 and has not included its own income and expenditure account in these financial statements. The net of income over expenditure for the period includes a surplus of £184,183 (2023: deficit £37,574) which is dealt with in the financial statements of the charity.

Notes to the Consolidated Accounts for the year ended 31 December 2024

22. Grants/ Donations receivable

Under the terms of the Grant/ Donation Agreement or contract, the following funders are disclosed individually.

Funder	2024 Amount £
Army Benevolent Fund	148,643
Ernest Kleinwort Charitable Trust	30,000
Schroders	30,000
Trinity House	10,500
Bernard Sunley	10,000
Scott (Eridine) Charitable Trust	8,000
William Allen Youg Charitabel Trust	7,000
Chapman Charitable Trust	6,000
QMRT	5,500
The Chalk Cliffs Trust	5,000
The David Hunt Trust	5,000

23. Analysis of governance

	Basis of apportionment	2024 £	2023 £
Salaries, wages and related costs	*Time apportionment*	30,505	27,625
Insurance	*Governance*	-	-
Audit fees - charity	*Governance*	18,460	16,641
Audit fees - subsidiary company	*Governance*	3,792	4,200
Total governance		**52,757**	**48,466**

	At 1 January 2024 £	Cash flows £	At 31 December 2024 £
Cash at bank and in hand	319,922	142,663	462,585
Cash equivalents	-	-	-
	319,922	142,663	462,585
Loans falling due within one year	-	-	-
Loans falling due after more than one year	-	-	-
	319,922	**142,663**	**462,585**

25. Operating lease commitments

At the reporting date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating lease, which fall due as follows:

	2024 £	2023 £
Within one year	6,431	6,431
Between two and five years	4,287	10,718
	10,718	**17,149**

26. Subsequent events

Care for Veterans intends to merge with another organisation, Royal Star & Garter, on 31 March 2025. Both entities share similar aims and objectives. No assets are to be merged in Royal Star & Garter, with Care for Veterans operating as its own entity.

Care for Veterans

The Queen Alexandra Hospital Home since 1919

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Registered Charity No. 1072334
A Company limited by guarantee

CARE FOR VETERANS

England & Wales - Charity number 1072334

Accounts

ANNUAL REPORT & ACCOUNTS

For the year ended 31 December 2023

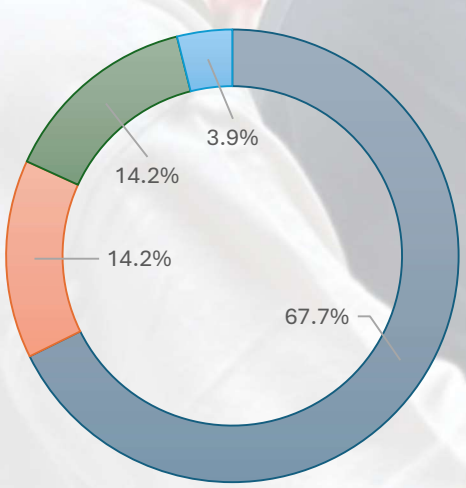
Care for Veterans

The Queen Alexandra Hospital Home since 1919



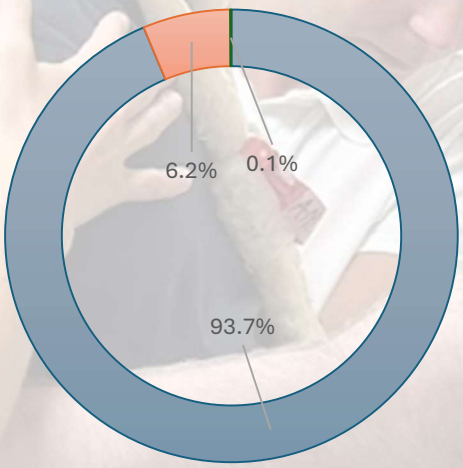
How the funds have helped

How the money came in



- Provision of care, rehabilitation and services
- Donations and fundraising events
- Legacies
- Investment and other income

How the money went out



- Provision of care, rehabilitation and services
- Fundraising costs
- Investment and other income costs

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Who we are.

The Trustees of Care for Veterans (CfV) present their annual report and audit of their financial statements of the charity for the year ended 31 December 2023. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity. This is also a director's report for company law. The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic (FRS 102) (effective 1 January 2015).

CfV was established in Roehampton in 1919 to care for veterans disabled in WWI and moved to the current location in Worthing in 1932. In addition to veterans, we now also look after the families of veterans. The objects of the charity have since been extended and are currently:

"Provide permanent or respite accommodation, end of-life care and outpatient care for former members of the British Armed Forces and their families, who are in need of such care by reason of age, sickness or disability and who require nursing care or rehabilitation."

Public Benefits of CfV Work

Care for Veterans provides care services to veterans and their families, identified directly and through partnerships, for whom there are few high-quality forms of support located in one place, tailored to their needs and without lengthy or fragmented waiting periods. It operates in the gap between health and social services in a way that is sensitive and tailored to the veteran community, CfV uses aims to use terminology that veterans and their families understand, with clear and uncomplicated explanations about services, and our application and onboarding processes.

CfV helps its residents in the following way:

- Providing nursing and medical care and in day care for veterans and their families of all ages
- Encouraging social interaction with like-minded former members of HM Forces.
- Providing first class rehabilitation care.
- Offering Occupational Therapy, Speech and Language Therapy and a range of social activities.
- Liaising with veteran's former Service Units and Regiments.
- Providing a caring and supportive, family-friendly environment from day services through to end of life.

Thank you.



Ron, now a resident at Care for Veterans since summer 2021, initially joined for a few days of respite care following the passing of his wife and his ongoing battle with Ischemic heart failure. Previously, Ron lived in a flat with his wife, whom he married at 19. During his stay he has formed a close friendship with John, an RAF Veteran and former Lloyds Bank employee. They often enjoy coffee outings at the Heene Centre. Additionally, Ron's daughter, residing in Worthing, ensures to visit him weekly, maintaining their family bond. His journey exemplifies the community and support found at Care for Veterans.

Ron – WWII Army Veteran



The realisation that his independence was severely compromised hit John hard. His home could no longer accommodate his needs in a wheelchair. It was with a heavy heart that he decided to move to Stoke Mandeville, a specialist spinal injuries centre renowned for its expertise and care.

In December 2023, John transitioned to Care for Veterans, a place familiar to him through years of supporting other residents via the Royal Electrical and Mechanical Engineers Association. This move marked the beginning of a new chapter, one filled with hope and the promise of rehabilitation. At Care for Veterans, John found not just medical care but a community. He enjoys the privacy of his own room, the simple pleasure of a well-loved meal—fish and chips being a particular favourite—and the professional guidance of physical and occupational therapists dedicated to his rehabilitation.

John has forged a strong bond with his neighbour, Graham, and made other friends within the home. Despite it being early days, he has thrown himself into the Wellbeing Hub activities, from quizzes to the unexpected joy of 'laughing yoga'. The Care for Veterans team have thoroughly enjoyed welcoming John into the home and hope he continues to settle in swiftly.

John – Army Veteran

After a recent diagnosis of COPD (chronic obstructive pulmonary disease) which causes breathing difficulties and having experienced sporadic numbness in his legs, Martin began to concede that he might need some support in the form of respite. With help from a local SSAFA representative, Martin was presented with a number of care options, but it was Care for Veterans which stood out to him. In the two weeks he stayed at Care for Veterans, Martin was able to enjoy much of what the home had to offer.

Martin said, "It's terrific here, I am having a wonderful time. My daughter text me and asked what I was up to and I told her I had just had a fry up for breakfast and I am going to wander off and get a cappuccino in a minute and then there is a concert this afternoon... and she said sounds like you're living the dream! Life is good here."

Martin – Respite care - Army Veteran



Care for Veterans Trustee Report

Year end 31 December 2023

Message from the Chair



2023 was a year of transitional and renewal at Care for Veterans. With the retirement of Andy Neaves in July, the board was delighted to appoint Kate Schroder MBE as the charity's Chief Executive. The trustees thank Andy for his contribution over his seven years as Chief Executive. The trustees also thank Commodore James Fanshawe CBE, who stepped down in May, for his nine years as Chair. Andy and James's contribution to the charity has been immeasurable in a difficult environment and we are particularly grateful for their leadership through the challenges of COVID-19. Kate brings her extensive experience of managing charities and healthcare providers to the role and has already had a strong positive impact.

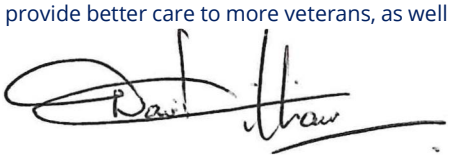
Whilst the impact of COVID-19 on CfV operations has diminished, 2023 saw the charity facing inflationary pressures, a challenging operating and fundraising environment and changing needs of our veterans. In spite of these pressures, CfV has moved forward in placing itself on a firmer financial footing, increased occupancy and delivered a successful CQC inspection which confirmed its Good rating.

A new business plan is in place with key elements of this implemented. This included the creation of a nine-bed cognitive impairment bay in late 2023, which allows CfV to care for those with dementia symptoms. In 2022, CfV reconfigured most of its largest rooms to increasing capacity to 60 rooms. Initiatives to attract more veterans and their families now regularly fill these rooms and plans are in place to further expand capacity by converting underutilised space.

The high quality of the care provided to our veterans and their families reflects the hard work and dedication of our staff, who have tirelessly risen to the challenges of the changing needs of the charity and its beneficiaries.

CfV relies on the generosity of its supporters and benefactors to sustain the charity and care for our veterans and families, and the trustees thank them for their continued support. The trustees also thank the numerous volunteers who enhance the lives of our veterans, whether through buildings and grounds maintenance, befriending and well-being activities, driving or fundraising. I would also like to acknowledge the commitment and support of my fellow trustees who have guided CfV through a demanding year.

2024 will be a pivotal year for the charity and I am confident that the initiatives introduced in 2023 will allow it to provide better care to more veterans, as well as strengthen the sound financial base which has been established.



David Williams

Chair of Trustees

Year end 31 December 2023

Structure, Governance and Management

Related Parties

The Charity's wholly owned subsidiary Care for Veterans Services Limited was formed during 2006 to provide nursing and care services for residents who fall outside the objects of the Charity. The Charity recharges the cost of care, and the company gift aids any profits to the Charity.

Governing Document

Care for Veterans, formerly the Queen Alexandra Hospital Home (QAHH) was founded in 1919 and incorporated as a Company Limited by Guarantee in 1998 (registered number 3646570) and registered as a charity (registered number 1072334) thereafter subject to Charity, Trust and Company Law and governed by the Articles of Association most recently adopted in 2023. Its registered address is Gifford House, Boundary Road, Worthing, West Sussex, BN11 4LJ (Tel: 01903-213458)

The Charity has one subsidiary company Care for Veterans Services Limited (company number 5802953) incorporated 2 May 2006. The company is limited with the single shareholder being Care for Veterans.

Trustees

Trustees are appointed at the AGM for three-year terms, renewable for up to nine-years with the option to be extended for a further year if necessary. Trustees may be co-opted by the Board until appointed at the next AGM.

In 2023 there were four sub-committees of the board: Finance, Fundraising and Marketing, Clinical Governance and Remuneration.

Each quarter, two trustees undertake an inspection of the charity's operations, visiting the wards and other parts of the charity's facilities, and meeting with staff and residents.

The Board undertakes an annual review of its composition and skills. Trustees are recruited to fill identified current or future needs. Trustee vacancies are advertised externally or filled through direct recruitment. Potential trustees are interviewed by at least three of the existing board and assessed against agreed criteria. Trustees are required to undergo Disclose and Barring Services checks.

Trustees are supported in joining the board by the Trustee Induction Policy, which includes a comprehensive induction pack, visits and external training.

Prior to joining the Board, trustees sign CfV Trustee Code of Conduct which includes adherence to the Nolan Principles.

The Board appoints the Chief Executive, who is accountable to the Board. The Chief Executive attends meetings of the Board and the subcommittees. The current Chief Executive is Kate Schroder MBE. She is also the 'Nominated Individual' under the requirements of the Care Quality Commission (CQC) and is the point of contact in all matters emanating from it. The day-to-day running of the home is the responsibility of the Chief Operating Officer who is also the Registered Manager.

The Trustees are the Directors of the Company, oversee the operations of CfV. The Trustees and senior executives of the charity are listed on page 9. The principal place of business and professional advisers of the charity are given on page 9.

Board Effectiveness:

In December 2022, an independent review of the board's effectiveness and alignment with the Charity Governance Code was undertaken by Professional Governance Services. The review's recommendations were adopted by the Board and an implementation programme is in place.

The Board undertakes an annual review of its effectiveness. Training needs identified in this review are addressed through the annual board training programme. The Board consider that it is effective in achieving the charitable purposes and agreed outcomes.

Care for Veterans Trustee Report

Year end 31 December 2023

Officers and Management

The names of the Trustees who have served during the year and the chief executives are set out below along with the Sub-Committees of Care for Veterans.

Trustee	Role	Sub-committees
Mr David Williams	Chair, Chair Finance	1,3 (appointed Chair 17th May 2023)
Cdre James Fanshawe CBE	Chair	1,3 (retired 17th May 2023)
Col John Saville FIMechE		1,2,4
Mr Michael Jones		2
Mr John McKee	Chair Fundraising and Marketing	2
Dr Timothy Fooks	Chair Clinical Governance	4
Ms Georgina Crowhurst		1
Mr Richard Andrew		1
Mrs Dawn Hart		4
Mrs Anna Harrison		4
Mr Rory Scott		1 (appointed 17th May 2023)

Sub-committees

1. Finance Committee
2. Fundraising and Marketing Committee
3. Remuneration Committee
4. Clinical Governance Committee

Executives

K Schroder MBE	Chief Executive (appointed July 2023)
AD Neaves	Chief Executive (retired July 2023)

Legal and administrative information

Auditors
Sumer Audit
Amelia House
Crescent Road
Worthing
West Sussex BN11 1QR

Pension Trustees
Independent Trustee Services Limited
4th floor Cannon Place
78 Cannon Street
London EC4N 6HL

Pension Administrators
Cartwright
Mill Pool House
Mill Lane
Godalming
Surrey GU7 1EY

Bankers
Barclays Bank Plc
1 Chapel Road
Worthing
West Sussex BN11 1EX

Principle office of Charity and Registered Office
Gifford House
Boundary Road
Worthing
West Sussex BN11 4LJ

Investment Managers
Schroder & Co Limited
Schroders Charities
1 London Wall Place
London EC2Y 5AU

Company Number
03646570

Registered Charity Number
1072334

Country of incorporation
England and Wales

Year end 31 December 2023

Review of the year

In January 2023, CfV focus shifted from managing the covid pandemic to recovery, both financially and operationally. Resident numbers began to lift during the year reaching an average of 55, providing the solid base to reach full occupancy in January 2024.

In early 2023 the Care Quality Commission (CQC) undertook an inspection of CfV, and in April reconfirmed its Good rating.

Enhancement of the CfV site began in 2023, largely through the efforts of the CfV Facilities Team, aided by increasing numbers of volunteers and donations of materials from local companies.

A number of large rooms were redecorated and furnished for double occupancy by couples who wish to remain together whilst one of both will receive care.

Repair and refurbishment of the on-site chapel was completed with the original altar, flooring, decorative woodwork, and heating installed together with placement of regimental banners. A search for a replacement organ began and appeals for donations towards large print hymn books and chairs commenced.

Unused space was identified, and a programme of work commenced to create two new attractive bedrooms for residents with a further two planned for 2024.

Following a poll of residents and their families, social activities in the Wellbeing Hub were expanded and will be providing full days, seven days a week, from early 2024.

Fee income for care was £3.35m (2022: £3.11m), principally reflecting increasing resident occupancy during the year. Funding came directly from self-funding residents and funding organisations (principally local authorities and NHS commissioners). This included a contract making beds available to the NHS to alleviate winter pressures.

As occupancy started to rise, clinical and non-clinical workforce skills and numbers were strengthened. In September 2023, a review of the roles and interdependencies of the Senior Leadership Team (SLT) began and is expected to complete in Q1 of 2024. A review of the Fundraising Team brought clarification to modern approaches to income generation. Two new roles were created: a Volunteer Coordinator to identify, train and support new volunteers, and a Veteran Liaison Office to strengthen contacts with veterans and their networks, identify unmet needs, and align CfV services appropriately. The Registered Manager was appointed to the expanded role of Chief Operating Officer in late 2023, bringing heightened focus to delivery of services and management of resources.

A nine bed Cognitive Impairment Bay opened in late 2023 to support the growing number of veterans with dementia among their clinical needs. The clinical workforce completed suitable training in readiness and rooms were refreshed and reviewed for safety and comfort. A safe clinical threshold was identified to ensure that admissions to the bay would always be appropriate. By the close of 2023, seven of the nine rooms were occupied.

In 2023, voluntary income was £1.30m (2022: £1.20m), including legacy income £704k (2022: £702k). The incredible generosity of individuals in recognising CfV in their wills will continue to lead to a positive future for veterans and their families and support our plans to develop services to address unmet need.

Fundraising focus has been repurposed to use modern approaches including corporate and high net worth individuals as well as useful materials and goods in kind.

In late 2023, the groundwork took place for providing day services to meet needs the needs of non-resident veterans ahead of launch in 2024.

A summary of the charity's strategy is set out in the Trustee's report, and details of the Charity's results for the year are set out in the Statement of Financial Activities (page 20).

Achievements and Performance 2023

Objective	Outcome
Introduce a new electronic medical records system.	• The Patient Centred Software system (PCS) was mobilised and started to provide rich data gathered at the point of each contact with residents. • Discussions with commissioners were from that point evidence based. • The actual costs of providing care are now identified at resident levels and by cohort – nursing, residential and cognitive impairment. • Administrative time has been reduced since paper-based recording is no longer necessary. PCS operates via a handheld device inputted by clinical workforce and is therefore also far more accurate than before.
Maximising resident occupancy in the 60 single rooms.	• Occupancy levels increased during the year reaching 95% by the end of the year. • Conversion of rooms to meet the demands of beneficiaries. • Proactive contact with local commissioners has resulted in a contract to support NHS Trusts by providing a safe place for their patients to continue to recover optimum health and mobility. • The NHS contract has led to permanent placements where it has been identified they are veterans matching our clinical offering.
Investigating the potential for accommodation for the blind or visually impaired veterans.	• A review of rooms and communal spaces identified adaptations necessary to safely accommodate the needs of visually impaired residents. • An internal training programme was established to raise awareness about how to work with visually impaired residents. • Closer links with organisations working with visually impaired people were established.
Replace all boilers that are old and energy inefficient as part of the green project.	• Boilers were replaced without any disruption to services or residents. • External funding was secured for most of the associated costs. • A significant proportion of the cost of the new boilers will be realised in future savings from fuel efficiencies.
Scope into the use of day services.	• Plans were put in place for the establishment of day services at CfV. • The up-to-date needs of veterans were identified and matched to the facilities available. • Gaps in available support were identified and discussed with potential funders including commissioners.

Principle Risks and Uncertainties

Risk	Mitigation
Inflation.	• Fee levels set on entry. • Staff salaries – accepted increases for 2024 at below inflation. • Services continually under review for best value. • Donations in kind secured for items previously purchased. • Enhanced conditions for clinical workforce to slow down use of agency or turnover.
Falling resident numbers.	• Refreshed rooms for every resident • Expansion of on-site therapies • Cognitive bay opened. • Enhanced relationships with commissioners • Create a pipeline for veterans by working within networks.
Poor CQC rating	• Inspection took place early 2023 – Good rating maintained. • Policies and procedures regularly reviewed and updated. • Enhanced levels of supervisions and training are monitored. • Better resident involvement in decision making about their treatment planning. • Benchmarking against high quality competitors.
Failure or replacement cost of ageing equipment.	• Rolling replacement programme for infrastructure and equipment. • Cost of equipment repairs are monitored and spend-to-save replacements considered. • Fundraising targeting appropriate funding sources for support.
Fall in investment portfolio value.	• Portfolio held in charity multi asset funds. • Cash maintained to limit drawing down on the investment portfolio for short-term needs. • Greater focus on cashflow in managing the finances.
Decreased fundraising	• Focus turned towards lowest effort but highest potential income activities. • Extending links into the veteran community. • Expanded focus on trusts and foundations to provide both restricted and unrestricted funds to support the day-to-day costs of running the home.

Fundraising at Care for Veterans

Care for Veterans is registered with the Fundraising Regulator and adheres to the Code of Fundraising Practice. CfV is registered with the Fundraising Preference Service (FPS) and in 2023 had zero complaints via the FPS.

CfV in-house team oversees a host of income streams including legacies, individual giving, corporate fundraising, community fundraising, trusts and foundations, events, digital and lottery, all of which are run in-house. There were in person events in 2023 including golf days, structured talks, music events, a summer fayre and a Christmas Market.

Trusts applications have received additional focus and resources targeting new sources of potential funding. Ways of reaching out to previously unknown potential funder were implemented and experience from working with veterans was introduced to all approaches.

CfV continues to meet the regulatory requirements associated with fundraising. A supporter's details are removed from the database if they so request and CfV does not share or swap data with third parties. Any data retained is held and maintained within the guidelines of GDPR. All CfV administration staff are aware of the Data Protection Act, are trained in GDPR. CfV is conscious of pressures which vulnerable people might experience and staff will never knowingly approach anyone who is vulnerable.

CfV does not currently employ external professional fundraising individuals, companies, or organisations. CfV manages its own fundraising events and initiatives to maintain control over how people are approached, how they are asked to support and how they are thanked. CfV manages its own raffles and lottery in accordance with the terms set out by the local authority with whom it is registered.

Volunteers

Late 2023 saw a concerted effort to identify, train and support more volunteers. A volunteer co-ordinator was appointed to improve volunteer recruitment. Volunteers continue to give freely of their time and skills. The volunteer gardeners maintained the site, and volunteers have supported fundraising events. The trustees remain grateful for their continued support.

Reserves

The board reviews its Reserves Policy annually to ensure that sufficient reserves are held to enable CfV to continue to operate in the event of an unforeseen reduction in income or additional expenditure and to continue to meet its charitable objects. The reserves are designed, at a minimum, to cover a 50% fall in occupancy and fundraising income in the following 12 months. Reserves are held in cash or realisable investments in accordance with CfV Investment and Liquidity Policy. As at 31st December, free reserves were £4.13m (2022: £4.16m) equating to eight to nine months of cash operating expenses, with sufficient Unrestricted Funds to cover distribution of these reserves.

Investments

CfV investments are held as a reserve against any shortfall in income to ensure it can continue to deliver its charitable objectives.

At 31 December 2023 the Charity's investments were valued at £3.91m (2022: £4.24m), as set out in Note 9. This amount includes £90k (2022: £299k) held in short term deposits. Investments are held in short term deposits or in funds which are liquid should additional cash be required.

The investments are primarily held in two multi-asset funds specifically designed for charities and managed by Cazenove Capital: the Charity Multi-Asset Fund (CMAF) and Charity Sustainable Multi-Asset Fund (SMAF). Both aim to provide combined income capital growth in excess of the Consumer Price Index +4% per annum (net of fees) over rolling ten-year periods by investing in equity and equity related securities, fixed and floating rate securities and alternative investments worldwide.

The CMAF produced a total return of 5.9% and the SMAF a return of 7.2% over the year. The board of Trustees were content with the performance of the investments over the period.

The current investment policy reflects that of the investment into the CMAF and the SMAF plus leaving sufficient liquidity outside of the CMAF and SMAF to provide for the day-to-day running costs if required.

Year end 31 December 2023

Trading Subsidiary

During the year the trading subsidiary, Care for Veterans Services Limited continued to trade for income outside the charitable status. The results are detailed in note 20.

Pensions

The accounts as presented include the full adoption of Financial Reporting Standard 102 (`FRS102'). A qualified independent actuary has prepared a valuation of the scheme for these accounts in accordance with FRS102. This valuation indicated that a surplus of £296,000 existed at 31 December 2023 (2022: £328,000 surplus). This amount has not been recognised as a surplus in these accounts as it does not meet the recognition criteria.

On 30 April 2005, the existing defined benefit pension scheme was closed to future accrual. A replacement stakeholder scheme came into force on 1 May 2005 and this scheme was discontinued on 30 April 2014. Since 1 May 2014, CfV has provided a workplace defined-contribution pension scheme to comply with the new pension auto-enrolment rules. This scheme is provided by the Peoples Pension.

Further information regarding the pension funds is set out in notes 5 and 6 to the financial statements.

Fees Policy

CfV seeks to achieve a balance between affordability, a level which is consistent with the highest levels of care and suitable accommodation and the Trustees' desire not to exclude any beneficiary on the grounds of financial hardship. CfV welcomes residents whose care is funded from a variety of sources such as self-funded, commissioners, continuing health care, social services and service charities.

Remuneration for Senior Staff

The Remuneration Committee oversees and approves the salaries of the senior leadership team and of other key personnel who have control of the day-to-day management of the charity. Salaries are reviewed annually and benchmarked against similar organisations and, in the case of clinical staff, the Nursing and Midwifery Council's `Agenda for Change` is used as the benchmark.

Year end 31 December 2023

Plans for the future

The main objectives for 2024 are:

OBJECTIVES	PLANNED OUTCOMES
Provide high-quality residential care for veterans and their families.	• Occupancy will be maintained above 95% • CfV will receive consistently high feedback from veterans and their families. • Quality of care will be maintained at a standard assessed by CQC as being Good or better.
Reduce the operating deficit and manage controllable costs.	• Increased income from fees resulting from higher occupancy levels. • Introduction and development of day services attracting additional income. • Optimise income from fundraising and other sources. • Expanded services will be funded by sponsors and partners.
Expand services to meet the changing clinical and well-being needs of veterans and their families.	• Day and home services for veterans and their families will further their clinical outcomes. • • GSF Gold Standard for end-of-life care.
Attract and retain the best people.	• CfV recognised as an employer of choice for healthcare and support staff in West Sussex. • High staff retention. • Decreased use of expensive agency resources.
Support a greater share of the veteran community and connected funding/resources.	• Contact with the veteran community will reach across West Sussex and neighbouring counties. • A pipeline of service users will contribute to high use/occupancy across all CfV services. • The number of volunteers from veteran communities will increase. • Veterans and their families will take up CfV services earlier than before, realising their benefits to even greater effect.
Maximising resident occupancy in the sixty single rooms, offering double occupancy to couples where space allows, and add residential and dedicated respite rooms for veterans in planned phases.	• Maximise capacity and occupancy in order to support more veterans and their families. • Strengthen financial sustainability as income is maximised.

Year end 31 December 2023

Statement of Trustees' Responsibilities for the Financial Statements

The Trustees (who are also directors of Care for Veterans for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom generally accepted accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and the application of resources, including net income or expenditure of the charitable group for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting procedures and then apply them consistently.
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the going concern basis unless it is appropriate to presume that the charitable company will not continue in business.

The Trustees are responsible for the keeping of proper accounting records that disclose with reasonable accuracy at any time, the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for the safeguarding of the assets of the charitable company and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

In so far as the Trustees are aware:

- There is no relevant audit information of which the company's auditors are unaware; and
- The Trustees have taken steps to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The Trustees confirm that they have complied with the duty in Section four of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit.

Trustee Indemnity Insurance

The charity has third party indemnity insurance cover for its Trustees, as disclosed in note five to the financial statements.

Auditors

A resolution to reappoint Sumer Audit for the coming year will be proposed at the Annual General Meeting in accordance with the Companies Act 2006.

In Gratitude

The Trustees wish to convey their sincere thanks to all the volunteers who gave so generously their time and support to Care for Veterans during 2023. With their continued support, we look forward to enhancing the delivery of CfV charitable services.

This report was approved by the Trustees

on 10th June 2024 and signed on their behalf by:



Mr DG Williams

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CARE FOR VETERANS

Opinion

We have audited the financial statements of Care for Veterans (the 'charity') and its subsidiary (the `group')for the year ended 31 December 2023 which comprise the group statement of financial activities, the group balance sheet, the charity balance sheet, the group statement of cash flows and the notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group's and the charitable company's affairs as at 31 December 2023 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the trust in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusion relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the trust's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report and strategic report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors report or strategic report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CARE FOR VETERANS

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the trust for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the trust's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- Obtaining an understanding of the legal and regulatory framework that the trust operates in, focusing on those laws and regulations that had a direct effect on the financial statements and operations;
- Obtaining an understanding of the trust's policies and procedures on fraud risks, including knowledge of any actual, suspected or alleged fraud; and
- Discussing among the engagement team how and where fraud might occur in the financial statements and any potential indicators of fraud through our knowledge and understanding of the company and our sector-specific experience.

As a result of these procedures, we considered the opportunities and incentives that may exist within the trust for fraud. We are also required to perform specific procedures to respond to the risk of management override. As a result of performing the above, we identified the following areas as those most likely to have an impact on the financial statements: health & safety, employment law and compliance with the UK Companies Act and UK Charities Act.

In addition to the above, our procedures to respond to risks identified included the following:

- Making enquiries of management, about any known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of meetings of the board and senior management;
- Reading correspondence with regulators;
- Challenging assumptions and judgements made by management in their significant accounting estimates, including defined benefit pension scheme valuations; and
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness.

Due to the inherent limitations of an audit, there is an unavoidable risk that some material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with the ISAs (UK). For instance, the further removed non-compliance is from the events and transactions reflected in the financial statements, the less likely the auditor is to become aware of it or to recognise the non-compliance.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Robin Evans BA FCA CTA DChA (Senior Statutory Auditor)
for and on behalf of Sumer Audit
Chartered Accountants
Statutory Auditor
Worthing



18th June 2024

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Sumer Audit is the trading name of Sumer Auditco Limited

Consolidated Statement of Financial Activities including Income and Expenditure Account for the year ended 31 December 2023

	Note	Unrestricted Funds £	Endowment & Restricted £	2023 Total £	Unrestricted Funds £	Endowment & Restricted £	2022 Total £
INCOME AND ENDOWMENTS FROM:							
Donations and legacies	*3*	836,632	462,425	**1,299,057**	844,935	361,010	**1,205,945**
Other trading activities	*3*	825,179	-	**825,179**	574,850	-	**574,850**
Investments	*3*	178,087	-	**178,087**	172,045	-	**172,045**
		1,839,898	462,425	**2,302,323**	1,591,830	361,010	**1,952,840**
Charitable activities	*4a*	2,658,322	-	**2,658,322**	2,845,291	-	**2,845,291**
Other income	*4b*	-	-	**-**	-	50,400	**50,400**
TOTAL INCOME		4,498,220	462,425	**4,960,645**	4,437,121	411,410	**4,848,531**
Expenditure on:							
Raising funds	*5*	314,713	336	**315,049**	295,835	-	**295,835**
Charitable activities	*5*	4,061,218	587,492	**4,648,710**	3,876,523	1,004,792	**4,881,315**
Total expenditure		4,375,931	587,828	**4,963,759**	4,172,358	1,004,792	**5,177,150**
Net income/(expenditure) before investments		122,289	(125,403)	**(3,114)**	264,763	(593,382)	**(328,619)**
Net (losses) / gains on investments	*10*	72,758	1,820	**74,578**	(434,393)	8,556	**(425,837)**
Net income / (expenditure)		195,047	(123,583)	**71,464**	(169,630)	(584,826)	**(754,456)**
Transfers between funds		(83,704)	83,704	**-**	(8,959)	8,959	**-**
Actuarial gains/(losses) on defined benefit pension scheme	*7*	(143,000)	-	**(143,000)**	(193,000)	-	**(193,000)**
Net movement in funds		(31,657)	(39,879)	**(71,536)**	(371,589)	(575,867)	**(947,456)**
Funds balance at 1 January		4,145,376	3,669,745	**7,815,121**	4,516,965	4,245,612	**8,762,577**
Funds balance at 31 December		4,113,719	3,629,866	**7,743,585**	4,145,376	3,669,745	**7,815,121**

The accompanying accounting policies and notes form an integral part of these financial statements.
All of the operations represented by the information above are continuing.

Consolidated and Charity Balance Sheets
As at 31 December 2023

	Note	2023 Group £	2022 Group £	2023 Charity £	2022 Charity £
Fixed assets					
Tangible assets	*9*	3,206,607	3,195,199	3,369,877	3,358,469
Investments	*10*	3,910,581	4,238,397	3,910,582	4,238,398
Total fixed assets		**7,117,188**	**7,433,596**	**7,280,459**	**7,596,867**
Current assets					
Stocks	*11*	14,505	15,872	14,505	15,872
Debtors	*12*	654,240	440,558	652,839	438,177
Cash at bank and in hand		319,922	212,300	317,714	211,681
		988,667	668,730	985,058	665,730
Creditors - amounts falling due within one year	*13a*	(362,270)	(287,205)	(358,670)	(284,205)
Net current assets		**626,397**	**381,525**	**626,388**	**381,525**
Net assets before pension scheme liability		**7,743,585**	**7,815,121**	**7,906,847**	**7,978,392**
Defined benefit pension scheme asset/(liability)		-	-	-	-
Net assets after pension liability		**7,743,585**	**7,815,121**	**7,906,847**	**7,978,392**
Designated funds					
Endowment fund	*15*	150,969	149,149	150,969	149,149
Capital fund	*15*	3,185,607	3,174,199	3,348,877	3,337,469
Revenue funds					
Restricted funds	*15*	269,828	322,935	269,828	322,935
Unrestricted:					
Pension reserve fund	*7*	-	-	-	-
General fund	*14*	4,137,181	4,168,838	4,137,182	4,168,839
(including revaluation reserve (£50,091) [2022: £144,096] for Group and Charity)					
Total unrestricted		4,137,181	4,168,838	4,137,182	4,168,839
Total charity funds		**7,743,585**	**7,815,121**	**7,906,856**	**7,978,392**

Approved by the Board of Trustees on 10th June 2024 and signed on its behalf by

Mr DG Williams

Mr RR Andrew

The accompanying accounting policies and notes form an integral part of these financial statements.

Consolidated Cashflow Statement
For the year ended 31 December 2023

	Note	Group 2023 £	2022 £	Charity 2023 £	2022 £
CASH FLOWS FROM OPERATING ACTIVITIES:					
Net cash provided by/(used in) operating activities	a	(114,671)	(225,257)	(116,251)	(216,788)
CASH FLOWS FROM INVESTING ACTIVITIES:					
Investment income and interest receivable		178,087	172,045	178,087	172,045
Purchase of tangible fixed assets		(144,742)	(32,443)	(144,742)	(32,443)
Purchase of investments		(423,000)	(1,452,274)	(423,000)	(1,452,274)
Sale of investments		617,000	1,294,119	617,000	1,294,119
Net cash provided by/(used in) investing activities		227,345	(18,553)	227,345	(18,553)
Cashflows from financing activities					
Payment of finance lease obligations		(5,052)	(12,125)	(5,052)	(12,125)
Net increase / (decrease) in cash and cash equivalents		**107,622**	**(255,935)**	**106,042**	**(247,466)**
Cash and cash equivalents at the beginning of the reporting period		212,300	468,235	211,681	459,147
Cash and cash equivalents at the end of the reporting period		**319,922**	**212,300**	**317,723**	**211,681**

	Group 2023 £	2022 £	Charity 2023 £	2022 £
a. Reconciliation of net movement in funds to net cash flow from operating activities				
Net (outgoing)/incoming resources before gains and losses on investment assets	(3,114)	(328,619)	(3,114)	(328,619)
Investment income and interest receivable	(178,087)	(172,045)	(178,087)	(172,045)
Depreciation and loss on disposal	133,334	503,160	133,334	503,160
Decrease/(increase) in cash on deposit	208,394	(8,044)	208,394	(8,044)
(Increase)/decrease in stock	1,367	(4,414)	1,367	(4,414)
(Increase)/decrease in debtors	(213,682)	(97,009)	(214,662)	(88,389)
Increase/(decrease) in creditors	(62,883)	(118,286)	(63,483)	(118,437)
Net cash provided by/(used in) operating activities	**(114,671)**	**(225,257)**	**(116,251)**	**(216,788)**

See note 24 for net fund analysis note.

Notes to the Consolidated Accounts for the year ended 31 December 2023

The principle accounting policies, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

1. Accounting policies

1.1 Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) effective 1 January 2019, the Charities Act 2011, the Companies Act 2006.

The financial statements are prepared in sterling, which is the financial currency of the group. Monetary amounts are rounded to the nearest £1.

1.2 Basis of consolidation

The group financial statements consolidate those of the charity and of its subsidiary undertakings (note 19) drawn up to 31 December 2023 in full. Surpluses or deficits on intra group transactions have been eliminated. Investments in subsidiaries are accounted for at cost less impairment in the individual financial statements.

1.3 Incoming resources

Residents' contributions and capitation grants from the Veterans Agency are recognised in the Statement of Financial Activities on a receivable basis.

Donations and grants are recognised in the Statement of Financial Activities on a receivable basis and are shown gross.

For estates in which probate has been granted the value of a quantifiable legacy, although not received in the financial year under review, is recognised in the Statement of Financial Activities with the corresponding amount being included as a debtor in the Balance Sheet.

Investment income comprises dividends declared during the accounting period and interest receivable on listed and unlisted investments.

1.4 Resources expended

Resources expended are all associated with the sole activity of the provision of residential care. The charitable company's objective is the provision of residential care and this is achieved principally through its staff.

A high standard of buildings, equipment and other facilities are essential to the well-being of residents.

These elements underlie the categorisation of expenditure as follows:

Charitable expenditure comprises resources with the specific purpose of fulfilling the objects of the charity, predominantly the costs of care staff, and also expenditure incurred in support of the charity's primary purpose.

Governance costs under FRS 102 have been included in expenditure on 'charitable activities'.

Costs of generating funds include the costs associated with running the fundraising appeals including the development of the donor database, and fundraising events. Where applicable, costs have been apportioned on the basis of time or area, as appropriate to the relevant cost.

1.5 Fund accounting

The charitable company's assets represent; the Capital Fund (resources invested in the buildings, equipment and vehicles), the Revenue Funds (resources held to produce income and to act as a reserve against temporary deficits), Special Funds (restricted or designated funds established to meet capital needs or specific projects) and Endowment Funds (resources invested in Gifford House `the property` and a fund held in investments with income at the charity's discretion). The Capital Fund is shown as a restricted fund, but part of this fund includes amounts `designated` by the trustees. From time to time transfers between the Capital fund and the Revenue (unrestricted) fund occur in order to account for the results of projects which the trustees had designated funds to complete.

1.6 Fixed assets and depreciation

Capitalisation levels:

Individual fixed assets costing £2,500 or more are capitalised at cost.

IT equipment £400 or more

Tangible fixed assets are stated at cost net of depreciation. No depreciation is charged on fixed asset additions in the course of construction.

Depreciation is calculated to write down the cost of all tangible fixed assets except for freehold land to their residual value by equal annual instalments over their expected useful lives, leading to an annual depreciation charge against the Capital fund.

The periods generally applicable are:

Property - 25 years **Plant, equipment and vehicles** - 5 to 15 years **Computer equipment** - 3 years

The property is considered to be carried at an amount that is no greater than residual value and therefore no further depreciation charge is considered necessary.

1.7 Investments

Investments appear at market value as fixed assets in the balance sheet as they are held on a long-term basis to provide an essential income to offset part of the operating costs of the charity. Both realised and unrealised gains and losses are credited or charged to the Revenue fund.

Notes to the Consolidated Accounts for the year ended 31 December 2023

1.8 Retirement benefits

Defined benefit pension scheme

Scheme assets are measured at fair values. Scheme liabilities are measured on an actuarial basis using the projected unit method and are discounted at appropriate high-quality corporate bond rates.

The net surplus or deficit is presented separately from other net assets on the balance sheet.

A net surplus is recognised only to the extent that it is recoverable by the charity.

The current service cost and costs from settlements and curtailments are included in operating costs and are allocated to the same expenditure headings as the related staff costs.

Past service costs are spread over the period until the benefit increases. Interest on the scheme liabilities and the expected return on the scheme assets are included under the appropriate expenditure headings as other finance costs.

Defined benefit pension scheme

Actuarial gains and losses are reported in the Statement of Financial Activities with other gains and losses on investments.

The pension costs charged against operating profits are the employers' contribution payable to the Stakeholder pension scheme and **Work Place pension scheme** in respect of the accounting period.

1. Accounting policies (continued)

1.9 Stock

Stocks are stated at lower of cost or estimated selling price less cost to complete and sell.

1.10 Taxation

No provision for taxation, deferred or otherwise, has been made in these financial statements as the Hospital Home is a charity in accordance with the Charities Act 2011 and is exempt from taxation except Value Added Tax, provided that income and gains are applied for charitable purposes under S.505 of the Income and Corporation taxes Act 1998 and S.145 of the Capital Gains Tax Act 1979.

1.11 Cash and liquid resources

For the purpose of the cash flow statement, cash comprises cash in hand and deposits repayable in demand, less overdrafts payable on demand. Liquid resources comprise term deposits of less than one year (other than cash) and are included in fixed asset investments as they are integral to the portfolio managed by investment managers.

1.12 Volunteers

The charity benefits from the involvement and support of its volunteers. In accordance with FRS102 and the Charities SORP (FRS102), the economic contribution of general volunteers is not recognised in the accounts.

1.13 Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.14 Cash at bank and in hand

Cash at bank and cash in hand includes cash and short-term liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.15 Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

1.16 Financial instruments

The charity only has financial assets and financial instruments of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

1.17 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the forseeable future. The trustees have considered relevant information, including the charity's principal risks and uncertainties, the annual budget, two year financial forecast and the impact of subsequent events in making their assessment.

Based on these assessments and having regard to the resources available to the entity, the trustees have concluded that there is no material uncertainty in relation to the appropriateness of continuing to adopt the going concern basis in preparing the annual report and accounts.

1.18 Leases

Rentals payable under operating leases are charged on a straight line basis over the term of the relevant lease except where another systematic basis is more representative of the time pattern in which economic benefits from the leased asset are consumed.

Notes to the Consolidated Accounts for the year ended 31 December 2023

2. Judgements and key sources of estimation uncertainty

In the application of the company's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

Depreciation

In the previous financial years, the freehold property has been depreciated on a straight line basis over 25 years. However the trustees have reviewed this position and consider the property to be carried at an amount that is no greater that the residual value and therefore no further depreciation charge is considered necessary.

3. Analysis of income from generated funds

	Unrestricted £	Restricted £	2023 Total £	Unrestricted	Restricted	2022 Total £
Voluntary income:						
Donations	144,124	450,425	594,549	142,458	361,010	503,468
Legacies	692,508	12,000	704,508	702,477	-	702,477
	836,632	**462,425**	**1,299,057**	**844,935**	**361,010**	**1,205,945**
Activities for generating funds:						
Fundraising events	109,362	-	109,362	91,051	-	91,051
Nursing and care (non-primary purpose)	698,827	-	698,827	471,308	-	471,308
Other income	16,990	-	16,990	12,491	-	12,491
	825,179	**-**	**825,179**	**574,850**	**-**	**574,850**
Investment income:	**178,087**	**-**	**178,087**	**172,045**	**-**	**172,045**

4a. Analysis of income from charitable activities

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Fee Income						
Contributions from residents	2,593,629	-	2,593,629	2,781,467	-	2,781,467
Veterans Agency capitation grant	64,693	-	64,693	63,824	-	63,824
	2,658,322	**-**	**2,658,322**	**2,845,291**	**-**	**2,845,291**

4b. Other income

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Other income						
Grants received	-	-	-	-	50,400	50,400
TOTAL INCOME	**4,498,220**	**462,425**	**4,960,645**	**4,437,121**	**411,410**	**4,848,531**

Notes to the Consolidated Accounts for the year ended 31 December 2023

5. Analysis of Resources Expended

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Resources expended						
Cost of generating voluntary income	233,691	-	233,691	218,875	-	218,875
Cost of activities for generating funds	76,065	336	76,401	71,740	-	71,740
Investment management fees	4,957	-	4,957	5,220	-	5,220
Total cost of raising funds	**314,713**	**336**	**315,049**	**295,835**	**-**	**295,835**

Costs of generating voluntary income include the costs associated with running the fund-raising appeals including the development of the donor database. Where applicable, administration and other costs have been apportioned on the basis of time or area as appropriate to the relevant cost and on a basis consistent with the use of resources by the fundraising department.

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Cost of charitable activities						
Payroll costs	3,172,669	395,409	3,568,078	2,874,201	465,156	3,339,357
Non-payroll costs	888,549	192,083	1,080,632	1,002,322	539,636	1,541,958
Total cost of charitable activities	**4,061,218**	**587,492**	**4,648,710**	**3,876,523**	**1,004,792**	**4,881,315**
TOTAL EXPENDITURE	**4,375,931**	**587,828**	**4,963,759**	**4,172,358**	**1,004,792**	**5,177,150**

Analysis of total resources expended

	Staff costs £	Depreciation £	Other £	2023 Total £	2022 Total £
Provision of residential care					
Provision of services and support costs	3,568,078	133,334	947,298	4,648,710	4,881,315
Other expenditure					
Fundraising, publicity and other	232,725	-	82,324	315,049	295,835
Total resources expended	**3,800,803**	**133,334**	**1,029,622**	**4,963,759**	**5,177,150**

Analysis of total resources expended for 2022 include provision of residental care staff costs amounting to £3,339,357, depreciation of £490,940 and other costs of £1,051,018. Other expenditure included staff costs of £210,748 and other costs of £85,087.

Notes to the Consolidated Accounts for the year ended 31 December 2023

6. Trustees and employees

	2023 Total £	2022 Total £
Staff costs during the year were as follows:		
Wages and salaries	3,417,311	3,173,308
Social security costs	283,072	280,758
Pension costs:		
Defined benefit scheme *	-	-
Defined contribution scheme	-	-
Work place pension scheme	100,420	96,039
	3,800,803	**3,550,105**

* See cost detail at note 7.

Staff costs above include agency staff.

The total average monthly number of employees during the reporting period (full and part-time staff) was:

	2023 Total	2022 Total
Nursing and clinical staff	19	19
Care assistants	48	53
Kitchen	8	7
Domestic	12	12
Facilities and maintenance	4	4
Occupational Therapy	1	2
Physiotherapy	2	3
Speech Therapy	1	1
Social and Recreation	2	2
Support	6	5
Fundraisers	6	6
Chaplain	1	1
Administration	6	6
	116	121

Reimbursements of travel expenses, totalling £148 were made to one Trustee of Care for Veterans for the year ended 31 December 2023 (2022: £148). During the year there were donations from Trustees made to CfV amounting to £11,346 (2022: £1,055).

The premium for the trustees' indemnity insurance is now included within the combined liability insurance as in 2022.

Details of employees who received more than £60,000 in the year are as follows:

	2023 Total	2022 Total
£60,001 - £70,000	1	1
£70,001 - £80,000	-	-
£80,001 - £90,000	-	1

During the year pension contributions of £2,511 (2022: £6,570) were paid on behalf of these employees as members of the Work Place scheme operated by the charity. These figures are also included in the key figures below.

During the year a total of 8 staff were recognised as key management personnel the total to these indiviuals amounted to £468,896 (2022: £428,176). Included within this amount was £15,934 (2022: £14,644) for contributions to the Work Place Pension scheme operated by the charity.

Notes to the Consolidated Accounts for the year ended 31 December 2023

7. Retirement Benefits

The charitable company operates a defined benefits plan, The Federated Pension Scheme for the Queen Alexandra Hospital Home.

The assets and liabilities of the plan have been calculated for the purposes of FRS102 based on the results of the actuarial valuation as at 31 March 2022, adjusted for the different assumptions required under FRS102 and taking into consideration changes in the membership since that date.

The principal actuarial assumptions at the balance sheet date (expressed as weighted averages) were as follows:

	2023 %	2022 %
Discount rate	4.5	4.8
Retail Prices Inflation ("RPI")	3.1	3.2
Consumer Prices Inflation ("CPI")	2.6	2.7
Pension increases: RPI, max 5%, min 0%	3	3.1

The underlying mortality assumption is based upon the standard table known as S3PxA on a year of birth usage with CMI_2022 future improvement factors and a long-term rate of future improvement of 1.25% p.a. (2022: S3PxA, CMI_2021, 1.25% p.a).

This results in the following life expectancies:
- Male age 65 now has a life expectancy of 86.4 years (2022: 86.9 years)
- Female age 65 now has a life expectancy of 88.9 years (2022: 89.3 years)
- Male age 45 now, retiring at 65, has a life expectancy from 65 of 87.6 years (2022: 88.2 years)
- Female age 45 now, retiring at 65, has a life expectancy from 65 of 90.3 years (2022: 90.7 years)

No allowance has been made at retirement for non-retired members to commute part of their pension for a lump sum in these calculations.

Employee Benefit obligations

The amounts recognised in the balance sheet as at 31 December 2023 (with comparative figures as at 31 December 2022) are as follows:

	2023 £	2022 £
Market value of plan assets	(3,430,000)	(3,398,000)
Present value of plan liabilities	3,430,000	3,398,000
Net defined benefit asset/(liability)	**-**	**-**

The amounts to be recognised in the consolidated statement of financial activities for the year ending 31 December 2023 (with comparative figures for the years ending 31 December 2022) are as follows:

	2023 £	2022 £
Current service cost		
Administrative expenses	-	-
Interest on net defined benefit (asset)/liability	(19,000)	(2,000)
Loss/(Gain) recognised	-	-
(Gain)/loss on plan charges	-	-
Curtailment (gain)/loss	-	-
Total	**(19,000)**	**(2,000)**

Notes to the Consolidated Accounts for the year ended 31 December 2023

7. Retirement Benefits

Changes in the present value of the plan liabilities for the year ended 31 December 2023 (with comparative figures for the year ending 31 December 2022) are as follows:

	2023	2022
	£	£
Present value of plan liabilities at beginning of period	3,070,000	5,095,000
Current service cost	-	-
Employee contributions	-	-
Benefits paid	(125,000)	(124,000)
Interest on plan liabilities	144,000	96,000
Actuarial (gains)/losses	45,000	(1,997,000)
(Gain)/loss on plan changes	-	-
Present value of plan liabilities at end of period	**3,134,000**	**3,070,000**

Changes in the fair value of the plan assets for the year ending 31 December 2023 (with comparative figures for the year ending 31 December 2022) are as follows:

	2023	2022
	£	£
Market value of plan assets at beginning of period	3,398,000	5,162,000
Contributions paid by the company	124,000	124,000
Employee contributions	-	-
Benefits paid	(125,000)	(124,000)
Administrative expenses	-	-
Interest on plan assets	163,000	98,000
Return on assets, less interest included in Profit & Loss	(130,000)	(1,862,000)
Market value of Scheme assets at end of period	**3,430,000**	**3,398,000**
Actual return on plan assets	**33,000**	**(1,764,000)**

The major categories of plan assets as a percentage of total plan assets for the year ending 31 December 2023 (with comparative figures for the year ending 31 December 2022) are as follows:

	2023	2022
	%	%
Equities and Property	15	20
Bonds	20	1
Diversified Growth	36	48
Liability Driven Investment ("LDI)	27	21
Cash	2	10
Total	**100**	**100**

The plan has no investment in property occupied by, assets used by or financial instruments issued by Care for Veterans.

Analysis of the remeasurement of the net defined benefit liability recognised in Other Comprehensive Income ("OCI") for the year ending 31 December 2023 (with comparative figures for the year ending 31 December 2022) are as follows:

	2023	2022
	£	£
Return on assets, less interest included in Profit & Loss	(130,000)	(1,862,000)
Expected less actual plan expenses	-	-
Experience gains and losses arising on the plan liabilities	-	-
Changes in assumptions underlying the present value of plan liabilities	(13,000)	1,669,000
Remeasurement of net defined benefit liability recognised in OCI	**(143,000)**	**(193,000)**

Notes to the Consolidated Accounts for the year ended 31 December 2023

7. Retirement Benefits

Movement in net benefit asset/(liability) during the year ending 31 December 2023 (with comparative figures for the year ending 31 December 2022) are as follows:

	2023 £	2022 £
Net defined benefit asset/(liability) at beginning of year	-	67,000
Recognised in Statement of Financial Activities	19,000	2,000
Contributions paid by Company	124,000	124,000
Remeasurement of net defined benefit liability recognised in OCI	(143,000)	(193,000)
Net defined benefit asset/(liability) at end of the year	**-**	**-**

The criteria for the recognition of the surplus as an asset as described in note 1.8 was not met. The actuarial gains on the plan liabilities have therefore been restricted by £296,000 so as not to recognise the surplus.

Funding Policy

Actuarial valuations are carried out every three years on behalf of the Trustees of the plan, by a qualified independent actuary. The actuarial assumptions underlying the actuarial valuation are different to those adopted under FRS102.

The last such actuarial valuation was at 31 March 2022. This showed that the plan's assets were insufficient to cover the liabilities on the funding basis. A Recovery Plan has been agreed with the Company, which commits the Company to paying contributions to fund the shortfall. These deficit recovery contributions are incorporated in the plan's Schedule of Contributions dated 12 June 2023 and required contributions equal to £124,000 per annum payable in monthly instalments.

The contributions are subject to review following completion of the next funding valuation, due as at 31 March 2025.

Defined Contribution Scheme

Following the closure to future accrual of the Defined Benefit Scheme the charitable company put in place a stakeholder scheme for the benefit of the employees, to which the charity contributed a matched figure up to the value of 5% of the gross contribution. The Scheme was closed on 30 April 2014 following the introduction of the Workplace Pension Scheme.
The Workplace Pension Scheme was made available from 1 May 2014 to comply with the new pension auto-enrolment rules.
Contributions in this scheme are matched by the Charity up to the value of 5%.

Charge Over Assets

A charge remains in place for the Pension Scheme Trustees. This charge provides security for the pension Trustee and can be taken into account when setting the investment strategy and, to a degree, the pace of funding for the deficit. The value of security is capped at £3,500,000.

Notes to the Consolidated Accounts for the year ended 31 December 2023

8. Taxation

No provision has been made for taxation in these financial statements as the company is a charity in accordance with Section 4 of the Charities Act. It is exempt from taxation other than Value Added Tax provided that income and gains are applied to charitable purposes.

9. Tangible fixed assets

GROUP	Freehold property	Plant and equipment	Vehicles	Total
	£	£	£	£
Cost				
At 1 January 2023	8,862,290	1,352,514	114,042	10,328,846
Additions	-	144,742	-	144,742
Disposals	-	-	-	-
At 31 December 2023	8,862,290	1,497,256	114,042	10,473,588
Depreciation				
At 1 January 2023	6,029,905	1,013,810	89,932	7,133,647
Provided in period	24,093	101,204	8,037	133,334
On disposals	-	-	-	-
At 31 December 2023	6,053,998	1,115,014	97,969	7,266,981
Net book value at 31 December 2023	**2,808,292**	**382,242**	**16,073**	**3,206,607**
Net book value at 31 December 2022	2,832,385	338,704	24,110	3,195,199

CHARITY	Freehold property	Plant and equipment	Vehicles	Total
	£	£	£	£
Cost				
At 1 January 2023	9,025,560	1,352,514	114,042	10,492,116
Additions	-	144,742	-	144,742
Disposals	-	-	-	-
At 31 December 2023	9,025,560	1,497,256	114,042	10,636,858
Depreciation				
At 1 January 2023	6,029,905	1,013,810	89,932	7,133,647
Provided in period	24,093	101,204	8,037	133,334
On disposals	-	-	-	-
At 31 December 2023	6,053,998	1,115,014	97,969	7,266,981
Net book value at 31 December 2023	**2,971,562**	**382,242**	**16,073**	**3,369,877**
Net book value at 31 December 2022	2,995,655	338,704	24,110	3,358,469

The net carrying value of tangible fixed assets includes the following in respect of assets held under finance leases or hire purchase contracts.

	2023	2022
	£	£
Plant and machinery	-	5,052
	-	**5,052**

Notes to the Consolidated Accounts for the year ended 31 December 2023

10. Fixed asset investments

	2023 Total	2022 Total
	£	£
Quoted investments		
Market value at 1 January 2022	3,939,383	4,207,065
Additions	423,000	1,452,274
Disposals	(617,000)	(1,294,119)
Net realised/unrealised gains	74,578	(425,837)
Market value at 31 December 2022	3,819,961	3,939,383
Short term deposits	90,620	299,014
Investments (Group)	**3,910,581**	**4,238,397**
(Historical cost £3,960,672 [2022: £4,382,492])		
Investments in group undertakings at 1 January 202	1	1
Investments (Charity)	**3,910,582**	**4,238,398**

(Historical cost £3,960,672 [2022: £4,382,492])

	2023 Total	2022 Total
	£	£
Analysed as:		
Charity Multi-Asset Fund	2,006,515	2,824,506
Responsible Multi-Asset Fund	1,904,067	1,413,891
	3,910,582	**4,238,397**

The Charity wholly owns the following subsidiary:

	Country of Incorporation	Class of share capital held	Principal activity
Care for Veterans Services Limited (formerly QAHH Services Limited)	England	Ordinary - 100% of ownership	Provision of nursing care and other trading activities

Notes to the Consolidated Accounts for the year ended 31 December 2023

11. Stocks

	2023		2022	
	Group	Charity	Group	Charity
	£	£	£	£
Consumable stores	14,505	14,505	15,872	15,872
Total consumable stores	**14,505**	**14,505**	**15,872**	**15,872**

12. Debtors

	2023		2022	
	Group	Charity	Group	Charity
	£	£	£	£
Resident contributions receivable	203,039	146,839	235,159	167,427
Capitation fees receivable	10,666	10,666	5,421	5,421
Legacies receivable	290,188	290,188	149,203	149,203
Income tax recoverable	3,683	3,683	1,954	1,954
Prepayments and other debtors	146,663	146,663	48,821	48,821
Gift aid donations from trading subsidiary	-	16,886	-	7,177
Amounts due from group undertakings	-	37,913	-	58,174
Total debtors	**654,240**	**652,839**	**440,558**	**438,177**

13a. Creditors: amounts falling due within one year

	2023		2022	
	Group	Charity	Group	Charity
	£	£	£	£
Trade creditors	88,595	88,595	81,955	81,955
Staff remuneration	50,303	50,303	50,689	50,689
Pension	15,916	15,916	19,114	19,114
Social security and other taxes	70,215	70,215	61,271	61,271
Hire purchase creditor	-	-	5,052	5,052
Other creditors and accruals	137,241	133,641	69,124	66,124
Total creditors (falling due within one year)	**362,270**	**358,670**	**287,205**	**284,205**

Net obligations under hire purchase are secured by fixed charges over the assets concerned.

13b. Creditors: amounts falling due after more than one year

	2023		2022	
	Group	Charity	Group	Charity
	£	£	£	£
Hire purchase creditor	-	-	-	-
Total creditors (falling due after more than one year)	**-**	**-**	**-**	**-**

Net obligations under hire purchase are secured by fixed charges over the assets concerned.

Notes to the Consolidated Accounts for the year ended 31 December 2023

14. General fund

	2023		2022	
	Group	Charity	Group	Charity
	£	£	£	£
Revenue funds				
At 1 January 2023	4,168,838	4,168,839	4,449,956	4,449,957
Retained surplus/(deficit) for the year	52,047	52,047	(272,159)	(272,159)
Transfers from/(to) restricted funds	(83,704)	(83,704)	(8,959)	(8,959)
At 31 December 2023	**4,137,181**	**4,137,182**	**4,168,838**	**4,168,839**

15. Designated and restricted funds

	Endowment Funds	Capital Funds	Restricted Funds	Total
GROUP				
	£	£	£	£
At 1 January 2023	149,149	3,174,199	322,935	3,646,283
Incoming resources		-	462,425	462,425
Expenditure	-	(133,334)	(454,494)	(587,828)
Gains/(losses) on investments	1,820	-	-	1,820
Transfer between funds	-	61,038	(61,038)	-
Transfers from/(to) revenue funds		83,704	-	83,704
At 31 December 2023	**150,969**	**3,185,607**	**269,828**	**3,606,404**

The transfers between funds during the year are represented by additional funds when required to show progress; transfers to and from these funds represent the introduction of funds from restricted income and the distribution of costs to capital funds. Transfers to the revenue fund represent restricted funds received for the allocation against revenue costs.

The **Restricted funds** represents the smaller funds with restrictions placed on them.

The **Endowment funds** are represented as follows;
The endowment (permanent) fund of £21,000 represents the value of premises owned by the unincorporated charity, The Queen Alexandra Hospital Home (208721) and a "uniting direction" was made by the Charity Commission enabling the two charities to be treated as one.

Two additional endowments (permanent) were added in 2010 and held in `special trust` for The Sailors & Soldiers Home Fund and Bloomfield Bequest. These two funds are invested seperately from the Charity's main fund and its income is available for the charity's purpose. The current value of these at 31 December 2023 is £129,969 (2022: £128,149).

	Endowment Funds	Capital Funds	Restricted Funds	Total
CHARITY				
	£	£	£	£
At 1 January 2023	149,149	3,337,469	322,935	3,809,553
Incoming resources	-	-	462,425	462,425
Expenditure	-	(133,334)	(454,494)	(587,828)
Gains/(losses) on investments	1,820	-	-	1,820
Transfer between funds	-	61,038	(61,038)	-
Transfers from/(to) revenue fund	-	83,704	-	83,704
At 31 December 2023	**150,969**	**3,348,877**	**269,828**	**3,769,674**

Notes to the Consolidated Accounts for the year ended 31 December 2023

16. Analysis of movements in restricted funds

	Balance at 1 January 2023	Income	Expenditure	Transfers	Funds 31 December 2023
	£	£	£	£	£
Gardening	3,855	1,000	(2,250)	-	2,605
Chaplaincy and renovation costs	3,293	6,000	-	(6,000)	3,293
CFV choir costs	45	-	-	-	45
Mixed rehabilitation and related costs	289,478	234,931	(407,957)	-	116,452
Personal Activities for Daily Living	-	45,596	(13,985)	-	31,611
Lift maintenance	4,569	-	(2,280)	-	2,289
Hospital equipment - general	12,487	12,835	(6,683)	(7,091)	11,548
Green Project - Solar panels & maintenance	5,708	-	(2,829)	-	2,879
Green Project - Boiler replacement	-	128,949	(3,000)	(35,949)	90,000
Green Projects - Electric Vehicle	3,500	10,778	(5,174)	-	9,104
Room Conversions	-	10,000	(10,000)	-	-
Event	-	336	(336)	-	-
Air conditioning units		12,000	-	(12,000)	-
	322,935	**462,425**	**(454,494)**	**(61,040)**	**269,826**

Analysis of movements in restricted funds - previous year

	Balance at 1 January 2022	Income	Expenditure	Transfers	Funds 31 December 2022
	£	£	£	£	£
Wifi and IT equipment	-	9,946	(731)	(9,215)	-
Greenhouse and Gardening	27,308	1,750	(25,203)	-	3,855
Chaplaincy costs	3,000	3,500	(3,207)	-	3,293
CFV choir costs	45	-	-	-	45
Sporting chances for disabled veterans	21,049	-	(19,000)	(2,049)	-
Mixed rehabilitation and related costs	342,951	336,518	(389,991)	-	289,478
Green Project - Solar panels & maintenance	8,537	-	(2,829)	-	5,708
Lift replacement and maintenance	6,849	-	(2,280)	-	4,569
Richmond Wing extension	6,221	-	(6,221)	-	-
Hospital equipment - general	15,851	9,296	(12,660)	-	12,487
Green Projects - Electric Vehicle	4,830	-	(1,330)	-	3,500
Covid-19 help grants	-	50,400	(50,400)	-	-
	436,641	**411,410**	**(513,852)**	**(11,264)**	**322,935**

Name of restricted fund	Description of fund
Gardening	Fund towards ongoing gardening requirements
Mixed rehabilitation related costs	To maintain therapies and related costs and wellbeing of residents
Personal Activities for Daily Living (PADL)	Encourages veterans to take an active role in tasks like washing and dressing, with support from the care staff.
Lift maintenance	Lift maintenance costs on Alexandra Wing
Hospital equipment - general	Replacement of equipment
Room Conversions	Conversion of double rooms to single rooms
CFV choir costs	Small donations towards running costs for CfV choir
Chaplaincy and renovation costs	To provide for chapel services and costs including renovations
Green Project - Solar panels	To provide and maintain Solar panels
Green Project - Boiler replacement	Replacing the boilers with greener more efficient boilers
Green Project - Electric Vehicle	Running costs of the elctric vehicle including drivers
Events	Donation towards running fundraising event
Air conditioning units	Provide air conditioning units to the kitchen and to the wings

Notes to the Consolidated Accounts for the year ended 31 December 2023

17. Analysis of net assets between funds

GROUP	Tangible Fixed Assets £	Investments £	Net Current Assets £	Debtors due >1year £	Creditors due >1year £	Total £
Designated funds						
Endowment funds	21,000	129,969	-	-	-	150,969
(including unrealised Gains of £1,820) (2022: Losses £14,915))						
Capital fund	3,185,607					3,185,607
	3,206,607	**129,969**	**-**	**-**	**-**	**3,336,576**
Revenue funds						
Restricted fund	-	-	269,828	-	-	269,828
Unrestricted fund	-	3,780,612	356,569	-	-	4,137,181
(including unrealised Gains of £90,397 (2022: Losses £479,436))						
Pension fund asset	-	-	-	-	-	-
	-	**3,780,612**	**626,397**	**-**	**-**	**4,407,009**
	3,206,607	**3,910,581**	**626,397**	**-**	**-**	**7,743,585**

CHARITY	Tangible Fixed Assets £	Investments £	Net Current Assets £	Debtors due >1year	Creditors due >1year £	Total £
Designated funds						
Endowment funds	21,000	129,969	-	-	-	150,969
(including unrealised Gains of £1,820) (2022: Losses £14,915))						
Capital fund	3,348,877	-	-	-	-	3,348,877
	3,369,877	129,969	-	-	-	3,499,846
Revenue funds						
Restricted fund	-	-	269,828	-	-	269,828
Unrestricted fund	-	3,780,613	356,560	-	-	4,137,173
(including unrealised Gains of £90,397 (2022: Losses £479,436))						
Pension fund asset	-	-	-	-	-	-
	-	3,780,613	626,388	-	-	4,407,001
	3,369,877	**3,910,582**	**626,388**	**-**	**-**	**7,906,847**

Notes to the Consolidated Accounts for the year ended 31 December 2023

18. Capital commitments

In 2023 the project for replacing the boiler systems began in two phases. The first phase was completed in 2023 and the second phase will be completed in 2024. A deposit of £51k was paid in 2023 and the balance due on completion in 2024 of £41k. There were no other capital commitments at 31 December 2023 (2022: None).

19. Related party transactions

During the year there were donations of £11,346 by trustees to Care for Veterans (2022: £1,055).

20. Subsidiary company

The Charity owns the whole of the issued ordinary share capital of Care for Veterans Services Limited (formerly QAHH Services Limited) registered number 5802953, a company registered in England and Wales whose registered office and place of business are the same as that of the charity.

The trading activities of the subsidiary Care for Veterans Services Limited for the year ended 31 December 2023 were as follows:

	2023 £	2022 £
Turnover	698,827	471,308
Cost of sales	677,267	460,714
	21,560	10,594
Other operating income and charges	4,674	3,417
Profit/(loss) on ordinary activities before taxation	16,886	7,177
Appropriation to holding company (Gift aid)	(16,886)	(7,177)
(Loss)/profit for the financial year	-	-
Net current assets	1	1
Net assets	**1**	**1**
Share capital	1	1
Retained profit	-	-
Net assets	**1**	**1**

21. Surplus of income over expenditure

The charity has taken advantage of section 408 of the Companies Act 2006 and has not included its own income and expenditure account in these financial statements. The net of income over expenditure for the period includes a deficit of £37,574 (2022: deficit £265,762) which is dealt with in the financial statements of the charity.

Notes to the Consolidated Accounts for the year ended 31 December 2023

22. Grants/ Donations receivable

Under the terms of the Grant/ Donation Agreement or contract, the following funders are disclosed individually.

Funder	2023 Amount £
Army Benevolent Fund	109,910
British Forces Broadcasting Service BFBS	10,000
Ernest Kleinwort Charitable Trust	25,949
James Tudor Foundation	5,836
QMRT	5,520
RAF Benevolent Fund	20,000
Royal Navy & Royal Marines Charity and Greenwich	66,500
The Chapman Charitable Trust	12,000
The Corporation of Trinity House	10,000
The Wolfson Foundation	40,000
Veterans' Foundation	24,345

23. Analysis of governance

	Basis of apportionment	2023 £	2022 £
Salaries, wages and related costs	*Time apportionment*	27,625	24,156
Insurance	*Governance*	-	-
Audit fees - charity	*Governance*	16,641	12,449
Audit fees - subsidiary company	*Governance*	4,200	3,000
Total governance		**48,466**	**39,605**

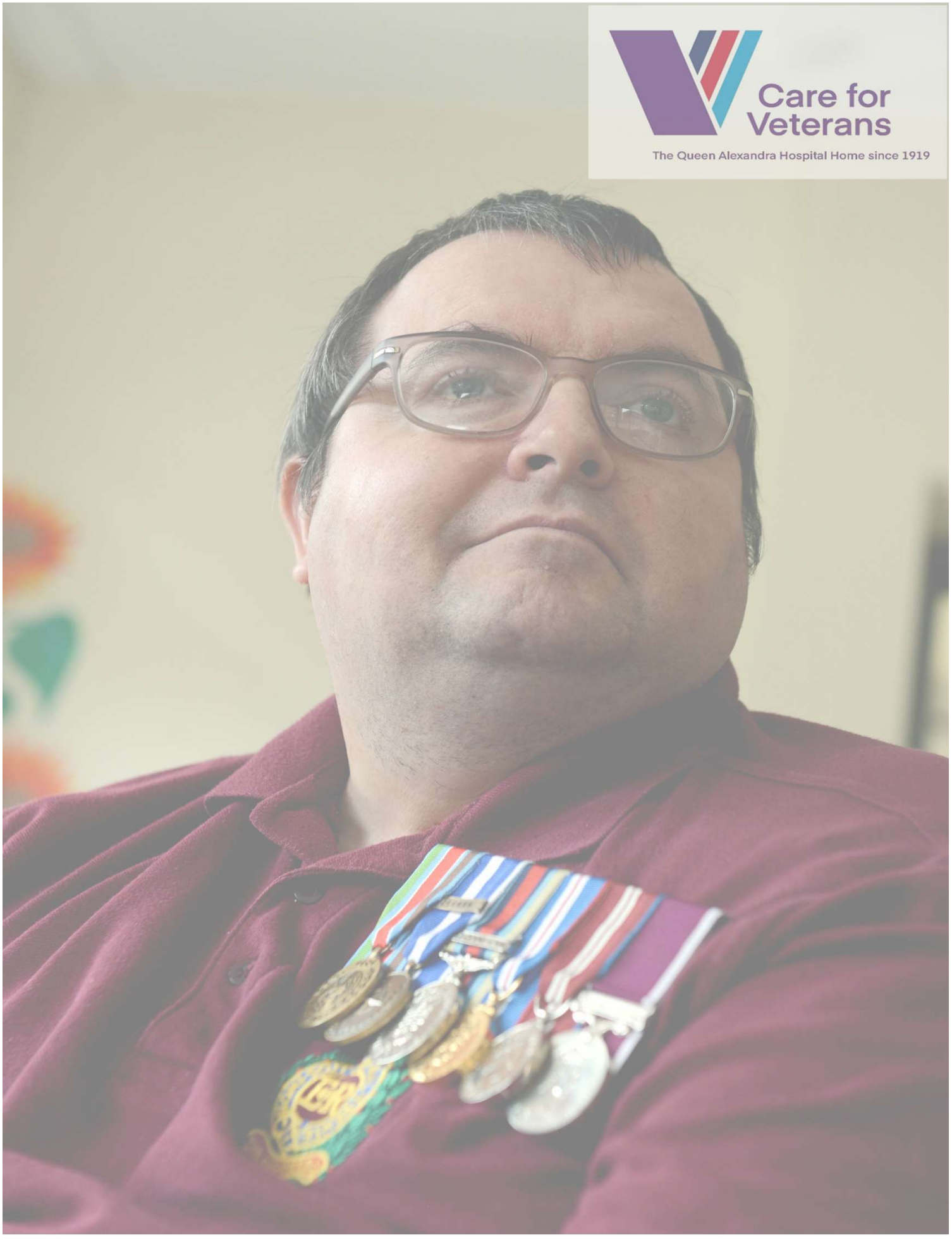
24. Analysis of changes in net funds

	At 1 January 2023 £	Cash flows £	At 31 December 2023 £
Cash at bank and in hand	212,300	107,622	319,922
Cash equivalents	-	-	-
Bank overdrafts	-	-	-
	212,300	107,622	319,922
Loans falling due after more than one year	-	-	-
Obligations under finance leases	(5,052)	5,052	-
Derivatives relating to debt	-	-	-
	207,248	**112,674**	**319,922**

25. Operating lease commitments

At the reporting date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating lease, which fall due as follows:

	2023 £	2022 £
Within one year	6,431	6,431
Between two and five years	10,718	17,149
	17,149	**23,580**


Care for
Veterans
The Queen Alexandra Hospital Home since 1919

Care for Veterans

The Queen Alexandra Hospital Home since 1919

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Registered Charity No. 1072334
A Company limited by guarantee

CARE FOR VETERANS

England & Wales - Charity number 1072334

Accounts

ANNUAL REPORT & ACCOUNTS
For the year ended 31 December 2022

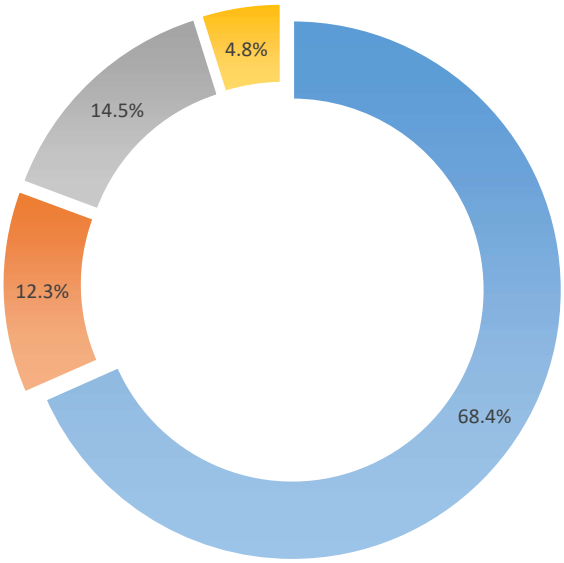
Care for Veterans

The Queen Alexandra Hospital Home since 1919

Company No. 03646570
Registered Charity No. 1072334

How the funds have helped

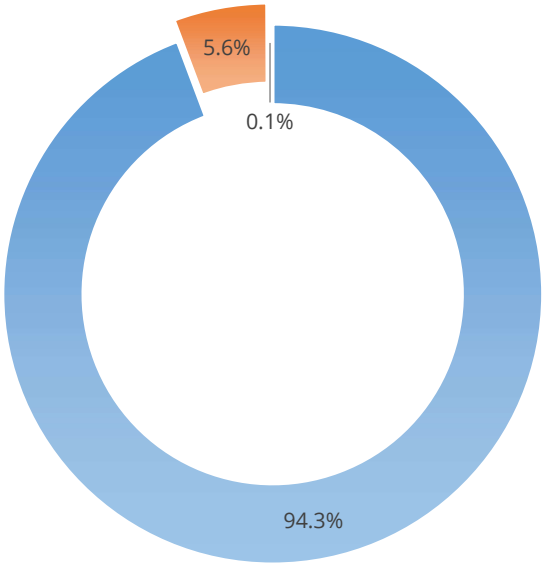
How the money came in



- Provision of care, rehabilitation and services
- Donations and fundraising events
- Legacies
- Investment and other income

Total income £4.85m

How the money went out



- Provision of care, rehabilitation and services
- Fundraising costs
- Investment and other income costs

Total expenditure £5.17m

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Group Trustees Report and Strategic Report

CHAIRMAN'S REPORT

I am very pleased to provide a foreword to this report for 2022 for Care for Veterans (CfV). Last year I wrote that it was a year like no other. After another very difficult year we have had to adjust to what can be described as a new normal. Covid has continued to affect us all at CfV, with occasional cases occurring, leading to a number of lockdown periods. You will read more on the impact of the virus on CfV within the various sections of this report. However, we have developed a robust regime to deal with what occurs and we have maintained the highest level of care and service to the residents, whilst attending to the needs of the staff. I am pleased to report that there were no deaths directly attributable to the pandemic in 2022.

2022 was another difficult year and we have not been able to achieve everything which was planned. Challenges were overcome one by one, and the new rhythm, established in 2021, was maintained so that everyone knew what had to be done and how to do it. New ways of working continued to have been developed to maintain business continuity so that the charity could continue to function. The IT systems have been fully tested, enabling some people to work from home seamlessly and effectively; this worked extremely well and to everyone's benefit.

However, the clinical and facilities staff did not have that option and continued to work on site throughout and once again the Board of Trustees offer the highest accolade possible for their supreme efforts. 2022 continued to reinforce the evidence that people will always rise to the challenges which unforeseen events and circumstances demand. I cannot speak highly enough of the resilience which was shown.

We maintained work on a number of essential upgrades and programmes, within the restrictions imposed as a result of COVID-19. We maintained the programme to divide the existing double rooms into singles which will be completed in early 2023. This will enable us to return resident numbers as close as possible to the maximum capacity of 60. Resident numbers were held at a viable level throughout 2022 and more beds are now being filled; the benefits of single rooms are clearly evident.

Finances remain tight and this is reflected in the outcome for 2022. As always, legacy income is very important, and I am extremely grateful to all those who have so generously included CfV in their Wills. I would like to take this opportunity to encourage individuals who are reviewing their Wills to consider including CfV in them.

Fundraising has been extremely difficult in 2022 but a number of successful live events were held alongside an increased use of digital events. The Fundraising and Marketing Team have been very responsive by shifting the dates of events at short notice to exploit the windows when they could be held at CfV.

The accounts in this report highlight again how a variety of measures to raise income and funds whilst reducing costs are bearing real fruit. With reserve levels maintained, my fellow Trustees and I are continuing to work closely with the management team to exploit further innovative new ways to reduce our costs and to develop the capabilities of CfV. I am very grateful to all those who have contributed to this work to ensure the long-term viability and sustainability of CfV. A Governance Review was undertaken in 2022 and this will lead to a Strategic Review in 2023.

CfV depends on its people. We are lucky to have a very strong team working together to produce the very best results. Staff numbers remain high and great efforts are being made to ensure that we retain staff. Considering the pandemic pressures, I can only reiterate the admiration of the Board of Trustees for everything which has been done by everyone to make 2022 a surprisingly successful year, no matter what the external pressures might have been. The sense of pride in what has been achieved is tangible and always receives well deserved credit.

Once again, I would like to continue to highlight how difficult the measures we have had to maintain throughout the year have been for the families and friends of the residents. The fact that these measures have been successful is little consolation to those who were not able to spend time with their loved ones, despite innovative methods being in place. I can only restate my gratitude to our residents' families for their understanding and patience as we manage the risks in the home. This has not been easy for anyone, and I fully appreciate the additional pressures this has brought on family members.

As always, there were fluctuations between periods of great optimism and much more demanding times, but life at Care for Veterans goes on. Although the pandemic is not so dominant as before, there is a constant need for change at short notice and the strategic aim remains to do everything possible to allow CfV to provide the highest standards of care for the residents and a place of work where everyone can fulfil their functions in a very safe and happy way.

I will retire from the Board in May 2023, and I wish my successor and the Trustees all the very best for the future and am grateful for the fantastic support they, and the Senior Management Team, have offered me during my time as Chairman.

James Fanshawe CBE

Group Trustees Report and Strategic Report

TRUSTEES REPORT

Report of the Trustees for the year ending 31 December 2022

The Trustees of Care for Veterans (CfV) present their annual report and audit of their financial statements of the charity for the year ended 31 December 2022. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity. This is also a director's report for company law. The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic (FRS 102) (effective 1 January 2015).

OBJECTIVITIES AND ACTIVITIES

The King George Hospital in London, which cared for those injured in battle closed as the war had ended resulting in a loss of nursing care. However, the needs of many ex-servicemen disabled in WW1 would remain for many years and there would be a change in emphasis from purely surgical care to continuing care for those disabled during the conflict. Lady Ripon, a Lady-in-Waiting to Queen Alexandra, recognised this need and campaigned hard for an establishment to provide long-term care for veterans. Sadly, she died in 1917 before any establishment was created, but her daughter, Lady Juliet Duff, took on the work and wrote to Queen Alexandra to establish a home at Gifford House in Roehampton to care for those disabled personnel discharged from the King George Hospital. This home in Roehampton was loaned to the charity by the Charrington family and recognising the continuing need Lady Duff relocated the charity to a permanent home in Worthing in 1932. The objects of the charity have since been extended and are currently:

"Provide permanent or respite accommodation, end-of-life care and outpatient care for former members of the British Armed Forces and their families, who are-in-need of such care by reason of age, sickness or disability and who require nursing care or rehabilitation."

Ensuring CfV's work delivers our aims:

There is an annual review of CfV's objectives and activities which considers the work in the previous 12 months, measuring the success of those goals and the benefits to its residents. The review also ensures that CfV's aims, objectives, and activities remain within the constraints of the charity's stated purpose.

The Trustees have referred to the guidelines in the Charity Commission's General guidance on Public Benefit when reviewing the charity's aims and objectives and in planning its future activities. The Trustees consider how planned activities will contribute to the aims and objectives they have set.

Our Ethos

Care for Veterans (CfV) considers applications from service veterans and their families, irrespective of their geographical location within the United Kingdom.

Following an application, CfV undertakes an assessment of the potential resident (either in person or, since the pandemic, over the telephone), to ensure that their condition is of a nature that CfV is capable of managing safely.

CfV accepts residents who are funded from a variety of sources – namely Self-funders; Clinical Commissioning Groups (continuing care cases); Local Authorities (Social Services); and War Pensioners (Service Personnel and Veterans Agency).

The cost of care provided to veterans and their families at CfV is subsidised by the charity, thanks to the generosity of its many supporters and donors.

CfV helps its residents in the following way:

- Providing modern facilities and equipment.
- Providing full nursing and medical care.
- Encouraging social interaction with like-minded former members of HM Forces.
- Providing facilities and support to assist in personal matters.
- Liaising with resident's former Service Units and Regiments – if desired by the resident.
- Providing a caring and supportive, family-environment until end-of-life.

The medium to long-term strategy is:

- To deliver a high standard of nursing care to all residents.
- To continually to upgrade facilities as required.
- To promote a green strategy to decrease utilities and demonstrate an environmental responsibility.
- To continue to promote increasing awareness of CfV.
- To maintain appropriate high bed occupancy to maximise income.
- To increase financial input through increased fundraising resources investigating scoping and developing new services.
- To continually review contracts to ensure they are fit for purpose and cost effective.

Group Trustees Report and Strategic Report

STRATEGIC REPORT

Review of Business

Financial review

In January 2022 the focus on the covid pandemic and the lifting of restrictions in the general population was not mirrored in the social care sector with restrictions remaining until virtually the end of the year. The home suffered a significant outbreak in January when the Omicron variant swept across the United Kingdom. At one stage the home suffered a 38% staff sickness absence rate requiring administrative staff to support the clinical areas. The rates amongst residents was lower, although a number did contract covid, no residents were lost to the virus. Over the course of 2022 there were then several smaller outbreaks but strict adherence to the Public Health England guidelines appeared to contain them in isolated pockets. Resident numbers did increase over the year, at one stage reaching 55 which resulted in the decision being made to convert the final three double rooms to maximise occupancy opportunities. Whilst this did lead to a reduction in availability for most of 2022, the final room was completed in December and once the final modifications to hoists and alarm systems are complete the home will finally enjoy 60 single rooms. The financial year was also significantly impacted by inflation, increasingly so as the year progressed. The impact of Russia's invasion of Ukraine was felt across the world as inflation hit virtually every aspect of daily life, from fuel and food to medical and building materials.

Total fee income for care was £2.85m (with an additional £471k for fees from non-primary purpose residents), an increase from 2021 (£2.51m with an additional £367k for fees from non-primary purpose), principally due to the slow increase in resident occupancy numbers during the year. Funding came directly from self-funding residents and funding organisations (principally local authorities and NHS commissioners).

Following the staffing review in 2020 changes have continued to be implemented across the workforce. The nursing and care review is the last and largest area to be considered but initial changes have been implemented and these changes have produced results in this reporting year. Richmond and Norfolk wings have now been combined creating a more flexible workforce and a slimmer management structure. Norfolk wing is now the therapy and wellbeing area of the site. The review has not reduced the home's ability to continue to provide high levels and quality of care and facilities available for residents. As a result, the total cost of providing care to the residents was £4.88m in 2022 (2021: £4.69m). The increased costs in 2022 were represented mainly by the cost of converting the remaining three rooms from doubles to singles to the value of £83k and the window replacements in the main building totalling £124k.The process of creating a sustainable service for the long-term continues.

The total voluntary income amounted to £1.21m (2021: £1.04m). This reflected an increase in legacy income on 2021 (which benefitted from a single large legacy). Legacy income in 2022 was £702k (2021: £414k) The incredible generosity of individuals in recognising CfV in their Wills has led to a positive future during what has been a very difficult year for everyone.

CfV made a positive decision in 2020 to transfer the investment portfolio into the SUTL Cazenove Charity Multi-Asset Fund (CMAF). This proved to be a very positive change during 2021. In 2022 CfV moved one third of its investments to the SUTL Cazenove Charity Responsible Multi-Asset Fund (RMAF). This fund aims to provide income and capital growth in line with the Consumer Price Index +4% per annum (net of fees) over rolling ten-year periods. This return expectation is the same as the CMAF the RMAF however goes further and the intention is for the Fund to have a positive impact on people and the planet by avoiding harm through Environmental, Social and Governance (ESG) integration and exclusions, benefiting stakeholders through responsible business activities and contributing to solutions through influence and investing for impact.

Fundraising focus continues on increasing CfV's supporter base and, with a committed fundraising staff, CfV hopes to continue with the positive support of 2021 into 2022 and beyond.

A summary of the charity's strategy is set out in the Trustee's report, and details of the Charity's results for the year are set out in the Statement of Financial Activities (page 19).

Group Trustees Report and Strategic Report

STRATEGIC REPORT

Achievements and Performance 2022

Objective	Outcome
Manage and where possible reduce the operational financial deficit.	By the end of the reporting year, CfV's completed all room conversions and now has 60 single rooms allowing the charity to maximise occupancy. This will reassure private funders, commissioners and social services that new residents can be safely admitted irrespective of any future outbreaks. In addition, the full impact of the 2020 staffing review started to be realised during the financial year. CfV had a net expenditure before investments (i.e. an operational financial deficit) in 2022 of £328k compared to a net expenditure before investments in 2021 of £718k. There is close monitoring of the financial situation from an overall budget and cashflow perspective. The workforce continues to be reviewed and the changes to the last area to be reviewed, the nursing and care department have started to take effect with a slimmer management structure. Following a benchmarking against similar organisations the staff to resident ratios were adjusted from 1:3 in the morning to 1:3.5 and similarly in the afternoon 1:3.5 was changed to 1:4. This combined with the slimmer management structure has made savings in this area and provided longevity to the home. This objective became more challenging as inflation spiralled upward following the invasion of Ukraine with almost every aspect or delivering care, from food and heat to dressings and equipment fittings increasing in cost. • The financial deficit persisted in 2022, compounded by inflation. However, overall expenditure is more controlled.
Objective	**Outcome**
Provide the residents with high-grade accommodation in single rooms.	Following the conversion of seven double rooms into 14 single rooms, the decision was taken to pause the conversion programme until resident numbers rose. At one stage occupancy appeared stuck at approximately 42 residents. However, as the numbers increased, reaching 55 at their peak, the programme to convert the final three rooms was restarted. This was achieved by the end of the year with only a few minor items to complete such as call bells and the hoist re-instillation. • CfV now has 60 single large rooms, almost half of which are en-suite.
Objective	**Outcome**
Implement the Nursing and Care restructure.	The nursing and care restructure was the final and most challenging aspect of the overall staffing restructure. Nursing and care represent by far the largest number of employees in the workforce many of whom have different qualifications and levels of experience. However, the amalgamation of Richmond and Norfolk Wings into one Wing, Richmond Wing, resulted in a much slimmer management structure and a more flexible workforce. Having one shift lead, who is supernumerary allows greater control and improved management across the wing. The alteration in staff to resident ratios also contributed to the overall changes. • CfV now only has two nursing wings, Alexandra and Richmond.
Objective	**Outcome**
Foster a closer working relationship with local authority funding bodies.	The team responsible for placements has continued to communicate with local authority providers along with private funders to increase occupancy. The local authority funders have visited the home during 2022 and we have engaged in their infection control audit scoring highly. This was reflected in our return to 55 residents during the reporting period. • Whilst the covid grants largely ceased, the increased contact has positively affected occupancy.
Objective	**Outcome**
Investigate the potential for a dementia wing at CfV.	A full scoping exercise was conducted including visits to the Royal Star and Garter and the Royal Naval benevolent Trust. In addition, the dementia specialist from each visited CfV and looked at infrastructure, the floor plan, access and egress and the security system. They advised on the best areas for either an eight or 22 bed unit. Local fees were determined by an interview with one of the Trustees whose mother has been in a local dementia home as a permanent resident. The discipline that featured most prominently was meaningful care matters and details were gathered on staff to resident ratios and staff training using this approach. Additionally, advice was sought from Stirling University on the décor and furnishings. There would be considerable outlay for both infrastructure and training and as occupancy levels rose, following a discussion at the trustee board, a decision was taken not to pursue this at this stage. However, the scoping study remains on file should the decision be taken to resurrect it. • The decision was taken not to pursue this at the present stage.
Objective	**Outcome**
Deliver savings on utilities whilst demonstrating environmental responsibility.	The solar PV panels continue to produce considerable savings, especially in the high levels of sunlight during 2022. This year returned our highest ever yield with the panels, at the peak of summer producing almost a third of the hospital home's electricity requirements. This is hugely beneficial as the cost of energy rises across the world. All of the wooden windows in Gifford House were replaced in 2022 with the installation of energy efficient and low-maintenance UPVC making the oldest part of the site more environmentally friendly. The impact of the LED lights, new lifts and laundry equipment since the advent to the green project have significantly reduce maintenance costs and avoided equipment be unusable. The electric ambulance continues to produce fuel and environment savings being used most days to take residents to appointments and on visits home in the local area. • With the exception of low annual servicing costs, the all-electric ambulance has cost nothing to run since delivery in April 2021.

Group Trustees Report and Strategic Report

STRATEGIC REPORT

Risk and Uncertainty

Number	Risk	Mitigation
1	Inflation.	• SIx monthly reviews of fee levels. • Staff salaries – accepted increases for 2023. • Staffing ratios reduced as part of internal reviews. • Previously outsourced services now done in-house. •
2	A decline in resident numbers as the care in the community approach is widely used by local authorities.	• single rooms for every resident • Publication of on-site therapies • Scoping complete to open a dementia wing
3	Poor CQC rating	• Inspection took place early 2023 – Good rating received. • Policies and procedures regularly reviewed and updated. • Supervisions and training monitored to make sure in date. • Resident involvement in decision making. • Liaison with other care home managers to ensure best practice.
4	Failure or replacement cost of ageing equipment.	• Rolling replacement programme for infrastructure and equipment. • Cost of equipment repairs monitored and spend-to-save replacements considered. • Fundraising targeting appropriate funding sources for support.
5	Fall in investment portfolio value.	• Regular monitoring of the portfolio. • Portfolio transferred into a charity multi asset fund to provide improve portfolio liquidity and performance. • Cash maintained to avoid drawing down on the investment portfolio for short-term needs. • Greater focus on cashflow in managing the finances.
6	Decreased fundraising	• Increased number of supporters offering demonstrable support to CfV. • Use of technology to increase virtual fundraising and support those performing 'in aid of' the charity. • Focus on trusts and foundations to provide unrestricted funds to support the day-to-day costs of running the home.

Group Trustees Report and Strategic Report

TRUSTEES REPORT

Operational Overview of 2022

Whilst the rest of the population had the rules on Covid-19 almost completely relaxed the same was not the case within the social care sector. Guidelines on visitor numbers, trips out, and the use of PPE, specifically masks, persisted until November 2022. The relaxation of this guideline was well received by both visitors and staff but did lead to an initial increase in sickness beyond covid with colds and flu-like symptoms. Testing also ceased at this time and there is no longer routine testing with tests only being carried out when a resident or staff member is symptomatic. Despite this, it comes against a guideline of only two positive cases are required for the home to be placed back into lockdown until those cases are negative on testing. In January the home suffered its biggest ever outbreak with a sickness absence rate of 38% at its peak with many residents affected too. This led to a redeployment of administrative staff to support the clinical areas and the home continued to function. Since then, the home has been placed in lockdown on three further occasions during 2022 but with far fewer staff affected and each episode lasting an average of four-to-six-week periods. Well-practised protocols are employed, and we have avoided any major outbreaks.

Administrative staff have largely returned to the workplace which has improved internal communication. However, the use of virtual desks has allowed staff to continue to work from home on occasions when they are working on specific projects, or the internal lockdown dictates it. Microsoft Teams has continued to allow Trustee Board meetings to be conducted remotely, along with the sub-committees of fundraising, finance and clinical governance.

The covid pandemic also had an impact on the supply chain and expenditure. China suffered further outbreaks and the strict lockdowns in factories had a huge impact on the supply chain. This led to global shortages of many items and an increase in costs as demand persisted. This situation was further compounded by Russia's invasion of Ukraine which again affected the delivery of many items from food to building materials. The impact of these two situations led to a rapid increase in inflation, especially in energy supply and food. The well-publicised cost-of-living crisis affected most of the United Kingdom's population and the social care sector did not escape the impact. Additionally, the larger than predicted increase in the National Minimum Wage announced in autumn led to salary compression through all employees. These factors were the rationale placing inflation as the number one risk to the organisation's longevity.

The nursing and care review, which was the final part of the whole site service review, was completed in 2022. It saw the amalgamation of Richmond and Norfolk Wings into one wing, Richmond Wing. Norfolk Wing is now the therapy area and wellbeing hub maintaining the long-established links with the Duke of Norfolk. This change led to a slimmer management structure and a more flexible workforce capable of covering absence more easily. Following a benchmarking exercise against similar veterans' charity nursing homes, the decision was taken to slightly reduce the staff to resident ration from 1:3 to 1:3.5 in the morning and 1:3.5 to 1:4 in the afternoons. This has been achieved whilst maintaining the high standards of nursing care and is still ahead of similar organisations.

In August 2022 the home unexpectedly lost the use of its electronic medical system. This was a direct result of the supplier being a victim of the ever-increasing number of cyber-attacks. CfV quickly adapted to this situation devising its own method for recording data for the down period. No resident information was lost or stolen in the period of downtime which lasted until the end of 2022. As a result, CfV has since found a new system which better suits its changing needs and this system will be implemented at the start of 2023.

Contact has been made from former residents of Blind Veterans (BV) at Brighton. With the sale of their building in Brighton and the procurement of a new site in Rustington some are seeking alternative accommodation.A meeting with the CEO of BV as led to collaborative approach and the staff from Brighton visiting CfV to advice on potential changes to the infrastructure.

Following successful fundraising applications CfV rolled out a new improved Wi-Fi system. This extended the existing system making Wi-Fi available in all parts of the building for residents. With an ever-increasing requirement from residents for internet connectivity for watching TV and communicating with family and friends CfV felt this was a very important step forward with technology.

The impacts of our earlier years Green Projects continue to save the home money on utilities and the long-hot summer of 2022 produced the best yield to date from the solar PV panels producing approximately a third of the home's electricity in the peak of summer. The other noticeable change is the reduction in callout charges, repairs and labour on many of the items replaced under the project.

An ageing CCTV system was replaced providing greater security for the residents and staff. In addition, the two barriers into the visitor's and staff car parks were replaced providing a visible deterrent. Finally, all of the single glazed windows in Gifford house have been replaced with low-maintenance and energy-efficient UPVc double glazed frames.

The funding of social care remains a challenge for the Treasury. The rise in National Insurance, which was to deliver increased social care funding was initially redirected to the NHS, and then reversed on the change of Prime Minister leaving the sector struggling to provide care.

There was a small increase in the financial year of £200 million for social care but this has not eased the pressures on delivering the cost-of-care. This lack of additional funding allied to the inflationary pressures of services, consumables, utilities and salaries have made 2022 extremely challenging. Alongside this the infection control grants from West Sussex County Council reduced sharply and were then withdrawn leaving the sector struggling in a cost-of-living crisis.

CfV continued to provide interdisciplinary working from the multidisciplinary team. 2022 saw the successful recruitment of both a full-time Speech and Language therapist and Occupational therapist. These new staff slipped seamlessly into the organisation alongside the physiotherapy department to provide true interdisciplinary working. Subsidised charges were introduced for all therapies during 2022 helping to manage the operational deficit but the group exercise and cycling club have remained free to all and have proved extremely popular. These are funded by the restricted funds acquired by the Fundraising team.

Student nurse training has restarted and we now take student nurses from both Brighton and Portsmouth Universities. Physiotherapy student placements from the University of Brighton continue with at least one student here at all-times which ensures currency among the clinical staff. Unfortunately, in 2022 the placement of occupational therapy students expected to start during the year were put on hold during the omicron outbreak at the start of the year and, at present, have not restarted. The presence of students on provides residents with variety during the long-term rehabilitation.

Fundraising at Care for Veterans

CfV's in-house Fundraising & Marketing team oversees a host of income streams including legacies, individual giving, corporate fundraising, community fundraising, trusts and foundations, events, digital and lottery, all of which are run in-house. 2022 continued to be challenging with considerable difficulties in organising and delivering events. There were fantastic in person events in 2022 including a Fire walk, Clay Pigeon Shooting, 2 golf days, Peacehaven cliff abseil and a Skydive. Returning to some normality with hosting Summer Fayre and Christmas Market in the grounds at Care for Veterans, and we attended more community based events.

Trusts applications are still challenging and the giving has not returned to a pre Covid level. More trusts are either declining or the donation is lesser than applied for. The cost of living crisis has certainly had a detrimental impact on givers, and the amount they are donating. The fundraising budget for 2022 was not achieved but looking forward to 2023 with optimism and careful planning to achieve budget.

At present, direct approaches are only made to those with legitimate interest or with prior consent. A supporter's details are removed from the database if they so request and CfV does not share or swap data with third parties. Any data retained is held and maintained within the guidelines of GDPR. All CfV's fundraisers are aware of the Data Protection Act, are trained in GDPR legislation and are required to refresh that training annually. CfV is conscious of pressures which vulnerable people might experience and its trained staff will never knowingly approach anyone who is vulnerable.

Care for Veterans is registered with the Fundraising Regulator and adheres to the Code of Fundraising Practice. We are also registered with the Fundraising Preference Service (FPS) and in 2022 had zero complaints via the FPS.

CfV does not currently employ external professional fundraising individuals, companies, or organisations. The Fundraising & Marketing team manages its own fundraising events and initiatives to maintain control over how people are approached, how they are asked to support and how they are thanked. CfV manages its own raffles and lottery in accordance with the terms set out by the local authority with whom it is registered.

CfV does not cold-call potential supporters, but use a wide variety of techniques, traditional and digital, to raise the profile of the charity and attract supporters. Once an organisation or individual registers as a supporter they are regularly updated as to how their donations have been used to benefit the veterans. CfV has made it as easy for supporters to unsubscribe as a supporter as it is to join to protect any vulnerable individuals.

Volunteers

There has been continued support from volunteers in the charity. The pandemic has limited the roles that volunteers can undertake, but during the lockdown the gardeners have continued to work outside and maintain the site. Additionally, volunteers have supported fundraising events and assisting at the Christmas market. The trustees remain grateful for their continued support.

Group Trustees Report and Strategic Report

TRUSTEES REPORT

Review of Activities 2022

Reserves

The Trustees consider that a total unrestricted reserves fund of 9-12 month's expenditure is reasonable to enable the charity to cope with unforeseen expenditure or a loss of income. The level of reserves is currently equal to 9-10 months expenditure and is regularly reviewed. The current levels of available reserves are held in line with the CfV investment and liquidity policy.

Unrestricted Fund

The total unrestricted reserves fund of £4.2m (2021: £4.5m) represents the unrestricted reserve fund, adjusted for the pension reserve fund. The pension value at 31 December 2022 showed a surplus of £328k compared to a surplus of £67k in 2021. This reduction in the pension scheme deficit came as a result of, the continued contributions from CfV and a reduction in the value placed on the liability for accounting purposes (mainly due to an increase in the discount rate). The £328k surplus has not been recognised in the financial statements. The criteria of the recognition of a surplus as an asset as described in accounting policy 1.8 was not met and therefore the surplus has not been recognised.

Designated funds

The designated reserves are made up of the capital fund and the permanent endowment fund. At the end of the year, the capital fund stood at £3.17m (2021: £3.64m) which represents CfV's investment in capital items, principally buildings, with the remainder being the permanent endowment fund of £0.15m (2021: £0.16m).

Restricted fund

The restricted fund stood at £0.32m (2021: £0.44m) at the year end and represents smaller funds with restrictions placed on them.

Investments

CfV investments are held as a reserve against any shortfall in income to ensure it can continue to deliver its charitable objectives.

Following the successful transfer of the existing managed portfolio into the SUTL Cazenove Charity Multi-Asset Fund (CMAF) in 2020, 2021 saw positive returns from the fund. In 2022 CfV following an investment review moved one third of the CMAF into the SUTL Cazenove Responsible Multi-Asset Fund

Both CMAF and the RMAF aim to provide combined income capital growth in excess of the Consumer Price Index +4% per annum (net of fees) over rolling ten-year periods by investing in equity related securities. It is intended however that the RMAF has a positive impact on people and the planet by avoiding harm through ESG integration and exclusions.

At 31 December 2022 the Charity's investments were valued at £4.23m (2021: £4.49m), as set out in Note 9. This amount includes £0.30m (2021: £0.29m) held in short term deposits. CMAF and RMAF remain liquid should cash be required.

The CMAF produced a total return of -6.4% over the last 12 months. The RMAF produced a return of -1.2% for the period of investment in April 2022 to 31 December 2022. The board of Trustees were content with the performance of the investments over the period.

Investment Policy

The current investment policy reflects that of the investment into the CMAF and the RMAF plus leaving sufficient liquidity outside of the CMAF and RMAF to provide for the day-to-day running costs if required.

Group Trustees Report and Strategic Report

TRUSTEES REPORT

Review of Activities 2022

Portfolio Impact Measurement of the CMAF and RMAF

		CMAF	RMAF
Planet	Carbon footprint	234 tonnes of CO2	55 tonnes of CO2
	vs benchmark*	290 tonnes of CO2	166 tonnes of CO2
People	Social dividend	0.0% p.a	2.8% p.a
	vs benchmark*	-5.2% p.a	-5.2% p.a

To provide further insight into the portfolio, Schroders includes an overall assessment of the impact of the equity investments on people and the planet, and a comparison against an appropriate benchmark. They provide two metrics:

Planet

Carbon emissions: an aggregate of the annual scope 1 and 2 carbon emissions (in tonnes) that can be attributed to the holdings of the companies in which it is invested. For comparison, an average passenger vehicle emits 5 tonnes of CO2 each year, an average home emits 9 tonnes of CO2 each year and a flight from London to New York is equivalent to 1 tonne of CO2 emissions.

People

Social dividend: the overall social contribution of the companies in which CfV is invested, expressed as a percentage of sales. For example, a score of +2% means that the portfolio adds $2 of benefits to society for every $100 of sales. The social contribution of business that Schroders value as part of this score includes aspects such as fair work, tax, medicine provision, financial inclusion, and access to water.

Source: Schroders SustainEx. Equivalency data sources: EPA, UK Government. Flight emissions are based on a single passenger flying economy class. Schroders is reliant on external providers for the underlying data for these metrics. Whilst Schroders makes every effort to ensure the accuracy of this data, it cannot be guaranteed. There may be some holdings where no underlying data is available, therefore Schroders will only present these metrics to CfV when Schroders have access to them for 80% or greater of the total value of your equity portfolio.

* Impact benchmark: 20FTSEAllShare – 80MSCIACWorld ex UK.

Trading Subsidiary

During the year the trading subsidiary, Care for Veterans Services Limited continued to trade for income outside the charitable status. The results are detailed in note 19.

Group Trustees Report and Strategic Report

TRUSTEES REPORT

Review of Activities 2022

Pensions

The accounts as presented include the full adoption of Financial Reporting Standard 102 (`FRS102'). A qualified independent actuary has prepared a valuation of the scheme for these accounts in accordance with FRS102. This valuation indicated that a surplus of £328,000 existed at 31 December 2022 (2021: £67,000 surplus). This amount has not been recognised as a surplus in these accounts as it does not meet the recognition criteria.

On 30 April 2005, the existing defined benefit pension scheme was closed to future accrual. A replacement stakeholder scheme came into force on 1 May 2005 and this scheme was discontinued on 30 April 2014. Since 1 May 2014, CfV has provided a workplace defined-contribution pension scheme to comply with the new pension auto-enrolment rules. This scheme is provided by the Peoples Pension.

Further information regarding the pension funds is set out in notes 5 and 6 to the financial statements.

Fees Policy

Setting resident's fees remains a challenge. CfV seeks to achieve a balance between affordability, a level which is consistent with the highest levels of care and suitable accommodation and the Trustees' desire not to exclude any beneficiary on the grounds of financial hardship. CfV welcomes residents whose care is funded from a variety of sources such as self-funded, commissioners, continuing health care, social services and service charities.

Remuneration for Senior Staff

The Remuneration Committee oversees and approves the salaries of the senior management and of other key personnel who have control of the day-to-day management of the charity. Salaries are reviewed annually and benchmarked against similar organisations and, in the case of clinical staff, the Nursing and Midwifery Council's `Agenda for Change` is used as the benchmark.

PLANS FOR FUTURE PERIODS

Future Plans

The 2018-2023 strategy is in its final year of currency and a new strategy 2023-2028 will be developed during 2023.

Future Prospects

The Board of Trustees acknowledges the work that has gone into increasing the occupancy at CfV. However, to ensure longevity they support the Senior Management Team continuing to scope opportunities such as accommodation for those suffering from dementia or the visually impaired. This new healthcare commissioner's strategy identifies that for some patients returning home, whether alone or with family, is impractical. This is particularly true among those suffering from dementia. The NHS reports that approximately 675,000 people have dementia in England, approximately one in every fourteen people aged over 65. Until now, CfV has not accepted those with dementia and relocated those who develop it whilst in the care of the home. In 2022 CfV investigated the potential for the conversion of one wing to cater for this increasing number of sufferers. Whilst it was agreed not to progress this the scoping study remains on file and available to action at any future stage.

Whilst the Trustees support the CEO's task of reducing the operational deficit, they have agreed that the policy of CfV maintaining the highest level of affordable nursing and rehabilitation services. The continuing operational deficit is planned to be met by fundraising, The adjustments to the staff to resident ratios will also see a narrowing of the gap between the cost of care and funding.

Following the invasion of Ukraine in February and the covid outbreaks in China resulting in reduced production the global economic burden is becoming clearer. Higher energy and food prices have created a cost-of-living crisis in many countries around the world and this will continue into 2023. Following an earlier slump in the value of the reserves portfolio there has been a recovery later in 2022. Our investment managers are looking to increase the "quality" bias within portfolios.

TRUSTEES REPORT

2023 Objectives

The main objectives for 2023 are:

- Introduce a new electronic medical records system.
- Maximising resident occupancy in the 60 single rooms
- Investigating the potential for accommodation for the blind or visually impaired veterans
- Replacing all boilers that are old and energy inefficient as part of the green project.
- Re-open a scoping into the use of day services at CfV.

How the objectives for 2023 will affect the charity:

- The new electronic medical record system will give all staff a hand-held device to record medical records on the go, freeing up administrative time.
- Increased resident numbers will increase funding and support the home during the cot-of-living crisis.
- Having plans to diversify into other elements of care will offer options if point two is unsuccessful.
- 95% of the cost of a new boiler is the case that can go through it. A boiler that produces the same output using 10-20% less gas will significantly reduce utilities that continue to increase in cost.
- Day services will ensure the fullest use of the site's facilities and could offer future residents, supporters, volunteers and donors.

IMPLICATIONS OF COVID-19

Whilst the impact of Covid-19 has almost disappeared as a concern in the general population the restrictions in the social care sector persist. Restrictions on visiting, trips out, room access and the wearing of PPE including masks when dealing with someone with symptoms or in areas of high risk.

Despite this, generally there has been a relaxation and routine testing has stopped, mask wearing has ceased except in certain situations and vaccinations are no longer compulsory and are not recorded.

Admissions are now allowed again and the single rooms have removed any restrictions regarding new residents. However, the caveat of only two cases, staff or residents, places the home back into lockdown further tightening restrictions.

Group Trustees Report and Strategic Report

TRUSTEES REPORT

Structure, Governance and Management

Governing Document

Care for Veterans, formerly the Queen Alexandra Hospital Home (QAHH) was founded in 1919 and incorporated as a Company Limited by Guarantee in 1998 (registered number 3646570) and registered as a charity (registered number 1072334) thereafter subject to Charity, Trust and Company Law and governed by a Memorandum and Articles of Association. Its registered address is Gifford House, Boundary Road, Worthing, West Sussex, BN11 4LJ (Tel: 01903-213458)

The Charity has one subsidiary company Care for Veterans Services Limited (company number 5802953) incorporated 2 May 2006. The company is limited with the single shareholder being Care for Veterans.

Appointment of Trustees

The Chairman of the Board oversees the appointment of new trustees. The Chairman will nominate an individual when a vacancy exists and, subject to the approval of the Board, they will be co-opted onto the board and appointed at the next AGM. Following appointment to the Board a new trustee will;

- undergo a number of briefing sessions with the senior management team and the Chairman.
- undertake a number of visits to CfV to understand the workings of the organisation and to meet staff members and residents.
- be invited to undertake one of the quarterly visiting Trustee visits to the home on behalf of the Chairman.
- be invited to join the Board, for a period of four years and then may be re-elected for one further period of four years. They are not normally eligible for a further re-appointment.

An Induction programme is in place for new Trustees. All new trustees are required to undergo Disclosure and Barring Service Checks.

Organisation

- Every quarter, two appointed trustees will undertake trustees' rounds and make inspections of all departments, to the extent permitted under any Covid-19 related lockdown restrictions in place.
- The Board manages the business and affairs of CfV and reviews the performance of CfV at quarterly Board meetings.
- Extraordinary meetings can be called at the request of three or more trustees.
- There are four subcommittees – the Finance Committee, the Fundraising and Marketing Committee, the Clinical Governance Committee and the Remuneration Committee.
- The board has established levels of authority to ensure proper accountability and transparency.

The Board appoints the Chief Executive, who reports to the Chairman and is accountable to the Board. The Chief Executive attends meetings of the Board and the subcommittees. The current Chief Executive is Mr Andy Neaves MSc BSc (Hons). He is also the 'Nominated Individual' under the requirements of CfV's registration body, the Care Quality Commission (CQC), and is the point of contact in all matters emanating from it. The day-to-day running of the home is the responsibility of the Registered Manager.

The Trustees, who for the purposes of company law are the Directors of the Company, oversee the operations of CfV. The Trustees and senior executives of the charity are listed on page 15. The principal place of business and professional advisers of the charity are given on page 15.

The Chief Executive is responsible to the Board of Trustees for carrying out the agreed policies and objectives of CfV. He deals with all strategic matters relating to finance and fundraising; all matters concerning Health and Safety; and is responsible for the smooth running and financial health of CfV.

Under the Chief Executive, the Departmental Managers are – the Registered Manager; Senior Nurse Manager; the Head of Finance; the Head of Fundraising and Marketing; Head of Human Resources and the Head of Support Services.

A formal Governance review of the Trustee board was undertaken in late 2022 by an external company. The recommendations from the review will be implemented in 2023.

Group Trustees Report and Strategic Report

TRUSTEES REPORT

Structure, Governance and Management

Related Parties

The Charity's wholly owned subsidiary Care for Veterans Services Limited was formed during 2006 to provide nursing and care services for a small number of residents who fall outside the objects of the Charity. The Charity recharges the cost of care, and the company gift aids any profits to the Charity.

Officers and Management

The names of the Trustees who have served during the year and the executives are set out below along with the Sub-Committees of Care for Veterans.

Trustee	Role	Sub-committees
Cdre James Fanshawe CBE	Chairman	1,3 Retires 17th May 2023
Mr David Williams	Deputy Chair, Chair Finance	1,3
Col John Saville FIMechE		2,4
Mr Michael Jones		2
Mr John McKee	Chair Fundraising and Marketing	2
Dr Timothy Fooks	Chair Clinical Governance	4
Ms Georgina Crowhurst		1
Mr Richard Andrew		1
Mrs Dawn Hart		4
Mrs Anna Harrison		4

Sub-committees

1. Finance Committee
2. Fundraising and Marketing Committee
3. Remuneration Committee
4. Clinical Governance Committee

Executives

AD Neaves, MSc BSc (Hons)	Chief Executive

Legal and administrative information

Auditors

Carpenter Box
Amelia House
Crescent Road
Worthing
West Sussex BN11 1QR

Pension Trustees

Independent Trustee Services Limited
4th floor Cannon Place
78 Cannon Street
London EC4N 6HL

Pension Administrators

Cartwright
Mill Pool House
Mill Lane
Godalming
Surrey GU7 1EY

Bankers

Barclays Bank Plc
1 Chapel Road
Worthing
West Sussex BN11 1EX

Principle office of Charity and Registered Office

Gifford House
Boundary Road
Worthing
West Sussex BN11 4LJ

Company Number

03646570

Registered Charity Number

1072334

Investment Managers

Schroder & Co Limited
Schroders Charities
1 London Wall Place
London EC2Y 5AU

Solicitors

GWCA
13/14 Liverpool Terrace
Worthing
West Sussex BN11 1TQ

Country of incorporation

England and Wales

Group Trustees Report and Strategic Report

TRUSTEES REPORT

Statement of Trustees' Responsibilities for the Financial Statements

The Trustees (who are also directors of Care for Veterans for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom generally accepted accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and the application of resources, including net income or expenditure of the charitable group for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting procedures and then apply them consistently.
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the going concern basis unless it is appropriate to presume that the charitable company will not continue in business.

The Trustees are responsible for the keeping of proper accounting records that disclose with reasonable accuracy at any time, the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for the safeguarding of the assets of the charitable company and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

In so far as the Trustees are aware:

- There is no relevant audit information of which the company's auditors are unaware; and
- The Trustees have taken steps to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The Trustees confirm that they have complied with the duty in Section four of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit.

Trustee Indemnity Insurance

The charity has third party indemnity insurance cover for its Trustees, as disclosed in note five to the financial statements.

Auditors

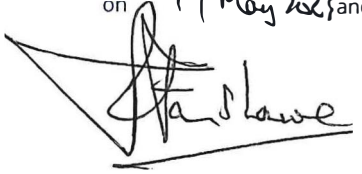
A resolution to reappoint Carpenter Box for the coming year will be proposed at the Annual General Meeting in accordance with the Companies Act 2006.

In Gratitude

The Trustees wish to convey their sincere thanks to all the volunteers who gave so generously their time and support to Care for Veterans during 2022. With their continued support, we look forward to enhancing the delivery of CfV's charitable services.

This report was approved by the Trustees

on 17 May 2023 and signed on their behalf by:



J Fanshawe CBE

Chairman

INDEPENDENT AUDITORS' REPORT
TO THE MEMBERS OF CARE FOR VETERANS

Opinion
We have audited the financial statements of Care for Veterans (the 'charitable company') for the year ended 31 December 2022 which comprise the consolidated statement of financial activities and income and expenditure account, the consolidated and charity balance sheets, the consolidated cashflow statement and the related notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice.

In our opinion, the financial statements:
- give a true and fair view of the state of the charitable company's affairs as at 31 December 2022 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion
We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusion relating to going concern
In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information
The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of our audit:
- the information given in the trustees' report, which includes the directors' report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report and strategic report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report and strategic report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:
- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit, or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

INDEPENDENT AUDITORS' REPORT
TO THE MEMBERS OF CARE FOR VETERANS

Responsibilities of trustees
As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charitable company for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- Obtaining an understanding of the legal and regulatory framework that the charitable company operates in, focusing on those laws and regulations that had a direct effect on the financial statements and operations, including a review of CQC reports;
- Obtaining an understanding of the charitable company's policies and procedures on fraud risks, including knowledge of any actual, suspected or alleged fraud
- Discussing among the engagement team how and where fraud might occur in the financial statements and any potential indicators of fraud through our knowledge and understanding of the charitable company and our sector-specific experience.

As a result of these procedures, we considered the opportunities and incentives that may exist within the charitable company for fraud. We are also required to perform specific procedures to respond to the risk of management override. As a result of performing the above, we identified the following areas as those most likely to have an impact on the financial statements: employment law; and, compliance with the UK Companies Act and UK Charities Act.

In addition to the above, our procedures to respond to risks identified included the following:

- Making enquiries of management about any known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of meetings of the board and senior management;
- Reading correspondence with regulators;
- Challenging assumptions and judgements made by management in their significant accounting estimates, in particular in relation to depreciation; and
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness.

Due to the inherent limitations of an audit, there is an unavoidable risk that some material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with the ISAs (UK). For instance, the further removed non-compliance is from the events and transactions reflected in the financial statements, the less likely the auditor is to become aware of it or to recognise the non-compliance.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report
This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Robin Evans BA FCA CTA (Senior Statutory Auditor)
for and on behalf of Carpenter Box
Chartered Accountants
Statutory Auditor
Worthing

Robin Evans 23/05/2023

Carpenter Box is a trading name of Carpenter Box Limited

CARPENTER BOX

Consolidated Statement of Financial Activities and Income and Expenditure Account

For the year ended 31 December 2022

	Note	Unrestricted Funds £	Endowment & Restricted £	2022 Total £	Unrestricted Funds £	Endowment & Restricted £	2021 Total £
INCOME AND ENDOWMENTS FROM							
Donations and legacies	*2*	844,935	361,010	1,205,945	609,346	435,628	1,044,974
Other trading activities	*2*	574,850	-	574,850	468,642	-	468,642
Investments	*2*	172,045	-	172,045	153,590	-	153,590
		1,591,830	361,010	1,952,840	1,231,578	435,628	1,667,206
Charitable activities	*3a*	2,845,291	-	2,845,291	2,507,156	-	2,507,156
Other income	*3b*	-	50,400	50,400	3,099	86,482	89,581
TOTAL INCOME		**4,437,121**	**411,410**	**4,848,531**	**3,741,833**	**522,110**	**4,263,943**
EXPENDITURE ON							
Raising funds	*4*	295,835	-	295,835	284,299	1,000	285,299
Charitable activities	*4*	3,876,523	1,004,792	4,881,315	3,724,357	972,705	4,697,062
TOTAL EXPENDITURE		**4,172,358**	**1,004,792**	**5,177,150**	**4,008,656**	**973,705**	**4,982,361**
Net income/(expenditure) before investments		**264,763**	**(593,382)**	**(328,619)**	**(266,823)**	**(451,595)**	**(718,418)**
NET (LOSSES)/GAINS ON INVESTMENTS	*9*	(410,922)	(14,915)	(425,837)	248,795	8,556	257,351
NET INCOME/ (EXPENDITURE)		(146,159)	(608,297)	(754,456)	(18,028)	(443,039)	(461,067)
Transfers between funds		(8,959)	8,959	-	(20,684)	20,684	-
Actuarial gains/(losses) on defined benefit pension scheme	*6*	(193,000)	-	(193,000)	232,000	-	232,000
Net movement in funds		(348,118)	(599,338)	(947,456)	193,288	(422,355)	(229,067)
Funds balance brought forward		4,516,965	4,245,612	8,762,577	4,323,677	4,667,967	8,991,644
FUNDS BALANCE CARRIED FORWARD		**4,168,847**	**3,646,274**	**7,815,121**	**4,516,965**	**4,245,612**	**8,762,577**

The accompanying accounting policies and notes form an integral part of these financial statements.
All of the operations represented by the information above are continuing.

Consolidated and Charity Balance Sheets
As at 31 December 2022

	Note	Group 2022 Total £	Group 2021 Total £	Charity 2022 Total £	Charity 2021 Total £
Fixed assets					
Tangible assets	*8*	3,195,199	3,665,916	3,358,469	3,829,186
Investments	*9*	4,238,397	4,498,035	4,238,398	4,498,036
TOTAL FIXED ASSETS		**7,433,596**	**8,163,951**	**7,596,867**	**8,327,222**
Current assets					
Stocks	*10*	15,872	11,458	15,872	11,458
Debtors	*11*	440,558	343,549	438,177	349,788
Cash at bank and in hand		212,300	468,235	211,681	459,147
		668,730	823,242	665,730	820,393
Creditors - amounts falling due within one year	*12a*	(287,205)	(286,564)	(284,205)	(283,715)
NET CURRENT ASSETS		**381,525**	**536,678**	**381,525**	**536,678**
Creditors - amounts falling after more than one year	*12b*	-	(5,052)	-	(5,052)
Net assets before pension scheme liability		**7,815,121**	**8,695,577**	**7,978,392**	**8,858,848**
Defined benefit pension scheme asset/(liability)		-	67,000	-	67,000
NET ASSETS AFTER PENSION LIABILITY		**7,815,121**	**8,762,577**	**7,978,392**	**8,925,848**
Designated funds					
Endowment fund	*14*	149,149	164,064	149,149	164,064
Capital fund	*14*	3,174,199	3,644,916	3,337,469	3,808,186
Revenue funds					
Restricted funds	*14*	322,935	436,641	322,935	436,641
Unrestricted:					
Pension reserve fund	*6*	-	67,000	-	67,000
General fund (including revaluation reserve (£144,096) [2021: £350,113] for Group and Charity)	*13*	4,168,838	4,449,956	4,168,839	4,449,957
Total unrestricted		4,168,838	4,516,956	4,168,839	4,516,957
TOTAL CHARITY FUNDS		**7,815,121**	**8,762,577**	**7,978,392**	**8,925,848**

Approved by the Board of Trustees on 17th May 2023 and signed on its behalf by

J Fanshawe CBE

D Williams

The accompanying accounting policies and notes form an integral part of these financial statements.

Company No. 03646570

Consolidated Cashflow Statement
For the year ended 31 December 2022

	Note	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
CASH FLOWS FROM OPERATING ACTIVITIES:					
Net cash provided by/(used in) operating activities	*a*	(225,257)	176,076	(216,788)	179,056
CASH FLOWS FROM INVESTING ACTIVITIES:					
Investment income and interest receivable		172,045	153,590	172,045	153,590
Purchase of tangible fixed assets		(32,443)	(97,705)	(32,443)	(97,705)
Purchase of investments		(1,452,274)	(499,857)	(1,452,274)	(499,857)
Sale of investments		1,294,119	-	1,294,119	-
Net cash provided by/(used in) investing activities		(18,553)	(443,972)	(18,553)	(443,972)
Cashflows from financing activities					
Payment of finance lease obligations		(12,125)	(12,125)	(12,125)	(12,125)
Net increase / (decrease) in cash and cash equivalents		(255,935)	(280,021)	(247,466)	(277,041)
Cash and cash equivalents at the beginning of the reporting period		468,235	748,256	459,147	736,188
Cash and cash equivalents at the end of the reporting period		212,300	468,235	211,681	459,147

	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
a. Reconciliation of net movement in funds to net cash flow from operating activities				
Net (outgoing)/incoming resources before gains and losses on investment assets	(328,619)	(718,418)	(328,619)	(718,418)
Investment income and interest receivable	(172,045)	(153,590)	(172,045)	(153,590)
Depreciation and loss on disposal	503,160	510,559	503,160	510,559
Decrease/(increase) in cash on deposit	(8,044)	351,436	(8,044)	351,436
(Increase)/decrease in stock	(4,414)	1,317	(4,414)	1,317
(Increase)/decrease in debtors	(97,009)	318,788	(88,389)	321,977
Increase/(decrease) in creditors	(118,286)	(134,016)	(118,437)	(134,225)
Net cash provided by/(used in) operating activities	(225,257)	176,076	(216,788)	179,056

See note 23 for net fund analysis note.

Notes to the Consolidated Accounts for the year ended 31 December 2022

The principle accounting policies, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

1. Accounting policies

1.1 Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) effective 1 January 2019, the Charities Act 2011, the Companies Act 2006.

The financial statements are prepared in sterling, which is the financial currency of the group. Monetary amounts are rounded to the nearest £1.

1.2 Basis of consolidation

The group financial statements consolidate those of the charity and of its subsidiary undertakings (note 19) drawn up to 31 December 2022 in full. Surpluses or deficits on intra group transactions have been eliminated. Investments in subsidiaries are accounted for at cost less impairment in the individual financial statements.

1.3 Incoming resources

Residents' contributions and capitation grants from the Veterans Agency are recognised in the Statement of Financial Activities on a receivable basis.

Donations and grants are recognised in the Statement of Financial Activities on a receivable basis and are shown gross.

For estates in which probate has been granted the value of a quantifiable legacy, although not received in the financial year under review, is recognised in the Statement of Financial Activities with the corresponding amount being included as a debtor in the Balance Sheet.

Investment income comprises dividends declared during the accounting period and interest receivable on listed and unlisted investments.

1.4 Resources expended

Resources expended are all associated with the sole activity of the provision of residential care. The charitable company's objective is the provision of residential care and this is achieved principally through its staff.

A high standard of buildings, equipment and other facilities are essential to the well-being of residents.

These elements underlie the categorisation of expenditure as follows:

Charitable expenditure comprises resources with the specific purpose of fulfilling the objects of the charity, predominantly the costs of care staff, and also expenditure incurred in support of the charity's primary purpose.

Governance costs under FRS 102 have been included in expenditure on 'charitable activities'.

Costs of generating funds include the costs associated with running the fundraising appeals including the development of the donor database, and fundraising events. Where applicable, costs have been apportioned on the basis of time or area, as appropriate to the relevant cost.

1.5 Fund accounting

The charitable company's assets represent; the Capital Fund (resources invested in the buildings, equipment and vehicles), the Revenue Funds (resources held to produce income and to act as a reserve against temporary deficits), Special Funds (restricted or designated funds established to meet capital needs or specific projects) and Endowment Funds (resources invested in Gifford House `the property` and a fund held in investments with income at the charity's discretion). The Capital Fund is shown as a restricted fund, but part of this fund includes amounts `designated` by the trustees. From time to time transfers between the Capital fund and the Revenue (unrestricted) fund occur in order to account for the results of projects which the trustees had designated funds to complete.

1.6 Fixed assets and depreciation

Capitalisation levels:

Individual fixed assets costing £2,500 or more are capitalised at cost.

IT equipment £400 or more

Tangible fixed assets are stated at cost net of depreciation. No depreciation is charged on fixed asset additions in the course of construction.

Depreciation is calculated to write down the cost of all tangible fixed assets except for freehold land by equal annual instalments over their expected useful lives, leading to an annual depreciation charge against the Capital fund.

The periods generally applicable are:

Property - 25 years **Plant, equipment and vehicles** - 5 to 15 years **Computer equipment** - 3 years

1.7 Investments

Investments appear at market value as fixed assets in the balance sheet as they are held on a long-term basis to provide an essential income to offset part of the operating costs of the charity. Both realised and unrealised gains and losses are credited or charged to the Revenue fund.

1.8 Retirement benefits

Defined benefit pension scheme

Scheme assets are measured at fair values. Scheme liabilities are measured on an actuarial basis using the projected unit method and are discounted at appropriate high-quality corporate bond rates.

The net surplus or deficit is presented separately from other net assets on the balance sheet.

A net surplus is recognised only to the extent that it is recoverable by the charity.

The current service cost and costs from settlements and curtailments are included in operating costs and are allocated to the same expenditure headings as the related staff costs.

Notes to the Consolidated Accounts for the year ended 31 December 2022

1.8 Retirement benefits (cont)
Defined benefit pension scheme
Actuarial gains and losses are reported in the Statement of Financial Activities with other gains and losses on investments.
The pension costs charged against operating profits are the employers' contribution payable to the Stakeholder pension scheme and **Work Place pension scheme** in respect of the accounting period.

1. Accounting policies (continued)

1.9 Stock
Stocks are stated at lower of cost or estimated selling price less cost to complete and sell.

1.10 Taxation
No provision for taxation, deferred or otherwise, has been made in these financial statements as the Hospital Home is a charity in accordance with the Charities Act 2011 and is exempt from taxation except Value Added Tax, provided that income and gains are applied for charitable purposes under S.505 of the Income and Corporation taxes Act 1998 and S.145 of the Capital Gains Tax Act 1979.

1.11 Cash and liquid resources
For the purpose of the cash flow statement, cash comprises cash in hand and deposits repayable in demand, less overdrafts payable on demand. Liquid resources comprise term deposits of less than one year (other than cash) and are included in fixed asset investments as they are integral to the portfolio managed by investment managers.

1.12 Volunteers
The charity benefits from the involvement and support of its volunteers. In accordance with FRS102 and the Charities SORP (FRS102), the economic contribution of general volunteers is not recognised in the accounts.

1.13 Debtors
Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.14 Cash at bank and in hand
Cash at bank and cash in hand includes cash and short-term liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.15 Creditors and provisions
Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

1.16 Financial instruments
The charity only has financial assets and financial instruments of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

1.17 Going concern
The financial statements have been prepared on a going concern basis. The trustees have considered relevant information, including the annual budget, forecast future cash flows and the impact of subsequent events in making their assessment. The COVID-19 pandemic and the ensuing economic shutdown has had a significant impact on the charity and group operations, as detailed on page 13, within the Trustees' Report.
A COVID-19 Business Continuity Plan was produced, along with a risk assessment, to guide the home through the pandemic successfully. The increased cost of PPE was countered by the issuing of grants from West Sussex County Council, from a Central Government grant, to cover the increases in PPE, cleaning materials and the other required changes to ensure compliance with Public Health England's guidelines 'How to work Safely in Care Homes'. In response to the COVID-19 pandemic, the trustees have performed a robust analysis of forecast future cash flows considering the potential impact on the charity of possible future scenarios arising from the impact of COVID-19. This analysis also considers the effectiveness of available measures to assist in mitigating the impact.

Based on these assessments and having regard to the resources available to the entity, the trustees have concluded that there is no material uncertainty in relation to the appropriateness of continuing to adopt the going concern basis in preparing the annual report and accounts.

1.18 Leases
Rentals payable under operating leases are charged on a straight line basis over the term of the relevant lease except where another systematic basis is more representative of the time pattern in which economic benefits from the leased asset are consumed.

Notes to the Consolidated Accounts for the year ended 31 December 2022

2. Analysis of income from generated funds

	Unrestricted £	Restricted £	2022 Total £	Unrestricted	Restricted	2021 Total £
Voluntary income:						
Donations	142,458	361,010	503,468	195,379	435,628	631,007
Legacies	702,477	-	702,477	413,967	-	413,967
	844,935	**361,010**	**1,205,945**	**609,346**	**435,628**	**1,044,974**
Activities for generating funds:						
Fundraising events	91,051	-	91,051	78,969	-	78,969
Nursing and care (non-primary purpose)	471,308	-	471,308	367,382	-	367,382
Other income	12,491	-	12,491	22,291	-	22,291
	574,850	**-**	**574,850**	**468,642**	**-**	**468,642**
Investment income:	**172,045**	**-**	**172,045**	**153,590**	**-**	**153,590**

3a. Analysis of income from charitable activities

	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
Fee Income						
Contributions from residents	2,781,467	-	2,781,467	2,439,835	-	2,439,835
Veterans Agency capitation grant	63,824	-	63,824	67,321	-	67,321
	2,845,291	**-**	**2,845,291**	**2,507,156**	**-**	**2,507,156**

3b. Other income

	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
Other income						
Grants received	-	50,400	50,400	-	86,482	86,482
Coronavirus Job Retention Scheme	-	-	-	3,099	-	3,099
	-	**50,400**	**50,400**	**3,099**	**86,482**	**89,581**
TOTAL INCOME	**4,437,121**	**411,410**	**4,848,531**	**3,741,833**	**522,110**	**4,263,943**

Notes to the Consolidated Accounts for the year ended 31 December 2022

4. Analysis of Resources Expended

	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
Resources expended						
Cost of generating voluntary income	218,875	-	218,875	226,254	-	226,254
Cost of activities for generating funds	71,740	-	71,740	52,620	1,000	53,620
Investment management fees	5,220	-	5,220	5,425	-	5,425
Total cost of generating funds	**295,835**	**-**	**295,835**	**284,299**	**1,000**	**285,299**

Costs of generating voluntary income include the costs associated with running the fund-raising appeals including the development of the donor database. Where applicable, administration and other costs have been apportioned on the basis of time or area as appropriate to the relevant cost and on a basis consistent with the use of resources by the fundraising department.

	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
Cost of charitable activities						
Payroll costs	2,874,201	465,156	3,339,357	2,846,426	373,130	3,219,556
Non-payroll costs	1,002,322	539,636	1,541,958	877,931	599,575	1,477,506
Total cost of charitable activities	**3,876,523**	**1,004,792**	**4,881,315**	**3,724,357**	**972,705**	**4,697,062**
TOTAL EXPENDITURE	**4,172,358**	**1,004,792**	**5,177,150**	**4,008,656**	**973,705**	**4,982,361**

Analysis of total resources expended

	Staff costs £	Depreciation £	Other £	2022 Total £	2021 Total £
Provision of residential care					
Provision of services and support costs	3,339,357	490,940	1,051,018	4,881,315	4,697,062
Other expenditure					
Fundraising, publicity and other	210,748	-	85,087	295,835	285,299
Total resources expended	**3,550,105**	**490,940**	**1,136,105**	**5,177,150**	**4,982,361**

Analysis of total resources expended for 2021 include provision of residental care staff costs amounting to £3,219,556, depreciation of £499,586 and other costs of £977,920. Other expenditure included staff costs of £216,896 and other costs of £68,403.

Notes to the Consolidated Accounts for the year ended 31 December 2022

5. Trustees and employees

	2022 Total £	2021 Total £
Staff costs during the year were as follows:		
Wages and salaries	3,173,308	3,084,838
Social security costs	280,758	255,731
Pension costs:		
Defined benefit scheme *	-	-
Defined contribution scheme	-	-
Work place pension scheme	96,039	95,883
	3,550,105	**3,436,452**

* See cost detail at note 6.

Staff costs above include agency staff.

The total average monthly number of employees during the reporting period (full and part-time staff) was:

	2022 Total	2021 Total
Nursing and clinical staff	19	20
Care assistants	53	55
Kitchen	7	8
Domestic	12	13
Facilities and maintenance	4	3
Occupational Therapy	2	2
Physiotherapy	3	3
Speech Therapy	1	1
Social and Recreation	2	2
Support	5	4
Fundraisers	6	6
Chaplain	1	1
Administration	6	5
	121	**123**

Reimbursements of travel expenses, totalling £147.60 were made to one Trustee of Care for Veterans for the year ended 31 December 2022 (2021: £147.60). During the year there were no donations from Trustees made to CfV (2021: None).

The premium for the trustees' indemnity insurance is now included within the combined liability insurance as in 2021.

Details of employees who received more than £60,000 in the year are as follows:

	2022 Total	2021 Total
£60,001 - £70,000	1	-
£70,001 - £80,000	-	-
£80,001 - £90,000	1	1

During the year pension contributions of £8,745 (2021: £4,019) were paid on behalf of these employees as members of the Work Place scheme operated by the charity. These figures are also included in the key figures below.

During the year a total of 8 staff were recognised as key management personnel the total paid to these indiviuals amounted to £428,176 (2021: £406,184). Included within this amount was £14,644 (2021: £13,541) for contributions to the Work Place Pension scheme operated by the charity.

Notes to the Consolidated Accounts for the year ended 31 December 2022

6. Retirement Benefits

The charitable company operates a defined benefits plan, The Federated Pension Scheme for the Queen Alexandra Hospital Home.

The assets and liabilities of the plan have been calculated for the purposes of FRS102 based on the results of the actuarial valuation as at 31 March 2022, adjusted for the different assumptions required under FRS102 and taking into consideration changes in the membership since that date.

The principal actuarial assumptions at the balance sheet date (expressed as weighted averages) were as follows:

	2022 %	2021 %
Discount rate	4.80	1.90
Retail Prices Inflation ("RPI")	3.20	3.40
Consumer Prices Inflation ("CPI")	2.70	2.90
Pension increases: RPI, max 5%, min 0%	3.10	3.30

The underlying mortality assumption is based upon the standard table known as S3PxA on a year of birth usage with CMI_2021 future improvement factors and a long-term rate of future improvement of 1.25% p.a. (2021: S3PxA, CMI_2020, 1.25% p.a).
This results in the following life expectancies:

- Male age 65 now has a life expectancy of 86.9 years (2021: 86.9 years)
- Female age 65 now has a life expectancy of 89.3 years (2021: 89.3 years)
- Male age 45 now, retiring at 65, has a life expectancy from 65 of 88.2 years (2021: 88.2 years)
- Female age 45 now, retiring at 65, has a life expectancy from 65 of 90.7 years (2021: 90.7 years)

No allowance has been made at retirement for non-retired members to commute part of their pension for a lump sum in these calculations.

Employee Benefit obligations

The amounts recognised in the balance sheet as at 31 December 2022 (with comparative figures as at 31 December 2021) are as follows:

	2022 £	2021 £
Market value of plan assets	(3,398,000)	(5,095,000)
Present value of plan liabilities	3,398,000	5,162,000
Net defined benefit asset/(liability)	**-**	**67,000**

The amounts to be recognised in the consolidated statement of financial activities for the year ending 31 December 2022 (with comparative figures for the years ending 31 December 2021) are as follows:

	2022 £	2021 £
Current service cost		
Administrative expenses	-	-
Interest on net defined benefit (asset)/liability	(2,000)	3,000
Loss/(Gain) recognised	-	-
(Gain)/loss on plan charges	-	-
Curtailment (gain)/loss	-	-
Total	**(2,000)**	**3,000**

Notes to the Consolidated Accounts for the year ended 31 December 2022

6. Retirement Benefits

Changes in the present value of the plan liabilities for the year ended 31 December 2022 (with comparative figures for the year ending 31 December 2021) are as follows:

	2022	2021
	£	£
Present value of plan liabilities at beginning of period	5,095,000	5,156,000
Current service cost	-	-
Employee contributions	-	-
Benefits paid	(124,000)	(95,000)
Interest on plan liabilities	96,000	66,000
Actuarial (gains)/losses	(1,669,000)	(32,000)
(Gain)/loss on plan changes	-	-
Present value of plan liabilities at end of period	**3,398,000**	**5,095,000**

Changes in the fair value of the plan assets for the year ending 31 December 2022 (with comparative figures for the year ending 31 December 2021) are as follows:

	2022	2021
	£	£
Market value of plan assets at beginning of period	5,162,000	4,870,000
Contributions paid by the company	124,000	124,000
Employee contributions	-	-
Benefits paid	(124,000)	(95,000)
Administrative expenses	-	-
Interest on plan assets	98,000	63,000
Return on assets, less interest included in Profit & Loss	(1,862,000)	200,000
Market value of Scheme assets at end of period	**3,398,000**	**5,162,000**
Actual return on plan assets	**(1,764,000)**	**263,000**

The major categories of plan assets as a percentage of total plan assets for the year ending 31 December 2022 (with comparative figures for the year ending 31 December 2021) are as follows:

	2022	2021
	%	%
Equities and Property	20	14
Bonds	1	17
Diversified Growth	48	44
Liability Driven Investment ("LDI)	21	18
	10	7
Total	**100**	**100**

The plan has no investment in property occupied by, assets used by or financial instruments issued by Care for Veterans.

Analysis of the remeasurement of the net defined benefit liability recognised in Other Comprehensive Income ("OCI") for the year ending 31 December 2022 (with comparative figures for the year ending 31 December 2021) are as follows:

	2022	2021
	£	£
Return on assets, less interest included in Profit & Loss	(1,862,000)	200,000
Expected less actual plan expenses	-	-
Experience gains and losses arising on the plan liabilities	-	-
Changes in assumptions underlying the present value of plan liabilities	1,669,000	32,000
Remeasurement of net defined benefit liability recognised in OCI	**(193,000)**	**232,000**

Notes to the Consolidated Accounts for the year ended 31 December 2022

6. Retirement Benefits

Movement in net benefit asset/(liability) during the year ending 31 December 2022 (with comparative figures for the year ending 31 December 2021) are as follows:

	2022 £	2021 £
Net defined benefit asset/(liability) at beginning of year	67,000	(286,000)
Recognised in Statement of Financial Activities	2,000	(3,000)
Contributions paid by Company	124,000	124,000
Remeasurement of net defined benefit liability recognised in OCI	(193,000)	232,000
Net defined benefit asset/(liability) at end of the year	**-**	**67,000**

The criteria for the recognition of the surplus as an asset as described in note 1.8 was not met. The actuarial gains on the plan liabilities have therefore been restricted by £328,000 so as not to recognise the surplus.

Funding Policy

Actuarial valuations are carried out every three years on behalf of the Trustees of the plan, by a qualified independent actuary. The actuarial assumptions underlying the actuarial valuation are different to those adopted under FRS102.

The last such actuarial valuation was at 31 March 2019. This showed that the plan's assets were insufficient to cover the liabilities on the funding basis. A Recovery Plan has been agreed with the Company, which commits the Company to paying contributions to fund the shortfall. These deficit recovery contributions are incorporated in the plan's Schedule of Contributions dated 22 April 2020 and required contributions equal to £124,000

The contributions are subject to review following completion of the next funding valuation, due as at 31 March 2022.

Defined Contribution Scheme

Following the closure to future accrual of the Defined Benefit Scheme the charitable company put in place a stakeholder scheme for the benefit of the employees, to which the charity contributed a matched figure up to the value of 5% of the gross contribution. The Scheme was closed on 30 April 2014 following the introduction of the Workplace Pension Scheme.
The Workplace Pension Scheme was made available from 1 May 2014 to comply with the new pension auto-enrolment rules.
Contributions in this scheme are matched by the Charity up to the value of 5%.

Charge Over Assets

A charge remains in place for the Pension Scheme Trustees. This charge provides security for the pension Trustee and can be taken into account when setting the investment strategy and, to a degree, the pace of funding for the deficit. The value of security is capped at £3,500,000.

Notes to the Consolidated Accounts for the year ended 31 December 2022

7. Taxation

No provision has been made for taxation in these financial statements as the company is a charity in accordance with Section 4 of the Charities Act. It is exempt from taxation other than Value Added Tax provided that income and gains are applied to charitable purposes.

8. Tangible fixed assets

GROUP	Freehold property	Plant and equipment	Vehicles	Total
	£	£	£	£
Cost				
At 1 January 2022	8,874,999	1,335,217	114,042	10,324,258
Additions	15,146	17,297	-	32,443
Disposals	(27,855)	-	-	(27,855)
At 31 December 2022	8,862,290	1,352,514	114,042	10,328,846
Depreciation				
At 1 January 2022	5,671,637	904,810	81,895	6,658,342
Provided in period	373,903	109,000	8,037	490,940
On disposals	(15,635)	-	-	(15,635)
At 31 December 2022	6,029,905	1,013,810	89,932	7,133,647
Net book value at 31 December 2022	**2,832,385**	**338,704**	**24,110**	**3,195,199**
Net book value at 31 December 2021	3,203,362	430,407	32,147	3,665,916

CHARITY	Freehold property	Plant and equipment	Vehicles	Total
	£	£	£	£
Cost				
At 1 January 2022	9,038,269	1,335,217	114,042	10,487,528
Additions	15,146	17,297	-	32,443
Disposals	(27,855)	-	-	(27,855)
At 31 December 2022	9,025,560	1,352,514	114,042	10,492,116
Depreciation				
At 1 January 2022	5,671,637	904,810	81,895	6,658,342
Provided in period	373,903	109,000	8,037	490,940
On disposals	(15,635)	-	-	(15,635)
At 31 December 2022	6,029,905	1,013,810	89,932	7,133,647
Net book value at 31 December 2022	**2,995,655**	**338,704**	**24,110**	**3,358,469**
Net book value at 31 December 2021	3,366,632	430,407	32,147	3,829,186

The net carrying value of tangible fixed assets includes the following in respect of assets held under finance leases or hire purchase contracts.

	2022	2021
	£	£
Plant and machinery	5,052	17,177
	5,052	**17,177**

Notes to the Consolidated Accounts for the year ended 31 December 2022

9. Fixed asset investments

	2022 Total £	2021 Total £
Quoted investments		
Market value at 1 January 2022	4,207,065	3,449,857
Additions	1,452,274	499,857
Disposals	(1,294,119)	-
Net realised/unrealised gains	(425,837)	257,351
Market value at 31 December 2022	3,939,383	4,207,065
Short term deposits	299,014	290,970
Investments (Group)	**4,238,397**	**4,498,035**
(Historical cost £4,382,492 [2021: £4,147,922])		
Investments in group undertakings at 1 January 2022 and at 31 December 2022	1	1
Investments (Charity)	**4,238,398**	**4,498,036**
(Historical cost £4,382,492 [2021: £4,147,992])		

	2022 Total £	2021 Total £
Analysed as:		
Charity Multi-Asset Fund	2,824,506	4,207,065
Responsible Multi-Asset Fund	1,413,891	-
	4,238,397	**4,207,065**

The Charity wholly owns the following subsidiary:

	Country of Incorporation	Class of share capital held	Principal activity
Care for Veterans Services Limited (formerly QAHH Services Limited)	England	Ordinary - 100% of ownership	Provision of nursing care and other trading activities

Notes to the Consolidated Accounts for the year ended 31 December 2022

10. Stocks

	2022		2021	
	Group	Charity	Group	Charity
	£	£	£	£
Consumable stores	15,872	15,872	11,458	11,458
Total consumable stores	**15,872**	**15,872**	**11,458**	**11,458**

11. Debtors

	2022		2021	
	Group	Charity	Group	Charity
	£	£	£	£
Resident contributions receivable	235,159	167,427	194,475	160,034
Capitation fees receivable	5,421	5,421	5,421	5,421
Legacies receivable	149,203	149,203	86,630	86,630
Income tax recoverable	1,954	1,954	4,998	4,998
Prepayments and other debtors	48,821	48,821	52,025	52,025
Gift aid donations from trading subsidiary	-	7,177	-	7,871
Amounts due from group undertakings	-	58,174	-	32,809
Total debtors	**440,558**	**438,177**	**343,549**	**349,788**

12a. Creditors: amounts falling due within one year

	2022		2021	
	Group	Charity	Group	Charity
	£	£	£	£
Trade creditors	81,955	81,955	75,880	75,880
Staff remuneration	50,689	50,689	52,593	52,593
Pension	19,114	19,114	17,896	17,896
Social security and other taxes	61,271	61,271	56,383	56,383
Hire purchase creditor	5,052	5,052	12,125	12,125
Other creditors and accruals	69,124	66,124	71,687	68,838
Total creditors (falling due within one year)	**287,205**	**284,205**	**286,564**	**283,715**

Net obligations under hire purchase are secured by fixed charges over the assets concerned.

12b. Creditors: amounts falling due after more than one year

	2022		2021	
	Group	Charity	Group	Charity
	£	£	£	£
Hire purchase creditor	-	-	5,052	5,052
Total creditors (falling due after more than one year)	**-**	**-**	**5,052**	**5,052**

Net obligations under hire purchase are secured by fixed charges over the assets concerned.

Notes to the Consolidated Accounts for the year ended 31 December 2022

13. General fund

	2022		2021	
	Group	Charity	Group	Charity
	£	£	£	£
Revenue funds				
At 1 January 2022	4,449,956	4,449,957	4,609,677	4,609,678
Retained surplus/(deficit) for the year	(272,159)	(272,159)	(139,037)	(139,037)
Transfers from/(to) restricted funds	(8,959)	(8,959)	(20,684)	(20,684)
At 31 December 2022	**4,168,838**	**4,168,839**	**4,449,956**	**4,449,957**

14. Designated and restricted funds

GROUP	Endowment Funds	Designated Capital Funds	Restricted Funds	Total
	£	£	£	£
At 1 January 2022	164,064	3,644,916	436,641	4,245,621
Incoming resources		-	411,410	411,410
Expenditure	-	(490,940)	(513,852)	(1,004,792)
Gains/(losses) on investments	(14,915)	-	-	(14,915)
Transfer between funds	-	11,264	(11,264)	-
Transfers from/(to) revenue funds		8,959	-	8,959
At 31 December 2022	**149,149**	**3,174,199**	**322,935**	**3,646,283**

The transfers between funds during the year are represented by additional funds when required to show progress; transfers to and from these funds represent the introduction of funds from restricted income and the distribution of costs to capital funds. Transfers to the revenue fund represent restricted funds received for the allocation against revenue costs.

The **Restricted funds** represents the smaller funds with restrictions placed on them.

The **Endowment funds** are represented as follows;
The endowment (permanent) fund of £21,000 represents the value of premises owned by the unincorporated charity, The Queen Alexandra Hospital Home (208721) and a "uniting direction" was made by the Charity Commission enabling the two charities to be treated as one.

Two additional endowments (permanent) were added in 2010 and held in `special trust` for The Sailors & Soldiers Home Fund and Bloomfield Bequest. These two funds are invested seperately from the Charity's main fund and its income is available for the charity's purpose. The current value of these is £128,149.

CHARITY	Endowment Funds	Designated Capital Funds	Restricted Funds	Total
	£	£	£	£
At 1 January 2022	164,064	3,808,186	436,641	4,408,891
Incoming resources	-	-	411,410	411,410
Expenditure	-	(490,940)	(513,852)	(1,004,792)
Gains/(losses) on investments	(14,915)	-	-	(14,915)
Transfer between funds	-	11,264	(11,264)	-
Transfers from/(to) revenue fund	-	8,959	-	8,959
At 31 December 2022	**149,149**	**3,337,469**	**322,935**	**3,809,553**

Notes to the Consolidated Accounts for the year ended 31 December 2022

15. Analysis of movements in restricted funds

	Balance at 1 January 2022	Income	Expenditure	Transfers	Funds 31 December 2022
	£	£	£	£	£
Wifi and IT equipment	-	9,946	(731)	(9,215)	-
Greenhouse and Gardening	27,308	1,750	(25,203)	-	3,855
Chaplaincy costs	3,000	3,500	(3,207)	-	3,293
CFV choir costs	45	-	-	-	45
Sporting chances for disabled veterans	21,049	-	(19,000)	(2,049)	-
Mixed rehabilitation related costs	342,951	336,518	(389,991)	-	289,478
Green Project - Solar panels & maintenance	8,537	-	(2,829)	-	5,708
Lift replacement and maintenance	6,849	-	(2,280)	-	4,569
Richmond Wing extension	6,221	-	(6,221)	-	-
Hospital equipment - general	15,851	9,296	(12,660)	-	12,487
Green Projects - Electric Vehicle	4,830	-	(1,330)	-	3,500
Covid-19 help grants	-	50,400	(50,400)	-	-
	436,641	**411,410**	**(513,852)**	**(11,264)**	**322,935**

Analysis of movements in restricted funds - previous year

	Balance at 1 January 2021	Income	Expenditure	Transfers	Funds 31 December 2021
	£	£	£	£	£
Room conversions to single rooms	19,723	26,500	(46,223)	-	-
Greenhouse and Gardening	-	34,250	(6,942)	-	27,308
Chaplaincy costs	524	3,000	(524)	-	3,000
CFV choir costs	45	-	-	-	45
Sporting chances for disabled veterans	15,257	35,000	(14,250)	(14,958)	21,049
Mixed rehabilitation related costs	336,011	308,081	(301,141)	-	342,951
Green Project - Solar panels & maintenance	11,366	-	(2,829)	-	8,537
Lift replacement and maintenance	9,129	-	(2,280)	-	6,849
Core Service	-	2,000	(2,000)	-	-
Richmond Wing extension	6,221	-	-	-	6,221
Hospital equipment - general	6,572	23,297	(7,684)	(6,334)	15,851
Green Projects - Electric Vehicle	43,678	3,500	(2,165)	(40,183)	4,830
Occupational Therapy Equipment	1,600	-	(1,600)	-	-
Covid-19 help grants	-	86,482	(86,482)	-	-
	450,126	**522,110**	**(474,120)**	**(61,475)**	**436,641**

Name of restricted fund	Description of fund
Sporting chances for disabled veterans	Sporting activities for disabled veterans (delayed due to Covid-19)
Greenhouse and gardening	Fund towards ongoing gardening requirements
Mixed rehabilitation related costs	To maintain occupational therapy, physiotherapy and speech therapy
Green Project - Solar panels	To provide and maintain Solar panels
Lift replacement and maintenance	To replace the two lifts and related costs on Alexandra Wing
Richmond Wing extension	Retention dispute on Richmond Wing extension
Hospital equipment - general	Replacement of hospital equipment
Residents costs and entertainment	To purchase small items for residents needs
Green Projects - Electric Vehicle	To purchase an electric ambulance
Occupational Therapy Equipment	IT equipment to aid residents
Room Conversions	Conversion of double rooms to single rooms
Covid-19 help grants	To provide funds to help during Covid-19
CFV choir costs	Small donations towards running costs for CfV choir
Chaplaincy costs	To provide for chapel services and costs

Notes to the Consolidated Accounts for the year ended 31 December 2022

16. Analysis of net assets between funds

GROUP	Tangible Fixed Assets	Investments	Net Current Assets	Debtors due >1year	Creditors due >1year	Total
	£	£	£		£	£
Designated funds						
Endowment funds (including unrealised losses of £14,915) (2021: Gains £8,566))	21,000	128,149	-	-	-	149,149
Capital fund	3,174,199					3,174,199
	3,195,199	**128,149**	**-**	**-**	**-**	**3,323,348**
Revenue funds						
Restricted fund	-	-	322,935	-	-	322,935
Unrestricted fund (including unrealised losses of £479,436 (2021: Gains £248,785))	-	4,110,248	58,590	-	-	4,168,838
Pension fund asset	-	-	-	-	-	-
	-	**4,110,248**	**381,525**	**-**	**-**	**4,491,773**
	3,195,199	**4,238,397**	**381,525**	**-**	**-**	**7,815,121**

CHARITY	Tangible Fixed Assets	Investments	Net Current Assets	Debtors due >1year	Creditors due >1year	Total
	£	£	£		£	£
Designated funds						
Endowment funds (including unrealised losses of £14,915) (2021: Gains £8,566))	21,000	128,149	-	-	-	149,149
Capital fund	3,337,469	-	-	-	-	3,337,469
	3,358,469	**128,149**	**-**	**-**	**-**	**3,486,618**
Revenue funds						
Restricted fund	-	-	322,935	-	-	322,935
Unrestricted fund (including unrealised losses of £479,436 (2021: Gains £248,785))	-	4,110,249	58,590	-	-	4,168,839
Pension fund asset	-	-	-	-	-	-
	-	**4,110,249**	**381,525**	**-**	**-**	**4,491,774**
	3,358,469	**4,238,398**	**381,525**	**-**	**-**	**7,978,392**

Notes to the Consolidated Accounts for the year ended 31 December 2022

17. Capital commitments

There were no capital commitments at 31 December 2022 (2021: None). No other commitments had been made at 31 December 2022 (2021: None).

18. Related party transactions

No transactions with related parties were undertaken such as are required to be disclosed under FRS 102 or the SORP (2021: NIL).

19. Subsidiary company

The Charity owns the whole of the issued ordinary share capital of Care for Veterans Services Limited (formerly QAHH Services Limited) registered number 5802953, a company registered in England and Wales whose registered office and place of business are the same as that of the charity.

The trading activities of the subsidiary Care for Veterans Services Limited for the year ended 31 December 2022 were as follows:

	2022	2021
	£	£
Turnover	471,308	367,382
Cost of sales	460,714	356,322
	10,594	**11,060**
Other operating income and charges	3,417	3,189
Profit/(loss) on ordinary activities before taxation	**7,177**	**7,871**
Appropriation to holding company (Gift aid)	(7,177)	(7,871)
(Loss)/profit for the financial year	**-**	**-**
Net current assets	1	1
Net assets	**1**	**1**
Share capital	1	1
Retained profit	-	-
Net assets	**1**	**1**

20. Surplus of income over expenditure

The charity has taken advantage of section 408 of the Companies Act 2006 and has not included its own income and expenditure account in these financial statements. The net of income over expenditure for the period includes a deficit of £265,762 (2021: deficit £726,289) which is dealt with in the financial statements of the charity.

Notes to the Consolidated Accounts for the year ended 31 December 2022

21. Grants/ Donations receivable

Under the terms of the Grant/ Donation Agreement or contract, the following funders are disclosed individually.

Funder	Project	2022 Amount £
James Tudor foundation	Physiotherapy	11,672
ABF Soldiers' Charity	Mixed rehabilitation services	133,827
Inman Charity	Mixed rehabilitation services	4,000
Armed Forces Covenant Fund Trust	Mixed rehabilitation services	9,498
Armed Forces Covenant Fund Trust	Sporting chances	1,750
Trinity House	Mixed rehabilitation services (two amounts)	11,000
Ernest Kleinwort Charitable Trust	Mixed rehabilitation services	Not disclosed
Queen Mary's Roehampton Trust	Mixed rehabilitation services	Not disclosed
Royal Navy & Royal Marines Charity and Greenwich Hospital	Mixed rehabilitation services	66,500
RAF Benevolent Fund	Operational activities	18,000

22. Analysis of governance

	Basis of apportionment	2022 £	2021 £
Salaries, wages and related costs	Time apportionment	24,156	23,260
Insurance	Governance	-	-
Audit fees - charity	Governance	12,449	11,970
Audit fees - subsidiary company	Governance	3,000	2,850
Total governance		**39,605**	**38,080**

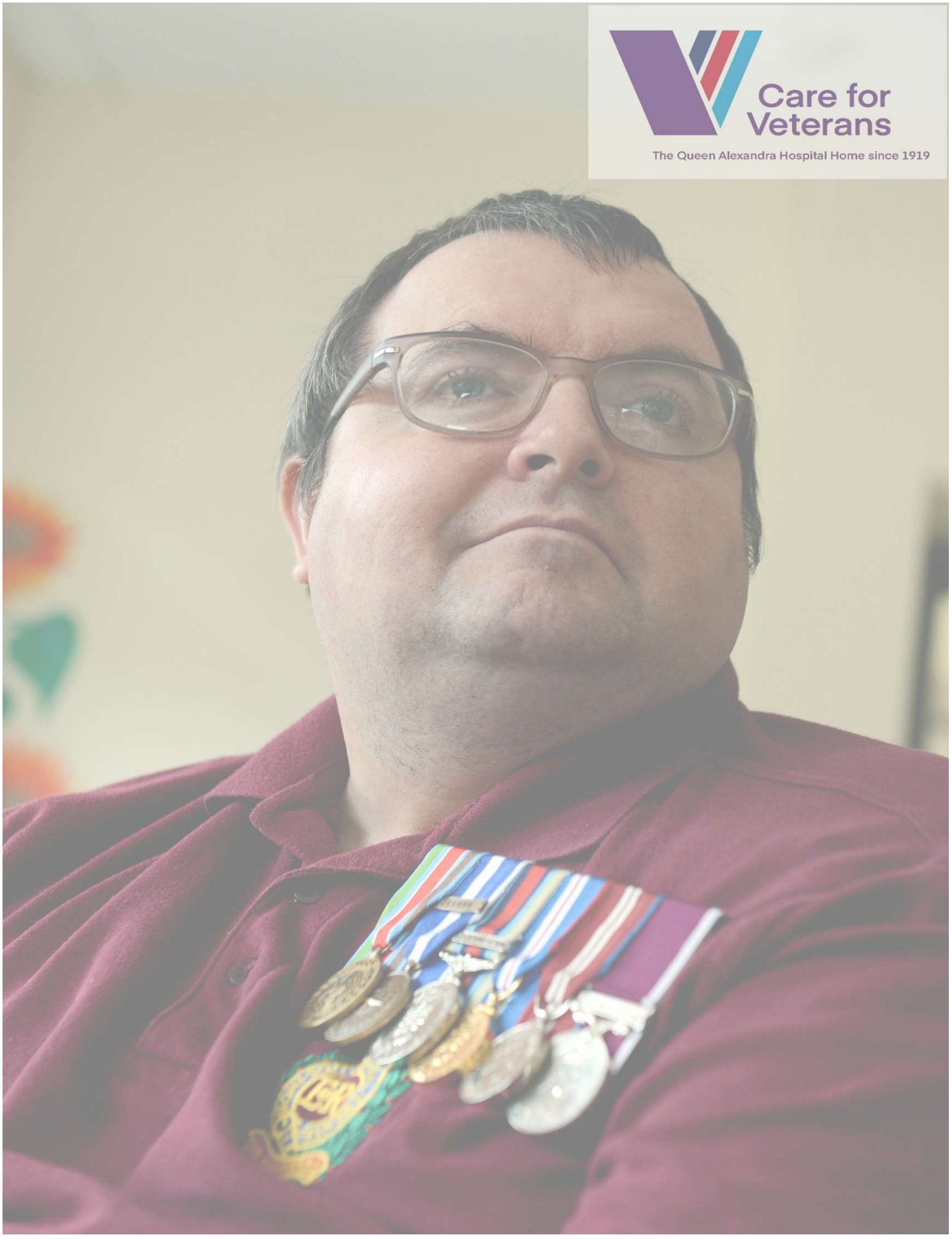
23. Analysis of changes in net funds

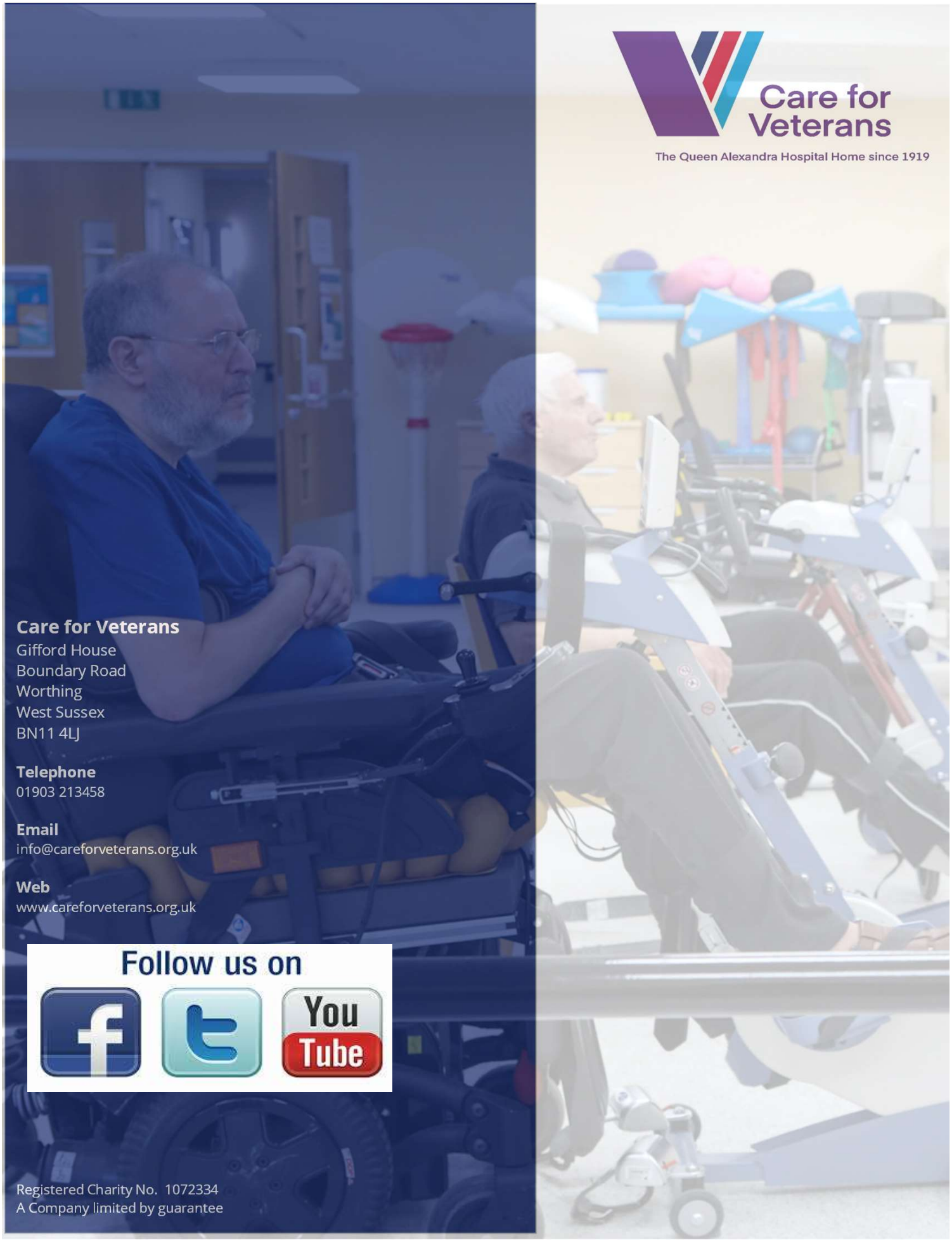
	At 1 January 2022 £	Cash flows £	At 31 December 2022 £
Cash at bank and in hand	748,256	(280,021)	468,235
Cash equivalents	-	-	-
Bank overdrafts	-	-	-
	748,256	**(280,021)**	**468,235**
Loans falling due after more than one year	-	-	-
Obligations under finance leases	(29,301)	12,125	(17,176)
Derivatives relating to debt	-	-	-
	718,955	**(267,896)**	**451,059**

24. Operating lease commitments

At the reporting date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating lease, which fall due as follows:

	2022 £	2021 £
Within one year	6,431	6,431
Between two and five years	23,043	23,043
	29,474	29,474


Care for
Veterans
The Queen Alexandra Hospital Home since 1919



Care for Veterans

The Queen Alexandra Hospital Home since 1919

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Follow us on

Registered Charity No. 1072334
A Company limited by guarantee

CARE FOR VETERANS

England & Wales - Charity number 1072334

Accounts

ANNUAL REPORT & ACCOUNTS
For the year ended 31 December 2021

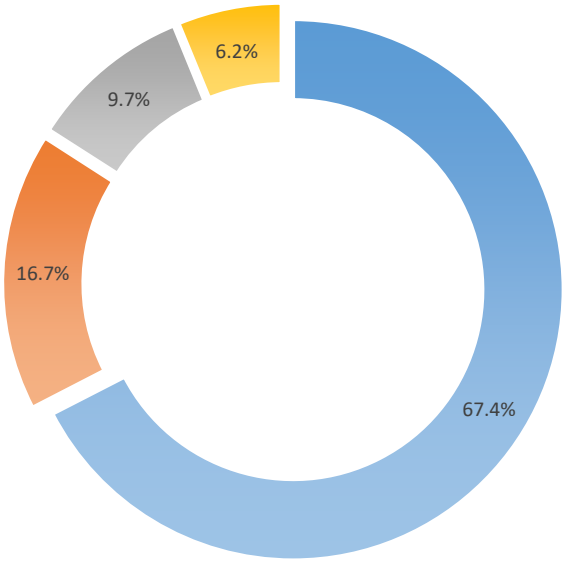
Care for Veterans

The Queen Alexandra Hospital Home since 1919

Registered Charity No. 1072334

How the funds have helped

How the money came in

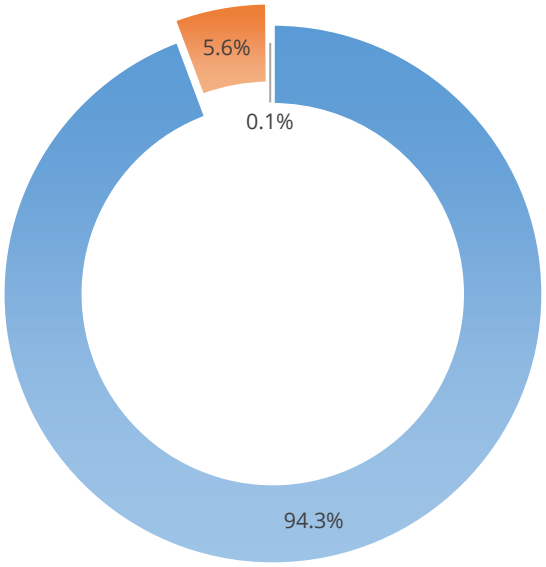


cove

- Charitable activities
- Donations and fundraising events
- Legacies
- Investment and other income

Total income £4.26m

How the money went out



- Charitable activities
- Fundraising costs
- Investment and other income costs

Total expenditure £4.98m

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CHAIRMAN'S REPORT

I am pleased to provide a foreword to this report for 2021 for Care for Veterans (CfV). Last year I wrote that it was a year like no other; now we close another very difficult year. Covid has continued to affect us all at CfV, both in our professional and domestic lives and routines. You will read more on the impact of the virus on CfV within the various sections of this report. However, it is testament to the extreme measures which were put in place when necessary and appropriate last year, and rigorously implemented by all those who work on the site in a variety of capacities, that we maintained the highest level of care and service to the residents. Although there were a relatively small number of cases amongst both staff and residents, there were no deaths directly attributable to the pandemic in 2021.

2021 could have been another devastating year for CfV, but this was not the case. Challenges were overcome one by one, and a new rhythm was established so that everyone knew what had to be done and how to do it. Regrettably, this included limiting the number of people who could either work at or visit the home. New ways of working were proven over the year to maintain business continuity so that the charity could continue to function. The new IT systems really came into their own enabling some people to work from home seamlessly and effectively; this worked extremely well and to everyone's benefit.

However, the clinical and facilities staff did not have that option and continued to work on site throughout and they deserve the highest accolade for their supreme efforts. If 2021 proved anything, it certainly continued to reinforce the evidence that people will always rise to the challenges which unforeseen events and circumstances demand. I cannot speak highly enough of the resilience, which was shown, and the results achieved in 2021 underpin this.

In addition, we maintained work on a number of essential upgrades and programmes, within the restrictions imposed as a result of COVID-19. We completed the programme to divide seven of the nine existing double rooms into singles. This will enable us to return resident numbers as close as possible to the maximum capacity of 60. Although resident numbers dropped in 2021, more beds are now being filled and the benefits of single rooms are already evident.

Finances remain tight and this is reflected in the deficit for 2021. Legacies are crucial to these figures. As always legacy income is very important, and I am extremely grateful to all those who have so generously included CfV in their Wills. I would like to take this opportunity to encourage individuals who are reviewing their Wills to consider including CfV in them.

The Fundraising and Marketing department have had to adapt to the increased use of digital events, switching from traditional fundraising methods when it has not been possible to hold live events, and this has continued to be very successful. They were also very responsive by shifting the dates of events at short notice to exploit the windows when they could be held.

The accounts in this report highlight again how a variety of measures to raise income and funds whilst reducing costs are bearing real fruit. With reserve levels maintained, my fellow Trustees and I are continuing to work closely with the management team to exploit further innovative new ways to reduce our costs and to develop the capabilities of CfV. I am very grateful to all those who have contributed to this work to ensure the long-term viability and sustainability of CfV.

CfV depends on its people. We are lucky to have a very strong team working together to produce the very best results. Staff numbers remain high and great efforts are being made to ensure that we retain staff. Considering the pandemic pressures, I can only reiterate the admiration of the Board of Trustees for everything which has been done by everyone to make 2021 a surprisingly successful year, no matter what the external pressures might have been, and there were many. The sense of pride in what has been achieved is tangible and always receives well deserved credit.

I would like to continue to highlight how difficult the measures we have had to maintain throughout the year have been for the families and friends of the residents. As I have said before, the fact that these measures have been successful is no consolation to those who were not able to spend time with their loved ones, despite innovative methods being in place like the visit pods. I can only restate my gratitude to our residents' families for their understanding and patience as we manage the risks in the home. This has not been easy for anyone, and I fully appreciate the additional pressures this has brought on family members.

2021 saw the environment in which CfV fits settling into a new version of what we must now consider normal. As always, there were fluctuations between periods of great optimism and much more demanding times. We all hope that the pandemic can be controlled to the point where routines are more easily maintained and without constant change. Whatever happens in the coming year, the overall aim will remain to do everything possible to allow CfV to provide the highest standards of care for the residents and a place of work where everyone can fulfil their functions in a very safe and happy way.

James Fanshawe CBE

Chairman

TRUSTEES REPORT

Report of the Trustees for the year ending 31 December 2021

The Trustees of Care for Veterans (CfV) present their annual report and audit of their financial statements of the charity for the year ended 31 December 2021. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity. This is also a director's report for company law. The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic (FRS 102) (effective 1 January 2015).

OBJECTIVES AND ACTIVITIES

The King George Hospital in London, which cared for those injured in battle closed as the war had ended resulting in a loss of nursing care. However, the needs of many ex-servicemen disabled in WW1 would remain for many years and there would be a change in emphasis from purely surgical care to continuing care for those disabled during the conflict. Lady Ripon, a Lady-in-Waiting to Queen Alexandra, recognised this need and campaigned hard for an establishment to provide long-term care for veterans. Sadly, she died in 1917 before any establishment was created, but her daughter, Lady Juliet Duff, took on the work and wrote to Queen Alexandra to establish a home at Gifford House in Roehampton to care for those disabled personnel discharged from the King George Hospital. This home in Roehampton was loaned to the charity by the Charrington family and recognising the continuing need Lady Duff relocated the charity to a permanent home in Worthing in 1932. The objects of the charity have since been extended and are currently:

"Provide permanent or respite accommodation, end-of-life care and outpatient care for former members of the British Armed Forces and their families, who are-in-need of such care by reason of age, sickness or disability and who require nursing care or rehabilitation."

Ensuring CfV's work delivers our aims:

There is an annual review of CfV's objectives and activities which considers the work in the previous 12 months, measuring the success of those goals and the benefits to its residents. The review also ensures that CfV's aims, objectives, and activities remain within the constraints of the charity's stated purpose.

The Trustees have referred to the guidelines in the Charity Commission's General guidance on Public Benefit when reviewing the charity's aims and objectives and in planning its future activities. The Trustees consider how planned activities will contribute to the aims and objectives they have set.

Our Ethos

Care for Veterans (CfV) considers applications from service veterans and their families, irrespective of their geographical location within the United Kingdom.

Following an application, CfV undertakes an assessment of the potential resident (either in person or, since the pandemic, over the telephone), to ensure that their condition is of a nature that CfV is capable of managing safely.

CfV accepts residents who are funded from a variety of sources – namely Self-funders; Clinical Commissioning Groups (continuing care cases); Local Authorities (Social Services); and War Pensioners (Service Personnel and Veterans Agency).

The cost of care provided to veterans and their families at CfV is subsidised by the charity, thanks to the generosity of its many supporters and donors.

CfV helps its residents in the following way:

- Providing modern facilities and equipment
- Providing full nursing and medical care
- Encouraging social interaction with like-minded former members of HM Forces
- Providing facilities and support to assist in personal matters
- Liaising with resident's former Service Units and Regiments – if desired by the resident.
- Providing a caring and supportive, family-environment until end-of-life.

The medium to long-term strategy is:

- To deliver a high standard of nursing care to all residents
- To continually to upgrade facilities as required
- To promote a green strategy to decrease utilities and demonstrate an environmental responsibility.
- To continue to promote increasing awareness of CfV
- To maintain appropriate high bed occupancy to maximise income
- To increase financial input through increased fundraising resources investigating scoping and developing new services
- To continually review contracts to ensure they are fit for purpose and cost effective

STRATEGIC REPORT

REVIEW OF BUSINESS

Financial review

2021 continued to be dominated by COVID-19 and unfortunately that threat has continued into 2022. Following an outbreak on one of the wings in January 2021, restrictions on admitting new residents and on residents sharing double rooms were implemented in accordance with Public Health England guidelines. At one stage the resident numbers fell below 40 for the first time in many years, but by the end of 2021 had recovered to over 50. Rules on social distancing and infection control restricted CfV's double rooms to single occupancy resulting in a reduction of beds available from 60 to 52.

Total fee income for care was £2.51m (with an additional £367k for fees from non-primary purpose residents), a reduction from 2020 (£2.65m with an additional £491k for fees from non-primary purpose), principally due to the reduced resident numbers during the year. Funding came directly from self-funding residents and funding organisations (principally local authorities and NHS commissioners).

In 2021, CfV converted a further 6 of its double rooms into single rooms, which has increased its capacity to 57 beds.

CfV's review of all staffing departments undertaken in 2020, which focused on improving the service provision efficiency and creating a more flexible workforce, started to deliver results in 2021. The review has not reduced the home's ability to continue to provide high levels and quality of care and facilities available for residents. As a result, the total cost of providing care to the residents was £4.69m in 2021 (2020: £4.77m). The process of creating a sustainable service for the long-term continues.

The total voluntary income amounted to £1.04m (2020: £2.54m). This reflected a reduction in legacy income on 2020 (which had benefitted from a single large legacy). Legacy income in 2021 was £414k (2020: £1.57m) The incredible generosity of individuals in recognising CfV in their Wills has led to a positive future during what has been a very difficult year for everyone.

The transfer of CfV's portfolio into the SUTL Cazenove Charity Multi-Asset Fund has, during 2021 proved successful with strong results over the year.

Fundraising focus continues on increasing CfV's supporter base and, with a committed fundraising staff, CfV hopes to continue with the positive support of 2021 into 2022 and beyond.

A summary of the charity's strategy is set out in the Trustee's report, and details of the Charity's results for the year are set out in the Statement of Financial Activities (page 19).

ACHIEVEMENTS AND PERFORMANCE 2021

OBJECTIVE: Provide the residents with high grade accommodation and excellent clinical care.

OUTCOME: CfV's hospital home has 54 single and 3 double rooms. The rooms are spacious allowing for care to be delivered at the bedside if required. Approximately half the rooms have en-suite facilities and for the others there are shared ablutions which were fully refurbished to provide wet rooms and large toilet cubicles with hoists. There are numerous large communal areas including the wellbeing hub, dining room and day room. New equipment in the kitchen has allowed for more effective cooking and reduced breakdown costs. The charity continues to provide high quality nursing care with a focus on disability nursing. The Home continues to offer on-site physiotherapy, occupational therapy and speech and language therapy.

- 2021 saw the conversion of six double rooms to 12 single rooms (in addition to the one completed at the end of 2020), which leaves the home with three rooms to convert. These will be converted as resident numbers rise.

OBJECTIVE: Continue to improve end-of-life care to maintain platinum status.

OUTCOME: CfV continues to maintain links with many organisations to ensure that the end-of-life care offered is of the highest standard. Platinum status is the highest level awarded by the Gold Standards Framework (GSF) and demonstrates a commitment to excellence in this area. This was reflected in Care for Veterans being a finalist in the GSF's 'Care Home of the Year' for end-of-life care in England in 2019.

- Residents placed on end-of-life care benefited from the Platinum Level Service and the revalidation is now underway for 2022.

OBJECTIVE: Continuing with the environmental strategy to reduce costs and demonstrate environmental responsibility.

OUTCOME: The solar PV panels continue to produce considerable savings in the daylight hours, in addition to their environment impact. Since their instillation, the charity has saved over 73 thousand kg of carbon dioxide. The LED lights have improved the ambient light and the 10-year warranty has ensured that costs are always under control with minimal maintenance costs. The two new lifts to Alexandra wing are saving on electricity and have had no costs for maintenance in the financial year. In April 2021, the charity took ownership of an all-electric ambulance and disposed of an old diesel coach. This has saved costs on fuel, maintenance and servicing. 2022 should see a replacement of old wooden windows in Gifford house which should improve insulation and reduce energy costs further.

- The all-electric ambulance has cost nothing to run since delivery in April 2021.

STRATEGIC REPORT

OBJECTIVE: To continue reducing the operational financial deficit.

OUTCOME: CfV had a net expenditure before investments (i.e. an operational financial deficit) in 2021 of £718,418 compared to a net income before investments (i.e. an operational financial surplus) in 2020 of £979,936. Expenditure continues to be monitored and savings made where possible, and the service review undertaken in 2020 is making a significant contribution to this. The complexity of many of the residents' clinical needs continues to increase putting pressure on carers capacity to undertake single-carer responses. Residents funded by social services and commissioners often attract less funding and, once they become a resident, may attract below inflation fee increases. Virtually all departments have been restructured to provide both flexibility and cost-effectiveness in the workforce with nursing and care the final area undergoing restructure. The review also incorporated finding more effective methods of delivering services to the residents. These changes have resulted in some turnover in staff, which has provided a fresh perspective in the way CfV functions.

OBJECTIVE: Continue existing and develop new methods to manage the pension deficit.

The charity has maintained contributions to the pension scheme.

- At 31 December 2021 the scheme had a surplus of £67,000 compared to a deficit of £286,000 at 31 December 2020. The Liability Driven Investment (LDI) strategy has helped in this transformation from deficit to surplus.

OBJECTIVE: Maintain and improve close working relationships with Clinical Commissioning Groups (CCGs) and local funding bodies and negotiate on inflation level fee increases for long-term residents.

OUTCOME: The clinical team has maintained good links with local commissioners and providers, however due to the impact of Covid 19, 2021 saw the lowest resident numbers for many years. The conversion to the single rooms has benefitted in negotiations with local funders and this saw occupancy levels rise toward the end of 2021.

- CfV benefited from grants from West Sussex County Council during 2020 and these infection control grants continued in 2021, but at a much lower level than at the onset of the pandemic.

OBJECTIVE: Roll out day services in therapy and social and recreational areas.

OUTCOME: This has proved impossible over 2020 and 2021 because of the pandemic. Guidelines for care homes have been stringent, including relative visiting being stopped for long periods to protect the residents (many of whom are classified as highly vulnerable). These plans have been on hold until the pandemic is under control.

- As restrictions are eased further opportunities for day services will be investigated.

OBJECTIVE: Raise the profile of Care for Veterans and increase the fundraising database

OUTCOME: 2021 has again proved a challenging year for fundraising, but there were a few successful events such as two golf days and a sponsored abseil. An easing of Covid restrictions allowed for an outdoor Christmas market in December which proved extremely popular. Digitally, CfV's social media presence has increased by; Facebook 115%, Instagram 13%, Twitter, 3%, LinkedIn 76%. Circulation of CfV's newsletter grew by 15% and the fundraising database increased by 304% in 2021.

STRATEGIC REPORT

RISK AND UNCERTAINTY

Number	Risk	Mitigation
1	Recurrence of COVID-19	• Three-level business continuity plan is in place and effective • Well-practised visiting arrangements are in place • Resident rooms are single occupancy • Staff and resident vaccination programme completed
2	A decline in resident numbers because of COVID-19 or future social care uncertainty with focus on care in the community	• Double rooms converted into single rooms • Premotion of the rehabilitation element of the home • Engagement with local commissioners highlighting services provided.
3	Poor CQC rating	• Policies and procedures regularly reviewed and updated • Supervisions and training monitored to make sure in date • Resident involvement in decision making • Decreased staff turnover • Liaison with other care home managers to ensure best practice
4	Failure or replacement cost of ageing equipment	• Rolling replacement programme for infrastructure and equipment • Cost of equipment repairs monitored, and spend-to-save replacements considered • Fundraising targeting appropriate funding sources for support •
5	Fall in investment portfolio value	• Portfolio transferred into a charity multi asset fund to provide improve portfolio liquidity and performance. • Cash maintained to avoid drawing down on the investment portfolio for short-term needs • Greater focus on cashflow in managing the finances
6	Decreased fundraising because of the cancellation or postponement of events	• Increased number of supporters offering demonstrable support to CfV • Use of technology to increase virtual fundraising and support those performing 'in aid of' the charity • Focus on trusts and foundations to provide unrestricted funds to support the day-to-day costs of running the home

TRUSTEES REPORT

OPERATIONAL OVERVIEW OF 2021

2021 has been yet another challenging year for CfV. During 2021, as the pandemic continued, there were a few false dawns when the virus appeared to be weakening, only for a new variant to be detected and the lockdowns returned. The final variant of 2021, Omicron, proved particularly transmissible and the numbers of those infected rose exponentially. This caused concern on two fronts; firstly, almost all the residents are classified as vulnerable, and secondly, staffing numbers and the ability to provide safe staffing numbers in the workforce was impacted. Despite residents and staff being fully vaccinated (and most residents and over 50% of the staff boosted), CfV experienced its second outbreak in December. The government requirement for care home employees to be vaccinated led to two members of staff leaving in November.

Pressure on care homes across England continued to be at an extremely high level. This pressure is particularly acute when homes have a Covid outbreak (i.e. more than two confirmed cases) when Public Health England imposes stringent regulations preventing new admissions. These restrictions were in place at CfV for most of the first quarter of the year. They also resulted in the prohibiting of room sharing for new residents.

The division of rooms caused some disruption as the builder worked on two or three rooms simultaneously to ensure the workforce could rotate through different work areas.

Over 2021 the supply chain for the procurement of personal protective equipment (PPE) improved, along with a corresponding reduction in the prices seen during the early stages of the pandemic when PPE was prioritised for the NHS. CfV now carries ample supplies to meet its operational requirement and has higher grade “PPE” for any resident who, in the future, is involved in aerosol generating procedures.

Visiting has continued to be challenging but the two visitor pods proved extremely effective in reducing the risk of transmission to the residents. As guidelines have eased, visitor bays have been created in the day room to allow face-to-face visits for up to two family members. These bays have also allowed closer contact (such as hand holding) whilst restricting visitors access to the respective wings. Self-test lateral flow tests have been issued to these visitors so they can test before each visit. Special allowances have been made for residents either classified as end-of-life-care or if the visitor is classified as an essential care giver.

Administrative staff have, when recommended in the guidelines, been able to work from home. The purchase of the virtual desk and an additional server have proved very successful in ensuring staff can deliver their respective outputs. The use of Microsoft Teams has also allowed trustee board meetings to take place, along with the sub-committees of fundraising, finance and clinical governance.

The full-service review of all departments at CfV undertaken in 2020 has now started to deliver results. There have been savings on catering, housekeeping, administration, facilities, reception/security and therapy services. Following an external care review, the internal nursing and care review continues to progress with a particular focus on resident/staff ratios. This has allowed operating costs to reflect resident numbers and, as occupancy fell, staffing levels were reduced, mitigating the financial impact. The new structures have seen some changes, but it has now allowed the workforce to be more flexible. The business continuity plan has been adjusted to reflect this.

The Green Project continues to make savings and the arrival of the new all-electric ambulance in April has resulted in a considerable saving on costs. This vehicle was purchased via a fundraising project which funded both the vehicle and the charging point. It has no road fund licence, minimal servicing costs and of course, no fuel. It also allowed CfV to dispose of a 20-year-old diesel coach which was environmentally poor.

The fire alarm was replaced with new sensors in every room allowing individual mapping. This has eradicated repair costs from the old obsolete system and call out fees for breakdowns whilst also ensuring we have a future-proof system going forward.

TRUSTEES REPORT

REVIEW OF ACTIVITIES 2021

Over the past decade there has been a year-on-year reduction on the amount spent on adult social care and a steady decline in fees from healthcare commissioners and social services. In late 2021 the government published an adult social care reform White Paper with its 10-year vision for the sector. The paper's proposals are designed to be funded by an increase in national insurance. However, for the next three years this money will be diverted to the NHS to deal with the growing waiting list which developed during the pandemic.

CfV received income in the form of an infection control grant, issued in 2020 (dependant on CfV agreeing to complete a daily capacity tracker) to manage the increase cost of following recommended Covid-19 guidelines. However, this financial support was considerably reduced during 2021. In 2020, CfV also received funding from various trusts and foundations, however this source of funding was reduced in 2021. These factors suggest that the pressure on the adult social care sector will continue and will be compounded at CfV by the reduction in other grants available.

CfV continued to provide interdisciplinary working from the multidisciplinary team. On-site physiotherapy, occupational therapy and speech and language therapy has worked symbiotically with the nurses and care staff which has resulted in five residents, admitted for rehabilitation, returning safely home. For the permanent residents, the benefits of these services also ensures that residents maintain the highest possible levels of function. Daily exercise classes in the wellbeing hub have proved very popular.

Student nurse training remains suspended, but physiotherapy student placements from the University of Brighton did continue. 2021 also saw CfV partnering with Southampton University to start accepting its students in 2022. The presence of students on placements ensures staff remain current in their areas and provide residents variety during the long-term rehabilitation.

The solar panels and LED lights continue to deliver savings. The government feed-in tariff has also generated funding during 2021 further benefiting CfV. The lifts, lights and laundry are not only energy saving, but the expenditure on call outs and break downs has reduced by over 90% since the projects were delivered.

Fundraising at Care for Veterans

CfV's in-house Fundraising & Marketing team oversees a host of income streams including legacies, individual giving, corporate fundraising, community fundraising, trusts and foundations, events, digital and lottery, all of which are run in-house. 2021 proved as challenging as 2020 with considerable difficulties in organising and delivering events. There have been some successes with an abseil, two golf days and an outdoor Christmas market but many other events had to be postponed or cancelled. Disappointingly, fundraising from trusts and foundations was lower than in 2020 when Covid-19 grants were more readily available. These factors have resulted in the fundraising team delivering below its target figure. It is hoped that the focus on raising the profile of CfV will translate into income in 2022.

At present, direct approaches are only made to those with legitimate interest or with prior consent. A supporter's details are removed from the database if they so request and CfV does not share or swap data with third parties. Any data retained is held and maintained within the guidelines of GDPR. All CfV's fundraisers are aware of the Data Protection Act, are trained in GDPR legislation and are required to refresh that training annually. CfV is conscious of pressures which vulnerable people might experience and its trained staff will never knowingly approach anyone who is vulnerable.

Care for Veterans is registered with the Fundraising Regulator and adheres to the Code of Fundraising Practice. We are also registered with the Fundraising Preference Service (FPS) and in 2021 had zero complaints via the FPS.

CfV does not currently employ external professional fundraising individuals, companies, or organisations. The Fundraising & Marketing team manages its own fundraising events and initiatives to maintain control over how people are approached, how they are asked to support and how they are thanked. CfV manages its own raffles and lottery in accordance with the terms set out by the local authority with whom it is registered.

TRUSTEES REPORT

REVIEW OF ACTIVITIES 2021

CfV does not cold-call potential supporters, but use a wide variety of techniques, traditional and digital, to raise the profile of the charity and attract supporters. Once an organisation or individual registers as a supporter they are regularly updated as to how their donations have been used to benefit the veterans. CfV has made it as easy for supporters to unsubscribe as a supporter as it is to join to protect any vulnerable individuals.

Volunteers

There has been continued support from volunteers in the charity. The pandemic has limited the roles that volunteers can undertake, but during the lockdown the gardeners have continued to work outside and maintain the site. Additionally, volunteers have supported fundraising events and assisting at the Christmas market. The trustees remain grateful for their continued support.

Reserves.

The Trustees consider that a total unrestricted reserves fund of 9-12 month's expenditure is reasonable to enable the charity to cope with unforeseen expenditure or a loss of income. The level of reserves is currently equal to 9-10 months expenditure and is regularly reviewed. The current levels of available reserves are held in line with the CfV investment and liquidity policy.

Unrestricted Fund

The total unrestricted reserves fund of £4.5m (2020: £4.3m) represents the unrestricted reserve fund, adjusted for the pension reserve fund. The pension value at 31 December 2021 showed a surplus of £67,000 compared to a deficit of £286,000 in 2020. This reduction in the pension scheme deficit came as a result of strong investment returns, the continued contributions from CfV and a reduction in the value placed on the liability for accounting purposes (mainly due to an increase in the discount rate).

Restricted Fund

The restricted and endowment reserves are materially represented by the charity's investment in fixed assets. At the end of the year, the restricted reserves excluding the endowments stood at £4.08m (2020: £4.51m) of which £3.64m (2020: £4.06m) represents CfV's investment in capital items, principally buildings. Capital expenditure and other restricted funds of £0.44m (2020: £0.45m) and the permanent endowment of £0.16m (2020: £0.16m) account for the remainder.

TRUSTEES REPORT

REVIEW OF ACTIVITIES 2021

Investments

CfV investments are held as a reserve against any shortfall in income to ensure it can continue to deliver its charitable objectives.

Following the successful transfer of the existing managed portfolio into the SUTL Cazenove Charity Multi-Asset Fund (CMAF) in 2020, 2021 saw positive returns from the fund.

The SUTL Cazenove Charity Multi-Asset Fund (CMAF) aims to provide combined income capital growth in excess of the Consumer Price Index +4% per annum (net of fees) over rolling ten-year periods by investing in equity related securities, fixed and floating rate securities and alternative assets worldwide.

At 31 December 2021 the Charity's investments were valued at £4.49m (2020: £4.09m), as set out in Note 9. This amount includes £0.29m (2020: £0.64m) held in short term deposits. CMAF remains liquid should cash be required.

The CMAF produced a total return of 9.9% over the last 12 months. The board of Trustees were content with the performance of the investments over the period.

Investment Policy

The current investment policy reflects that of the investment into the CMAF plus leaving sufficient liquidity outside of the CMAF to provide for the day-to-day running costs.

Portfolio Impact Measurement of the CMAF

Planet



Carbon footprint
458 tonnes of CO2

vs benchmark*
485 tonnes of CO2

People



Social dividend
0.4% p.a

vs benchmark*
-3.3% p.a

To provide further insight into the portfolio, Schroders includes an overall assessment of the impact of the equity investments on people and the planet, and a comparison against an appropriate benchmark. They provide two metrics:

Planet
Carbon emissions: an aggregate of the annual scope 1 and 2 carbon emissions (in tonnes) that can be attributed to CMAF's holdings of the companies in which it is invested. For comparison, an average passenger vehicle emits 5 tonnes of CO2 each year, an average home emits 9 tonnes of CO2 each year and a flight from London to New York is equivalent to 1 tonne of CO2 emissions.

People
Social dividend: the overall social contribution of the companies in which CMAF is invested, expressed as a percentage of sales. For example, a score of +2% means that the portfolio adds $2 of benefits to society for every $100 of sales. The social contribution of business that Schroders value as part of this score includes aspects such as fair work, tax, medicine provision, financial inclusion, and access to water.

Source: Schroders SustainEx. Equivalency data sources: EPA, UK Government. Flight emissions are based on a single passenger flying economy class. Schroders is reliant on external providers for the underlying data for these metrics. Whilst Schroders makes every effort to ensure the accuracy of this data, it cannot be guaranteed. There may be some holdings where no underlying data is available, therefore Schroders will only present these metrics to CfV when Schroders have access to them for 80% or greater of the total value of your equity portfolio.

* Impact benchmark: 20FTSEAllShare – 80MSCIACWorld ex UK.

Trading Subsidiary

During the year the trading subsidiary, Care for Veterans Services Limited (formally QAHH Services Limited) continued to trade for income outside the charitable status. The results are detailed in note 19.

TRUSTEES REPORT

REVIEW OF ACTIVITIES 2021

Pensions

The accounts as presented include the full adoption of Financial Reporting Standard 102 (`FRS102'). A qualified independent actuary has prepared a valuation of the scheme for these accounts in accordance with FRS102. This valuation indicated that a surplus of £67,000 existed at 31 December 2021 (2020: £286,000 deficit). This amount has been recognised as a surplus in these accounts.

On 30 April 2005, the existing defined benefit pension scheme was closed to future accrual. A replacement stakeholder scheme came into force on 1 May 2005 and this scheme was discontinued on 30 April 2014. Since 1 May 2014, CfV has provided a workplace defined-contribution pension scheme to comply with the new pension auto-enrolment rules. This scheme is provided by the Peoples Pension.

Further information regarding the pension funds is set out in notes 5 and 6 to the financial statements.

Fees Policy

Setting resident's fees remains a challenge. CfV seeks to achieve a balance between affordability, a level which is consistent with the highest levels of care and suitable accommodation and the Trustees' desire not to exclude any beneficiary on the grounds of financial hardship. CfV welcomes residents whose care is funded from a variety of sources such as self-funded, commissioners, continuing health care, social services and service charities.

Remuneration for Senior Staff

The Remuneration Committee oversees and approves the salaries of the senior management and of other key personnel who have control of the day-to-day management of the charity. Salaries are reviewed annually and benchmarked against similar organisations and, in the case of clinical staff, the Nursing and Midwifery Council's `Agenda for Change` is used as the benchmark.

PLANS FOR FUTURE PERIODS

Future Plans

The Trustees support the Senior Management Team in planning for CfV to develop its services and activities to keep up with the changing care requirements of residents and veterans in the wider community.

The major initiatives for 2022 will include:

- Implementing the new Nursing and Care structure
- Increasing occupancy
- Investigating the potential for converting one wing to a dementia wing
- Replacing all the windows in Gifford House
- Continuing the boiler replacement programme

Future Prospects

The Board of Trustees acknowledges that there has been a shift in emphasis in the approach of healthcare commissioners. The focus on discharge from hospital has altered to support patients returning to their family homes and having access to the community team for support. The effects of these changes are twofold, firstly, there are fewer patients funded to become residents in nursing homes, and secondly, those who do become residents are likely to have more challenging care needs and be incapable of staying in their own homes.

This new healthcare strategy identifies that for some patients returning home, whether alone or with family, is impractical. This is particularly true among those suffering from dementia. The NHS reports that approximately 675,000 people have dementia in England, approximately one in every fourteen people aged over 65. Until now, CfV has not accepted those with dementia and relocated those who develop it whilst in the care of the home. In 2022 CfV will investigate the potential for the conversion of one wing to cater for this increasing number of sufferers.

Despite this increasing complexity, the Trustees have agreed that the policy of CfV maintaining the highest level of affordable nursing and rehabilitation services will remain in place for the foreseeable future. The continuing operational deficit will be met by fundraising, with CfV receiving notification in April 2022 of a £525k legacy to be received within the year to 31 December 2022. in addition to contract and staffing reviews and the anticipated savings from the environmental projects.

As the conflict in Ukraine continues, the global economic burden is becoming clearer, with higher energy and food prices creating cost of living crisis in many countries around the world. Despite the difficulties this will cause consumers and businesses, equity markets rebounded, though they are still slightly below recent peaks. There has been greater volatility in bond markets, with yields moving higher as central banks signal their commitment to raising interest rates to tame inflation. Recent developments have raised the risk of stagflation – a period of high inflation and low or negative growth. Adjustments have been made within our portfolio equity allocation moving from Europe ex-UK growth fund, given that European economies are likely to face the greatest pressure from high energy prices. Our investment managers are looking to increase the "quality" bias within portfolios.

TRUSTEES REPORT

2022 OBJECTIVES

The main objectives for 2022 are:

- Manage and where possible reduce the operational financial deficit
- Provide the residents with high grade accommodation in a single room
- Implement the nursing and care restructure
- Foster a closer working relationship with local authority funding bodies
- Investigate the potential for a dementia wing at CfV
- Deliver savings on utilities whilst demonstrating an environmental responsibility

How the objectives for 2022 will affect the charity:

- Managing the deficit will ensure longevity of the home, whilst the need for residential nursing continues
- Single rooms should be easier to occupy, thereby increasing resident numbers
- Potential new client group if the home receives dementia cases
- Adjust staffing levels to meet the current need, until occupancy increases
- Promote the end-of-life care and develop relationships with local hospices

IMPLICATIONS OF COVID-19

The global COVID-19 pandemic has continued to cause disruption across all aspects of everyday life. The challenges that were experienced in care homes in 2020 have changed, but there is less urgency about the response. CfV has three levels of Covid Business Continuity Plan that can respond to the guidelines issued by Public Health England via West Sussex County Council. This allows a smooth transition through any stage of lockdown when the levels can be quickly amended to meet the guidelines. Staff are also more familiar with the guidelines which aids that transition.

There are weekly meetings of the Senior Management Team, with an option to call an impromptu meeting if required. These interpret the effect of changes on CfV, and the information was cascaded to staff via email or a cascade system through departmental managers. The Registered Manager kept the residents informed and when the situation allows small resident meetings to have restarted. The CEO provides regular updates to families covering all areas, but with a focus on visiting. CfV has created three visitor bays in the day room which has the space to allow social distancing and is also well ventilated. In stricter levels of lockdown, the pods are used to allow the residents the benefits of visits by loved ones. Finally, iPads are available on every wing to allow for virtual visiting.

When not in strict lockdown, CfV remained open to new admissions, with new residents quarantined until they had received a negative PCR test. Residents are tested regularly using lateral flow tests and all receive a PCR test at least once a month. Staff are required to undertake two lateral flow tests and one PCR test a week. In times of lockdown staff all test daily.

All residents were fully vaccinated in the early part of 2021. One wing was slightly behind the others as it had suffered an outbreak, but within a few weeks its residents were vaccinated. Staff were also vaccinated either on-site or at the local hospital. The booster programme initiated in the autumn also had a good take up, with all but a couple of residents receiving their booster dose. The law changed in November, requiring all staff to be vaccinated to work in a care home. This was implemented at CfV and resulted in two staff choosing to leave their respective roles, rather than participate in the vaccination programme.

The issues experienced in 2020 with PPE settled over 2021 with readily available supplies at close to pre-pandemic prices. CfV now has a readily available supply of daily PPE, with a stock of specialist gowns and masks for any resident involving aerosol generating procedures should the need arise.

Historically, resident fees provide the largest proportion of CfV's income. However, low occupancy rates and the disruption caused as double rooms were converted saw a reduction in that income stream. This was balanced to some degree by a reduction in staffing levels and the consequential savings in salaries. Fees increased by 2% in January which helped income, as did the grants issued by West Sussex County Council (although these were significantly lower than in 2020).

The second largest proportion of income is from fundraising. Despite the pandemic, the fundraising team had managed to meet its 2020 target. However, in the same way the grants from West Sussex County Council reduced in 2021, so did the awards from trusts and foundations. This, allied to the reduction from community fundraising and events, resulted in fundraising falling approximately 25% short of the 2021 target. It is hoped the increase in the profile in CfV will reap the benefits in 2022.

TRUSTEES REPORT

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Care for Veterans, formerly the Queen Alexandra Hospital Home (QAHH) was founded in 1919 and incorporated as a Company Limited by Guarantee in 1998 (registered number 3646570) and registered as a charity (registered number 1072334) thereafter subject to Charity, Trust and Company Law and governed by a Memorandum and Articles of Association. Its registered address is Gifford House, Boundary Road, Worthing, West Sussex, BN11 4LJ (Tel: 01903-213458)

The Charity has one subsidiary company Care for Veterans Services Limited (company number 5802953) incorporated 2 May 2006. The company is limited with the single shareholder being Care for Veterans.

Appointment of Trustees

The Chairman of the Board oversees the appointment of new trustees. The Chairman will nominate an individual when a vacancy exists and, subject to the approval of the Board, they will be co-opted onto the board and appointed at the next AGM. Following appointment to the Board a new trustee will;

- undergo a number of briefing sessions with the senior management team and the Chairman.
- undertake a number of visits to CfV to understand the workings of the organisation and to meet staff members and residents.
- be invited to undertake one of the quarterly visiting Trustee visits to the home on behalf of the Chairman.
- be invited to join the Board, for a period of four years and then may be re-elected for one further period of four years. They are not normally eligible for a further re-appointment.

An Induction programme is in place for new Trustees. All new trustees are required to undergo Disclosure and Barring Service Checks.

Organisation

- Every quarter, two appointed trustees will undertake trustees' rounds and make inspections of all departments, to the extent permitted under any Covid-19 related lockdown restrictions in place.
- The Board manages the business and affairs of CfV and reviews the performance of CfV at quarterly Board meetings.
- Extraordinary meetings can be called at the request of three or more trustees.
- There are four subcommittees – the Finance Committee, the Fundraising and Marketing Committee, the Clinical Governance Committee and the Remuneration Committee.
- The board has established levels of authority to ensure proper accountability and transparency.

The Board appoints the Chief Executive, who reports to the Chairman and is accountable to the Board. The Chief Executive attends meetings of the Board and the subcommittees. The current Chief Executive is Mr Andy Neaves MSc BSc (Hons). He is also the 'Nominated Individual' under the requirements of CfV's registration body, the Care Quality Commission (CQC), and is the point of contact in all matters emanating from it. The day-to-day running of the home is the responsibility of the Registered Manager.

The Trustees, who for the purposes of company law are the Directors of the Company, oversee the operations of CfV. The Trustees and senior executives of the charity are listed on page 15. The principal place of business and professional advisers of the charity are given on page 15.

The Chief Executive is responsible to the Board of Trustees for carrying out the agreed policies and objectives of CfV. He deals with all strategic matters relating to finance and fundraising; all matters concerning Health and Safety; and is responsible for the smooth running and financial health of CfV.

Under the Chief Executive, the Departmental Managers are – the Registered Manager; Senior Nurse Manager; the Head of Finance; the Head of Fundraising and Marketing and the Head of Human Resources.

TRUSTEES REPORT

STRUCTURE, GOVERNANCE AND MANAGEMENT

Related Parties

The Charity's wholly owned subsidiary Care for Veterans Services Limited (formally QAHH Services Limited) was formed during 2006 to provide nursing and care services for a small number of residents who fall outside the objects of the Charity. The Charity recharges the cost of care, and the company gift aids any profits to the Charity.

Officers and Management

The names of the Trustees who have served during the year and the executives are set out below along with the Sub-Committees of Care for Veterans.

Trustee	Role	Sub-committees	
Cdre James Fanshawe CBE	Chairman	1,3	
Mr David Williams	Deputy Chair, Chair Finance	1,3	
Col John Saville FIMechE		2,4	
Mr Michael Jones		2	
Mr John McKee	Chair Fundraising and Marketing	2	
Dr Timothy Fooks	Chair Clinical Governance	4	
Ms Georgina Crowhurst		1	
Mr Richard Andrew		1	
Mrs Dawn Hart		4	Appointed May 2021 AGM
Mrs Anna Harrison		4	Appointed May 2021 AGM
Mrs Ruth Taylor		4	Resigned May 2021 AGM
Cdr David Habershon RN		2	Resigned May 2021 AGM

Sub-committees

1. Finance Committee
2. Fundraising and Marketing Committee
3. Remuneration Committee
4. Clinical Governance Committee

Executives

AD Neaves, MSc BSc (Hons)	Chief Executive

Legal and administrative information

Auditors and Financial Advisors
Carpenter Box
Amelia House
Crescent Road
Worthing
West Sussex BN11 1QR

Bankers
Barclays Bank Plc
1 Chapel Road
Worthing
West Sussex BN11 1EX

Investment Managers
Schroder & Co Limited
Schroders Charities
1 London Wall Place
London EC2Y 5AU

Pension Trustees
Independent Trustee Services Limited
4th floor Cannon Place
78 Cannon Street
London EC4N 6HL

Principle office of Charity and Registered Office
Gifford House
Boundary Road
Worthing
West Sussex BN11 4LJ

Solicitors
GWCA
13/14 Liverpool Terrace
Worthing
West Sussex BN11 1TQ

Pension Administrators
Cartwright
Mill Pool House
Mill Lane
Godalming
Surrey GU7 1EY

Company Number
03646570

Registered Charity Number
1072334

Country of incorporation
England and Wales

TRUSTEES REPORT

Statement of Trustees' Responsibilities for the Financial Statements

The Trustees (who are also directors of Care for Veterans for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom generally accepted accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and the application of resources, including net income or expenditure of the charitable group for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting procedures and then apply them consistently.
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the going concern basis unless it is appropriate to presume that the charitable company will not continue in business.

The Trustees are responsible for the keeping of proper accounting records that disclose with reasonable accuracy at any time, the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for the safeguarding of the assets of the charitable company and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

In so far as the Trustees are aware:

- There is no relevant audit information of which the company's auditors are unaware; and
- The Trustees have taken steps to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The Trustees confirm that they have complied with the duty in Section four of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit.

Trustee Indemnity Insurance

The charity has third party indemnity insurance cover for its Trustees, as disclosed in note five to the financial statements.

Auditors

A resolution to reappoint Carpenter Box for the coming year will be proposed at the Annual General Meeting in accordance with the Companies Act 2006.

In Gratitude

The Trustees wish to convey their sincere thanks to all the volunteers who gave so generously their time and support to Care for Veterans during 2021. With their continued support, we look forward to enhancing the delivery of CfV's charitable services.

This report was approved by the Trustees

on 18th May 2022 and signed on their behalf by:



J Fanshawe CBE

Chairman

INDEPENDENT AUDITORS' REPORT
TO THE MEMBERS OF CARE FOR VETERANS

Opinion
We have audited the financial statements of Care for Veterans (the 'charitable company') and its subsidiary (`the group) for the year ended 31 December 2021 which comprise the consolidated statement of financial activities and income and expenditure account, the consolidated and charity balance sheets, the consolidated cashflow statement and the related notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice.

In our opinion, the financial statements:
- give a true and fair view of the state of the group's and charitable company's affairs as at 31 December 2021 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion
We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusion relating to going concern
In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information
The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of our audit:
- the information given in the trustees' report, which includes the directors' report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report and strategic report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report and strategic report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:
- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

INDEPENDENT AUDITORS' REPORT (continued)
TO THE MEMBERS OF CARE FOR VETERANS

Responsibilities of trustees
As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charitable company for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- Obtaining an understanding of the legal and regulatory framework that the group and charitable company operates in, focusing on those laws and regulations that had a direct effect on the financial statements and operations;
- Obtaining an understanding of the group and charitable company's policies and procedures on fraud risks, including knowledge of any actual, suspected or alleged fraud;
- Discussing among the engagement team how and where fraud might occur in the financial statements and any potential indicators of fraud through our knowledge and understanding of the charitable company and our sector-specific experience.

As a result of these procedures, we considered the opportunities and incentives that may exist within the charitable company and group for fraud. We are also required to perform specific procedures to respond to the risk of management override. As a result of performing the above, we identified the following areas as those most likely to have an impact on the financial statements: employment law; and, compliance with the UK Companies Act and UK Charities Act.

In addition to the above, our procedures to respond to risks identified included the following:

- Making enquiries of management about any known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of meetings of the board and senior management;
- Reading correspondence with regulators;
- Challenging assumptions and judgements made by management in their significant accounting estimates, in particular in relation to depreciation; and
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness.

Due to the inherent limitations of an audit, there is an unavoidable risk that some material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with the ISAs (UK). For instance, the further removed non-compliance is from the events and transactions reflected in the financial statements, the less likely the auditor is to become aware of it or to recognise the non-compliance.

A further description of our responsibilities is available on the Financial Reporting Council's website at https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report
This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



23/05/2022

Robin Evans BA FCA CTA (Senior Statutory Auditor)
for and on behalf of Carpenter Box
Chartered Accountants
Statutory Auditor
Worthing

Carpenter Box is a trading name of Carpenter Box Limited

Consolidated Statement of Financial Activities and Income and Expenditure Account

For the year ended 31 December 2021

	Note	Unrestricted Funds £	Endowment & Restricted £	2021 Total £	Unrestricted Funds £	Endowment & Restricted £	2020 Total £
INCOME AND ENDOWMENTS FROM							
Donations and legacies	*2*	609,346	435,628	1,044,974	1,986,030	551,120	2,537,150
Other trading activities	*2*	468,642	-	468,642	569,332	-	569,332
Investments	*2*	153,590	-	153,590	122,118	-	122,118
		1,231,578	435,628	1,667,206	2,677,480	551,120	3,228,600
Charitable activities	*3a*	2,507,156	-	2,507,156	2,649,480	-	2,649,480
Other income	*3b*	3,099	86,482	89,581	46,292	91,225	137,517
TOTAL INCOME		**3,741,833**	**522,110**	**4,263,943**	**5,373,252**	**642,345**	**6,015,597**
EXPENDITURE ON							
Raising funds	*4*	284,299	1,000	285,299	263,296	-	263,296
Charitable activities	*4*	3,724,356	972,706	4,697,062	3,801,101	971,264	4,772,365
TOTAL EXPENDITURE		**4,008,655**	**973,706**	**4,982,361**	**4,064,397**	**971,264**	**5,035,661**
Net income/(expenditure) before investments		**(266,822)**	**(451,596)**	**(718,418)**	**1,308,855**	**(328,919)**	**979,936**
NET GAINS/(LOSSES) ON INVESTMENTS	*9*	248,785	8,566	257,351	101,719	3,165	104,884
NET INCOME/ (EXPENDITURE)		(18,037)	(443,030)	(461,067)	1,410,574	(325,754)	1,084,820
Transfers between funds		(20,684)	20,684	-	(124,206)	124,206	-
Actuarial gains/(losses) on defined benefit pension scheme	*6*	232,000	-	232,000	137,000	-	137,000
Net movement in funds		193,279	(422,346)	(229,067)	1,423,368	(201,548)	1,221,820
Funds balance brought forward		4,323,677	4,667,967	8,991,644	2,900,309	4,869,515	7,769,824
FUNDS BALANCE CARRIED FORWARD		**4,516,956**	**4,245,621**	**8,762,577**	**4,323,677**	**4,667,967**	**8,991,644**

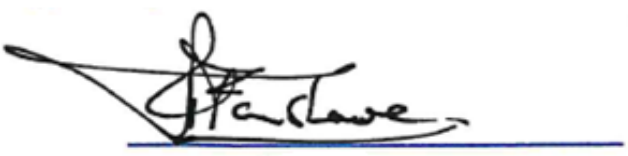
The accompanying accounting policies and notes form an integral part of these financial statement
All of the operations represented by the information above are continuing.

Consolidated and Charity Balance Sheets

As at 31 December 2021

	Note	Group 2021 Total £	Group 2020 Total £	Charity 2021 Total £	Charity 2020 Total £
Fixed assets					
Tangible assets	*8*	3,665,916	4,078,770	3,829,186	4,242,040
Investments	*9*	4,498,035	4,092,263	4,498,036	4,092,264
TOTAL FIXED ASSETS		**8,163,951**	**8,171,033**	**8,327,222**	**8,334,304**
Current assets					
Stocks	*10*	11,458	12,775	11,458	12,775
Debtors	*11*	343,549	662,337	349,788	671,765
Cash at bank and in hand		468,235	748,256	459,147	736,188
		823,242	1,423,368	820,393	1,420,728
Creditors - amounts falling due within one year	*12a*	(286,564)	(299,580)	(283,715)	(296,940)
NET CURRENT ASSETS		**536,678**	**1,123,788**	**536,678**	**1,123,788**
Creditors - amounts falling after more than one year	*12b*	(5,052)	(17,177)	(5,052)	(17,177)
Net assets before pension scheme liability		**8,695,578**	**9,277,644**	**8,858,848**	**9,440,915**
Defined benefit pension scheme asset/(liability)		67,000	(286,000)	67,000	(286,000)
NET ASSETS AFTER PENSION LIABILITY		**8,762,578**	**8,991,644**	**8,925,848**	**9,154,915**
Capital funds					
Endowment fund	*14*	164,064	160,071	164,064	160,071
Revenue funds					
Restricted	*14*	4,081,557	4,507,896	4,244,827	4,671,166
Unrestricted:					
Pension reserve fund	*6*	67,000	(286,000)	67,000	(286,000)
General fund (including revaluation reserve £350,113 [2020: £92,761] for Group and Charity)	*13*	4,449,956	4,609,677	4,449,957	4,609,678
Total unrestricted		4,516,956	4,323,677	4,516,957	4,323,678
TOTAL CHARITY FUNDS		**8,762,577**	**8,991,644**	**8,925,848**	**9,154,915**

Approved by the Board of Trustees on and signed on its behalf by





The accompanying accounting policies and notes form an integral part of these financial statements.

Company No. 03646570

Consolidated Cashflow Statement

For the year ended 31 December 2021

	Note	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
CASH FLOWS FROM OPERATING ACTIVITIES:					
Net cash provided by/(used in) operating activities	*a*	176,076	343,924	179,056	358,294
CASH FLOWS FROM INVESTING ACTIVITIES:					
Investment income and interest receivable		153,590	122,118	153,590	122,118
Purchase of tangible fixed assets		(97,705)	(222,236)	(97,705)	(222,236)
Purchase of investments		(499,857)	(1,668,187)	(499,857)	(1,668,187)
Sale of investments		-	1,805,396	-	1,805,396
Net cash provided by/(used in) investing activities		(443,972)	37,091	(443,972)	37,091
Cashflows from financing activities					
Payment of finance lease obligations		(12,125)	(12,125)	(12,125)	(12,125)
Cash and cash equivalents in the reporting period		(280,021)	368,890	(277,041)	383,260
Cash and cash equivalents at the beginning of the reporting period		748,256	379,366	736,188	352,928
Cash and cash equivalents at the end of the reporting period		468,235	748,256	459,147	736,188

	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
a. Reconciliation of net movement in funds to net casl flow from operating activities				
Net (outgoing)/incoming resources before gains and losses or investment assets	(718,418)	979,936	(718,418)	979,936
Investment income and interest receivable	(153,590)	(122,118)	(153,590)	(122,118)
Depreciation and loss on disposal	510,559	536,986	510,559	536,986
Decrease/(increase) in cash on deposit	351,436	(590,213)	351,436	(590,213)
(Increase)/decrease in stock	1,317	(1,675)	1,317	(1,675)
(Increase)/decrease in debtors	318,788	(279,573)	321,977	(265,083)
Increase/(decrease) in creditors	(134,016)	(179,419)	(134,225)	(179,539)
Net cash provided by/(used in) operating activities	176,076	343,924	179,056	358,294

See note 23 for net fund analysis note.

The principle accounting policies, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

1. Accounting policies

1.1 Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) effective 1 January 2019, the Charities Act 2011, the Companies Act 2006.

The financial statements are prepared in sterling, which is the financial currency of the group. Monetary amounts are rounded to the nearest £1.

1.2 Basis of consolidation

The group financial statements consolidate those of the charity and of its subsidiary undertakings (note 19) drawn up to 31 December 2021 in full. Surpluses or deficits on intra group transactions have been eliminated. Investments in subsidiaries are accounted for at cost less impairment in the individual financial statements.

1.3 Incoming resources

Residents' contributions and capitation grants from the Veterans Agency are recognised in the Statement of Financial Activities on a receivable basis.

Donations and grants are recognised in the Statement of Financial Activities on a receivable basis and are shown gross.

For estates in which probate has been granted the value of a quantifiable legacy, although not received in the financial year under review, is recognised in the Statement of Financial Activities with the corresponding amount being included as a debtor in the Balance Sheet.

Investment income comprises dividends declared during the accounting period and interest receivable on listed and unlisted investments.

1.4 Resources expended

Resources expended are all associated with the sole activity of the provision of residential care. The charitable company's objective is the provision of residential care and this is achieved principally through its staff.

A high standard of buildings, equipment and other facilities are essential to the well-being of residents.

These elements underlie the categorisation of expenditure as follows:

Charitable expenditure comprises resources with the specific purpose of fulfilling the objects of the charity, predominantly the costs of care staff, and also expenditure incurred in support of the charity's primary purpose.

Governance costs under FRS 102 have been included in expenditure on 'charitable activities'.

Costs of generating funds include the costs associated with running the fundraising appeals including the development of the donor database, and fundraising events. Where applicable, costs have been apportioned on the basis of time or area, as appropriate to the relevant cost.

1.5 Fund accounting

The charitable company's assets represent; the Capital Fund (resources invested in the buildings, equipment and vehicles), the Revenue Funds (resources held to produce income and to act as a reserve against temporary deficits), Special Funds (restricted or designated funds established to meet capital needs or specific projects) and Endowment Funds (resources invested in Gifford House `the property` and a fund held in investments with income at the charity's discretion). The Capital Fund is shown as a restricted fund, but part of this fund includes amounts `designated` by the trustees. From time to time transfers between the Capital fund and the Revenue (unrestricted) fund occur in order to account for the results of projects which the trustees had designated funds to complete.

1.6 Fixed assets and depreciation

Capitalisation levels:

Individual fixed assets costing £2,500 or more are capitalised at cost.

IT equipment £400 or more

Tangible fixed assets are stated at cost net of depreciation. No depreciation is charged on fixed asset additions in the course of construction.

Depreciation is calculated to write down the cost of all tangible fixed assets except for freehold land by equal annual instalments over their expected useful lives, leading to an annual depreciation charge against the Capital fund.

The periods generally applicable are:

Property - 25 years

Plant, equipment and vehicles - 5 to 15 years

Computer equipment - 3 years

1.7 Investments

Investments appear at market value as fixed assets in the balance sheet as they are held on a long-term basis to provide an essential income to offset part of the operating costs of the charity. Both realised and unrealised gains and losses are credited or charged to the Revenue fund.

1.8 Retirement benefits

Defined benefit pension scheme

Scheme assets are measured at fair values. Scheme liabilities are measured on an actuarial basis using the projected unit method and are discounted at appropriate high-quality corporate bond rates.

The net surplus or deficit is presented separately from other net assets on the balance sheet.

A net surplus is recognised only to the extent that it is recoverable by the charity.

The current service cost and costs from settlements and curtailments are included in operating costs and are allocated to the same expenditure headings as the related staff costs.

Past service costs are spread over the period until the benefit increases. Interest on the scheme liabilities and the expected return on the scheme assets are included under the appropriate expenditure headings as other finance costs.

1.8 Retirement benefits (cont)
Defined benefit pension scheme
Actuarial gains and losses are reported in the Statement of Financial Activities with other gains and losses on investments.
The pension costs charged against operating profits are the employers' contribution payable to the Stakeholder pension scheme and **Work Place pension scheme** in respect of the accounting period.

1. Accounting policies (continued)

1.9 Stock
Stocks are stated at lower of cost or estimated selling price less cost to complete and sell.

1.10 Taxation
No provision for taxation, deferred or otherwise, has been made in these financial statements as the Hospital Home is a charity in accordance with the Charities Act 2011 and is exempt from taxation except Value Added Tax, provided that income and gains are applied for charitable purposes under S.505 of the Income and Corporation taxes Act 1998 and S.145 of the Capital Gains Tax Act 1979.

1.11 Cash and liquid resources
For the purpose of the cash flow statement, cash comprises cash in hand and deposits repayable in demand, less overdrafts payable on demand. Liquid resources comprise term deposits of less than one year (other than cash) and are included in fixed asset investments as they are integral to the portfolio managed by investment managers.

1.12 Volunteers
The charity benefits from the involvement and support of its volunteers. In accordance with FRS102 and the Charities SORP (FRS102), the economic contribution of general volunteers is not recognised in the accounts.

1.13 Debtors
Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.14 Cash at bank and in hand
Cash at bank and cash in hand includes cash and short-term liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.15 Creditors and provisions
Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

1.16 Financial instruments
The charity only has financial assets and financial instruments of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

1.17 Going concern
The financial statements have been prepared on a going concern basis. The trustees have considered relevant information, including the annual budget, forecast future cash flows and the impact of subsequent events in making their assessment. The COVID-19 pandemic and the ensuing economic shutdown has had a significant impact on the charity and group operations, as detailed on page 13, within the Trustees' Report.
A COVID-19 Business Continuity Plan was produced, along with a risk assessment, to guide the home through the pandemic successfully. The increased cost of PPE was countered by the issuing of grants from West Sussex County Council, from a Central Government grant, to cover the increases in PPE, cleaning materials and the other required changes to ensure compliance with Public Health England's guidelines 'How to work Safely in Care Homes'. In response to the COVID-19 pandemic, the trustees have performed a robust analysis of forecast future cash flows considering the potential impact on the charity of possible future scenarios arising from the impact of COVID-19. This analysis also considers the effectiveness of available measures to assist in mitigating the impact.

Based on these assessments and having regard to the resources available to the entity, the trustees have concluded that there is no material uncertainty in relation to the appropriateness of continuing to adopt the going concern basis in preparing the annual report and accounts.

1.18 Leases
Rentals payable under operating leases are charged on a straight line basis over the term of the relevant lease except where another systematic basis is more representative of the time pattern in which economic benefits from the leased asset are consumed.

2. Analysis of income from generated funds

	Unrestricted £	Restricted £	2021 Total £	Unrestricted	Restricted	2020 Total £
Voluntary income:						
Donations	195,379	435,628	631,007	412,687	551,120	963,807
Legacies	413,967	-	413,967	1,573,343	-	1,573,343
	609,346	**435,628**	**1,044,974**	**1,986,030**	**551,120**	**2,537,150**
Activities for generating funds:						
Fundraising events	78,969	-	78,969	74,149	-	74,149
Nursing and care (non-primary purpose)	367,382	-	367,382	491,847	-	491,847
Other income	22,291		22,291	3,336	-	3,336
	468,642	**-**	**468,642**	**569,332**	**-**	**569,332**
Investment income:	**153,590**	**-**	**153,590**	**122,118**	**-**	**122,118**

3a. Analysis of income from charitable activities

	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
Fee Income						
Contributions from residents	2,439,835	-	2,439,835	2,585,481	-	2,585,481
Veterans Agency capitation grant	67,321	-	67,321	63,999	-	63,999
	2,507,156	**-**	**2,507,156**	**2,649,480**	**-**	**2,649,480**

3b. Other income

	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
Other income						
Grants received	-	86,482	86,482	-	91,225	91,225
Coronavirus Job Retention Scheme	3,099	-	3,099	46,292	-	46,292
	3,099	**86,482**	**89,581**	**46,292**	**91,225**	**137,517**
TOTAL INCOME	**3,741,833**	**522,110**	**4,263,943**	**5,373,252**	**642,345**	**6,015,597**

4. Analysis of Resources Expended

	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
Resources expended						
Cost of generating voluntary income	226,254	-	226,254	219,805	-	219,805
Cost of activities for generating funds	52,620	1,000	53,620	39,707	-	39,707
Investment management fees	5,425	-	5,425	3,784	-	3,784
Total cost of generating funds	**284,299**	**1,000**	**285,299**	**263,296**	**-**	**263,296**

Costs of generating voluntary income include the costs associated with running the fund-raising appeals including the development of the donor database. Where applicable, administration and other costs have been apportioned on the basis of time or area as appropriate to the relevant cost and on a basis consistent with the use of resources by the fundraising department.

	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
Cost of charitable activities						
Payroll costs	2,846,426	373,130	3,219,556	3,012,650	378,215	3,390,865
Non-payroll costs	877,931	599,575	1,477,506	788,451	593,049	1,381,500
Total cost of charitable activities	**3,724,356**	**972,706**	**4,697,062**	**3,801,101**	**971,264**	**4,772,365**
TOTAL EXPENDITURE	**4,008,655**	**973,706**	**4,982,361**	**4,064,397**	**971,264**	**5,035,661**

Analysis of total resources expended

	Staff costs £	Depreciation £	Other £	2021 Total £	2020 Total £
Provision of residential care					
Provision of services and support costs	3,219,556	499,586	977,920	4,697,062	4,772,365
Other expenditure					
Fundraising, publicity and other	216,896	-	68,403	285,299	263,296
Total resources expended	**3,436,452**	**499,586**	**1,046,323**	**4,982,361**	**5,035,661**

Analysis of total resources expended for 2020 include provision of residental care staff costs amounting to £3,390,865, depreciation of £532,698 and other costs of £848,802. Other expenditure included staff costs of £195,311 and other costs of £67,985.

5. Trustees and employees

	2021 Total £	2020 Total £
Staff costs during the year were as follows:		
Wages and salaries	3,084,838	3,231,573
Social security costs	255,731	256,191
Pension costs:		
Defined benefit scheme *	-	-
Defined contribution scheme	-	-
Work place pension scheme	95,883	98,412
	3,436,452	**3,586,176**

* See cost detail at note 6.

Staff costs above include agency staff.

The total average monthly number of employees during the reporting period (full and part-time staff) was:

	2021 Total	2020 Total
Nursing and clinical staff	20	23
Care assistants	55	58
Kitchen	8	8
Domestic	13	14
Facilities and maintenance	3	3
Neuropsychologist	0	1
Occupational Therapy	2	2
Physiotherapy	3	5
Speech Therapy	1	1
Social and Recreation	2	2
Support	4	3
Fundraisers	6	7
Chaplain	1	1
Administration	5	5
	123	**133**

Reimbursements totalling £147.60 were made to Trustees of Care for Veterans for the year ended 31 December 2021 (2020: None). During the year there were no donations from Trustees made to CfV (2020: None).

The premium for the trustees' indemnity insurance is now included within the combined liability insurance as in 2020.

Details of employees who received more than £60,000 in the year are as follows:

	2021 Total	2020 Total
£60,001 - £70,000	1	1
£70,001 - £80,000	-	1
£80,001 - £90,000	1	-

During the year pension contributions of £4,019 (2020: £3,960) were paid on behalf of these employees as members of the Work Place scheme operated by the charity. These figures are also included in the key figures below.

During the year a total of 8 staff were recognised as key management personnel the total paid to these indiviuals amounted to £406,184 (2020: £431,153). Included within this amount was £13,541 (2020: £14,831) for contributions to the Work Place Pension scheme operated by the charity.

6. Retirement Benefits

The charitable company operates a defined benefits plan, The Federated Pension Scheme for the Queen Alexandra Hospital Home.

The assets and liabilities of the plan have been calculated for the purposes of FRS102 based on the results of the actuarial valuation as at 31 March 2019, adjusted for the different assumptions required under FRS102 and taking into consideration changes in the membership since that date.

The principal actuarial assumptions at the balance sheet date (expressed as weighted averages) were as follows:

	2021 %	2020 %
Discount rate	1.90	1.30
Retail Prices Inflation ("RPI")	3.40	3.00
Consumer Prices Inflation ("CPI")	2.90	2.00
Pension increases: RPI, max 5%, min 0%	3.30	2.90

The underlying mortality assumption is based upon the standard table known as S3PxA on a year of birth usage with CMI_2020 future improvement factors and a long-term rate of future improvement of 1.25% p.a. (2020: S3PxA, CMI_2019, 1.25% p.a).
This results in the following life expectancies:

- Male age 65 now has a life expectancy of 86.9 years (2020: 86.8 years)
- Female age 65 now has a life expectancy of 89.3 years (2020: 89.2 years)
- Male age 45 now, retiring at 65, has a life expectancy from 65 of 88.2 years (2020: 88.2 years)
- Female age 45 now, retiring at 65, has a life expectancy from 65 of 90.7 years (2020: 90.6 years)

Employee Benefit obligations

The amounts recognised in the balance sheet as at 31 December 2021 (with comparative figures as at 31 December 2020) are as follows:

	2021 £	2020 £
Market value of plan assets	5,162,000	4,870,000
Present value of plan liabilities	(5,095,000)	(5,156,000)
Net defined benefit asset/(liability)	**67,000**	**(286,000)**

The amounts to be recognised in the consolidated statement of financial activities for the year ending 31 December 2021 (with comparative figures for the years ending 31 December 2020) are as follows:

	2021 £	2020 £
Current service cost		
Administrative expenses	-	-
Interest on net defined benefit (asset)/liability	3,000	10,000
Loss/(Gain) recognised	-	-
(Gain)/loss on plan charges	-	-
Curtailment (gain)/loss	-	-
Total	**3,000**	**10,000**

6. Retirement Benefits

Changes in the present value of the plan liabilities for the year ended 31 December 2021 (with comparative figures for the year ending 31 December 2020) are as follows:

	2021 £	2020 £
Present value of plan liabilities at beginning of period	5,156,000	4,760,000
Current service cost	-	-
Employee contributions	-	-
Benefits paid	(95,000)	(132,000)
Interest on plan liabilities	66,000	94,000
Actuarial (gains)/losses	(32,000)	434,000
(Gain)/loss on plan changes	-	-
Present value of plan liabilities at end of period	**5,095,000**	**5,156,000**

Changes in the fair value of the plan assets for the year ending 31 December 2021 (with comparative figures for the year ending 31 December 2020) are as follows:

	2021 £	2020 £
Market value of plan assets at beginning of period	4,870,000	4,223,000
Contributions paid by the company	124,000	124,000
Employee contributions	-	-
Benefits paid	(95,000)	(132,000)
Administrative expenses	-	-
Interest on plan assets	63,000	84,000
Return on assets, less interest included in Profit & Loss	200,000	571,000
Market value of Scheme assets at end of period	**5,162,000**	**4,870,000**
Actual return on plan assets	**263,000**	**655,000**

The major categories of plan assets as a percentage of total plan assets for the year ending 31 December 2020 (with comparative figures for the year ending 31 December 2020) are as follows:

	2021 %	2020 %
Equities and Property	14	15
Bonds	17	19
Diversified Growth	44	43
Liability Driven Investment ("LDI)	18	22
	7	1
Total	**100**	**100**

The plan has no investment in property occupied by, assets used by or financial instruments issued by Care for Veterans.

Analysis of the remeasurement of the net defined benefit liability recognised in Other Comprehensive Income ("OCI") for the year ending 31 December 2021 (with comparative figures for the year ending 31 December 2020) are as follows:

	2021 £	2020 £
Return on assets, less interest included in Profit & Loss	200,000	571,000
Expected less actual plan expenses	-	-
Experience gains and losses arising on the plan liabilities	-	102,000
Changes in assumptions underlying the present value of plan liabilities	32,000	(536,000)
Remeasurement of net defined benefit liability recognised in OCI	**232,000**	**137,000**

6. Retirement Benefits

Movement in net benefit asset/(liability) during the year ending 31 December 2021 (with comparative figures for the year ending 31 December 2020) are as follows:

	2021 £	2020 £
Net defined benefit asset/(liability) at beginning of year	(286,000)	(537,000)
Recognised in Statement of Financial Activities	(3,000)	(10,000)
Contributions paid by Company	124,000	124,000
Remeasurement of net defined benefit liability recognised in OCI	232,000	137,000
Net defined benefit asset/(liability) at end of the year	**67,000**	**(286,000)**

Funding Policy

Actuarial valuations are carried out every three years on behalf of the Trustees of the plan, by a qualified independent actuary. The actuarial assumptions underlying the actuarial valuation are different to those adopted under FRS102.

The last such actuarial valuation was at 31 March 2019. This showed that the plan's assets were insufficient to cover the liabilities on the funding basis. A Recovery Plan has been agreed with the Company, which commits the Company to paying contributions to fund the shortfall. These deficit recovery contributions are incorporated in the plan's Schedule of Contributions dated 22 April 2020 and required contributions equal to £124,000 per annum payable in monthly instalments.

The contributions are subject to review following completion of the next funding valuation, due as at 31 March 2022.

Defined Contribution Scheme

Following the closure to future accrual of the Defined Benefit Scheme the charitable company put in place a stakeholder scheme for the benefit of the employees, to which the charity contributed a matched figure up to the value of 5% of the gross contribution. The Scheme was closed on 30 April 2014 following the introduction of the Workplace Pension Scheme.

The Workplace Pension Scheme was made available from 1 May 2014 to comply with the new pension auto-enrolment rules. Contributions in this scheme are matched by the Charity up to the value of 5%.

Charge Over Assets

A charge remains in place for the Pension Scheme Trustees. This charge provides security for the pension Trustee and can be taken into account when setting the investment strategy and, to a degree, the pace of funding for the deficit. The value of security is capped at £3,500,000.

7. Taxation

No provision has been made for taxation in these financial statements as the company is a charity in accordance with Section 4 of the Charities Act. It is exempt from taxation other than Value Added Tax provided that income and gains are applied to charitable purposes.

8. Tangible fixed assets

GROUP	Freehold property	Plant and equipment	Vehicles	Total
	£	£	£	£
Cost				
At 1 January 2021	8,874,999	1,681,311	246,638	10,802,948
Additions	-	57,521	40,184	97,705
Disposals	-	(403,615)	(172,780)	(576,395)
At 31 December 2021	8,874,999	1,335,217	114,042	10,324,258
Depreciation				
At 1 January 2021	5,300,274	1,177,266	246,638	6,724,178
Provided in period	371,363	120,186	8,037	499,586
On disposals	-	(392,642)	(172,780)	(565,422)
At 31 December 2021	5,671,637	904,810	81,895	6,658,342
Net book value at 31 December 2021	**3,203,362**	**430,407**	**32,147**	**3,665,916**
Net book value at 31 December 2020	3,574,725	504,045	-	4,078,770

CHARITY	Freehold property	Plant and equipment	Vehicles	Total
	£	£	£	£
Cost				
At 1 January 2021	9,038,269	1,681,311	246,638	10,966,218
Additions	-	57,521	40,184	97,705
Disposals	-	(403,615)	(172,780)	(576,395)
At 31 December 2021	9,038,269	1,335,217	114,042	10,487,528
Depreciation				
At 1 January 2021	5,300,274	1,177,266	246,638	6,724,178
Provided in period	371,363	120,186	8,037	499,586
On disposals		(392,642)	(172,780)	(565,422)
At 31 December 2021	5,671,637	904,810	81,895	6,658,342
Net book value at 31 December 2021	**3,366,632**	**430,407**	**32,147**	**3,829,186**
Net book value at 31 December 2020	3,737,995	504,045	-	4,242,040

The net carrying value of tangible fixed assets includes the following in respect of assets held under finance leases or hire purchase contracts.

	2021	2020
	£	£
Plant and machinery	17,177	24,249
	17,177	**24,249**

9. Fixed asset investments

	2021 Total £	2020 Total £
Quoted investments		
Market value at 1 January 2021	3,449,857	3,482,182
Additions	499,857	1,668,187
Disposals	-	(1,805,396)
Net realised/unrealised gains	257,351	104,884
Market value at 31 December 2021	4,207,065	3,449,857
Short term deposits	290,970	642,406
Investments (Group)	**4,498,035**	**4,092,263**
(Historical cost £4,147,922 [2020: £3,999,501])		
Investments in group undertakings at 1 January 2021 and at 31 December 2021	1	1
Investments (Charity)	**4,498,036**	**4,092,264**
(Historical cost £4,147,922 [2020: £3,999,501])		

	2021 Total £	2020 Total £
Analysed as:		
Charity Multi-Asset fund	4,207,065	3,449,857
	4,207,065	**3,449,857**

The Charity wholly owns the following subsidiary:

	Country of Incorporation	Class of share capital held	Principal activity
Care for Veterans Services Limited (formerly QAHH Services Limited)	England	Ordinary - 100% of ownership	Provision of nursing care and other trading activities

10. Stocks

	2021 Group £	2021 Charity £	2020 Group £	2020 Charity £
Consumable stores	11,458	11,458	12,775	12,775
Total consumable stores	**11,458**	**11,458**	**12,775**	**12,775**

11. Debtors

	2021 Group £	2021 Charity £	2020 Group £	2020 Charity £
Resident contributions receivable	194,475	160,034	169,266	137,283
Capitation fees receivable	5,421	5,421	5,421	5,421
Legacies receivable	86,630	86,630	413,605	413,605
Income tax recoverable	4,998	4,998	2,269	2,269
Prepayments and other debtors	52,025	52,025	71,776	71,776
Gift aid donations from trading subsidiary	-	7,871	-	11,383
Amounts due from group undertakings	-	32,809	-	30,028
Total debtors	**343,549**	**349,788**	**662,337**	**671,765**

12a. Creditors: amounts falling due within one year

	2021 Group £	2021 Charity £	2020 Group £	2020 Charity £
Trade creditors	75,880	75,880	75,810	75,810
Staff remuneration	52,593	52,593	47,642	47,642
Pension	17,896	17,896	18,876	18,876
Social security and other taxes	56,383	56,383	59,779	59,779
Hire purchase creditor	12,125	12,125	12,125	12,125
Other creditors and accruals	71,687	68,838	85,348	82,708
Total creditors (falling due within one year)	**286,564**	**283,715**	**299,580**	**296,940**

Net obligations under hire purchase are secured by fixed charges over the assets concerned.

12b. Creditors: amounts falling due after more than one year

	2021 Group £	2021 Charity £	2020 Group £	2020 Charity £
Hire purchase creditor	5,052	5,052	17,177	17,177
Total creditors (falling due after more than one year)	**5,052**	**5,052**	**17,177**	**17,177**

Net obligations under hire purchase are secured by fixed charges over the assets concerned.

13. General fund

	2021		2020	
	Group	Charity	Group	Charity
	£	£	£	£
Revenue funds				
At 1 January 2021	4,609,677	4,609,678	3,437,309	3,437,310
Retained surplus/(deficit) for the year	(139,037)	(139,037)	1,296,574	1,296,574
Transfers from/(to) restricted funds	(20,684)	(20,684)	(124,206)	(124,206)
At 31 December 2021	**4,449,956**	**4,449,957**	**4,609,677**	**4,609,678**

14. Restricted and endowment funds

GROUP	Endowment Funds	Capital Funds	Other Restricted Funds	Total
	£	£	£	£
Revenue funds				
At 1 January 2021	160,071	4,057,770	450,126	4,667,967
Incoming resources		-	522,110	522,110
Expenditure	-	(499,586)	(474,120)	(973,706)
Gains/(losses) on investments	8,566	-	-	8,566
Transfer between funds	-	61,475	(61,475)	-
Transfers from/(to) revenue funds	(4,573)	25,257	-	20,684
At 31 December 2021	**164,064**	**3,644,916**	**436,641**	**4,245,621**

The transfers between funds during the year are represented by additional funds when required to show progress; transfers to and from these funds represent the introduction of funds from restricted income and the distribution of costs to capital funds. Transfers to the revenue fund represent restricted funds received for the allocation against revenue costs.

The `**Other restricted funds**` represents the smaller funds with restrictions placed on them.

The endowment funds are represented as follows;

The endowment (permanent) fund of £21,000 represents the value of premises owned by the unincorporated charity, The Queen Alexandra Hospital Home (208721) and a "uniting direction" was made by the Charity Commission enabling the two charities to be treated as one.

Two additional endowments (permanent) were added in 2010 and held in `special trust` for The Sailors & Soldiers Home Fund and Bloomfield Bequest. These two funds are invested seperately from the Charity's main fund and its income is available for the charity's purpose. The current value of these is £143,064.

CHARITY	Endowment Funds	Capital Funds	Other Restricted Funds	Total
	£	£	£	£
Revenue fund				
At 1 January 2021	160,071	4,221,040	450,126	4,831,237
Incoming resources	-	-	522,110	522,110
Expenditure	-	(499,586)	(474,120)	(973,706)
Gains/(losses) on investments	8,566	-	-	8,566
Transfer between funds	-	61,475	(61,475)	-
Transfers from/(to) revenue fund	(4,573)	25,257	-	20,684
At 31 December 2021	**164,064**	**3,808,186**	**436,641**	**4,408,891**

15. Analysis of movements in restricted funds

	Balance at 1 January 2021	Income	Expenditure	Transfers	Funds 31 December 2021
	£	£	£	£	£
Room conversions to single rooms	19,723	26,500	(46,223)	-	-
Greenhouse and Gardening	-	34,250	(6,942)	-	27,308
Chaplaincy costs	524	3,000	(524)	-	3,000
CFV choir costs	45	-	-	-	45
Sporting chances for disabled veterans	15,257	35,000	(29,208)	-	21,049
Mixed rehabilitation related costs	336,011	308,081	(301,141)	-	342,951
Green Project - Solar panels & maintenance	11,366	-	(2,829)	-	8,537
Lift replacement and maintenance	9,129	-	(2,280)	-	6,849
Core Service	-	2,000	(2,000)	-	-
Richmond Wing extension	6,221	-	-	-	6,221
Hospital equipment - general	6,572	23,297	(14,018)	-	15,851
Green Projects - Electric Vehicle	43,678	3,500	(42,348)	-	4,830
Occupational Therapy Equipment	1,600	-	(1,600)	-	-
Covid-19 help grants	-	86,482	(86,482)	-	-
	450,126	**522,110**	**(535,595)**	**-**	**436,641**

Analysis of movements in restricted funds - previous year

	Balance at 1 January 2020	Income	Expenditure	Transfers	Funds 31 December 2020
	£	£	£	£	£
Chaplaincy costs	1,817	3,000	(4,293)	-	524
CFV choir costs	45	-	-	-	45
Sporting chances for disabled veterans	33,250	-	(17,993)	-	15,257
Garden design and costs	1,764	-	(1,764)	-	-
Mixed rehabilitation related costs	223,983	278,336	(166,308)	-	336,011
Green Project - Solar panels & maintenance	14,195	-	(2,829)	-	11,366
Lift replacement and maintenance	39,923	44,000	(74,794)	-	9,129
Richmond Wing extension	6,221	-	-	-	6,221
Social and recreation	200	-	(200)	-	-
Hospital equipment - general	16,068	12,026	(21,522)	-	6,572
Residents costs and entertainment	2,473	302	(2,775)	-	-
Ward hospitality	150	400	(550)	-	-
Green Projects - Electric Vehicle	-	43,678	-	-	43,678
IT Equipment	-	4,794	(4,794)	-	-
Occupational Therapy Equipment	-	19,861	(18,261)	-	1,600
Room Conversions	-	19,723	-	-	19,723
Covid-19 impact programme	-	125,000	(125,000)		-
Covid-19 infection control	-	91,225	(91,225)		-
	340,089	**642,345**	**(532,308)**	**-**	**450,126**

Name of restricted fund	Description of fund
Sporting chances for disabled veterans	Sporting activities for disabled veterans (delayed due to Covid-19)
Garden design and costs	Fund towards ongoing gardening requirements
Mixed rehabilitation related costs	To maintain occupational therapy, physiotherapy and speech therapy
Green Project - Solar panels	To provide and maintain Solar panels
Lift replacement and maintenance	To replace the two lifts and related costs on Alexandra Wing
Richmond Wing extension	Retention dispute on Richmond Wing extension
Hospital equipment - general	To provide the much need services for residents needing end-of-life care
Residents costs and entertainment	To purchase small items for residents needs
Green Projects - Electric Vehicle	To purchase an electric ambulance
Occupational Therapy Equipment	IT equipment to aid residents
Room Conversions	Conversion of double rooms to single rooms
Covid-19 impact programme	To provide funds to help during Covid-19

16. Analysis of net assets between funds

GROUP	Tangible Fixed Assets	Investments	Net Current Assets	Debtors due >1year	Creditors due >1year	Total
	£	£	£		£	£
Endowment fund						
Capital fund (including unrealised gainsof £8,566) (2020: Losses £32,192))	21,000	143,064	-	-	-	164,064
	21,000	**143,064**	**-**	**-**	**-**	**164,064**
Restricted fund						
Capital fund	3,644,916	-	-	-	-	3,644,916
Capital expenditure fund	-	-	-	-	-	-
Other restricted funds	-	-	436,641	-	(5,052)	431,589
	3,644,916	**-**	**436,641**	**-**	**(5,052)**	**4,076,505**
Unrestricted fund						
Revenue fund (including unrealised gains of of £248,785 (2020: Losses £251,661))	-	4,354,971	100,037	-	-	4,455,008
Pension fund asset	-	-	-	67,000	-	67,000
	-	**4,354,971**	**100,037**	**67,000**	**-**	**4,522,008**
	3,665,916	**4,498,035**	**536,678**	**67,000**	**(5,052)**	**8,762,577**

CHARITY	Tangible Fixed Assets	Investments	Net Current Assets	Debtors due >1year	Creditors due >1year	Total
	£	£	£		£	£
Endowment fund						
Capital fund (including unrealised gainsof £8,566) (2020: Losses £32,192))	21,000	143,064	-	-	-	164,064
	21,000	**143,064**	**-**	**-**	**-**	**164,064**
Restricted fund						
Capital fund	3,808,186	-	-	-	-	3,808,186
Capital expenditure fund	-	-	-	-	-	-
Other restricted funds	-	-	436,641	-	(5,052)	431,589
	3,808,186	**-**	**436,641**	**-**	**(5,052)**	**4,239,775**
Unrestricted fund						
Revenue fund (including unrealised gains of of £248,785 (2020: Losses £251,661))	-	4,354,972	100,037	-	-	4,455,009
Pension fund asset	-	-	-	67,000	-	67,000
	-	**4,354,972**	**100,037**	**67,000**	**-**	**4,522,009**
	3,829,186	**4,498,036**	**536,678**	**67,000**	**(5,052)**	**8,925,848**

17. Capital commitments

There were no capital commitments at 31 December 2021 (2020: None). No other commitments had been made at 31 December 2021 (202(None).

18. Related party transactions

No transactions with related parties were undertaken such as are required to be disclosed under FRS 102 or the SORP (2020: NIL).

19. Subsidiary company

The Charity owns the whole of the issued ordinary share capital of Care for Veterans Services Limited (formerly QAHH Services Limited) registered number 5802953, a company registered in England and Wales whose registered office and place of business are the same as that of the charity.

The trading activities of the subsidiary Care for Veterans Services Limited for the year ended 31 December 2021 were as follows:

	2021	2020
	£	£
Turnover	367,382	491,847
Cost of sales	356,322	477,521
	11,060	**14,326**
Other operating income and charges	3,189	2,943
Profit/(loss) on ordinary activities before taxation	**7,871**	**11,383**
Appropriation to holding company (Gift aid)	(7,871)	(11,383)
(Loss)/profit for the financial year	**-**	**-**
Net current assets	1	1
Net assets	**1**	**1**
Share capital	1	1
Retained profit	-	-
Net assets	**1**	**1**

20. Surplus of income over expenditure

The charity has taken advantage of section 408 of the Companies Act 2006 and has not included its own income and expenditure account in these financial statements. The net of income over expenditure for the period includes a deficit of £667,733 (2020: surplus £1,342,968 which is dealt with in the financial statements of the charity.

21. Grants/ Donations receivable

Under the terms of the Grant/ Donation Agreement or contract, the following funders are disclosed individually.

Funder	Project	2021 Amount £
RAF Benevolent Fund	Mixed rehabilitation services	15,000
ABF Soldiers' Charity	Mixed rehabilitation services	81,344
Veterans Foundation	Mixed rehabilitation services	24,643
The MacRobert Trust	Physiotherapy	10,000
Hospital Saturday Fund	Mixed rehabilitation services	2,000
Clothworkers' Foundation	One off capital grant to fund a room conversion	21,500
Chapman Charitable Trust	Further the objectives of the charity	12,000
Armed Forces Covenant Fund Trust	Sporting chances project	35,000
Armed Forces Covenant Fund Trust	Constant gardening project	35,000
Trinity House	Core costs	8,000
Ernest Kleinwort Charitable Trust	Mixed rehabilitation services	Not disclosed
Queen Mary's Roehampton Trust	Mixed rehabilitation services	Not disclosed
Royal Navy & Royal Marines Charity and Greenwich Hospital	Mixed rehabilitation services	66,500
Swire Charitable Trust	Core costs	Not disclosed

22. Analysis of governance

	Basis of apportionment	2021 £	2020 £
Salaries, wages and related costs	Time apportionment	23,260	22,914
Audit fees - charity	Governance	11,970	13,590
Audit fees - subsidiary company	Governance	2,850	2,640
Total governance		**38,080**	**39,144**

23. Analysis of changes in net funds

	At 1 January 2021 £	Cash flows £	At 31 December 2021 £
Cash at bank and in hand	748,256	(280,021)	468,235
	748,256	**(280,021)**	**468,235**
Obligations under finance leases	(29,301)	12,125	(17,176)
	718,955	**(267,896)**	**451,059**

24. Operating lease commitments

At the reporting date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating lease, whi fall due as follows:

	2021 £	2020 £
Within one year	6,431	-
Between two and five years	23,043	-
	29,474	-

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Notes

Care for Veterans

The Queen Alexandra Hospital Home since 1919

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Registered Charity No. 1072334
A Company limited by guarantee

CARE FOR VETERANS

England & Wales - Charity number 1072334

Accounts

ANNUAL REPORT & ACCOUNTS
For the year ended 31 December 2020

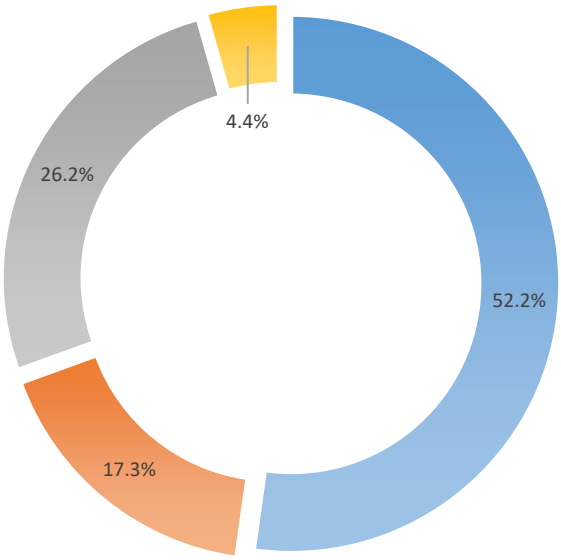
Care for Veterans

The Queen Alexandra Hospital Home since 1919

Registered Charity No. 1072334

How the funds have helped

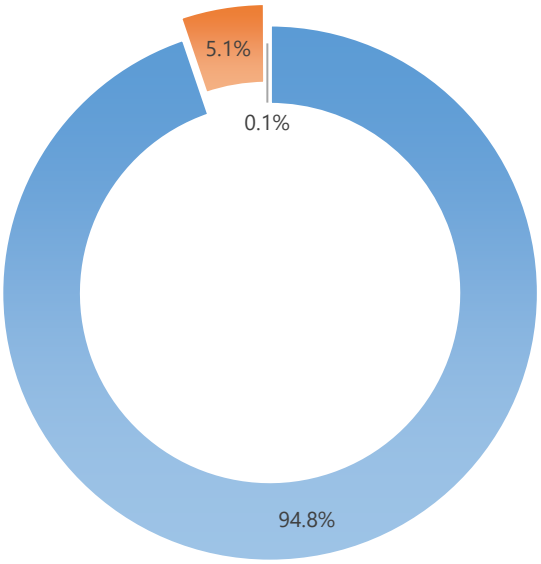
How the money came in



- Charitable activities
- Donations and fundraising events
- Legacies
- Investment and other income

Total income £6.01m

How the money went out



- Charitable activities
- Fundraising costs
- Investment and other income costs

Total expenditure £5.03m

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CHAIRMAN'S REPORT

I am pleased to provide a foreword to this report for 2020 for Care for Veterans (CfV), a year like no other. The report for 2019 was delayed until September last year due to the impact of COVID-19. This has affected all of us at CfV, both in our professional and domestic lives and routines. So much has been written on this subject across the world and you will read more from the CEO, Andy Neaves, about the impact on CfV in his annual report and about the financial position. However, it is testament to the extreme measures which were put in place, and rigorously implemented by all those who work on the site in a variety of capacities, that we maintained the highest level of care and service to the residents. This was achieved without a single case of COVID-19 and there were no deaths attributable to the pandemic in 2020.

2020 could have been a devastating year for CfV, but this was not the case. There were so many challenges to overcome, not least by limiting the number of people who could either work at or visit the home. New ways had to be found to maintain business continuity so that the charity could continue to function. For example, new IT systems were procured so that those who had to work from home could do so effectively; this worked extremely well and to everyone's benefit.

However, the clinical and facilities staff did not have that option and continued to work on site throughout and deserve the highest accolade for their supreme efforts. If 2020 proved anything, it certainly reinforced the evidence that people will always rise to the challenges which unforeseen events demand. I cannot speak highly enough of the resilience, which was shown, and the results achieved in 2020 underpin this. Staff illness was very low, and we ended the year in the best financial situation we have seen for some years.

In addition, a number of essential upgrades and work programmes were undertaken, within the restrictions imposed as a result of COVID-19, including the start of a programme to divide the existing double rooms into singles. This work is well on track and should be complete in 2021. This will enable us to return resident numbers close to the maximum capacity of 60.

Finances are always tight but there was a noticeable step change in 2020 to place the accounts into surplus. There were significant legacies, with the promise of more to come in 2021. But excellent work has been set in train by the Head of Fundraising and Marketing, James Bacharew, to switch from traditional fundraising methods raised through events to the full exploitation of digital options, which has already proven to be very successful. This does not mean that financial pressures have disappeared; far from it. But the accounts in this report highlight how a variety of measures to raise income and funds whilst reducing costs are beginning to bear real fruit. The CfV website has been upgraded at https://www.careforveterans.org.uk/ and there is a section in this report which highlights the various ways in which we raise funds. As always legacy income is a very important part of this process and I am extremely grateful to all those who have so generously included CfV in their Wills. I would like to take this opportunity to encourage individuals who are reviewing their Wills to consider including CfV in them.

With reserve levels maintained, my fellow Trustees and I are continuing to work closely with the management team to examine further innovative new ways to reduce our costs and to develop the capabilities of CfV. I am very grateful to all those who have contributed to this work to ensure the long-term viability and sustainability of CfV.

CfV depends on its people. We are lucky to have a very strong team working together to produce the very best results and we were able to demonstrate our commitment to them in various ways, including through individual advent calendars in the run up to Christmas. Staff numbers remain high and great efforts are being made to ensure that we retain staff. Considering the pandemic pressures, I can only reiterate the admiration of the Board of Trustees for everything which has been done by everyone to make 2020 a surprisingly successful year, as some might say against all the odds. There is a real sense of pride in what has been achieved, which is very well deserved.

Finally, I would like to highlight how difficult the measures we have had to put in place have been for the families and friends of the residents. The fact that these measures were successful will be no consolation to those who were not able to spend time with their loved ones, despite some innovative methods we introduced, like the visit pods. I can only reiterate my gratitude to our residents' families for their understanding and patience as we manage the risks in the home. This has not been easy, and I fully appreciate the additional pressures this has brought on family members.

2020 was different. There were highs and lows, particularly the death of Elizabeth Baxter soon after her retirement as Head of Fundraising and Marketing, which was a tragic loss. Let us all hope that the early signs of controlling the pandemic continue to flourish to allow CfV to continue to provide the highest standards of care and a thriving charity.

James Fanshawe CBE

Chairman

TRUSTEES REPORT

Report of the Trustees for the year ending 31 December 2020

The Trustees present their annual report and audited financial statements of the charity for the year ended 31 December 2020. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity. This is also a Directors report for company law. The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic (FRS 102) (effective 1 January 2015).

OBJECTIVES AND ACTIVITIES

As a result of the appallingly high number of disabled veterans returning from the First world war the charity was established in 1919 to care for physically disabled members of HM forces who had been discharged from the Armed Forces, providing their first steps in rehabilitation, including physiotherapy and occupational therapy. The objects of the charity have since been extended and are currently:

"Provide permanent or respite accommodation, end-of-life care and outpatient care for former members of the British Armed Forces and their families, who are-in-need of such care by reason of age, sickness or disability and who require nursing care or rehabilitation".

Ensuring our work delivers our aims:

There is an annual review of the Home's objectives and activities which considers our work in the previous 12 months, measuring the success of those goals and the benefits they have brought to our residents. The review also ensures that our aims, objectives, and activities remain within the constraints of our stated purpose.

We have referred to the guidelines in the Charity Commission's General guidance on Public Benefit when reviewing our aims and objectives and in planning our future activities. The Trustees consider how planned activities will contribute to the aims and objectives they have set.

Our Ethos

Care for Veterans (CfV) considers applications from service veterans, their families, irrespective of their geographical location within the United Kingdom.

Following an application CfV will undertake a triage assessment of the potential resident to ensure that their condition is of a nature that Care for Veterans are both safe and capable of managing.

CfV accepts residents who are funded from a variety of sources – namely Self-funders; Clinical Commissioning Groups (continuing care cases); Local Authorities (Social Services); and War Pensioners (Service Personnel and Veterans Agency).

The cost of care provided to residents at CfV is subsidised by the charity, thanks to the generosity of its many supporters and donors.

We help our residents in the following way:

- Providing modern facilities and equipment
- Providing full nursing and medical care
- Encouraging social interaction with like-minded former members of HM Forces
- Providing facilities and support to assist in personal matters
- Liaising with resident's former Service Units and Regiments – if desired by the resident.
- Providing a caring and supportive, family-environment until end-of-life.

Our medium to long-term strategy is:

- To deliver a high standard of nursing care to all residents
- To continually to upgrade facilities as required
- To promote a green strategy to decrease utilities and demonstrate an environmental responsibility.
- To continue to promote increasing awareness of CfV
- To maintain appropriate high bed occupancy to maximise income
- To increase financial input through increased fundraising resources investigating scoping and developing new services
- To continually review contracts to ensure they are fit for purpose and cost effective

STRATEGIC REPORT

REVIEW OF BUSINESS

Financial review

2020 was dominated by COVID-19 and the threat remains. With strict guidelines on admitting new residents and with the added concerns about sending family members to nursing homes, CfV income from fees was reduced during 2020. The total fee income for care amounted to £3.14m which represents a reduction from 2019 (£3.39m) due to the reduced occupancy levels during the year as a result of COVID-19. The funding came in the form of funding directly from the residents and other funding organisations (principally local authorities and NHS continuing care). The admittance of new residents was also hampered by the lack of single rooms available. CfV had ten double rooms, which during the pandemic proved extremely challenging to fill due to social distancing and the increased risk of passing infections. A review took place of the requirements and options to change the existing double rooms into single. The board approved the work to start the conversion process for each of the rooms when it was possible. This work began at the end of 2020 and the first room had been completed by the end of 2020. It is anticipated that the remaining double rooms will be converted to single rooms within 24 months.

CfV undertook a planned review of all staffing departments with the emphasis on improving the service provision efficiency and creating a flexible workforce where possible. These reviews also had the requirement to continue to provide the high levels and quality of care and facilities to the residents of CfV. As a result of these reviews the total cost of providing the high level of care to the residents amounted to £4.77m in 2020. This represents a reduction overall of just under 5% (from £4.97m in 2019). The process of creating a sustainable service for the long-term continues.

The total voluntary income amounted to £2.54m (2019: £1.16m). This represents a considerable increase on 2019. A substantial part of this came from legacy income. Legacy income provided £1.57m in 2020, of which one single legacy accounted for a large proportion of this, against £266k in 2019, and this came at a time in 2020 when there was considerable concern over the likely sources of voluntary income in 2020. Many new funds were setup in light of COVID-19 and CfV was very successful in obtaining some of these funds. The incredible generosity of individuals in recognising CfV in their Wills has led to a positive future during what has been a very difficult year for everyone.

CfV finished the year strongly with a recovering investment portfolio, successful trust applications and the reduction in overheads as a result of the service review during the year.

Focus continues, on increasing the supporter base and with strength of committed fundraising staff we hope to continue with the overall success of 2020 in the coming years.

A summary of the charity's strategy is set out in the Trustee's report, and details of the Charity's results for the year are set out in the Statement of Financial Activities (page 19).

ACHIEVEMENTS AND PERFORMANCE 2020

OBJECTIVE: Provide the residents with high grade accommodation and excellent clinical care.

OUTCOME: Care for Veterans has 60 beds. The rooms are spacious allowing for care to be delivered at the bedside if required. Approximately half the rooms have en-suite facilities and for the others there are shared ablutions which were fully refurbished to provide wet rooms and large toilet cubicles with hoists. There are numerous large communal areas including the wellbeing hub, dining room and day room. The charity continues to provide high quality nursing care with a focus on disability nursing. The Home offers on-site physiotherapy, occupational therapy and speech and language therapy.

- 2020 saw the conversion of the first double room to single rooms, and it is anticipated that the 9 double remaining rooms will be converted within 24 months.

OBJECTIVE: Continue to improve end-of-life care to maintain platinum status.

OUTCOME: Care for Veterans continue to maintain links with many organisations to ensure that the end-of-life care offered at the home is of the highest standard. The platinum status is the highest award possible and demonstrates a commitment to excellence in this area. This was reflected in Care for Veterans being a finalist in the 'Care Home of the Year' for end-of-life care in England.

- 100% of the residents placed on end-of-life care benefited from the Platinum Level Service.

OBJECTIVE: Continuing with the environmental strategy to reduce costs and demonstrate environmental responsibility.

OUTCOME: Following the successful installation in 2019 of a 100Kw solar PV system on the roof which has seen a significant reduction in utility costs especially in the days of long sunlight. The feed-in-tariff has yet to be delivered due to the closure of the registration office due to COVID-19 but will be backdated to when the system was commissioned. The replacement of the lights in 2019 for LED lights and sensors are providing continued savings. Insulation has been installed in Gifford House to prevent heat loss through the old building and the two old lifts in Alexandra Wing have been replaced. The use of plastic cups has ceased at drinking fountains due to the use of reusable bottles or biodegradable cones.

- Over the financial year savings of over 15% were made on electricity as compared to pre-installation costs.

STRATEGIC REPORT

OBJECTIVE: To continue reducing the operational financial deficit.

OUTCOME: The surplus for 2020 represented in this instance as the Net income/(expenditure) before investments was £979,936 against a deficit in 2019 of £650,635. The cost of care for residents continues to rise. Costs continue to be monitored and savings made where possible and the service review will make a significant contribution to this. The complexity of our residents has also continued to increase. Residents funded by social services and commissioners often attract less funding and once they become a resident, they may attract below inflation fee increases. A full-service review was undertaken in 2020. As a result of this all departments have been restructured to provide both flexibility and cost-effectiveness in the workforce. This has incorporated finding more effective methods of delivering services to the residents. This has seen some turnover in staff which has provided a fresh perspective in the way the Home functions.

OBJECTIVE: Continue existing and develop new methods to manage the pension deficit.

The charity has maintained contributions to the pension scheme.

- Work continues to reduce the pension scheme deficit. At 31 December 2020 the deficit was reduced to £286,000 from a deficit of £537,000 at 31 December 2019. The Liability Driven Investment (LDI) strategy has helped in providing a significant reduction in the liability.

OBJECTIVE: Maintain and improve close working relationships with Clinical Commissioning Groups (CCGs) and local funding bodies and negotiate on inflation level fee increases for long-term residents.

OUTCOME: The clinical team have maintained good links with local commissioners and providers. CfV chose not to sign up to West Sussex County Council's central contract which would have provided funding for four beds and the commissioners would have filled them when they were required. It was felt that this contract removed the control from the home in triaging new arrivals and this was not acceptable given the pandemic outbreak. In hindsight this proved to be the correct decision for CfV.

- The Home has benefited from grants from West Sussex County Council which provided above inflation support to their funded residents during the COVID-19 pandemic

OBJECTIVE: Roll out day services in therapy and social and recreational areas.

OUTCOME: This has proved impossible over 2020 because of the pandemic. The entire country has seen three lockdowns and the guidelines for care homes has been even more stringent with even relative visiting being stopped for long periods to protect the residents many of whom are classified as highly vulnerable. These plans have been held until the pandemic is under control.

- As restrictions are eased further opportunities for day services will be investigated.

OBJECTIVE: Raise the profile of Care for Veterans and increase the fundraising database

OUTCOME: 2020 has proved a challenging year for fundraising having seen virtually all community events postponed or cancelled. The new Head of Fundraising has improved the profile of the home by: Facebook 80.9%, Instagram 23.3%, Twitter 2.3%, LinkedIn 222%, Database 12%, Newsletter 4%, and e-newsletter 10%.

STRATEGIC REPORT

RISK AND UNCERTAINTY

Number	Risk	Mitigation
1	Recurrence of COVID-19	• Three-level business continuity plan to ensure the Home continues to function • Well-practised visiting arrangements are in place • Publicise that all resident rooms are to become single • The Home engages in an effective vaccination programme
2	A decline in resident numbers as a result of COVID-19 or future social care uncertainty with focus on care in the community	• Rolling programme of dividing each of the double rooms into single rooms. • Premotion of the rehabilitation element of the Home • Engage with local commissioners highlighting services,
3	Poor CQC rating	• Review and update policies and procedures • Ensure currency in supervision and training is in date • Resident involvement in decision making • Decrease staff turnover • Liaise with other care home mangers to ensure best practice
4	Failure or replacement cost of aging equipment	• Develop a rolling replacement programme for infrastructure and equipment • Monitor the cost of equipment repair and consider spend-to-save replacements • Business Manager to work with Head of Finance on equipment replacement • Fundraising to target appropriate funding sources for support • Long-term strategy for older buildings on site
5	Fall in investment portfolio value	• Portfolio transferred into the charity multi asset fund to provide greater scrutiny and security • Maintain a cash portfolio to avoid drawing down on the investment
6	Decreased fundraising because of the cancellation or postponement of events	• Increase the number of supporters offering demonstrable support to the home • Use of technology to increase virtual fundraising and support those performing 'in aid of' the charity • Focus on Trusts and Foundations to provide unrestricted funds to support the day-to-day costs of running the home

TRUSTEES REPORT

OPERATIONAL OVERVIEW OF 2020

2020 has probably been the most challenging period for Care for Veterans since the end of the Second World War. The COVID-19 outbreak affected all aspects of operational delivery in the Home. The year has seen three different lockdowns and the guidelines on managing the outbreak have been amended and updated on a regular basis as we, the home tried to remain COVID-19 free. There was widespread coverage in the media as to the impact in the social care sector with many homes suffering calamitous losses in their resident population. This was reflected in a poll published in July in 'The Carer' , a monthly journal for all social care providers, that showed that 76% of respondents felt that care homes were not safe and 53% stating they felt their loved ones would deteriorate in a care home.

As the NHS sought to free beds in the hospital environment many homes accepted the offer of central contacts via commissioners. However, this proposal surrendered the home's ability to triage and ensure that new residents were appropriate for the Home. For this reason, the contract was rejected. 2020 has been a difficult year for resident numbers with both commissioners and social services refusing to place residents in double rooms. This was also noted in private funders responses to the offer of room-sharing. As a consequence, the ability to maintain high occupancy proved extremely challenging.

The COVID-19 pandemic, in the early part of 2020 was all-consuming. The Home had made some early preparations and procured a small amount of PPE. Once the pandemic really started to take hold across the country the Home locked down and produced a Business Continuity Plan on a traffic light system allowing for a controlled escalation of measures to protect the residents and staff. The controlling of visitors and non-essential contractors, minimising the use of agency staff, using transfer points to each wing, and ensuring staff were provided with appropriate protective equipment. This was, during the early stages, the most challenging with supplies being limited and the NHS being initially prioritised, and prices increases exponentially on an almost daily basis. In addition, we dealt with anxiety and fear among many residents and staff.

In the later part of 2020 Care for Veterans did manage to create one visitor pod in an entrance, and procured two specialist 'safepods' from a local firm in Brighton. These pods are lit, heated, and have a built-in two-way communication system which allows visitors to visit loved ones without masks aiding communication, whilst completely removing the risk of infection.

For administrative staff there was significant investment in the ability to work from home. A new server that allows individuals to access their 'virtual work desk' and access all data bases and files that are accessible in the office. Each member of staff has been issued a laptop and large screen to allow easy working and this is transported in a laptop rucksack purchased specifically for purpose. By providing each individual with equipment necessary for the day-to-day tasks this reduces significantly possible cyber risks.

A full-service review of all departments at Care for Veterans was undertaken in the early summer of 2020 by the Senior Management Team and their findings were presented to, and supported by, the Board of Trustees in September 2020. Every department was considered, and changes made to allow for greater flexibility in the workforce. There is also a shift to technology with the roll out of a mobile medical records system to allow all care staff to provide contemporaneous records of care. The infrastructure works to move to a new security system have started with the plan to decrease the Home's dependence on a daily external security provider by boosting the number and hours of the reception staff. The final review is of nursing and care staff and was started in consultation with all those staff and will deliver its findings in 2021. However, the changes that have been implemented should realise savings of almost £300K on the previous year's budget.

The green project continues be successful. The two 15-year-old lifts to Alexandra Wing, which were extremely inefficient from an energy perspective, were replaced and the new lifts commissioned in May. The new lifts are a duplex type which will ensure equal wear on each lift as opposed to the previous system when the closest lift undertook a disproportionate number of 'travels' compared to the other. The instillation included a five-year maintenance plan. Again, all capital costs being raised by the fundraising team in a highly successful campaign. This not only reduces costs on energy but also has removed the call-out and repair costs which were considerable. Additionally, a project was started to purchase an electric ambulance and charging point this was completed and delivered in March 2021. Whilst only able to carry a single wheelchair it will save in vehicle licencing and for trips to drop specimens at either the surgery or Worthing hospital. It is also the first steps towards the government's direction that all vehicles be electric by 2030.

Following a fault in the fire alarm system that proved beyond economic repair, Care for Veterans installed a complete new system that that allows the source of an alarm to be traced by individual room rather than by zone making tracing the source significantly quicker and easier.

The Fundraising and Marketing Department worked extremely hard in 2020 but also adapted to the current pandemic. There has been much more focus on Trusts and Foundations, virtual events and online promotion. It is to their credit that their target set prior to the pandemic was almost reached.

TRUSTEES REPORT

REVIEW OF ACTIVITIES 2020

The population continues to age in the UK. A recent study by the Office of National Statistics revealed that the number of persons in the UK aged 85+ will increase by 36% between 2015-2025 reach 2m by 2025, 3.2m by 2041 and 5.1m by 2066. However, the amount spent on adult social care has decreased every year since 2010/11. As a result of these lower fees, the care home market remains unstable and to some degree in decline. In 2019, 600 new homes opened, but in the same year 900 homes closed. By comparison, in 2009, 7000 new homes were opened. In England, nearly half (46 per cent) of care home residents are part or fully funded by their local authority. The market is weighted toward the block commissioning power of councils who often pay below the market rate of what it costs to provide a bed in a home resulting in a delta between the fees received and the actual cost of care. Approximately 50% of residents at Care for Veterans self-funders which offers some protection, but the market remains challenging.

In the early part of 2020, the COVID-19 pandemic struck across the world. There was an initial increase in the demand for beds as hospitals tried to create space for COVID-19 patients. However, this demand for beds came with caveats that made the central contract highly undesirable with the Home losing the ability to triage potential new admissions. This resulted in a decline in resident numbers. This was further compounded following the well reported crisis in care homes decreasing the public's confidence in placing their loved ones into social care. For Care for Veterans the effect was magnified by a third of the beds being in shared rooms which proved almost impossible to fill by either private or state funders. The result was a below average occupancy level for most of 2020. To address this issue a plan was developed to divide the 10 double rooms into 20 single rooms with the first being completed in December 2020. These rooms were occupied almost immediately.

The cost of care reflects the extremely high standard of clinical care that CfV provides. In addition to good nurse/staff ratios CfV benefits from on-site physiotherapy, occupational therapy, speech and language therapy and chiropody. The wellbeing hub has largely been closed in 2020 or limited to no more than six residents from one wing. When the hub has been closed the staff have been redeployed to the wings to assist the clinical staff or deliver one-to-one activities with residents in their rooms. Care for veterans retains platinum status, the highest possible level, by the Gold Standards Framework for our end-of-life care.

Student nurse training was suspended for 2020 but physiotherapy students from the University of Brighton did continue. The presence of students on a six weekly placement ensures staff remain current in their areas and provide residents variety during the long-term rehabilitation.

A full-service review was undertaken during 2020 and all departments restructured to meet the current and future needs of the Home. The aim of the review was to ensure that staff were working in the most efficient manner, to rationalise working patterns and to reduce costs. The use of technology, flexible working with staff providing cover for each other when possible have all resulted in savings of approximately £300k per annum from the budget and a more effective workforce.

The green project's financial benefits continue to reap rewards. The solar PV and LED light installation continue to decrease the utility bills, and the new lifts will also contribute to overall savings. The greater savings are also recognised in the huge decrease in call-out and repairs on both the lights and lifts. The electric ambulance and charging point were ordered for delivery in 2021. This should again see a reduction in vehicle costs. Finally, two brand new overs were installed in the kitchen providing a more efficient system for baking or steaming and again using less energy.

Fundraising at Care for Veterans

Our in-house Fundraising & Marketing team oversee a host of income streams including legacies, individual giving, corporate fundraising, community fundraising, trusts and foundations, events, digital and lottery, all of which we run in-house. Like so many, 2020 met us with many challenges, yet once again, the support we have received from our donors and advocates has been incredible.

At present, direct approaches are only made to those with legitimate interest or with prior consent. We will always remove a supporter's details from our database if they so request. We do not share or swap data. Any data retained is held and maintained within the guidelines of GDPR. All our fundraisers are aware of the Data Protection Act and are trained in GDPR legislation and are required to refresh that training annually. We are conscious of pressures which vulnerable people might experience and our trained staff will never knowingly approach anyone who is vulnerable.

Care for Veterans is registered with the Fundraising Regulator and adheres to the Code of Fundraising Practice. We are also registered with the Fundraising Preference Service (FPS) and in 2020 had zero complaints via the FPS.

The Fundraising & Marketing team manage all our own fundraising events and initiatives to maintain control over how people are approached, how they are asked to support and how they are thanked. We manage all our own raffles and our own lottery which we do in accordance with the terms set out by the local authority with whom we are registered. We do not currently employ external professional fundraising individuals, companies or organisations.

Regretfully, 2020 saw the cancellation of many of our annual events and activities and the postponement of many partnerships, including our summer fayre, glitter ball and carol concert. However, we were able to deliver highly successful golf days at Ham Manor and Worthing Golf Club, and we created a new range of digital events including an online auction and a running series that could be supported from home. Two of our very own WW2 residents inspired the nation by taking on a D-Day cycle challenge, travelling from Portsmouth to Gold Beach, Normandy raising over £10,000. We won an application to receive a spitfire fly over, from the Daily Mail to celebrate D-Day, which we were able to share with all our residents and staff outside.

TRUSTEES REPORT

REVIEW OF ACTIVITIES 2020

We have set and maintain high standards about how we communicate with current and potential donors. We continue to develop the relationships we have with our supporters, donors and always thanked in the appropriate manner. We are open and honest with our supporters and donors and are transparent in how volunteers and give them control over the relationship with them, whilst protecting vulnerable people and ensuring supporters are money is raised and how it is spent.

Volunteers

Since the rebranding to Care for Veterans there has been continued support in both permanent and corporate volunteers in the charity. These provide services from painting and gardening to sitting with residents and reading to them or listening to them. These volunteers provide a service that improves both the lives and surroundings of our residents and we are extremely grateful for their continued support.

Reserves

The Trustees have formulated the reserves policy for CfV based upon recommendations from the Finance Committee. The reserves policy is considered appropriate to ensure the continued ability of the Charity to meet its objectives.

In view of our aim to provide long term nursing care to the ex-Service community, the Trustees consider that a total unrestricted reserves fund of 9-12 month's expenditure is reasonable to enable the charity to cope with unforeseen expenditure or a loss of income. The charity currently relies on voluntary income and legacies amounting to in excess of £1.5m. The level of reserves is currently equal to 9 to 10 months expenditure and is regularly reviewed. Fundraising activity is used to maintain the funds to obtain the optimal level. The current levels of available reserves are in line with the CfV policy. All services, both income and expenditure are being reviewed continuously to maintain reserves at the levels required.

Unrestricted Fund

The total unrestricted reserves fund of £4.3m (2019: £2.9m) represents the unrestricted reserve fund less the deduction for the pension reserve fund. The pension deficit value reduced at 31 December 2020 to (£286,000) from (£537,000) in 2019. This reduction in the pension scheme deficit came as a result of the positive Liability Driven Investment strategy adopted for the scheme.

Restricted Fund

The restricted and endowment reserves are materially represented by the charity's investment in fixed assets. At the end of the year, the restricted reserves excluding the endowments stood at £4.67m (2019: £4.87m) of which £3.56m (2019: £3.94m) represents our investment in capital items i.e. the buildings that constitute the Home.

Capital expenditure and other restricted funds £0.50m (2019: £0.45m) and the permanent endowment of £0.16m (2019: £0.16m) account for the remainder.

TRUSTEES REPORT

REVIEW OF ACTIVITIES 2020

Investments

CfV investments are held as a reserve against any shortfall in income to ensure we can continue to deliver our charitable objectives.

At the beginning of 2020 the process of transferring the existing diversified portfolio to the SUTL Cazenove Charity Multi-Asset Fund (CMAF) was completed.

The SUTL Cazenove Charity Multi-Asset Fund (CMAF) aims to provide combined income capital growth in excess of the Consumer Price Index +4% per annum (net of fees) over rolling ten-year periods by investing in equity related securities, fixed and floating rate securities and alternative assets worldwide.

At 31 December 2020 the Charity's investments were valued at £4.09m (2019: £3.53m) as set out in Note 9. This amount includes £0.64m (2019: £0.05m) held in short term deposits. CMAF remains liquid should cash be required.

The CMAF produced a total return of 7.3% over the last 12 months. The board of Trustees were very happy with the performance of the investments over the period.

Investment Policy

The current investment policy reflects that of the investment into the CMAF plus leaving sufficient liquidity outside of the CMAF to provide for the day-to-day running costs.

The investment managers were reviewed at the end of 2019 with a resulting change in the portfolio structure. The investments were transferred to the CMAF which was completed in early 2020. The CMAF aims to provide income and capital growth in line with the Consumer Price Index +4%. The performance is reviewed quarterly by the finance committee.

Portfolio Impact Measurement

Planet



Carbon footprint
15 tonnes of CO2

vs benchmark*
199 tonnes of CO2

People



Social dividend
6.0% p.a

vs benchmark*
0.9% p.a

To provide further insight into our portfolio, Schroders include an overall assessment of the impact of the equity investments on people and the planet, and a comparison against an appropriate benchmark. They provide two metrics:

Planet
Carbon emissions: an aggregate of the annual scope 1 and 2 carbon emissions (in tonnes) that can be attributed to CMAF's holdings of the companies in which it is invested. For comparison, an average passenger vehicle emits 5 tonnes of CO2 each year, an average home emits 9 tonnes of CO2 each year and a flight from London to New York is equivalent to 1 tonne of CO2 emissions.

People
Social dividend: the overall social contribution of the companies in which CMAF is invested, expressed as a percentage of sales. For example, a score of +2% means that the portfolio adds $2 of benefits to society for every $100 of sales. The social contribution of business that Schroders value as part of this score includes aspects such as fair work, tax, medicine provision, financial inclusion, and access to water.

Source: Schroders SustainEx. Equivalency data sources: EPA, UK Government. Flight emissions are based on a single passenger flying economy class. Schroders is reliant on external providers for the underlying data for these metrics. Whilst Schroders makes every effort to ensure the accuracy of this data, it cannot be guaranteed. There may be some holdings where no underlying data is avaialble, therefore Schroders will only present these metrics to CfV when Schroders have access to them for 80% or greater of the total value of your equity portfolio.

* Impact benchmark: MSCI AC WORLD (TRI) USD

Trading Subsidiary

During the year the trading subsidiary, Care for Veterans Services Limited (formally QAHH Services Limited) continued to trade for income outside the charitable status. The results are detailed in note 19.

TRUSTEES REPORT

REVIEW OF ACTIVITIES 2020

Pensions

The accounts as presented include the full adoption of Financial Reporting Standard 102 (`FRS102'). A qualified independent actuary has prepared a valuation of the scheme for these accounts in accordance with FRS102. This valuation indicated that a deficit of £286,000 existed at 31 December 2020 (2019: £537,000 deficit). This amount has been recognised as a deficit in these accounts.

At 30 April 2005 the existing defined benefit pension scheme was closed to future accrual. A replacement stakeholder scheme came into force on 1 May 2005, this scheme was discontinued on 30 April 2014. Since 1 May 2014 CfV has provided a workplace pension scheme in order to comply with the new pension auto-enrolment rules. This scheme is provided by the Peoples Pension.

Further information regarding the pension funds is set out in notes 5 and 6 to the financial statements.

Fees Policy

Setting resident's fees remains a challenge. CfV seeks to achieve a balance between affordability, at a level which is consistent with the highest levels of care and suitable accommodation and our desire not to exclude any beneficiary on the grounds of financial hardship. CfV welcomes residents whose care is funded from a variety of sources such as self-funded, commissioners, continuing health care, social services and service charities.

Remuneration for Senior Staff

The Remuneration Committee oversee and approve the salaries of the senior management and of other key personnel, who have control of the day-to-day management of the charity. Salaries are reviewed annually and benchmarked against other similar organisations and in the case of clinical staff, the Nursing and Midwifery Council's `Agenda for Change` is used as the benchmark.

PLANS FOR FUTURE PERIODS

Future Plans

The Trustees support the Senior Management Team in planning for CfV to develop its services and activities to keep up with the changing care requirements of our residents and those veterans in the wider community.

The major initiatives for 2021 will include:

- Complete the Nursing and Care review
- Investigate the potential for day services to improve income generation as soon as is practically possible
- Divide the remaining double rooms into single rooms
- Replace the windows in Gifford House
- To commence a boiler replacement programme for the eight aging and inefficient gas boilers

Future Prospects

The Board of Trustees continues to support the delivery for high quality, multi-disciplinary team of nursing and rehabilitation care that is offered at CfV, which very few other care facilities at a similar level. The Trustees are confident that NHS pressures will continue to see increasing numbers of NHS-funded continuing care cases offered to the Home. Once a medical emergency has been stabilised, the transfer to an external, financially beneficial, care facility such as CfV becomes an NHS priority. However, once these residents have been admitted to CfV and their fees agreed, adding inflationary rises to fees has proved challenging.

Applicants admitted to CfV, whose financial assets are considered too high to access local authority funding will be required to privately fund the cost of their care. This could entail the acceptance of having to equity release through the selling of a family home.

It is anticipated that funding overall services at CfV will continue to remain challenging. Running and staff costs increase annually and in addition, as dependency levels of those applying increases, so does the requirement for more highly trained staff. If Local Authority funding does not cover the minimum fee levels, families will inevitably have to make top-up payments towards the fee from their own resources, to keep a family member at CfV.

Despite these factors, the Trustees are unanimously agreed that their policy of maintaining a high level of affordable nursing and rehabilitation services will remain in place for the foreseeable future. The continuing operational deficit will be met by fundraising on a national scale. In addition, contract reviews and the anticipated savings and income generation from the environmental project will help address the shortfall.

TRUSTEES REPORT

2021 OBJECTIVES

Our main objectives for 2021 are:

- To continue reducing the operational financial deficit
- Provide the residents with high grade accommodation in a single room
- Maintain working relationships with Clinical Commissioning Groups (CCG's) and local authority funding bodies
- Implement new methods in fundraising to meet the new the limitations placed the department by the pandemic
- Reinvigorate the environmental strategy, reducing utility costs and demonstrating environmental responsibility
- Continue to improve end-of-life care for residents to maintain platinum status
- Complete the nursing and careering review and develop new working practices

How the objectives for 2022 will affect the charity:

- The delivery of nursing and caring will develop new working practices to provide efficiencies
- There will be a reduction in available beds as the rolling programme of room division is undertaken
- Develop a strategy for delivering out-patient therapy to the community to raise income.
- Providing high-level clinical services is increasingly expensive. CfV's Trustees will continue to strive to reduce costs without reducing the quality of care.
- The success of the end-of-life care could see a shift into residents not requiring rehabilitation in the same way former residents did.

IMPLICATIONS OF COVID-19

The global COVID-19 pandemic has altered life in all aspects of everyday life. Care for Veterans did lockdown aggressively to prevent COVID-19 entering the Home and protect the residents and staff. As the year wore on and the severity of the virus became more apparent CfV closely monitored the guidelines published by Public Health England and locally by West Sussex County Council. There was initially a paucity in information, and this was replaced with vast quantities of guidelines and directives which were generated centrally, locally and by various professional bodies.

Following the initial anxiety and confusion the Home developed a traffic light system of business continuity to allow for either escalation or a de-escalation of restrictions to adapt to constantly changing information and guidelines. There were daily meetings of the Senior Management Team to interpret the effect of changes on CfV and the information was cascaded to staff via a daily 'frequently asked questions' leaflet and on occasions by a letter to all staff. The Registered Manager kept the residents informed and when the situation allowed small resident meetings were held with each wing represented. The CEO provided regular updates to families covering all areas but with a focus on visiting. The Home initially went to window and virtual visits and as the situation allowed these were replaced, in the summer months, outdoor socially distanced visits were allowed. As the weather deteriorated, we moved to internal visitor bays again with full PPE and social distancing, but this ceased as the second lockdown commenced. Initially CfV returned to window and virtual visits but then purchased two bespoke 'safepods' which allowed visitors to see their loved ones without PPE. The virtual visits also continued, and we were able to offer every resident a pod or virtual visit on Christmas day knowing there was no transmission risk.

CfV did remain open to new admissions with a strict triaging and 14-day isolation policy. However, the management team made the decision not to participate in the West Sussex County Council's central contract which could have funded four beds, whether occupied or not, seven days a week. It came with caveats that would have resulted in CfV losing control of any admissions and their timings, and for that reason the decision was taken not to engage in this option. Given that, at one stage, care homes in Worthing had twice the national average of COVID-19 cases, this decision appears to have been the correct one for CfV.

There have been no resident excursions since the pandemic hit and residents were advised against visits into the local community. CfV were unable to prevent those with the capability and capacity to leave the site but it was strongly discouraged. All visits to residents were cancelled and CfV's volunteers were cancelled irrespective of their roles. All routine maintenance visits were postponed, and only essential contractors were given access to the site. Therapy assistants were redeployed onto the respective wings as ward assistants to minimise the requirement for agency staff. In addition, all agency staff that were used completed a declaration and were issued CfV uniform which was then laundered at 60 degrees after every shift. The Public Health England (PHE) guidelines on 'How to Work Safely in Care Homes' were used to determine working processes and to determine Personal Protective Equipment (PPE) levels.

The early days of the pandemic proved extremely challenging in ensuring the charity has sufficient supplies of personal protective equipment (PPE) as supplies were prioritised for the front-line NHS. Consequently, there was very limited stock and the stock that was procured suffered considerable increases in price, up to 400% at times. However, over the year this has seen a more readily available supply and costs have returned to almost pre-pandemic levels. CfV has sufficient stock levels to provide protection in the event of an outbreak. Throughout the pandemic CfV has followed the guidelines issued by Public health England throughout the pandemic.

Resident fees still provide the largest proportion of CfV's income. This year has seen an increase in funding from both commissioners and social services as part of the COVID-19 support payments which has been welcomed given the expense involved in making the Home safe for residents and staff. The pandemic has highlighted the challenges in filling beds in shared rooms. CfV had 40 single-bed rooms and 10 double rooms. During the pandemic it became extremely challenging with social services and commissioners refusing to fund residents in double rooms and private funders failing to show any interest in availability and as a consequence the first double room was converted to two singles in December and both these rooms are now occupied. The plan is to divide the remaining rooms over the next two years and this work continued in 2021.

TRUSTEES REPORT

The second largest proportion of income is from fundraising. This has been affected by the pandemic with numerous events and collections cancelled or postponed. Several of the fundraising team were furloughed as opportunities for community events and fundraising disappeared. Marketing and trust fundraisers continued to be employed but even these areas struggled as many charities with demonstrable reserves were sifted out by trusts. Fundraising is adapting to the new normal and are seeking more virtual fundraising opportunities but face severe competition from many other charities and organisations like the NHS.

The final source of income is our portfolio which reduced significantly in the early stages of the pandemic. However, over 2020 it has recovered and has been boosted by the addition of a deposit following a substantial legacy during the year. The portfolio was, in collaboration with Schroders, transferred to a charity multi asset fund which provides for greater security and scrutiny than in an induvial portfolio.

The vaccine was rolled out to both residents and staff early in 2021 which provided additional protection against the more severe symptoms associated with the pandemic but the need for local control will linger for a significantly longer period. However, it does feel that there is now hope that the Home can return to some semblance of normality over the year.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Care for Veterans, formerly the Queen Alexandra Hospital Home (QAHH) was founded in 1919 and incorporated as a Company Limited by Guarantee in 1998 (registered number 3646570) and registered as a charity (registered number 1072334) thereafter subject to Charity, Trust and Company Law and governed by a Memorandum and Articles of Association. Its registered address is Gifford House, Boundary Road, Worthing, West Sussex, BN11 4LJ (Tel: 01903-213458)

The Charity has one subsidiary company Care for Veterans Services Limited (company number 5802953) incorporated 2 May 2006. The company is limited with the single shareholder being Care for Veterans.

Appointment of Trustees

The Chairman of the Board undertakes the appointment of new Trustees. The Chairman will nominate an individual when a vacancy exists and, subject to the approval of the full board, they will be invited to join the Board. Following appointment to the Board a new Trustee will;

- undergo a number of briefing sessions with the senior management team and the Chairman.
- undertake a number of visits to CfV to understand the workings of the organisation and to meet staff members and residents
- be invited to undertake one of the quarterly visiting Trustee visits to the Hospital Home on behalf of the Chairman
- be invited to join the Board, for a period of four years and then may be re-elected for one further period of four years. They are not normally eligible for a further re-appointment.

An Induction programme is in place for new Trustees. All new Trustees are required to undergo Disclosure and Barring Service Checks.

Organisation

- Every quarter, two appointed Trustees will undertake Trustees' rounds and make inspections of all departments as allowed in the current lockdown.
- The Board manages the business and affairs of CfV and reviews the performance of CfV at quarterly Board meetings.
- Extraordinary meetings can be called at the Chairman's discretion.
- There are four subcommittees – the Finance committee that oversees the financial budgets; the Fundraising and Marketing Committee; the Clinical Governance committee and the Remuneration Committee.
- The board has established levels of authority to ensure proper accountability and transparency.

The Board appoints the Chief Executive, who reports to the Chairman and is accountable to the Board. He attends meetings of the Board and the subcommittees. The current Chief Executive is Mr Andy Neaves MSc BSc (Hons). He is also the 'Nominated Individual' under the requirements of our registration body the Care Quality Commission (CQC) and is the point of contact in all matters emanating from them. The day-to-day running of the home is the responsibility of the Registered Manager.

The Trustees, who for the purposes of company law are the Directors of the Company, oversee the operations of CfV. The Trustees and senior executives of the charity are listed on page 15. The principal place of business and professional advisers of the charity are given on page 15.

The Chief Executive is responsible to the Board of Trustees for carrying out the agreed policies and objectives of CfV. He deals with all strategic matters relating to finance and fundraising; all matters concerning Health and Safety; and is responsible for the smooth running and financial health of the Hospital Home.

Under the CEO, the Departmental Managers are – the Registered Manager; Senior Nurse Manager; the Head of Finance; the Head of Fundraising and Marketing and the Head of Human Resources.

TRUSTEES REPORT

STRUCTURE, GOVERNANCE AND MANAGEMENT

Related Parties

The Charity's wholly owned subsidiary Care for Veterans Services Limited (formally QAHH Services Limited) was formed during 2006 to provide nursing and care services for a small number of residents who fall outside the objects of the Charity. The Charity recharges the cost of care and the company gift aids any profits to the Charity.

Officers and Management

The names of the Trustees who have served during the year and up to the date of approval of the financial statements, and the executives are set out below along with the Sub-Committees of Care for Veterans.

* Trustees retired following completion of their full tenure at CfV.

Trustee	Role	Sub-committees	
Cdre James Fanshawe CBE	Chairman	1,3	
Mr David Williams	Deputy Chair, Chair Finance	1,3	
Mrs Ruth Taylor		4	*Resigned May 2021 AGM
Dr Paul Hughes RD QHP MD FRCP		4	*Resigned May 2020
Mr Alan Price JP		1,3	*Resigned Sep 2020
Cdr David Habershon RN		2	*Resigned May 2021 AGM
Mrs Denise Patterson			Resigned May 2020
Col John Saville FIMechE		2,4	
Mr Michael Jones		2	
Mr John McKee	Chair Fundraising and Marketing	2	Appointed May 2020
Dr Timothy Fooks	Chair Clinical Governance	4	Appointed May 2020
Ms Georgina Crowhurst		1	Appointed Sep 2020
Mr Richard Andrew		1	Appointed Sep 2020
Mrs Dawn Hart			Appointed May 2021 AGM
Mrs Anna Harrison			Appointed May 2021 AGM

Sub-committees

1. Finance Committee
2. Fundraising and Marketing Committee
3. Remuneration Committee
4. Clinical Governance Committee

Additional Trustees and those to fill casual vacancies may be nominated by the existing Trustees and upon a majority vote by the Board, appointed.

Executives

AD Neaves, MSc BSc (Hons)	Chief Executive

Legal and administrative information

Auditors and Financial Advisors
Carpenter Box
Amelia House
Crescent Road
Worthing
West Sussex BN11 1QR

Pension Trustees
Independent Trustee Services Limited
4th floor Cannon Place
78 Cannon Street
London EC4N 6HL

Pension Administrators
Cartwright
Mill Pool House
Mill Lane
Godalming
Surrey GU7 1EY

Bankers
Barclays Bank Plc
1 Chapel Road
Worthing
West Sussex BN11 1EX

Principle office of Charity and Registered Office
Gifford House
Boundary Road
Worthing
West Sussex BN11 4LJ

Company Number
03646570

Registered Charity Number
1072334

Investment Managers
Schroder & Co Limited
Schroders Charities
1 London Wall Place
London EC2Y 5AU

Solicitors
GWCA
13/14 Liverpool Terrace
Worthing
West Sussex BN11 1TQ

Country of incorporation
England and Wales

TRUSTEES REPORT

Statement of Trustees' Responsibilities for the Financial Statements

The Trustees (who are also directors of Care for Veterans for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom generally accepted accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and the application of resources, including net income or expenditure of the charitable group for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting procedures and then apply them consistently.
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the going concern basis unless it is appropriate to presume that the charitable company will not continue in business.

The Trustees are responsible for the keeping of proper accounting records that disclose with reasonable accuracy at any time, the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for the safeguarding of the assets of the charitable company and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

In so far as the Trustees are aware:

- There is no relevant audit information of which the company's auditors are unaware; and
- The Trustees have taken steps to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The Trustees confirm that they have complied with the duty in Section four of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit.

Trustee Indemnity Insurance

The charity has third party indemnity insurance cover for its Trustees, as disclosed in note five to the financial statements.

Auditors

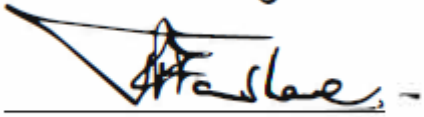
A resolution to reappoint Carpenter Box for the coming year will be proposed at the Annual General Meeting in accordance with the Companies Act 2006.

In Gratitude

The Trustees wish to convey their sincere thanks to all the volunteers who gave so generously their time and support to Care for Veterans during 2020. With their continued support, we look forward to enhancing the delivery of our charitable services.

This report was approved by the Trustees

on 19 May 2021 and signed on their behalf by:



J Fanshawe CBE

Chairman

INDEPENDENT AUDITORS' REPORT
TO THE MEMBERS OF CARE FOR VETERANS

Opinion
We have audited the financial statements of Care For Veterans (the 'charitable company') for the year ended 31 December 2020 which comprise the Consolidated Statement of Financial Activities, the summary income and expenditure account, the Consolidated and Charity Balance Sheets, the Consolidated Cashflow Statement and the related notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).
In our opinion the financial statements:

- give a true and fair view of the state of the group and charitable company's affairs as at 31 December 2020 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion
We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern
In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information
The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The directors are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the Trustees Report, which includes the Directors' Report and the Strategic Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Strategic Report and the Directors' Report included within the Trustees; Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Strategic Report and the Directors' Report included within the Trustees' Report.
We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

INDEPENDENT AUDITORS' REPORT
TO THE MEMBERS OF CARE FOR VETERANS

Responsibilities of trustees
As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- Obtaining an understanding of the legal and regulatory framework in which the charitable company operates, focusing on those laws and regulations that had a direct effect on the financial statements and operations;
- Obtaining an understanding of the charitable company's policies and procedures on fraud risks, including knowledge of any actual, suspected or alleged fraud; and
- Discussing among the engagement team how and where fraud might occur in the financial statements and any potential indicators of fraud, through our knowledge and understanding of the charitable company and our sector-specific experience.

As a result of these procedures, we considered the opportunities and incentives that may exist within the charitable company for fraud. We are also required to perform specific procedures to respond to the risk of management override. As a result of performing the above, we identified the following areas as those most likely to have an impact on the financial statements: compliance with the UK Companies Act.

In addition to the above, our procedures to respond to risks identified included the following:

- Making enquiries of management about any known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of meetings of the board and senior management;
- Reading correspondence with regulators;
- Challenging assumptions and judgements made by management in their significant accounting estimates; and
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness.

Due to the inherent limitations of an audit, there is an unavoidable risk that some material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with the ISAs (UK). For instance, the further removed non-compliance is from the events and transactions reflected in the financial statements, the less likely the auditor is to become aware of it or to recognise the non-compliance.

A further description of our responsibilities is available on the Financial Reporting council's website at https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report
This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members, as a body, for our audit work, for this report, or for the opinions we have formed.



Robin Evans BA FCA CTA (Senior Statutory Auditor)
For and on behalf of Carpenter Box
Chartered Accountants
Statutory Auditor
Worthing
Carpenter Box is a trading name of Carpenter Box Limited

Consolidated Statement of Financial Activities and Income and Expenditure Account

For the year ended 31 December 2020

	Note	Unrestricted Funds £	Endowment & Restricted £	2020 Total £	Unrestricted Funds £	Endowment & Restricted £	2019 Total £
INCOME AND ENDOWMENTS FROM							
Donations and legacies	*2*	1,986,030	551,120	2,537,150	457,679	701,848	1,159,527
Other trading activities	*2*	569,332	-	569,332	681,791	-	681,791
Investments	*2*	122,118	-	122,118	113,469	-	113,469
		2,677,480	551,120	3,228,600	1,252,939	701,848	1,954,787
Charitable activities	*3a*	2,649,480	-	2,649,480	2,694,182	-	2,694,182
Other income	*3b*	46,292	91,225	137,517	-	-	-
TOTAL INCOME		**5,373,252**	**642,345**	**6,015,597**	**3,947,121**	**701,848**	**4,648,969**
EXPENDITURE ON							
Raising funds	*4*	263,296	-	263,296	322,196	2,500	324,696
Charitable activities	*4*	3,801,101	971,264	4,772,365	4,051,405	923,503	4,974,908
TOTAL EXPENDITURE		**4,064,397**	**971,264**	**5,035,661**	**4,373,601**	**926,003**	**5,299,604**
Net income/(expenditure) before investments		**1,308,855**	**(328,919)**	**979,936**	**(426,480)**	**(224,155)**	**(650,635)**
NET GAINS/(LOSSES) ON INVESTMENTS	*9*	101,719	3,165	104,884	346,451	9,610	356,061
NET INCOME/ (EXPENDITURE)		1,410,574	(325,754)	1,084,820	(80,029)	(214,545)	(294,574)
Transfers between funds		(124,206)	124,206	-	(16,727)	16,727	-
Actuarial gains/(losses) on defined benefit pension scheme	*6*	137,000	-	137,000	(136,000)	-	(136,000)
Net movement in funds		1,423,368	(201,548)	1,221,820	(232,756)	(197,818)	(430,574)
Funds balance brought forward		2,900,309	4,869,515	7,769,824	3,133,065	5,067,333	8,200,398
FUNDS BALANCE CARRIED FORWARD		**4,323,677**	**4,667,967**	**8,991,644**	**2,900,309**	**4,869,515**	**7,769,824**

The accompanying accounting policies and notes form an integral part of these financial statements.
All of the operations represented by the information above are continuing.

Consolidated and Charity Balance Sheets

As at 31 December 2020

	Note	Group 2020 Total £	Group 2019 Total £	Charity 2020 Total £	Charity 2019 Total £
Fixed assets					
Tangible assets	*8*	4,078,770	4,393,520	4,242,040	4,556,790
Investments	*9*	4,092,263	3,534,374	4,092,264	3,534,375
TOTAL FIXED ASSETS		**8,171,033**	**7,927,894**	**8,334,304**	**8,091,165**
Current assets					
Stocks	*10*	12,775	11,100	12,775	11,100
Debtors	*11*	662,337	382,764	671,765	406,682
Cash at bank and in hand		748,256	379,366	736,188	352,928
		1,423,368	773,230	1,420,728	770,710
Creditors - amounts falling due within one year	*12a*	(299,580)	(364,999)	(296,940)	(362,479)
NET CURRENT ASSETS		**1,123,788**	**408,231**	**1,123,788**	**408,231**
Creditors - amounts falling after more than one year	*12b*	(17,177)	(29,301)	(17,177)	(29,301)
Net assets before pension scheme liability		**9,277,644**	**8,306,824**	**9,440,915**	**8,470,095**
Defined benefit pension scheme liability		(286,000)	(537,000)	(286,000)	(537,000)
NET ASSETS AFTER PENSION LIABILITY		**8,991,644**	**7,769,824**	**9,154,915**	**7,933,095**
Capital funds					
Endowment fund	*14*	160,071	156,906	160,071	156,906
Revenue funds					
Restricted	*14*	4,507,896	4,712,609	4,671,166	4,875,879
Unrestricted:					
Pension reserve fund	*6*	(286,000)	(537,000)	(286,000)	(537,000)
General fund	*13*	4,609,677	3,437,309	4,609,678	3,437,310
(including revaluation reserve £92,761 [2019: £362,292] for Group and Charity)					
Total unrestricted		4,323,677	2,900,309	4,323,678	2,900,310
TOTAL CHARITY FUNDS		**8,991,644**	**7,769,824**	**9,154,915**	**7,933,095**

Approved by the Board of Trustees on 19 May 2021 and signed on its behalf by

T R FANSHAWE

D. G. WILLIAMS

The accompanying accounting policies and notes form an integral part of these financial statements.

Company No. 03646570

Consolidated Cashflow Statement

For the year ended 31 December 2020

	Note	Group 2020 £	Group 2019 £	Charity 2020 £	Charity 2019 £
CASH FLOWS FROM OPERATING ACTIVITIES:					
Net cash provided by (used in) operating activities	*a*	343,924	(336,178)	358,294	(354,198)
CASH FLOWS FROM INVESTING ACTIVITIES:					
Investment income and interest receivable		122,118	113,469	122,118	113,469
Purchase of tangible fixed assets		(222,236)	(124,954)	(222,236)	(124,954)
Purchase of investments		(1,668,187)	(2,550,533)	(1,668,187)	(2,550,533)
Sale of investments		1,805,396	3,166,482	1,805,396	3,166,482
Net cash provided by (used in) investing activities		37,091	604,464	37,091	604,464
Cashflows from financing activities					
Payment of finance lease obligations		(12,125)	(12,125)	(12,125)	(12,125)
Cash and cash equivalents in the reporting period		368,890	256,161	383,260	238,141
Cash and cash equivalents at the beginning of the reporting period		379,366	123,205	352,928	114,787
Cash and cash equivalents at the end of the reporting period		748,256	379,366	736,188	352,928

	Group 2020 £	Group 2019 £	Charity 2020 £	Charity 2019 £
a. Reconciliation of net movement in funds to net cash flow from operating activities				
Net (outgoing)/incoming resources before gains and losses on investment assets	979,936	(650,635)	979,936	(650,635)
Investment income and interest receivable	(122,118)	(113,469)	(122,118)	(113,469)
Depreciation and loss on disposal	536,986	486,209	536,986	486,209
Decrease/(increase) in cash on deposit	(590,213)	139,995	(590,213)	139,995
(Increase)/decrease in stock	(1,675)	(919)	(1,675)	(919)
(Increase)/decrease in debtors	(279,573)	85,404	(265,083)	67,504
Increase/(decrease) in creditors	(179,419)	(282,763)	(179,539)	(282,883)
Net cash provided by (used in) operating activities	343,924	(336,178)	358,294	(354,198)

See note 23 for net fund analysis note

The principle accounting policies, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

1. Accounting policies

1.1 Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with the Auditing and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) issued on 16 July 2014, the Charities Act 2011, the Companies Act 2006 and the UK Generally Accepted Practice as it applies from 1 January 2015.

The financial statements are prepared in sterling, which is the financial currency of the group. Monetary amounts are rounded to the nearest £1.

1.2 Basis of consolidation

The group financial statements consolidate those of the charity and of its subsidiary undertakings (note 19) drawn up to 31 December 2020 in full. Surpluses or deficits on intra group transactions have been eliminated. Investments in subsidiaries are accounted for at cost less impairment in the individual financial statements.

1.3 Incoming resources

Residents' contributions and capitation grants from the Veterans Agency are recognised in the Statement of Financial Activities on a receivable basis.

Donations and grants are recognised in the Statement of Financial Activities as received and are shown gross.

For estates in which probate has been granted the value of a quantifiable legacy, although not received in the financial year under review, is recognised in the Statement of Financial Activities with the corresponding amount being included as a debtor in the Balance Sheet.

Investment income comprises dividends declared during the accounting period and interest receivable on listed and unlisted investments.

1.4 Resources expended

Resources expended are all associated with the sole activity of the provision of residential care. The charitable company's objective is the provision of residential care and this is achieved principally through its staff.

A high standard of buildings, equipment and other facilities are essential to the well-being of residents.

These elements underlie the categorisation of expenditure as follows:

Charitable expenditure comprises resources with the specific purpose of fulfilling the objects of the charity,
predominantly the costs of care staff, and also expenditure incurred in support of the charity's primary purpose.

Governance costs under FRS 102 have been included in expenditure on 'charitable activities'.

Costs of generating funds include the costs associated with running the fundraising appeals including the development of the donor database, and fundraising events. Where applicable, costs have been apportioned on the basis of time or area, as appropriate to the relevant cost.

1.5 Fund accounting

The charitable company's assets represent; the Capital Fund (resources invested in the buildings, equipment and vehicles), the Revenue Funds (resources held to produce income and to act as a reserve against temporary deficits), Special Funds (restricted or designated funds established to meet capital needs or specific projects) and Endowment Funds (resources invested in Gifford House `the property` and a fund held in investments with income at the charity's discretion). The Capital Fund is shown as a restricted fund, but part of this fund includes amounts `designated` by the trustees. From time to time transfers between the Capital fund and the Revenue (unrestricted) fund occur in order to account for the results of projects which the trustees had designated funds to complete.

1.6 Fixed assets and depreciation

Capitalisation levels:

Individual fixed assets costing £2,500 or more are capitalised at cost.

IT equipment £400 or more

Tangible fixed assets are stated at cost net of depreciation. No depreciation is charged on fixed asset additions in the course of construction.

Depreciation is calculated to write down the cost of all tangible fixed assets except for freehold land by equal annual instalments over their expected useful lives, leading to an annual depreciation charge against the Capital fund.

The periods generally applicable are:

Property - 25 years

Plant, equipment and vehicles - 5 to 15 years

Computer equipment - 3 years

1.7 Investments

Investments appear at market value as fixed assets in the balance sheet as they are held on a long-term basis to provide an essential income to offset part of the operating costs of the charity. Both realised and unrealised gains and losses are credited or charged to the Revenue fund.

1.8 Retirement benefits

Defined benefit pension scheme

Scheme assets are measured at fair values. Scheme liabilities are measured on an actuarial basis using the projected unit method and are discounted at appropriate high-quality corporate bond rates.

The net surplus or deficit is presented separately from other net assets on the balance sheet.

A net surplus is recognised only to the extent that it is recoverable by the charity.

The current service cost and costs from settlements and curtailments are included in operating costs and are allocated to the same expenditure headings as the related staff costs.

Past service costs are spread over the period until the benefit increases. Interest on the scheme liabilities and the expected return on the scheme assets are included under the appropriate expenditure headings as other finance costs.

1.8 Retirement benefits (cont)

Defined benefit pension scheme

Actuarial gains and losses are reported in the Statement of Financial Activities with other gains and losses on investments.

The pension costs charged against operating profits are the employers' contribution payable to the Stakeholder pension scheme and **Work Place pension scheme** in respect of the accounting period.

1. Accounting policies (continued)

1.9 Stock
Stocks are stated at lower of cost or estimated selling price less cost to complete and sell.

1.10 Taxation
No provision for taxation, deferred or otherwise, has been made in these financial statements as the Hospital Home is a charity in accordance with the Charities Act 2011 and is exempt from taxation except Value Added Tax, provided that income and gains are applied for charitable purposes under S.505 of the Income and Corporation taxes Act 1998 and S.145 of the Capital Gains Tax Act 1979.

1.11 Cash and liquid resources
For the purpose of the cash flow statement, cash comprises cash in hand and deposits repayable in demand, less overdrafts payable on demand. Liquid resources comprise term deposits of less than one year (other than cash) and are included in fixed asset investments as they are integral to the portfolio managed by investment managers.

1.12 Volunteers
The charity benefits from the involvement and support of its volunteers. In accordance with FRS102 and the Charities SORP (FRS102), the economic contribution of general volunteers is not recognised in the accounts.

1.13 Debtors
Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.14 Cash at bank and in hand
Cash at bank and cash in hand includes cash and short-term liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.15 Creditors and provisions
Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

1.16 Financial instruments
The charity only has financial assets and financial instruments of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

1.17 Going concern
The financial statements have been prepared on a going concern basis. The trustees have considered relevant information, including the annual budget, forecast future cash flows and the impact of subsequent events in making their assessment. The COVID-19 pandemic and the ensuing economic shutdown has had a significant impact on the company's operations, as detailed on page 12, within the Trustees' Report.
A COVID-19 Business Continuity Plan was produced, along with a risk assessment, to guide the home through the pandemic successfully. The increased cost of PPE was countered by the issuing of two grants from West Sussex, from a Central Government grant, each totalling almost £30k to cover the increases in PPE, cleaning materials and the other required changes to ensure compliance with Public Health England's guidelines 'How to work Safely in Care Homes'. Care for Veterans also employed the furlough scheme for those receiving letters from their GPs advising them to shield for 10 weeks. In addition, some members of the fundraising team with a responsibility for events and community collecting were also furloughed as events were either cancelled or postponed.
In response to the COVID-19 pandemic, the trustees have performed a robust analysis of forecast future cash flows considering the potential impact on the charity of possible future scenarios arising from the impact of COVID-19. This analysis also considers the effectiveness of available measures to assist in mitigating the impact.

Based on these assessments and having regard to the resources available to the entity, the trustees have concluded that there is no material uncertainty in relation to the appropriateness of continuing to adopt the going concern basis in preparing the annual report and accounts.

2. Analysis of income from generated funds

	Unrestricted £	Restricted £	2020 Total £	Unrestricted	Restricted	2019 Total £
Voluntary income:						
Donations	412,687	551,120	963,807	191,077	701,848	892,925
Legacies	1,573,343	-	1,573,343	266,602	-	266,602
	1,986,030	**551,120**	**2,537,150**	**457,679**	**701,848**	**1,159,527**
Activities for generating funds:						
Fundraising events	74,149	-	74,149	134,166	-	134,166
Nursing and care (non-primary purpose)	491,847	-	491,847	539,814	-	539,814
Other income	3,336	-	3,336	7,811	-	7,811
	569,332	**-**	**569,332**	**681,791**	**-**	**681,791**
Investment income:	**122,118**	**-**	**122,118**	**113,469**	**-**	**113,469**

3a. Analysis of income from charitable activities

	Unrestricted £	Restricted £	2020 Total £	Unrestricted £	Restricted £	2019 Total £
Fee Income						
Contributions from residents	2,585,481	-	2,585,481	2,621,965	-	2,621,965
Veterans Agency capitation grant	63,999	-	63,999	72,217	-	72,217
	2,649,480	**-**	**2,649,480**	**2,694,182**	**-**	**2,694,182**

3b. Other income

	Unrestricted £	Restricted £	2020 Total £	Unrestricted £	Restricted £	2019 Total £
Other income						
Grants received	-	91,225	91,225	-	-	-
Corona Virus Job Retention Scheme	46,292	-	46,292	-	-	-
	46,292	**91,225**	**137,517**	**-**	**-**	**-**
TOTAL INCOME	**5,373,252**	**642,345**	**6,015,597**	**3,947,121**	**701,848**	**4,648,969**

4. Analysis of Resources Expended

	Unrestricted £	Restricted £	2020 Total £	Unrestricted £	Restricted £	2019 Total £
Resources expended						
Cost of generating voluntary income	219,805	-	219,805	227,630	-	227,630
Cost of activities for generating funds	39,707	-	39,707	66,647	2,500	69,147
Investment management fees	3,784	-	3,784	27,919	-	27,919
Total cost of generating funds	**263,296**	**-**	**263,296**	**322,196**	**2,500**	**324,696**

Costs of generating voluntary income include the costs associated with running the fund-raising appeals including the development of the donor database. Where applicable, administration and other costs have been apportioned on the basis of time or area as appropriate to the relevant cost and on a basis consistent with the use of resources by the fundraising department.

	Unrestricted £	Restricted £	2020 Total £	Unrestricted £	Restricted £	2019 Total £
Cost of charitable activities						
Payroll costs	3,012,650	378,215	3,390,865	3,174,136	318,862	3,492,998
Non-payroll costs	788,451	593,049	1,381,500	877,269	604,641	1,481,910
Total cost of charitable activities	**3,801,101**	**971,264**	**4,772,365**	**4,051,405**	**923,503**	**4,974,908**
TOTAL EXPENDITURE	**4,064,397**	**971,264**	**5,035,661**	**4,373,601**	**926,003**	**5,299,604**

Analysis of total resources expended

	Staff costs £	Depreciation £	Other £	2020 Total £	2019 Total £
Provision of residential care					
Provision of services and support costs	3,390,865	532,698	848,802	4,772,365	4,974,908
Other expenditure					
Fundraising, publicity and other	195,311	-	67,985	263,296	324,696
Total resources expended	**3,586,176**	**532,698**	**916,787**	**5,035,661**	**5,299,604**

Analysis of total resources expended for 2019 include provision of residental care staff costs amounting to £3,492,998, depreciation of £486,209 and other costs of £851,911. Other expenditure included staff costs of £212,560 and other costs of £112,136.

5. Trustees and employees

	2020 Total £	2019 Total £
Staff costs during the year were as follows:		
Wages and salaries	3,231,573	3,351,594
Social security costs	256,191	255,994
Pension costs:		
Defined benefit scheme *	-	-
Defined contribution scheme	-	-
Work place pension scheme	98,412	97,970
	3,586,176	**3,705,558**

* See cost detail at note 6.

Staff costs above include agency staff.

The total average monthly number of employees during the reporting period (full and part-time staff) was:

	2020 Total	2019 Total
Nursing and clinical staff	23	25
Care assistants	58	66
Kitchen	8	7
Domestic	14	18
Driver and maintenance	3	3
Neuropsychologist	1	1
Occupational Therapy	2	3
Physiotherapy	5	5
Speech Therapy	1	1
Social and Recreation	2	2
Support	3	3
Fundraisers	7	7
Chaplain	1	1
Administration	5	5
	133	**147**

No payments were made to Trustees of Care for Veterans for remuneration of their services or any reimbursement of expenses for the year ended 31 December 2020 (2019: None). During the year there were no donations from Trustees made to CfV (2019: None).

The premium for the trustee's indemnity insurance is now included within the combined liability insurance as in 2019.

Details of employees who received more than £60,000 in the year are as follows:

	2020 Total	2019 Total
£60,001 - £70,000	0	1
£70,001 - £80,000	1	1
£80,001 - £90,000	0	0

During the year pension contributions of £3,960 (2019: £6,932) were paid on behalf of these employees as members of the Work Place scheme operated by the charity. These figures are also included in the key figures below.

During the year a total of 9 staff were recognised as key management personnel the total paid to these indiviuals amounted to £431,153 (2019: £390,337). Included within this amount was £14,831 (2019: £14,597) for contributions to the Work Place Pension scheme operated by the charity.

6. Retirement Benefits

The Company operates a defined benefits plan, The Federated Pension Scheme for the Queen Alexandra Hospital Home.

The liabilities of the plan have been calculated for the purposes of FRS102 based on the calculations previously undertaken for the initial results of the funding Actuarial Valuation as at 31 March 2019, allowing for the different assumptions required under FRS102 and taking fully into consideration changes in the plan benefit structure and membership since that date.

The principal actuarial assumptions at the balance sheet date (expressed as weighted averages) were as follows:

	2020 %	2019 %
Discount rate	1.30	2.00
Retail Prices Inflation ("CPI")	3.00	3.10
Consumer Prices Inflation ("CPI")	2.00	2.10
Pension increases: RPI, max 5%, min 0%	2.90	3.00

The underlying mortality assumption is based upon the standard table known as S3PxA on a year of birth usage with CMI_2019 future improvement factors and a long-term rate of future improvement of 1.25% p.a. (2019: S3PxA, 2018: S1PA, 1.25% p.a).
This results in the following life expectancies:

- Male age 65 now has a life expectancy of 86.9 years (2019: 86.8 years)
- Female age 65 now has a life expectancy of 89.2 years (2019: 89.0 years)
- Male age 45 now, retiring at 65, has a life expectancy from 65 of 88.2 years (2019: 88.1 years)
- Female age 45 now, retiring at 65, has a life expectancy from 65 of 90.6 years (2019: 90.5 years)

Employee Benefit obligations

The amounts recognised in the balance sheet as at 31 December 2020 (with comparative figures as at 31 December 2019) are as follows:

	2020 £	2019 £
Market value of plan assets	4,870,000	4,223,000
Present value of plan liabilities	(5,156,000)	(4,760,000)
Net defined benefit asset/(liability)	**(286,000)**	**(537,000)**

The amounts to be recognised in the consolidated statement of financial activities for the year ending 31 December 2020 (with comparative figures for the years ending 31 December 2019) are as follows:

	2020 £	2019 £
Current service cost		
Administrative expenses	-	-
Interest on net defined benefit (asset)/liability	10,000	13,000
Loss/(Gain) recognised	-	-
(Gain)/loss on plan charges	-	-
Curtailment (gain)/loss	-	-
Total	**10,000**	**13,000**

6. Retirement Benefits

Changes in the present value of the plan liabilities for the year ended 31 December 2020 (with comparative figures for the year ending 31 December 2019) are as follows:

	2020	2019
	£	£
Present value of plan liabilities at beginning of period	4,760,000	4,326,000
Current service cost	-	-
Employee contributions	-	-
Interest on plan liabilities	94,000	120,000
Past service cost	-	-
Curtailment (gain)/loss	-	-
Actuarial (gains)/losses	434,000	422,000
Benefits paid	(132,000)	(108,000)
Present value of plan liabilities at end of period	**5,156,000**	**4,760,000**

Changes in the fair value of the plan assets for the year ending 31 December 2020 (with comparative figures for the year ending 31 December 2019) are as follows:

	2020	2019
	£	£
Market value of plan assets at beginning of period	4,223,000	3,814,000
Interest on plan assets	84,000	107,000
Return on assets, less interest included in Profit & Loss	571,000	286,000
Benefits paid	(132,000)	(108,000)
Administrative expenses	-	-
Contributions paid by the company	124,000	124,000
Employee contributions	-	-
Market value of Scheme assets at end of period	**4,870,000**	**4,223,000**
Actual return on plan assets	**655,000**	**393,000**

The major categories of plan assets as a percentage of total plan assets for the year ending 31 December 2019 (with comparative figures for the year ending 31 December 2018) are as follows:

	2020	2019
	%	%
Equities and Property	15	60
Bonds	19	30
Diversified Growth	43	n/a
Liability Driven Investment ("LDI)	22	n/a
Cash	1	10
Total	**100**	**100**

The plan has no investment in property occupied by, assets used by or financial instruments issued by Care for Veterans.

Analysis of the remeasurement of the net defined benefit liability recognised in Other Comprehensive Income ("OCI") for the year ending 31 December 2020 (with comparative figures for the year ending 31 December 2019) are as follows:

	2020	2019
	£	£
Return on assets, less interest included in Profit & Loss	571,000	286,000
Expected less actual plan expenses	-	-
Experience gains and losses arising on the plan liabilities	102,000	(46,000)
Changes in assumptions underlying the present value of plan liabilities	(536,000)	(376,000)
Remeasurement of net defined benefit liability recognised in OCI	**137,000**	**(136,000)**

6. Retirement Benefits

Movement in net benefit asset/(liability) during the year ending 31 December 2020 (with comparative figures for the year ending 31 December 2018) are as follows:

	2020	2019
	£	£
Net defined benefit asset/(liability) at beginning of year	(537,000)	(512,000)
Recognised in Statement of Financial Activities	(10,000)	(13,000)
Contributions paid by Company	124,000	124,000
Remeasurement of net defined benefit liability recognised in OCI	137,000	(136,000)
Net defined benefit asset/(liability) at end of the year	**(286,000)**	**(537,000)**

Funding Policy

Actuarial valuations are carried out every three years on behalf of the Trustees of the plan, by a qualified independent actuary. The actuarial assumptions underlying the actuarial valuation are different to those adopted under FRS102.

The last such actuarial valuation was at 31 March 2019. This showed that the plan's assets were insufficient to cover the liabilities on the funding basis. A Recovery Plan has been agreed with the Company, which commits the Company to paying contributions to fund the shortfall. These deficit recovery contributions are incorporated in the plan's Schedule of Contributions dated 22 April 2020 and required contributions equal to £124,000 per annum payable in monthly instalments.

The contributions are subject to review following completion of the next funding valuation, due as at 31 March 2022.

Defined Contribution Scheme

Following the closure to future accrual of the Defined Benefit Scheme the charitable company put in place a stakeholder scheme for the benefit of the employees, to which the charity contributed a matched figure up to the value of 5% of the gross contribution. The Scheme was closed on 30 April 2014 following the introduction of the Workplace Pension Scheme.

The Workplace Pension Scheme was made available from 1 May 2014 to comply with the new pension auto-enrolment rules. Contributions in this scheme are matched by the Charity up to the value of 5%.

Charge Over Assets

In 2009 the pension scheme trustee asked for a charge over the property of Care for Veterans (formerly The Queen Alexandra Hospital Home) in order to reduce the Pension Protection Fund Levy (PPF). This security was agreed by the PPF in 2010 but requires recertification each year. Each year the pension scheme trustee will review whether the reduction in the PPF levy which would result from recertifying the security will exceed the costs of recertification. The security was not in place during 2020.

A charge remains in place for the Pension Scheme Trustees. This charge provides security for the pension Trustee and can be taken into account when setting the investment strategy and, to a degree, the pace of funding for the deficit. The value of security is capped at £3,500,000.

7. Taxation

No provision has been made for taxation in these financial statements as the company is a charity in accordance with Section 4 of the Charities Act. It is exempt from taxation other than Value Added Tax provided that income and gains are applied to charitable purposes.

8. Tangible fixed assets

GROUP	Freehold property	Plant and equipment	Vehicles	Total
	£	£	£	£
Cost				
At 1 January 2020	8,885,720	1,471,549	246,638	10,603,907
Additions	-	222,236	-	222,236
Disposals	(10,721)	(12,474)	-	(23,195)
At 31 December 2020	8,874,999	1,681,311	246,638	10,802,948
Depreciation				
At 1 January 2020	4,942,206	1,021,543	246,638	6,210,387
Provided in period	364,501	168,197	-	532,698
On disposals	(6,433)	(12,474)	-	(18,907)
At 31 December 2020	5,300,274	1,177,266	246,638	6,724,178
Net book value at 31 December 2020	**3,574,725**	**504,045**	**-**	**4,078,770**
Net book value at 31 December 2019	3,943,514	450,006	-	4,393,520

CHARITY	Freehold property	Plant and equipment	Vehicles	Total
	£	£	£	£
Cost				
At 1 January 2020	9,048,990	1,471,549	246,638	10,767,177
Additions	-	222,236	-	222,236
Disposals	(10,721)	(12,474)	-	(23,195)
At 31 December 2020	9,038,269	1,681,311	246,638	10,966,218
Depreciation				
At 1 January 2020	4,942,206	1,021,543	246,638	6,210,387
Provided in period	364,501	168,197	-	532,698
On disposals	(6,433)	(12,474)	-	(18,907)
At 31 December 2020	5,300,274	1,177,266	246,638	6,724,178
Net book value at 31 December 2020	**3,737,995**	**504,045**	**-**	**4,242,040**
Net book value at 31 December 2019	4,106,784	450,006	-	4,556,790

The net carrying value of tangible fixed assets includes the following in respect of assets held under finance leases or hire purchase contracts.

	2020	2019
	£	£
Plant and machinery	24,249	36,375
Motor vehicles	-	-
	24,249	**36,375**

9. Fixed asset investments

	2020 Total £	2019 Total £
Quoted investments		
Market value at 1 January 2020	3,482,182	3,742,070
Additions	1,668,187	2,550,533
Disposals	(1,805,396)	(3,166,482)
Net realised/unrealised gains	104,884	356,061
Market value at 31 December 2020	3,449,857	3,482,182
Short term deposits	642,406	52,192
Investments (Group)	**4,092,263**	**3,534,374**
(Historical cost £3,999,501 [2019: £3,172,083])		
Investments in group undertakings at 1 January 2020 and at 31 December 2020	1	1
Investments (Charity)	**4,092,264**	**3,534,375**
(Historical cost £3,999,501 [2019: £3,172,083])		

	2020 Total £	2019 Total £
Analysed as:		
Fixed interest securities - unit trusts	-	145,885
Equities - UK	-	829,272
Property funds - UK	-	238,883
Equities - Overseas	-	342,022
Charity Multi-Asset fund	3,449,857	1,846,796
Hedge funds	-	79,324
	3,449,857	**3,482,182**

The Charity wholly owns the following subsidiary:

	Country of Incorporation	Class of share capital held	Principal activity
Care for Veterans Services Limited (formerly QAHH Services Limited)	England	Ordinary - 100% of ownership	Provision of nursing care and other trading activities

10. Stocks

	2020		2019	
	Group	Charity	Group	Charity
	£	£	£	£
Consumable stores	12,775	12,775	11,100	11,100
Total consumable stores	**12,775**	**12,775**	**11,100**	**11,100**

11. Debtors

	2020		2019	
	Group	Charity	Group	Charity
	£	£	£	£
Resident contributions receivable	169,266	137,283	143,235	116,293
Group debtors	-	-	-	-
Capitation fees receivable	5,421	5,421	7,169	7,169
Legacies receivable	413,605	413,605	173,733	173,733
Income tax recoverable	2,269	2,269	9,272	9,272
Prepayments and other debtors	71,776	71,776	49,355	49,355
Gift aid donations from trading subsidiary	-	11,383	-	11,550
Amounts due from group undertakings	-	30,028	-	39,310
Total debtors	**662,337**	**671,765**	**382,764**	**406,682**

12a. Creditors: amounts falling due within one year

	2020		2019	
	Group	Charity	Group	Charity
	£	£	£	£
Trade creditors	75,810	75,810	48,652	48,652
Staff remuneration	47,642	47,642	42,073	42,073
Pension	18,876	18,876	18,226	18,226
Social security and other taxes	59,779	59,779	52,501	52,501
Amounts owed to group undertakings	-	-	-	-
Hire purchase creditor	12,125	12,125	12,125	12,125
Other creditors and accruals	85,348	82,708	191,422	188,902
Total creditors (falling due within one year)	**299,580**	**296,940**	**364,999**	**362,479**

Net obligations under hire purchase are secured by fixed charges in the assets concerned

12b. Creditors: amounts falling due after more than one year

	2020		2019	
	Group	Charity	Group	Charity
	£	£	£	£
Hire purchase creditor	17,177	17,177	29,301	29,301
Other creditors and accruals	-	-	-	-
Total creditors (falling due after more than one year)	**17,177**	**17,177**	**29,301**	**29,301**

Net obligations under hire purchase are secured by fixed charges in the assets concerned

13. General fund

	2020		2019	
	Group	Charity	Group	Charity
	£	£	£	£
Revenue funds				
At 1 January 2020	3,437,309	3,437,310	3,645,065	3,645,066
Retained surplus/(deficit) for the year	1,296,574	1,296,574	(191,029)	(191,029)
Transfers from/(to) restricted funds	(124,206)	(124,206)	(16,727)	(16,727)
At 31 December 2020	**4,609,677**	**4,609,678**	**3,437,309**	**3,437,310**

14. Restricted and endowment funds

GROUP	Endowment Funds	Capital Funds	Other Restricted Funds	Total
	£	£	£	£
Revenue funds				
At 1 January 2020	156,906	4,372,520	340,089	4,869,515
Incoming resources		-	642,345	642,345
Expenditure	-	(532,698)	(438,566)	(971,264)
Gains/(losses) on investments	3,165	-	-	3,165
Transfer between funds	-	93,742	(93,742)	-
Transfers from/(to) revenue funds	-	124,206	-	124,206
At 31 December 2020	**160,071**	**4,057,770**	**450,126**	**4,667,967**

The transfers between funds during the year are represented by additional funds when required to show progress; transfers to and from these fund represent the introduction of funds from restricted income and the distribution of costs to capital funds. Transfers to the revenue fund represent restricted funds received for the allocation against revenue costs.

The `**Other restricted funds**` represents the smaller funds with restrictions placed on them.

The endowment funds are represented as follows;

The endowment (permanent) fund of £21,000 represents the value of premises owned by the unincorporated charity, The Queen Alexandra Hospital Home (208721) and a "uniting direction" was made by the Charity Commission enabling the two charities to be treated as one.
Two additional endowments (permanent) were added in 2010 and held in `special trust` for The Sailors & Soldiers Home Fund and Bloomfield Bequest. These two funds are invested seperately from the Charity's main fund and its income is available for the charity's purpose.

CHARITY	Endowment Funds	Capital Funds	Other Restricted Funds	Total
	£	£	£	£
Revenue fund				
At 1 January 2020	156,906	4,535,790	340,089	5,032,785
Incoming resources	-	-	642,345	642,345
Expenditure	-	(532,698)	(438,566)	(971,264)
Gains/(losses) on investments	3,165	-	-	3,165
Transfer between funds	-	93,742	(93,742)	-
Transfers from/(to) revenue fund	-	124,206	-	124,206
At 31 December 2020	**160,071**	**4,221,040**	**450,126**	**4,831,237**

15. Analysis of movements in restricted funds

	Balance at 1 January 2020	Income	Expenditure	Transfers	Funds 31 December 2020
	£	£	£	£	£
Chaplaincy costs	1,817	3,000	(4,293)	-	524
CFV choir costs	45	-	-	-	45
Sporting chances for disabled veterans	33,250	-	(17,993)	-	15,257
Garden design and costs	1,764	-	(1,764)	-	-
Mixed rehabilitation related costs	223,983	278,336	(166,308)	-	336,011
Green Project - Solar panels & maintenance	14,195	-	(2,829)	-	11,366
Lift replacement and maintenance	39,923	44,000	(74,794)	-	9,129
Richmond Wing extension	6,221	-	-	-	6,221
Social and recreation	200	-	(200)	-	-
Hospital equipment - general	16,068	12,026	(21,522)	-	6,572
Residents costs and entertainment	2,473	302	(2,775)	-	-
Ward hospitality	150	400	(550)	-	-
Green Projects - Electric Vehicle	-	43,678	-	-	43,678
IT Equipment	-	4,794	(4,794)	-	-
Occupational Therapy Equipment	-	19,861	(18,261)	-	1,600
Room Conversions	-	19,723	-	-	19,723
COVID-19 impact programme		125,000	(125,000)	-	-
COVID-19 infection control	-	91,225	(91,225)	-	-
	340,089	**642,345**	**(532,308)**	**-**	**450,126**

Analysis of movements in restricted funds - previous year

	Balance at 1 January 2019	Income	Expenditure	Transfers	Funds 31 December 2019
	£	£	£	£	£
Chaplaincy costs	1,582	3,000	(2,765)	-	1,817
CFV choir costs	45	-	-	-	45
Sporting chances for disables veterans	-	33,250	-	-	33,250
Garden design and costs	2,700	1,909	(2,845)	-	1,764
Mixed rehabilitation related costs	99,237	334,521	(209,775)	-	223,983
Fundraising event	-	2,500	(2,500)	-	-
Green Project - Solar panels & maintenance	50,000	71,059	(106,864)	-	14,195
Lift appeal	-	39,923	-	-	39,923
Richmond Wing extension	6,221	-	-	-	6,221
Building repairs and replacement	4,423	-	(4,423)	-	-
Social and recreation costs	200	-	-	-	200
Hospital equipment - general	21,454	8,137	(13,523)	-	16,068
End of life care - Nursing and care	-	115,848	(115,848)	-	-
Residents costs and entertainment	250	3,108	(885)	-	2,473
Ward hospitality	150	-	-	-	150
LED lighting for Care for Veterans	-	88,593	(88,593)	-	
	186,262	**701,848**	**(548,021)**	**-**	**340,089**

Name of restricted fund	Description of fund
Sporting chances for disabled veterans	Sporting activities for disabled veterans (delayed due to Covid)
Garden design and costs	Fund towards ongoing gardening requirements
Mixed rehabilitation related costs	To maintain occupational therapy, physiotherapy and speech therapy.
Green Project - Solar panels	To provide and maintain Solar panels
Lift replacement and maintenance	To replace the two lifts and related costs on Alexandra Wing
Richmond Wing extension	Retention dispute on Richmond Wing extension
Social and recreation costs	To purchase the necessary equipment required for the use with residents.
Hospital equipment - general	To provide the much need services for residents needing end-of-life care.
Residents costs and entertainment	To purchase small items for residents needs.
Ward hospitality	To purchase small items for the Wings to show appreciation
Green Projects - Electric Vehicle	To purchase an electric ambulance
IT Equipment	To purchase equioment to allow staff remote working
Occupational Therapy Equipment	IT equipment to aid residents
Room Conversions	Conversion of double rooms to single rooms
COVID-19 impact programme	To provide funds to help during Covid-19

16. Analysis of net assets between funds

GROUP	Tangible Fixed Assets	Investments	Net Current Assets	Creditors due >1year	Total
	£	£	£	£	£
Endowment fund					
Capital fund	21,000	139,071	-	-	160,071
(including unrealised (losses)of (£32,192) (2019: Losses £1,273))					
	21,000	**139,071**	**-**	**-**	**160,071**
Restricted fund					
Capital fund	4,057,770	-	-	-	4,057,770
Capital expenditure fund	-	-	-	-	-
Other restricted funds	-	-	450,126	(17,177)	432,949
	4,057,770	**-**	**450,126**	**(17,177)**	**4,490,719**
Unrestricted fund					
Revenue fund	-	3,953,192	673,662	-	4,626,854
(including unrealised (losses) of (£251,661) (2019: Losses £275,314))					
Pension fund liability	-	-	-	(286,000)	(286,000)
	-	**3,953,192**	**673,662**	**(286,000)**	**4,340,854**
	4,078,770	**4,092,263**	**1,123,788**	**(303,177)**	**8,991,644**

CHARITY	Tangible Fixed Assets	Investments	Net Current Assets	Creditors due >1year	Total
	£	£	£	£	£
Endowment fund					
Capital fund	21,000	139,071	-	-	160,071
(including unrealised (losses)of (£32,192) (2019: Losses £1,273))					
	21,000	**139,071**	**-**	**-**	**160,071**
Restricted fund					
Capital fund	4,221,040	-	-	-	4,221,040
Capital expenditure fund	-	-	-	-	-
Other restricted funds	-	-	450,126	(17,177)	432,949
	4,221,040	**-**	**450,126**	**(17,177)**	**4,653,989**
Unrestricted fund					
Revenue fund	-	3,953,193	673,662	-	4,626,855
(including unrealised (losses) of (£251,661) (2019: Losses £275,314))					
Pension fund liability	-	-	-	(286,000)	(286,000)
	-	**3,953,193**	**673,662**	**(286,000)**	**4,340,855**
	4,242,040	**4,092,264**	**1,123,788**	**(303,177)**	**9,154,915**

17. Capital commitments

There were no capital commitments at 31 December 2020 (2019: None). No other commitments had been made at 31 December 2020 (2019: None).

18. Related party transactions

No transactions with related parties were undertaken such as are required to be disclosed under FRS 102 or the SORP (2019: NIL)

19. Subsidiary company

The Charity owns the whole of the issued ordinary share capital of Care for Veterans Services Limited (formerly QAHH Services Limited) registered number 5802953, a company registered in England and Wales whose registered office and place of business are the same as that of the charity.

The trading activities of the subsidiary Care for Veterans Services Limited for the year ended 31 December 2020 were as follows:

	2020	2019
	£	£
Turnover	491,847	539,813
Cost of sales	477,521	525,397
	14,326	**14,416**
Other operating income and charges	2,943	2,866
Profit/(loss) on ordinary activities before taxation	**11,383**	**11,550**
Appropriation to holding company (Gift aid)	(11,383)	(11,550)
(Loss)/profit for the financial year	**-**	**-**
Net current assets	1	1
Net assets	**1**	**1**
Share capital	1	1
Retained profit	-	-
Net assets	**1**	**1**

20. Surplus of income over expenditure

The charity has taken advantage of section 408 of the Companies Act 2006 and has not included its own income and expenditure account in these financial statements. The net of income over expenditure for the period includes a surplus of £1,342,968 (2019: deficit (£32,083) which is dealt with in the financial statements of the charity.

21. Grants/ Donations receivable

Under the terms of the Grant/ Donation Agreement or contract, the following funders are disclosed individually.

Funder	Project	2020 Amount £
RAF Benevolent Fund	Mixed Rehab	20,000
ABF Soldiers' Charity	Mixed Rehab	60,000
Armed Forces Covenant Trust	- Keep Calm and Keep Connected	19,345
	- Covid-19 Impact Programme	125,000
The Chapman Charitable Trust	Further the objectives of the Charity	12,000
The Corporation of Trinity House	Further the objectives of the Charity	10,000
Ernest Kleinwort Charitable Trust	Mixed Rehab	30,000
Royal Navy & Royal Marines Charity	Mixed Rehab	63,858
The Francis Winham Foundation	Mixed Rehab	10,000
Postcode Neighbourhood Trust	Room conversion	19,723
Garfield Weston Foundation	Core costs	40,000
Rampion Fund at Sussex Community Foundation	Electric mini-ambulance	24,343
The Wolfson Foundation	Lift refurbishment project	44,000
The Julia and Hans Rausing Trust	Charity Survival Fund	245,635
Sussex Community Foundation	Sussex Crisis Fund- Remote working	4,794

22. Analysis of governance

	Basis of apportionment	2020 £	2019 £
Salaries, wages and related costs	Time apportionment	22,914	22,437
Insurance	Governance	-	-
Audit fees - charity	Governance	13,590	12,375
Audit fees - subsidiary company	Governance	2,640	2,520
Total governance		**39,144**	**37,332**

23. Analysis of changes in net funds

	At 1 January 2020 £	Cash flows £	At 31 December 2020 £
Cash at bank and in hand	379,366	368,890	748,256
	379,366	**368,890**	**748,256**
Obligations under finance leases	(41,426)	12,125	(29,301)
	337,940	**381,015**	**718,955**



Ask us about all the ways you can help

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