

VETERANS OUTREACH SUPPORT

England & Wales · Charity number 1154429

Details

Status Registered

Legal form Charitable company

Company number [08479090](#)

Registered 2013-11-01

Register [View on the Charity Commission register](#)

Contact

Address Royal Maritime Club
75-80 Queen Street
Portsmouth
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Phone 02392731767

Email ADMIN@VOSUK.ORG

Website www.vosuk.org

Activities

Objects: (1) The preservation and protection of the mental health, wellbeing and the relief of need for Armed Forces Veterans (both Regular and Reservist) or former members of the merchant marine and their families, insofar as they have charitable need, by providing assessment, treatment, support, advice, and advocacy.(2) Such other activities that, in the opinion of the trustees, further the Charity's objective of providing support to Armed Forces Veterans (both Regular and Reservist) or former members of the merchant marine and their families.

Activities: The preservation and protection of the mental health, wellbeing and the relief of need for Armed Forces Veterans (both Regular and Reservist) or former members of the merchant marines and their family members by providing assessment, treatment, support, advice and advocacy. Operating in South East England, mainly Hampshire and Isle of Wight.

Classification

- **How:** Provides Services
- **What:** The Advancement Of Health Or Saving Of Lives, Armed Forces/emergency Service Efficiency
- **Who:** Other Defined Groups

Geography

- Hampshire
- Isle Of Wight
- Portsmouth City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-07-31	£877,038	£829,157	£264,366	15
2024-07-31	£718,004	£813,612	£216,485	12
2023-07-31	£808,271	£787,330	£312,093	11
2022-07-31	£636,652	£584,551	£291,152	8
2021-07-31	£361,425	£291,684	-	-
2020-07-31	£420,095	£334,603	-	-

Trustees

Name	Role	Appointed
John Scivier	Chair	2017-03-23
Alexandra Sard MBE		2020-05-12
Catherine Kinane		2023-12-14
Jonathan Alexander Mitchell Porter		2023-12-14
MARK SIMON EMERTON		2023-12-14
Michael John Dawe		2020-09-17
Michael Roy Powell		2023-12-14
Robert Williams OBE		2018-06-21

VETERANS OUTREACH SUPPORT

England & Wales - Charity number 1154429

Accounts

REGISTERED COMPANY NUMBER: 08479090 (England and Wales)
REGISTERED CHARITY NUMBER: 1154429

REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 JULY 2025
FOR
VETERANS OUTREACH SUPPORT

Gibson Whitter
Chartered Accountants
and Chartered Tax Advisers
Larch House
Parklands Business Park
Denmead
Hampshire
PO7 6XP

VETERANS OUTREACH SUPPORT

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VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2025

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 July 2025. The trustees have adopted the provisions of 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 of Ireland (FRS 102) (effective 1 January 2019).

CHAIR'S INTRODUCTION

2024-25 was a year of both progress and pressure for Veterans Outreach Support. Demand for our services grew, particularly in our clinical and welfare work, and we strengthened our ability to respond by securing QNVMHS accreditation, building new partnerships and launching Thrive Together South East. At the same time, a shortfall in core income and continued economic uncertainty highlighted the importance of the financial resilience strand of our new 2025-30 strategy.

Over the year our teams delivered more than 900 hours of clinical support, handled increasing numbers of complex welfare cases, and offered a rich programme of social groups and wellbeing activities in Portsmouth, the Isle of Wight and the surrounding areas. Our volunteers contributed over 10,000 hours of input, and our delivery partners continued to bring specialist expertise into our Drop-Ins and outreach work. We were particularly pleased to see veterans and families from under-served groups - including Merchant Navy seafarers and female veterans - beginning to benefit from our targeted outreach.

This was also a year in which VOS's voice was heard more widely. We were awarded the Employer Recognition Scheme Gold Award, elected to the Cobseo Executive Committee and began the process of appointing a high-calibre group of patrons, starting with our first Merchant Navy patron, Captain Louise Sara MNM. These developments, alongside our leadership of the Thrive Together South East portfolio, reflect our strategic ambition to combine high-quality local delivery with responsible regional and national leadership.

Financially, the charity ended the year with a modest overall surplus but a deficit in core operations, underlining the need to grow unrestricted income and rebuild reserves. Steps have already been taken to address this through a revised structure, recruitment to key posts, investment in systems and a renewed focus on fundraising diversification.

None of this would be possible without the dedication of our staff, volunteers, delivery partners and funders, and the trust placed in us by veterans and their families. On behalf of the Board, I would like to thank everyone who has contributed to VOS over the past year and to commend this report as a record of what we have achieved together and a statement of intent for the years ahead.

Lt Cdr John Scivier RN (retd)

**Chairman of the Board of Trustees
Veterans Outreach Support**

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2025

OBJECTIVES AND ACTIVITIES

Charitable Objects

Veterans Outreach Support (VOS) exists to preserve and protect the mental health and wellbeing of Armed Forces veterans and former members of the Merchant Navy and their families, and to relieve need by providing assessment, treatment, support, advice and advocacy. The charity may also undertake other activities that, in the opinion of the trustees, further this objective.

Vision and Mission

Our vision is to be acknowledged as the exemplar of high quality, holistic and inclusive support to the Armed Forces and Merchant Navy veteran community, ensuring no veteran nor their family is left behind.

Our mission is to support veterans and their families through the provision of direct welfare, wellbeing, and clinical services, exercised through regional and national collaboration, and rooted in local delivery and strong partnerships.

Who we serve

VOS supports veterans from the Royal Navy and Royal Marines, the British Army, the Royal Air Force and the Merchant Navy, both Regular and Reservist, and their close families (spouses, partners, carers). In line with our 2025-30 strategy, we are placing particular emphasis on under-served groups such as Merchant Navy seafarers, female veterans and carers, who can be harder to identify and support.

We focus on those facing challenges such as poor mental health, social isolation, financial or housing insecurity, physical health issues and difficulties navigating civilian services.

How we work

Our work is organised through four service pillars and one regional programme:

1. Care - clinical and psychological support to improve mental health and functioning.
2. Welfare - practical support with benefits, housing, debt and other welfare needs.
3. Delivery - social groups, wellbeing activities and community outreach to reduce isolation and build peer support.
4. Exec Gov - governance, finance, HR and compliance for safe, effective services.
5. Thrive Together - a regional partnership programme improving access to mental health and wellbeing support for veterans and families across SE England.

These pillars form the framework for our 2025-30 strategy. Over this period we aim to consolidate VOS as a centre of excellence in veterans' mental health and welfare, a trusted regional systems leader, and a resilient charity with a strong volunteer base and sustainable funding.

Monthly Drop-Ins

Monthly Drop-Ins in Portsmouth and Newport, Isle of Wight, remain a key gateway into our services. At these Drop-Ins, veterans and family members can access:

- General welfare and wellbeing support from around 40 delivery partner organisations.
- A welcoming social environment with refreshments and peer support delivered by trained volunteers.
- On-site mental health triage provided by the Care team and clinical partners

Public Benefit

In setting our objectives and planning our activities, the trustees have had due regard to the Charity Commission's general guidance on public benefit. We believe the charity provides clear public benefit by:

- Improving veterans' mental health and wellbeing, enabling them to function better in daily life, work and relationships
- Reducing crisis, homelessness and financial risk through early intervention and practical welfare support
- Strengthening families by recognising and supporting carers and family members
- Enabling veterans to participate more fully in their communities, contributing their skills and experience

Our services are open to all who meet the eligibility criteria, with no requirement for any payment, and we actively reach out to under-served groups to ensure equitable access.

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2025

ACHIEVEMENTS AND PERFORMANCE

Wellbeing Activities

Examples of our activities and outreach can be found on our website www.vosuk.org and across our social media channels on Facebook, Instagram and LinkedIn.

Care - clinical and mental health support

Demand for our clinical services continued to grow. During 2024-25 the Care team delivered 910 hours of clinical activity, up from 632.55 hours last year - an increase of approximately 44%. Veterans and family members accessed triage at both Portsmouth and Isle of Wight Drop-Ins, psychiatric assessment and review, psychological assessment, a range of evidence-based therapies (including EMDR, CBT, trauma-focused CBT and counselling) and stabilisation interventions such as coping strategies, grounding techniques and Mental Health & Wellbeing "Cuppa & Chats". Sessions were offered in person, by telephone and online, improving accessibility for those with mobility, work or caring constraints.

Clinical Outcomes

During the reporting period, therapy outcome measures were reviewed for a sample of 10 service users who completed therapy. Standardised measures were used to assess anxiety (GAD 7), depression (PHQ 9) and trauma related distress (IES R) at the start and end of therapy.

The outcome data shows that all service users in the sample experienced improvements in their mental health, with many showing notable reductions in symptoms by the end of therapy. Several individuals moved from moderate or severe levels of distress to mild or minimal symptoms.

Improvements were seen across anxiety, depression and trauma related symptoms. Even where some difficulties remained, every service user in the sample made progress, demonstrating the positive impact of the therapy provided.

These results indicate that the therapy service is effective and beneficial, supporting improved wellbeing and recovery for those accessing support.

These interventions helped veterans better understand their mental health, manage symptoms and re-engage with family life, work and the wider community. Qualitative feedback from participants was consistently strong. For example, 100% of those attending stabilisation sessions strongly agreed that the sessions gave them coping strategies they could use in daily life. Veterans described Cuppa & Chat as providing "huge uplift" during "an unbearably difficult time" and reported feeling more able to cope with grief and anxiety following CBT and counselling.

Strengthening clinical quality and partnerships

We strengthened our clinical quality and governance this year. On 13 May 2025 VOS was awarded Quality Network for Veterans Mental Health Services (QNVMS) accreditation by the Royal College of Psychiatrists, recognising that our clinical services meet agreed national standards. This accreditation is a cornerstone of our 2025-30 strategy, to embed nationally recognised standards and strengthen our clinical governance.

In partnership with PTSD Resolution, we established a new trauma-focused therapy pathway for veterans and families, extending our reach across the Thrive Together region, complementing existing NHS provision beyond VOS's direct resources.

VOS also took initial steps to join the Triangle of Care accreditation pathway, becoming the first armed forces charity to do so in Sept 2025. Led by our Families and Carers Outreach Officer and Head of Care, this will help ensure carers are recognised, informed and involved appropriately in care, and will support our applications to extend family-focused work, including an AFCFT 'Family Focus' grant. Alongside our planned participation in the Triangle of Care accreditation pathway for carers, this demonstrates our intention to lead by example in veterans' mental health, with practical benefits for carers as well as service users.

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2025

Physical health

Alongside mental health, we began to address physical health more proactively. In February 2025, eight service users took part in a pilot health screening day delivered with the Mary How Trust, receiving a detailed health assessment (including health questionnaire, dietary and lifestyle consultation, diabetes risk assessment, physical observations, blood tests including PSA for men aged 40-79, FIT bowel screening, urine dip test, abdominal ultrasound scan and pelvic scan for females) and personalised action plan, with results shared with GPs where consent was given. Based on the very positive service user feedback, we are working with participants to develop individual health care plans and plan to repeat and expand this offer with the Mary How Trust.

Welfare - practical and financial stability

It has been another busy and productive year for the VOS Welfare team. We continued to offer informal support at monthly Drop-Ins in Portsmouth and the Isle of Wight, where veterans can receive quick advice or raise new concerns, and we provided more intensive casework for those with complex needs. Over the year we handled 96 individual cases, many complex, representing a 35% increase on the previous year.

The majority of those we supported were ex-Army veterans, followed by individuals from the Royal Navy, Royal Air Force, Royal Marines, Merchant Navy and their partners or carers. Of the veterans we assisted, 64 were of working age and 32 were older, reflecting both transition-related challenges and issues arising later in life.

The most common reasons for seeking support remained War Pension and Armed Forces Compensation Scheme claims, Personal Independence Payment (PIP) applications (including Mandatory Reconsiderations and appeals), and transitions between benefits such as Employment Support Allowance and Universal Credit. We also helped veterans with housing and homelessness, debt, access to health and social care, and unclaimed preserved pensions, often coordinating support across multiple agencies.

Many cases required urgent action, particularly where housing and benefits issues risked homelessness. We strengthened partnerships with Portsmouth City Council, the local DWP Armed Forces Champions, Probation and Portsmouth Adult Services, helping secure better and faster outcomes for veterans. Joint working with Op COURAGE, particularly on the Isle of Wight, ensured that those with combined mental health and welfare needs received coordinated support.

To increase responsiveness, we became an authorised referrer for The Veterans Charity (Charity Registration: 1123149), enabling rapid, one-off help such as emergency groceries or travel costs when other grant processes would be too slow. VOS is also contributing to the national Common Assessment Approach co-production initiative, with the Royal Marines Association, which aims to simplify referrals across sectors and reduce the burden on veterans of repeatedly retelling their story.

Integrated care

Strengthening joint working between Welfare and Care has been a deliberate strategic priority. By sharing insights and undertaking joint reviews, the teams are providing more responsive and trauma-informed support for veterans whose mental health, housing and financial issues are closely intertwined, reducing the risk of fragmented care and improving outcomes.

Delivery - social connection, activities and volunteers

Our Delivery work is driven by VOS's values of being accessible, together, responsive, reflective, recovery-oriented and user-centred. We aim to ensure:

- A safe, friendly, sociable and accessible Drop-In
- Professional, evidence-based mental health support
- Trustworthy "one-stop" access to partner services
- Strong engagement of service users and family members
- Intelligent and secure use of information

Throughout 2024-25 the Delivery team on the mainland and Isle of Wight actively engaged veterans through a diverse programme of social groups, wellbeing activities, outreach and events.

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2025

Social groups

Weekly social groups in Southsea and Stubbington continued to grow, typically attracting around 20 attendees in Southsea and up to 40 in Stubbington. On the Isle of Wight, weekly groups ran in Cowes, Sandown, Brighstone and Freshwater, collectively seeing around 60 service users each month, with 20-30 attendees at each venue.

Wellbeing activities

Over the course of the year we delivered a wide range of activities, including new initiatives such as the 'Page Turners' book club, survival skills days, Chinese craft workshops, mobility classes, walking football, fossil-hunting trips and a user-led pantomime group. Established favourites such as the VOS singing group continued to flourish, performing at community events and supporting veterans' confidence, routine and sense of purpose.

Highlights included hosting the Chelsea Pensioners, Joining Forces collaboration with emergency services and showcasing the VOS singing group at Havant Borough Council. Summer activities included picnics at Fort Victoria and other scenic spots, singing group, skittles, quiz evenings, book club and a private tour of the D-Day Tunnels.

Participation in wider events - including Armed Forces Day (both mainland and Isle of Wight), VE Day commemorations, Riverfest, National Pride, the Fareham Community Showcase, HMNB Families Day, Royal Isle of Wight County Show and the 'Let's Talk About Suicide' event in Victoria Park Portsmouth - helped raise VOS's profile and celebrate veterans' contribution. Strategic use of village halls on the Isle of Wight improved cost-efficiency and created welcoming veteran-only spaces.

Volunteers

Volunteers remained central to this work. During 2024-25, 38 trained and DBS-cleared volunteers regularly supported monthly Drop-Ins and social groups on both sides of the Solent. In total they contributed 10,680 hours of time, with an estimated value of £143,646 - support without which our operations would not be sustainable.

Volunteers welcomed participants, managed front of house, facilitated activities, recorded data, represented VOS at community events and helped raise awareness in public spaces such as supermarkets and at externally organised events. We invested in volunteer development, providing training on mental health, dementia, domestic abuse and safeguarding, and invited volunteers to contribute blogs and other content to our website and social media.

The Portsmouth and IOW Drop-Ins are backed by a dedicated volunteer team. They manage the front of house, offer social support, and oversee the engagement of service users with delivery partners. Some team members lead weekly social and activity groups while others represent VOS at various information events and public displays throughout the year.

Volunteers remain central to our future. The recruitment of a dedicated Volunteer Coordinator and Head of Operations, as set out in our 2025-30 strategy, is designed to sustain and grow this vital contribution, improve coordination across Hampshire and the Isle of Wight, and support safe expansion of our wellbeing and outreach work.

National profile and thought leadership

Our 2025-30 strategy commits VOS to combining high-quality local delivery with a stronger national voice. During the year, the charity's profile and influence grew through recognition such as the MOD Employer Recognition Scheme Gold Award and election to the Cobseo Executive Committee, alongside the appointment of our first patron, Captain Louise Sara MNM. These developments sit alongside our delivery work and help ensure the experiences of our beneficiaries inform wider policy and practice for veterans, including small and often overlooked groups such as the Merchant Navy community.

VOS staff and volunteers proudly represented the charity at a variety of events across the region, generating over £1,300 in donations during the summer quarter alone, as well as broader interest in and awareness of what VOS does.

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2025

Delivery Partners

Our Drop-Ins continued to benefit from the regular attendance of more than 30 delivery partners, including national, regional and local charities, statutory services and specialist providers. These partners offer expertise on welfare, housing, employment, physical and mental health, carers' support, addiction, finances and more.

The monthly Drop-Ins have seen regular attendance from over 30 representatives from partner charities and organisations, delivering general welfare support and advice to service users. Both Portsmouth and the Isle of Wight have welcomed several new delivery partners throughout 2024-2025, joining our existing network each month:

- AFCOT - Armed Forces Community Outreach Team.
- Age UK - providing advice to older veterans.
- Alabaré - supported accommodation for veterans.
- Alcoholics Anonymous - personal recovery.
- Andy Man's club - support group for men.
- Andover Mind - supporting carers in the UK.
- Blesma - assistance for those who have suffered life-changing limb loss or the use of a limb, an eye or loss of sight.
- Blind Veterans - Eyesight and hearing support.
- Citizens Advice - debt, money and benefits advice.
- Combat Stress - residential mental health support.
- DWP - Benefits and Pensions.
- DMWS - Defence Medical Welfare Service.
- Enable Ability - Disabled adults and children in the Portsmouth area.
- First Light Trust - community café and welfare advice.
- Fighting with Pride - LGBT+Veterans, service personnel and their families.
- Footprint Trust IOW - support with energy issues.
- Forces Employment Charity - helping veterans find and apply for jobs.
- Gamcare - support for gambling addiction.
- Hampshire County Council Forces Representatives - advice for those in Hampshire, outside of Portsmouth.
- Help for Heroes - lifelong support of WIS veterans.
- Hounds for Heroes - Provides benefit through specially trained assistance dogs.
- IOW Council, Veterans Champion - Information sharing.
- Inclusion Hampshire & IOW - substance misuse treatment and recovery.
- Legal Clinics - provided by Knights (Armed Forces team).
- Living Well Early Help IOW - Housing, welfare support.
- NHS Hampshire Court Liaison and Diversion Service - support in the criminal justice system.
- Op Courage - mental health support for veterans.
- Peeraid - gambling advice service
- Portsmouth Carers Centre (Carers UK) - support for all carers in Portsmouth.
- Portsmouth City Council Wellbeing team - wellbeing activities in the local community.
- Portsmouth Water - providing advice for clients of the water utility.
- Prostate IOW - provide testing for free and support.
- RBL Brighstone IOW - welfare support.
- RBL Lifeworks - Lifeworks is a free employment support programme for veterans.
- RFEA - renamed to The Forces Employment Charity - employment support and training.
- RAF Benevolent Fund - welfare benevolence for the RAF family.
- RMC - Royal Marines Charity
- RNA - Royal Naval Association - Welfare support.
- RN Benevolent Trust - welfare benevolence for the RN/RM family.
- Rowans Hospice Living Well - support for veterans and families with life-limiting illness.
- Royal Maritime Hotel - VOS HQ and principal delivery partner.
- Samaritans - emotional support.
- Shore Leave Haslar - horticultural therapy project in Royal Hospital Hawser Memorial Garden.
- Solent Mind - mental health support in the Solent region.
- SSAFA - welfare support.

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REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2025

- St Mary's Hospital IOW - Veterans Awareness.
- The Pinacle Group - leading provider of service families accommodation.
- Tuppenny Barn - Horticultural Therapy and community based work.
- Utilita - providing advice for clients of their energy services

Delivery Partners Code of Conduct

A Code of Conduct ensures that Delivery Partners share VOS's values and can be regarded as trustworthy for our service users. All Delivery Partners are invited to sign up to the Code, by which they agree to a range of points from regular attendance, to behaviour, standards, provision of insurances, safeguarding and other matters.

Thrive Together South East - Partnership in Mind

Thrive Together South East, also known as Partnership in Mind, made significant progress during the year in developing and launching the programme. Phase 1, from April to September 2024, focused on consultation and design and was supported by a £133,369 grant from the Armed Forces Covenant Fund Trust (AFCFT). A public event in May 2024 attracted nearly 100 attendees, and surveys distributed across the region received 380 responses from veterans, families and carers. The independent No Wrong Door report found that 85% of veterans did not know where or how to access the mental health and wellbeing support they needed. Survey findings from organisations reinforced this picture, highlighting uncertainty about provision and limited understanding of pathways into care. These insights informed our successful bid to AFCFT, securing the maximum available programme grant of £900,000, with the first payment received in October 2024.

Following an open Expression of Interest process, the VOS Board approved partnership agreements in December 2024 with the Veterans Community Network, Kent Arts and Wellbeing and the Defence Medical Welfare Service (DMWS). These partners now deliver the Pathfinder Support Service and the Female Veterans Project, and the programme was formally launched in February 2025 with keynote contributions from General The Lord Richards (now Field Marshal) and AFCFT CEO Anna Wright.

Delivery in the first year has been encouraging. By June 2025, DMWS was supporting female veterans and delivering Pathfinder, while the Veterans Community Network was running lunch and learn webinars with GP practices to improve awareness of veterans' needs and available support. We also seconded a Network and Partnership Development Manager to accelerate cluster development, identified Alliance for Better Care CIC as the preferred partner for the central region, and appointed a dedicated Families and Carers Outreach Officer.

The programme is already strengthening collaboration, improving understanding of local provision and beginning to close access gaps for under-served groups, including female veterans. It is a flagship part of our 2025-30 strategy to provide no wrong door access to mental health and wellbeing support across the region. Wider engagement during the year included regional NHS planning, work with Hampshire and Isle of Wight NHS Trust, national collaboration with other portfolio leads and outreach at events across the South East.

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2025

ACHIEVEMENTS AND PERFORMANCE

Marketing and communications

The VOS website enables the charity to communicate its services and support, champion the charity's partners, share news, blogs and updates, and further VOS's mission and vision by reaching more beneficiaries. Additionally, VOS has invested in a more consistent and collaborative social media engagement plan; and (acknowledging that not all our target audience is on social media) managing a proactive approach to running ads or reaching out into local magazines and newspapers.

Funding

VOS received generous funding from a number of grant makers and donors during the reporting period. A breakdown of the grant funding awarded during 2024-25 is as follows:

- Armed Forces Covenant Fund Trust	£363,901
- Royal Navy and Royal Marines Charity	£81,000
- Greenwich Hospital	£50,000
- The Seafarers Charity	£20,000
- Royal Naval Benevolent Trust	£16,415
- Queen Mary's Roehampton Trust	£12,000
- Trinity House Maritime Charity	£10,000

Other support and donations have been gratefully received from Exton Church, Hants & IOW Masonic Lodges, HMS Hermes Association, The King's Theatre Portsmouth, Portsmouth Lottery, Queen Alexandra RN Nursing Association, St Ann's Church (HMNB Portsmouth), Association of WRENS, BGF Foundation, URNU Solent, Practice Plus Group, a number of donations from individuals, collections at individual events, donations via online platforms such as Just Giving, Charities Trust, CAF Donate, Much Loved and PayPal.

VOS is grateful for all donations received and for the work involved by Staff and Volunteers who represent VOS, raising both funds and awareness at local events.

The charity is also indebted to the Royal Maritime Hotel (RMH) for the provision of office space, therapy and function rooms at discounted rates, and for the partnership it has with VOS. From the establishment of the charity to the period covered in this report, VOS would not have achieved what it has without this strong and critical support.

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2025

FINANCIAL REVIEW

Financial position

This has been a challenging period for VOS, we ended the year in a fair financial position. There was an excess of income over expenditure of £47,881. As in the previous year, operating costs have risen, reflecting a national trend, whilst income from traditional funding sources have not generally taken this inflation into account.

The total funds brought forward from 31 July 2024 were £216,485 while total funds carried forward to the next financial year are £264,366. At the end of the period cash assets (cash at bank) totalled £206,935.

Management accounting reports are provided in advance of management and trustee meetings to all Board members.

Most cash funds were held in a higher interest and fixed term deposit accounts, with a smaller amount held in an easy access, interest-bearing deposit account and only transferred to the current account as required for immediate expenditure. In year, bank accounts were reviewed by the trustees (Finance & Remuneration Committee), with actions to open additional accounts with other banks to improve returns and mitigate the risk of bank failure.

The underlying picture remains finely balanced, as the year saw VOS operating in a challenging fundraising environment with some traditional sources of funding being unavailable to the charity. Much of our income is restricted to specific programmes, while core costs and the need for flexible, responsive support continue to rise.

The principal financial risk facing the charity is therefore long-term sustainability, particularly the sufficiency of unrestricted income to fund essential infrastructure and evolving needs. In response, we are actively exploring additional income sources beyond the military charity sector and seeking to broaden our donor base, alongside more effective full-cost recovery when bidding for funds.

The trustees recognise that the deficit in core (non-Thrive Together) operations in 2024-25 reflects both gaps in internal fundraising capacity and the non-receipt of some anticipated grants. In response, the 2025-30 strategy prioritises strengthening our fundraising function, implementing a new CRM system, targeting a broader mix of military and non-military funders, and rebuilding reserves over time.

During the year the Board approved a new organisational structure incorporating a Head of Operations and a Volunteer Coordinator, and work began on a dedicated fundraising strategy and action plan. The main financial focus for 2025-26 is to secure grant income and other funding in excess of forecast expenditure, with quarterly reviews of forecasts, cash flow and investments to support prudent financial management.

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2025

FINANCIAL REVIEW

Reserves policy

VOS's designated financial reserve of £150,000 is intended to cover at least three months of operating costs for the Drop-In and essential clinical services - roughly the length of a typical course of treatment - and would allow trustees time to respond to a significant funding shortfall and, if necessary, manage an orderly transfer or closure of services. The reserve also acts as a buffer in times of financial challenges.

As a charity engaged in discretionary activities, with the ability to review many outputs and staffing levels, the reserve is unlikely to be required in full with the exception of a catastrophic requirement to shut down VOS.

Whilst the VOS reserves policy is based upon this sum, the income over expenditure figure above shows that we are well below this due to the factors related to capacity and fundraising sources above, having drawn upon our reserves to weather the challenging fundraising position experienced during this year and the one before.

Whilst this clearly requires further work to be done on restoring our reserves to the optimum amount, we have seen a positive shift of £143,489 based on this year's net position of £47,881 against the net position in the previous year's accounts which showed a deficit of £95,608.

Furthermore, early indications of progress in FY 2025-26 towards rebuilding our reserves are also positive, with our strategy of focusing on unrestricted grants from a diverse range of sources, allowing our donations to be dedicated to our reserves, proving successful. The proactive steps taken to increase capacity, with additional recruitment and the implementation of technology, alongside a dedicated, multi-channel fundraising campaign sit at the heart of this positive change.

The reserves level is reviewed regularly to ensure it remains appropriate and the Board is considering moving towards a six-month target over time to demonstrate resilience to beneficiaries, funders and the wider public. Moving towards a six-month reserves target over the life of the strategy will depend on successful delivery of our fundraising plan and careful cost control. The Board will review progress annually.

Funds held in excess of the current reserves target primarily represent restricted fund deferred balances, committed to future delivery of specific projects. In some cases, delivery has been slower than planned due to external factors, and we have agreed extensions with funders to ensure projects can be completed. We are most grateful for their cooperation and assistance in enabling our programmes to continue.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Articles of Association.

Charity constitution

The Charity is a company limited by guarantee (Company number 08479090) incorporated on 8 April 2013 and a registered Charity (number 1154429) registered 1 November 2013. The Charity's constitution is set out in its Articles of Association (adopted 16 October 2013, amended 24 March 2022 and 29 September 2022).

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2025

STRUCTURE, GOVERNANCE AND MANAGEMENT

Trustees Appointments

The Charity is governed by a Board of Trustees with responsibility for the strategic management of the Charity. The board consists of a minimum of four trustees and has no maximum number.

Annually, one third of the Trustees are required to retire by rotation dependent on the length of their service. Trustees may serve for a maximum of nine years unless they have served as Chair in which case that is extended to 12 years; they must then retire and may not be re-appointed (if eligible) without an interval of at least 12 months. The Charity recognises that the creation of a diverse Board is an important factor in recruiting the professional competence required to administer the Charity successfully while increasing the accountability and public confidence in the overall management of the organisation.

Full meetings of the Board took place on 1 September 2024, 12 December 2024, 20 March 2025 and 19 June 2025.

Induction and Training of Trustees

New Trustees are inducted by the Chair, the CEO and the other VOS staff. Trustees make use of the online training packages offered by the National Council of Voluntary Organisations (NCVO), of which VOS is a member.

Retirements

During the period of this report no Trustees retired.

Staff and Volunteers

Cdr Ian Millen RN (Retd) remains in post as CEO, supported by a team of permanent staff managing VOS's three pillars of service delivery: Care, Wellbeing and Welfare, with an additional, programme-based pillar for the AFCFT's Thrive Together Programme. The VOS core team is supplemented by external contractors providing clinical and other services.

VOS is pleased to be a member of the National Council for Volunteer Organisations (NCVO), which helps underpin our management of and support to VOS Volunteers. VOS has approximately 40 volunteers supporting the charity. A majority of our volunteering team (primarily in peer support) have completed a series of training commitments, including Mental Health First Aid (MHFA), Professional Boundaries and Safeguarding.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

08479090 (England and Wales)

Registered Charity number

1154429

Registered office

Larch House
Parklands Business Park
Denmead
Hampshire
PO7 6XP

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2025

Trustees

Lt Cdr RN (Retd) J Scivier	(Chair from 27 Mar 2023)
Cdr RN (Retd) M E Emerton	(Elected 27 Mar 2023 - Vice Chair)
Cdr RN (Retd) R Williams	(Elected 11 Dec 2018)
Mr M Dawe	(Elected on 18 Mar 2021)
Lt Cdr RN (Retd) A Sard	(Elected on 18 Mar 2021)
Professor C Kinane	(Elected 27 Mar 2024)
Mr J Porter	(Elected 27 Mar 2024)
Mr M Powell	(Elected 27 Mar 2024)

President

Field Marshall The Lord Richards of Herstmonceux GCB CBE DSO DL	(Elected 12 December 2024)
Rear Admiral Sir Jeremy de Halpert KCVO CB	(Retired 12 December 2024)

Honorary Vice Presidents

Surg Capt RN (Retd) M R O'Connell
CPO (Retd) Joe Erskine
Mrs A E M Townsend (deceased 13 May 2024)
WO1 RN (Retd) David Watts
Maj (Retd) M Powell

Independent Examiner

Gibson Whitter
Chartered Accountants
and Chartered Tax Advisers
Larch House
Parklands Business Park
Denmead
Hampshire
PO7 6XP

Bankers

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

Approved by order of the board of trustees on 24 APRIL 2026 and signed on its behalf by:



Mr J Scivier - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
VETERANS OUTREACH SUPPORT**

Independent examiner's report to the trustees of Veterans Outreach Support ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 July 2025.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Gavin Whitter

Gibson Whitter
Chartered Accountants
and Chartered Tax Advisers
Larch House
Parklands Business Park
Denmead
Hampshire
PO7 6XP

Date:

VETERANS OUTREACH SUPPORT

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 JULY 2025

	Notes	Unrestricted funds £	Restricted funds £	31.7.25 Total funds £	31.7.24 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	119,918	12,000	131,918	166,767
Charitable activities	4				
Veterans welfare		56,875	679,001	735,876	540,266
Investment income	3	9,244	-	9,244	10,971
Total		<u>186,037</u>	<u>691,001</u>	<u>877,038</u>	<u>718,004</u>
EXPENDITURE ON					
Charitable activities	5				
Veterans welfare		<u>235,364</u>	<u>593,793</u>	<u>829,157</u>	<u>813,612</u>
NET INCOME/(EXPENDITURE)		(49,327)	97,208	47,881	(95,608)
RECONCILIATION OF FUNDS					
Total funds brought forward		57,998	158,487	216,485	312,093
TOTAL FUNDS CARRIED FORWARD		<u><u>8,671</u></u>	<u><u>255,695</u></u>	<u><u>264,366</u></u>	<u><u>216,485</u></u>

The notes form part of these financial statements

VETERANS OUTREACH SUPPORT

BALANCE SHEET 31 JULY 2025

	Notes	31.7.25 £	31.7.24 £
FIXED ASSETS			
Tangible assets	12	12,004	18,803
CURRENT ASSETS			
Debtors	13	71,923	20,397
Cash at bank and in hand		206,935	343,154
		<u>278,858</u>	<u>363,551</u>
CREDITORS			
Amounts falling due within one year	14	(26,496)	(165,869)
NET CURRENT ASSETS		<u>252,362</u>	<u>197,682</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>264,366</u>	<u>216,485</u>
NET ASSETS		<u>264,366</u>	<u>216,485</u>
FUNDS	16		
Unrestricted funds		8,671	57,998
Restricted funds		255,695	158,487
TOTAL FUNDS		<u>264,366</u>	<u>216,485</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 July 2025.

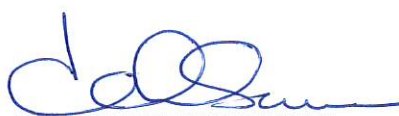
The members have not required the company to obtain an audit of its financial statements for the year ended 31 July 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved and authorised for issue by the Board of Trustees and authorised for issue on 24 APRIL 2026 and were signed on its behalf by:



Mr J Scivier - Trustee

The notes form part of these financial statements

VETERANS OUTREACH SUPPORT

CASH FLOW STATEMENT FOR THE YEAR ENDED 31 JULY 2025

	Notes	31.7.25 £	31.7.24 £
Cash flows from operating activities			
Cash generated from operations	1	(145,463)	(152,753)
Net cash used in operating activities		<u>(145,463)</u>	<u>(152,753)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		-	(1,862)
Interest received		9,244	10,971
Net cash provided by investing activities		<u>9,244</u>	<u>9,109</u>
Change in cash and cash equivalents in the reporting period		<u>(136,219)</u>	<u>(143,644)</u>
Cash and cash equivalents at the beginning of the reporting period		<u>343,154</u>	<u>486,798</u>
Cash and cash equivalents at the end of the reporting period		<u><u>206,935</u></u>	<u><u>343,154</u></u>

The notes form part of these financial statements

VETERANS OUTREACH SUPPORT

NOTES TO THE CASH FLOW STATEMENT FOR THE YEAR ENDED 31 JULY 2025

1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.7.25 £	31.7.24 £
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	47,881	(95,608)
Adjustments for:		
Depreciation charges	6,799	6,875
Interest received	(9,244)	(10,971)
(Increase)/decrease in debtors	(51,526)	29,796
Decrease in creditors	(139,373)	(82,845)
Net cash used in operations	<u>(145,463)</u>	<u>(152,753)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.8.24 £	Cash flow £	At 31.7.25 £
Net cash			
Cash at bank and in hand	343,154	(136,219)	206,935
	<u>343,154</u>	<u>(136,219)</u>	<u>206,935</u>
Total	<u>343,154</u>	<u>(136,219)</u>	<u>206,935</u>

The notes form part of these financial statements

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 JULY 2025

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland and the Companies Act 2006.

Income

Donations and legacies and grants that provide core funding or are of a general nature are recognised where there is entitlement, the receipt is probable and the amount can be measured with sufficient reliability. Such income is only deferred when:

- the donor specifies that the grant or donation must only be used in future accounting periods; or
- the donor has imposed conditions which must be met before the charity has unconditional entitlement.

Investment income is recognised on a receivable basis.

Income from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific conditions is recognised as earned (as the related goods and services are provided). Grant income included in this category provides funding to support activities and is recognised where there is entitlement, the receipt is probable and the amount can be measured with sufficient reliability.

Volunteers and donated services

The value of services provided by volunteers is not incorporated into these financial statements.

Where goods or services are provided to the charity as a donation that would normally be purchased from suppliers, this contributions is included in the financial statements at an estimate based on the value of the contribution to the charity.

Expenditure

Expenditure is recognised when a liability is incurred. Contractual arrangements are recognised as goods or services are supplied.

- Costs of raising funds are those costs incurred in attracting voluntary income.
- Charitable activities include expenditure associated with providing services to the charity's beneficiaries and include both the direct costs and support costs relating to those activities.
- Support costs include governance costs and central functions and have been allocated to activities on a basis consistent with the use of resources.

Irrecoverable VAT

All resources expended are classified under activity headings that aggregate all costs related to the category. Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Improvements to property	- 20% on cost
Fixtures and fittings	- 25% on cost
Computer equipment	- 33% on cost

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

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2025

1. ACCOUNTING POLICIES - continued

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. DONATIONS AND LEGACIES

	31.7.25	31.7.24
	£	£
Donated goods and services	101,094	106,101
Donations	30,824	60,666
	<u>131,918</u>	<u>166,767</u>

3. INVESTMENT INCOME

	31.7.25	31.7.24
	£	£
Deposit account interest	<u>9,244</u>	<u>10,971</u>

4. INCOME FROM CHARITABLE ACTIVITIES

	Activity	31.7.25	31.7.24
		£	£
Grants	Veterans welfare	<u>735,876</u>	<u>540,266</u>

Grants received, included in the above, are as follows:

	31.7.25	31.7.24
	£	£
Royal Navy and Royal Marines Charity	81,000	81,000
The Seafarers' Charity	20,000	13,750
Greenwich Hospital	50,000	50,000
Queen Mary's Roehampton Trust	24,000	12,000
The Veterans' Foundation	25,000	32,083
The Royal Naval Benevolent Trust	16,415	8,990
Armed Forces Covenant Fund Trust	501,586	300,985
Lloyds Bank Foundation for England & Wales	8,708	26,125
Trinity House Maritime Charity	9,167	10,000
Hampshire and Isle of Wight ICB (NHS)	-	5,333
	<u>735,876</u>	<u>540,266</u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2025

5. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 6) £	Support costs (see note 7) £	Totals £
Veterans welfare	433,858	395,299	829,157

6. DIRECT COSTS OF CHARITABLE ACTIVITIES

	31.7.25 £	31.7.24 £
Staff costs	266,282	182,792
Digital marketing support	16,224	46,575
Direct charitable costs	23,956	24,748
Training costs	1,547	609
Subcontracted clinical fees	15,146	20,275
Travel and subsistence	19,408	17,362
DBS checks	926	800
VPPP Partner payments	90,369	160,317
VPPP development expenditure	-	6,237
	433,858	459,715

7. SUPPORT COSTS

	Management £	Governance costs £	Totals £
Veterans welfare	393,079	2,220	395,299

Support costs, included in the above, are as follows:

Management

	31.7.25 Veterans welfare £	31.7.24 Total activities £
Wages	181,500	150,779
Social security	19,550	9,766
Pensions	10,850	3,882
Insurance	13,949	8,044
Telephone	2,993	4,750
Postage and stationery	2,244	2,029
Advertising	4,092	1,777
Sundries	3,440	3,051
Rent	114,975	117,451
Computer and software costs	16,773	9,982
Repairs and renewals	180	1,064
Subscriptions	4,557	5,011
Conferences	317	-
Recruitment expenses	10,800	10,800
Bookkeeping and accountancy support	-	5,950
Bank charges	60	226
Depreciation of tangible assets	6,799	6,875
	393,079	341,437

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2025

7. SUPPORT COSTS - continued Governance costs

	31.7.25 Veterans welfare £	31.7.24 Total activities £
Trustee recruitment expenses	-	10,800
Accountancy and independent examination fees	1,800	1,660
Legal and professional fees	420	-
	<u>2,220</u>	<u>12,460</u>

8. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.7.25 £	31.7.24 £
Depreciation - owned assets	<u>6,799</u>	<u>6,875</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

During the year no (2024: no) trustee directors were remunerated by the charitable company.

During the year two (2024: one) trustees made donations to the charitable company totalling £54 (2024: £25).

Trustees' expenses

During the year two (2024: three) trustee directors were reimbursed expenses by the charitable company totalling £181 (2024: £490) for travel costs.

10. STAFF COSTS

	31.7.25 £	31.7.24 £
Wages and salaries	429,800	318,198
Social security costs	33,759	23,823
Other pension costs	14,623	5,198
	<u>478,182</u>	<u>347,219</u>

The average monthly number of employees during the year was as follows:

	31.7.25	31.7.24
Direct charitable	9	6
Support	5	4
	<u>14</u>	<u>10</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	31.7.25	31.7.24
£60,001 - £70,000	<u>1</u>	<u>Nil</u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2025

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	165,767	1,000	166,767
Charitable activities			
Veterans welfare	124,375	415,891	540,266
Investment income	10,971	-	10,971
Total	<u>301,113</u>	<u>416,891</u>	<u>718,004</u>
EXPENDITURE ON			
Charitable activities			
Veterans welfare	<u>410,704</u>	<u>402,908</u>	<u>813,612</u>
NET INCOME/(EXPENDITURE)	(109,591)	13,983	(95,608)
RECONCILIATION OF FUNDS			
Total funds brought forward	167,589	144,504	312,093
TOTAL FUNDS CARRIED FORWARD	<u>57,998</u>	<u>158,487</u>	<u>216,485</u>

12. TANGIBLE FIXED ASSETS

	Improvements to property £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 August 2024 and 31 July 2025	<u>23,715</u>	<u>6,399</u>	<u>9,802</u>	<u>39,916</u>
DEPRECIATION				
At 1 August 2024	8,396	4,941	7,776	21,113
Charge for year	<u>4,743</u>	<u>652</u>	<u>1,404</u>	<u>6,799</u>
At 31 July 2025	<u>13,139</u>	<u>5,593</u>	<u>9,180</u>	<u>27,912</u>
NET BOOK VALUE				
At 31 July 2025	<u>10,576</u>	<u>806</u>	<u>622</u>	<u>12,004</u>
At 31 July 2024	<u>15,319</u>	<u>1,458</u>	<u>2,026</u>	<u>18,803</u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2025

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.7.25	31.7.24
	£	£
Trade debtors	-	1,000
Prepayments and accrued income	71,923	19,397
	<u>71,923</u>	<u>20,397</u>

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.7.25	31.7.24
	£	£
Trade creditors	4,829	10,341
Other creditors	2,693	-
Accrued expenses	1,710	1,620
Deferred income	17,264	153,908
	<u>26,496</u>	<u>165,869</u>

Deferred income

Deferred income comprises grants received for future financial periods.

	31.7.25	31.7.24
	£	£
Balance brought forward	153,908	233,893
Amount released to incoming resources	(153,908)	(233,893)
Amount deferred in the year	17,264	153,908
	<u>17,264</u>	<u>153,908</u>
Balance carried forward	<u>17,264</u>	<u>153,908</u>

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Restricted funds	31.7.25 Total funds	31.7.24 Total funds
	£	£	£	£
Fixed assets	12,004	-	12,004	18,803
Current assets	23,163	255,695	278,858	363,551
Current liabilities	(26,496)	-	(26,496)	(165,869)
	<u>8,671</u>	<u>255,695</u>	<u>264,366</u>	<u>216,485</u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2025

16. MOVEMENT IN FUNDS

	At 1.8.24 £	Net movement in funds £	Transfers between funds £	At 31.7.25 £
Unrestricted funds				
General fund	(69,772)	(21,557)	(50,000)	(141,329)
Contingency fund	100,000	-	50,000	150,000
Trinity House	13,333	(13,333)	-	-
RNRMC Clinical Services	14,437	(14,437)	-	-
	<u>57,998</u>	<u>(49,327)</u>	<u>-</u>	<u>8,671</u>
Restricted funds				
RNRMC Helping Hand	12,212	(12,212)	-	-
RNBT	17,453	(17,453)	-	-
Veterans Foundation - clinical	52,083	(52,083)	-	-
AFCFT Positive Pathways 3 Outdoor	1,750	(1,750)	-	-
AFCFT Strand 1 Clinical	46,415	(46,415)	-	-
AFCFT VPPP	-	227,653	-	227,653
AFCFT VPPP Development	17,105	(479)	-	16,626
RNRMC Wellbeing / Welfare	4,149	(4,149)	-	-
NHS No Wrong Door	6,257	(6,257)	-	-
AFCFT LGBT+ Veteran Support	244	(244)	-	-
AFCFT Vectis Veterans IOW	819	(819)	-	-
Veterans Foundation - salaries	-	11,416	-	11,416
	<u>158,487</u>	<u>97,208</u>	<u>-</u>	<u>255,695</u>
TOTAL FUNDS	<u>216,485</u>	<u>47,881</u>	<u>-</u>	<u>264,366</u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2025

16. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	179,370	(200,927)	(21,557)
Trinity House	6,667	(20,000)	(13,333)
RNRMC Clinical Services	-	(14,437)	(14,437)
	<u>186,037</u>	<u>(235,364)</u>	<u>(49,327)</u>
Restricted funds			
RNRMC Helping Hand	-	(12,212)	(12,212)
RNBT	16,415	(33,868)	(17,453)
Veterans Foundation - clinical	-	(52,083)	(52,083)
AFCFT Positive Pathways 3 Outdoor	-	(1,750)	(1,750)
AFCFT Strand 1 Clinical	22,857	(69,272)	(46,415)
AFCFT VPPP	450,396	(222,743)	227,653
AFCFT VPPP Development	-	(479)	(479)
RNRMC Wellbeing / Welfare	81,000	(85,149)	(4,149)
NHS No Wrong Door	-	(6,257)	(6,257)
AFCFT LGBT+ Veteran Support	-	(244)	(244)
AFCFT Vectis Veterans IOW	33,333	(34,152)	(819)
Greenwich Hospital	50,000	(50,000)	-
Veterans Foundation - salaries	25,000	(13,584)	11,416
Queen Mary Roehampton Trust	12,000	(12,000)	-
	<u>691,001</u>	<u>(593,793)</u>	<u>97,208</u>
TOTAL FUNDS	<u>877,038</u>	<u>(829,157)</u>	<u>47,881</u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2025

16. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.8.23 £	Net movement in funds £	At 31.7.24 £
Unrestricted funds			
General fund	33,778	(103,550)	(69,772)
Contingency fund	100,000	-	100,000
Trinity House	3,333	10,000	13,333
Greenwich Hospital	16,041	(16,041)	-
RNRMC Clinical Services	14,437	-	14,437
	<u>167,589</u>	<u>(109,591)</u>	<u>57,998</u>
Restricted funds			
RNRMC Helping Hand	12,528	(316)	12,212
RNBT	8,475	8,978	17,453
Veterans Foundation - clinical	32,500	19,583	52,083
AFCFT Positive Pathways 3 Outdoor	-	1,750	1,750
AFCFT Afghan SS	4,967	(4,967)	-
AFCFT Strand 1 Clinical	38,438	7,977	46,415
AFCFT VPPP	15,820	(15,820)	-
AFCFT VPPP Development	25,675	(8,570)	17,105
RNRMC Wellbeing / Welfare	-	4,149	4,149
NHS No Wrong Door	6,101	156	6,257
AFCFT LGBT+ Veteran Support	-	244	244
AFCFT Vectis Veterans IOW	-	819	819
	<u>144,504</u>	<u>13,983</u>	<u>158,487</u>
TOTAL FUNDS	<u>312,093</u>	<u>(95,608)</u>	<u>216,485</u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2025

16. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	228,613	(332,163)	(103,550)
Trinity House	10,000	-	10,000
Greenwich Hospital	62,500	(78,541)	(16,041)
	<u>301,113</u>	<u>(410,704)</u>	<u>(109,591)</u>
Restricted funds			
RNRMC Helping Hand	-	(316)	(316)
RNBT	8,990	(12)	8,978
AFCFT Positive Pathways 1 IOW	2,625	(2,625)	-
Veterans Foundation - clinical	19,583	-	19,583
AFCFT Positive Pathways 3 Outdoor	1,750	-	1,750
AFCFT Afghan SS	-	(4,967)	(4,967)
AFCFT Strand 1 Clinical	34,286	(26,309)	7,977
AFCFT VPPP	224,796	(240,616)	(15,820)
AFCFT VPPP Development	-	(8,570)	(8,570)
RNRMC Wellbeing / Welfare	82,000	(77,851)	4,149
NHS No Wrong Door	5,333	(5,177)	156
AFCFT LGBT+ Veteran Support	9,750	(9,506)	244
AFCFT Vectis Veterans IOW	27,778	(26,959)	819
	<u>416,891</u>	<u>(402,908)</u>	<u>13,983</u>
TOTAL FUNDS	<u>718,004</u>	<u>(813,612)</u>	<u>(95,608)</u>

Contingency Fund

The contingency fund is calculated to cover a minimum of three months' operating costs to provide the drop-in facility and essential clinical services. In the event of a funding crisis, this will give the trustees time to address the issue and plan the best action to take.

RNRMC- Helping Hands

The Helping Hands grant funds projects that recruit volunteers to provide support, friendship and practical help for Royal Navy beneficiaries, specifically; to combat loneliness and social isolation, to promote health and wellbeing and to prevent escalation of need or deterioration in health.

RNBT

This grant provides funding for former RN ratings or RM other ranks, their spouses or partners who are provided support by VOS.

Veterans Foundation - Clinical and Salaries

"Veterans Foundation support VOS with 2 types of grants, one is a salaries grant for VOS staff, the other is for clinical services not provided by VOS staff, but contracted out to our trusted therapists with the skills and qualifications to help VOS service users.

AFCFT Positive Pathways 3 - Outdoor - A peer supported programme of outdoor activities aimed at promoting confidence, wellbeing and positive mental and physical health, through learning new skills, helping others and contributing to our local communities.

AFCFT Strand 1 Clinical

This funding is to meet the increased demand for, and complexity of, mental health support for veterans and families, by enhancing VOS's clinical team with additional psychological and psychiatric resource, providing improved support to those in need.

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2025

16. MOVEMENT IN FUNDS - continued

AFCFT VPPP

VOS is the grant holder for the Veterans' Places, Pathways and People (VPPP) Programme for the South East, working with a portfolio of nine project partners across the region delivering mental health and wellbeing support to veterans.

AFCFT VPPP Development

This grant was awarded to support the development of the VPPP portfolio through improved management and administration, working to ensure sustainability of projects beyond the VPPP grant period, and strengthening the network in the South East region.

RNRMC Wellbeing / Welfare

This grant is a contribution towards our running costs and the delivery of our Wellbeing programmes and Welfare services.

NHS No Wrong Door

This grant is a contribution to the costs of delivering welfare services.

AFCFT LGBT+ Veteran Support

This grant is to fund a Welfare Peer Support Worker, increasing capacity to support the LGBTQ+ veteran community, in response to the independent review by Lord Etherton published in May 2023.

AFCFT Vectis Veterans IOW

This grant is building on from the Positive Pathways project, this fund supports two part time staff members to deliver a range of activities on the Isle of Wight.

Greenwich Hospital

Greenwich Hospital provide clinical grants to support RNRMC veterans, who are in need of therapy or other clinical support.

17. RELATED PARTY DISCLOSURES

The charity rented room space from the Royal Maritime Hotel, a charity with a Trustee in common, at a rate below market rate. This amounted to £101,094 in the year ended 31 July 2025 (31 July 2024: £106,101) and this has been included as services in kind in the accounts.

There were no other related party transactions in the year ended 31 July 2025 or 31 July 2024 other than those disclosed in note 9.

18. ULTIMATE CONTROLLING PARTY

The charitable company is under the control of its trustees. No one trustee has control of the charitable company.

Accounts

REGISTERED COMPANY NUMBER: 08479090 (England and Wales)
REGISTERED CHARITY NUMBER: 1154429

REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 JULY 2024
FOR
VETERANS OUTREACH SUPPORT

Gibson Whitter
Chartered Accountants
and Chartered Tax Advisers
Larch House
Parklands Business Park

VETERANS OUTREACH SUPPORT
Denmead
Hampshire
PO7 6XP
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VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2024

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 July 2024. The trustees have adopted the provisions of 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 of Ireland (FRS 102) (effective 1 January 2019).

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2024

OBJECTIVES AND ACTIVITIES

Charitable Objects The Charity's Objects are:

- 1 The preservation and protection of the mental health, wellbeing and the relief of need for Armed Forces Veterans (both Regular and Reservist) or former members of the merchant marine and their families, insofar as they have charitable need, by providing assessment, treatment, support, advice, and advocacy.
- 2 Such other activities that, in the opinion of the trustees, further the Charity's objective of providing support to Armed Forces Veterans (both Regular and Reservist) or former members of the merchant marine and their families.

Vision

The vision of the Trustees is: "A nation in which ex-service personnel are valued, understood and supported according to their needs".

Mission Statement

The mission of Veterans Outreach Support is "To meet the welfare, wellbeing, and mental health needs of veterans".

Main Activities

Veterans Outreach Support (VOS) provides monthly Drop-Ins in a friendly and sociable environment on the first Wednesday of the month in Portsmouth, and on the third Wednesday in Newport, Isle of Wight (IOW). The Drop-In is available to ex-service personnel from the Royal Navy and Royal Marines, the British Army, the Royal Air Force and the Merchant Navy, both Regular and Reservist, and their close families (spouse/partners/carers). Those who meet the eligibility criteria and make use of VOS services are known as Service Users (SUs). Those attending can find:

- o General welfare and wellbeing support delivered through up to 40 partner charities and agencies, termed Delivery Partners (DPs).
- o A social forum with refreshments and peer support delivered by a team of volunteers. o Mental health triage.

Other activities - Veterans Places, Pathways and People Programme (now Thrive Together)

The Veterans Places, Pathways and People Programme for the South-East (VPPPE), funded by the Armed Forces Covenant Fund Trust (AFCFT) commenced at the beginning of January 2022. The two-year programme, delivering under the VOS collective title of 'Partnership in Mind', brought together a diverse, thematic and geographical, group of nine partners from across the South-East of England to provide a safe, more joined-up, and professional approach to the delivery of mental health and wellbeing support for veterans.

In the first two years of the VPPP programme the region delivered over 8000 interactions with veterans and provided support to approximately 3000 individual beneficiaries, developing a new, collaborative approach to veteran support.

In the Autumn budget 2023, the Chancellor announced a further £10m funding for VPPP (now renamed nationally as 'Thrive Together' to run from April 2024. Interim funding for 3 months was awarded for Portfolio management.

Following its successful bid for continuation funding for Phase 1 of the follow-on programme to VPPP, the VOS team conducted a public consultation of those both seeking and providing support, analysing and incorporating this feedback into a strategic submitted to the AFCFT in August 2024.

In September 2024, VOS was nominated as the Portfolio Lead Organisation for the South East of England, under the new national programme name of 'Thrive Together' (formerly VPPP). VOS will lead this programme until March 2027, empowering Veterans and their families, through creating connections and building futures, by harnessing the support of supportive organisations, identifying pathways and providing a full picture of what's available to those who have served and their families.

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2024

OBJECTIVES AND ACTIVITIES

Principles

In addition to the above, the charity also provides the following support and services outside of our regular Drop-Ins, during normal office hours and at other times:

- Group wellbeing and peer support service delivered through a wide range of indoor, outdoor and online activities and visits throughout the year, supported by Mental Health First Aid (MHFA) trained volunteers, during the daytime, evenings and weekends.
- Regular veterans and families outreach coffee mornings in Stubbington, Southsea, Cowes, Sandown, and Freshwater, as well as an online group; all promoting community, camaraderie and connection.
- Practical support and advice for a wide range of issues including claims for Service-related injury and illness, preserved pensions, benefits, housing, homelessness, debt and other situations. Service users are usually seen face to face by a member of the welfare team at monthly drop-ins and by appointment.
- Service users who require mental health support are seen at clinical triage which is face to face by a member of the triage team at one of the monthly Drop-Ins either on the Isle of Wight or Portsmouth or at separate, pre-arranged appointments either face to face, virtually or over the telephone.

Values

VOS embraces and seeks to promote the following values:

- Accessible. We are there for anyone who needs us.
- Together. We are stronger in partnership.
- Responsive. We listen, we act.
- Reflective. We learn, we develop.
- Recovery-oriented. We can make a difference.- User-centred. Our service users define us.

Key Principles

The key principles that guide the organisation are to ensure:

- A safe, friendly, sociable and accessible Drop-In;
- Professional, evidence-based Mental Health support;
- Trustworthy, one-stop agency services;
- Engagement of service users and family members;- Intelligent and secure use of information.

Contribution made by Volunteers

The Portsmouth and IOW Drop-Ins are backed by a dedicated team of approximately 40 volunteers. They manage the front of house, offer social support, and oversee the engagement of service users with delivery partners. Some team members have completed Mental Health First Aid training and serve as peer supporters, leading weekly social and activity groups. Additionally, our diligent volunteers represent VOS at various information events and public displays throughout the year.

OBJECTIVES AND ACTIVITIES

Delivery Partners

The monthly Drop-Ins have seen attendance from over 30 representatives from partner charities and organisations, delivering general welfare support to service users. Both Portsmouth and the Isle of Wight have welcomed several new delivery partners throughout 2023-2024, joining our existing network each month alongside the following established partners:

- AFCOT - Armed Forces Community Outreach Team.
- Alabaré - supported accommodation for veterans.
- Alcoholics Anonymous - personal recovery.
- Andy Man's club - support group for men.
- Andover Mind - supporting carers in the UK.

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2024

- Blesma - assistance for those who have suffered life-changing limb loss or the use of a limb, an eye or loss of sight.
- Blind Veterans - Eyesight and hearing support.
- Citizens Advice - debt, money and benefits advice.
- Combat Stress - residential mental health support.
- DWP - Benefits and Pensions.
- DMWS - Defence Medical Welfare Service.
- Enable Ability - Disabled adults and children in the Portsmouth area.
- First Light Trust - community café and welfare advice.
- Fighting with Pride - LGBT+Veterans, service personnel and their families.
- Footprint Trust IOW - support with energy issues.
- Help for Heroes - lifelong support of WIS veterans.
- Hounds for Heroes - Provides benefit through specially trained assistance dogs.
- IOW Council, Veterans Champion - Information sharing.
- Inclusion Hampshire & IOW - substance misuse treatment and recovery.
- Legal Clinics - provided by Knights (Armed Forces team).
- Living Well Early Help IOW - Housing, welfare support.
- NHS Hampshire Court Liaison and Diversion Service - support in the criminal justice system.
- Portsmouth Carers Centre (Carers UK) - support for all carers in Portsmouth.
- Portsmouth City Council Wellbeing team - wellbeing activities in the local community.
- Prostate IOW - provide testing for free and support.
- RBL Brighstone IOW - welfare support.
- RBL Lifeworks - Lifeworks is a free employment support programme for veterans.
- RFEA - renamed to The Forces Employment Charity - employment support and training.
- RAF Benevolent Fund - welfare benevolence for the RAF family.
- RNA - Royal Naval Association - Welfare support.
- RN Benevolent Trust - welfare benevolence for the RN/RM family.
- Rowans Hospice Living Well - support for veterans and families with life-limiting illness.
- Royal Maritime Hotel - VOS HQ and principal delivery partner.
- Samaritans - emotional support.
- Shore Leave Haslar -horticultural therapy project in Royal Hospital Haslar Memorial Garden.
- SSAFA - welfare support.
- St Mary's Hospital IOW - Veterans Awareness.
- The Pinacle Group - leading provider of service families accommodation.
- Tuppenny Barn - Horticultural Therapy and community based work.

Public benefit

In setting our objectives and planning our activities our trustees have had due regard to the Charity Commission's general guidance on public benefit.

ACHIEVEMENT AND PERFORMANCE Charitable activities Drop-In Attendance

During the reporting period of these accounts, we registered a total of 166 new registrations at Portsmouth and 63 new registrations at the IOW Drop-In, a total of 229 combined. With a further 133 registered through other contact - by phone, walk-in or outreach visits in Gosport, Fareham, IOW, such as Ventnor, Freshwater and also various social groups. This compares with 175 total new registrations during the last reporting period in 2022-23.

Mental Health Support

During this reporting period, VOS has delivered over 630 hours of clinical face to face activity. The team has provided triage at both Portsmouth and Isle of Wight drop-in, psychiatric assessments and review, psychological assessments, therapies offered have been EMDR (Eye Movement Desensitisation and Reprocessing), CBT (Cognitive Behavioural Therapy), TF-CBT (Trauma-Focused Cognitive Behavioural Therapy), and a combination of interventions which have included coping strategies, grounding techniques and stabilisation skills. Many sessions have been provided in person, with the offering of telephone and virtual methods where service users prefer.

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2024

Welfare Support

This year has been a busy one for VOS Welfare services, from walk-ins at monthly Drop-Ins to office appointments and a small number of home visits. In the reporting period, VOS Welfare dealt with 87 cases that involved individual appointments, with a total of 190 sessions, each lasting 1-2 hours, with additional time on background work and administration. The majority of the veterans supported are ex-Army, followed by Royal Navy, Royal Air Force, Royal Marines, Merchant Navy and partners/carers, with around 80% of those helped of working age.

Multi-disciplinary Working

VOS has carried out an increased number of joint clinical and welfare assessments, as well as more home visits. Applications for War Pension or Armed Forces Compensation Scheme claims, and Personal Independence Payment (PIP) claims remain the most common reasons for service users seeking welfare support; these include Mandatory Reconsideration activity and support to veterans involved in appeals. Accompanying service users for PIP assessments, carried out online, has also been a regular feature. Outside of this support, important help with completing forms, replacing lost medals and claiming Merchant Navy pensions, is also valued by our service users.

The most difficult area to deal with remains housing, especially when combined with applications for benefits, and, along with homelessness, can sometimes require urgent intervention. Excellent working relationships with Portsmouth City Council and local DWP Armed Forces Champions, alongside a collaborative approach has enabled us to achieve good outcomes for service users. Other partnership working with a Citizens' Advice specialist Armed Forces advisor, has helped in cases involving significant debt. Partnership working with the University of Portsmouth Student Support Team, QA Hospital's Veteran Liaison Nurse, and Op Nova (for veterans in the criminal justice system), Alabaré (veteran housing), and Op Fortitude, the government scheme assisting homeless veterans, has also resulted in positive outcomes for our beneficiaries.

Social Groups

Our weekly social groups in Southsea, Stubbington have grown from strength to strength, attracting a growing community of around 20 attendees at Southsea and up to 40 at Stubbington each week. On the Isle of Wight, we held weekly social groups in four different locations around the Island - Cowes, Sandown and Brighstone and now Freshwater, where we have seen collectively 60 SU a month across these locations, with around 20-30 attendees at each venue.

ACHIEVEMENT AND PERFORMANCE Wellbeing Activities

The third quarter of 2023 has been busy for VOS, despite the holiday period. Our attendance at events like the Big Charity Bash has significantly boosted community outreach and awareness, leading to new local connections. Activities have been well attended, with more weekend and evening options for working-age veterans. The VOS Choir, meeting every Tuesday at the Royal Maritime Hotel and directed by a Royal Marines Bandsman, will perform at St Mary's Church on December 5th and at the WRNS Association Christmas party on December 12th.

Our holistic approach with Clinical and Welfare joint working has proven to be effective, offering face-to-face meetings and support plans. Our social media following is growing, with 2,500 Facebook followers and 1,193 on LinkedIn. The IOW team continues to provide social groups and activities, averaging four per month, with steady attendance.

As we near the end of the year, VOS has provided nearly 200 activities, with strong attendance at social groups in Portsmouth, Stubbington, and the IOW. The Wellbeing program has offered diverse activities, a trip on the Waverley Paddle Steamer, Tangmere Aviation Museum, and a guided tour of the submarine HMS Alliance. The variety of activities ensures something for everyone, regularly planning around community suggestions.

The VOS Choir has been a lifeline for some, providing purpose and routine. Their hard work will be showcased at the VPPP Veterans Voices event and two Christmas parties in December. The choir will continue in 2024, and have performed at Portsmouth Drop-ins and with the Chelsea pensioners at a joint event.

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2024

Volunteers

Volunteers continue to provide great support and energy to events, activities, and social groups. Outreach into the community is increasing with more visits to housing courts, information stands at local supermarkets, and local authority events in Gosport, Fareham, Portsmouth, and the IOW. Recently, staff and volunteers have helped at Sophie's Legacy, a children's charity providing food, toys, and toiletries to hospitals. The Wellbeing and Clinical Managers have represented VOS at World Mental Health Day at QAH and other Portsmouth events, enhancing our community presence through collaboration and information sharing.

Evaluation of Benefits

VOS is committed to monitoring and evaluating the benefits of its work to ensure that all its activities are having the desired outcomes and outputs, and its charitable aims are being achieved.

Evaluation works at 2 levels:

- Outcomes. The principal outcomes of VOS operations for service users are better general welfare; improved mental health; and a heightened sense of wellbeing. These outcomes are measured both quantitatively and qualitatively through a combination of the clinical measurements (GAD7, PHQ9, IES-R, AUDIT, WSAS and CORE10) as well as general and clinical user feedback questionnaires.
- Outputs. VOS outputs take the form of the monthly Drop-In and its associated social gathering, mental health therapy sessions and peer support sessions. These outputs are measured quantitatively in terms of the numbers of service users attending Drop-In (new and returning), the number of Agency engagements, the number of service users undergoing therapy, the number of therapy sessions delivered, the number of Did Not Attend (DNAs) and the number of volunteer peer mentors and mentees.

Feedback comments are also collected through an in-house VOS wellbeing activity feedback form.

Marketing and Communications

The VOS website enables the charity to communicate its services and support, champion the charity's partners, share news, blogs and updates, and further VOS's mission and vision by reaching more beneficiaries. Additionally, VOS has invested in a more consistent and collaborative social media engagement plan; and (acknowledging that not all our target audience is on social media) managing a proactive approach to running ads or reaching out into local magazines and newspapers.

ACHIEVEMENT AND PERFORMANCE

Examples of our activities and outreach can be found on our website www.vosuk.org and across our social media channels on Facebook, Instagram and LinkedIn.

Funding

VOS received generous funding from a number of grant makers and donors during the reporting period. A breakdown of the grant funding awarded during 2023-24 is as follows:

- Armed Forces Covenant Fund Trust	£104,866
- Royal Navy and Royal Marines Charity	£81,000
- Greenwich Hospital	£50,000
- Veterans' Foundation	£25,000
- Lloyds Bank Foundation	£25,000
- Trinity House Maritime Charity	£10,000
- HM Prison & Probation Service	£10,000
- Royal Naval Benevolent Trust	£8,990
- Queen Mary's Roehampton Trust	£12,000
- AgilityEco	£1,000

Other support and donations have been gratefully received from ASDA Foundation, Exton Church, Hants & IOW Masonic Lodges, HMS Hermes Association, The King's Theatre Portsmouth, the Mayor of Fareham, Persimmon Homes, Portsmouth Lottery, Queen Alexandra RN Nursing Association, St Ann's Church (HMNB Portsmouth), Zurich Community Trust, Blyth Charitable Trust, Defence School of Policing & Guarding, a

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2024

number of donations from individuals, collections at individual events, donations via online platforms such as Just Giving, Charities Trust, CAF Donate, Much Loved and PayPal.

VOS is grateful for all donations received and for the work involved by Staff and Volunteers who represent VOS, raising both funds and awareness at local events.

The charity is also indebted to the Royal Maritime Hotel (RMH) for the provision of office space, therapy and function rooms at discounted rates, and for the partnership it has with VOS. From the establishment of the charity to the period covered in this report, VOS would not have achieved what it has without the strong support of RMH.

FINANCIAL REVIEW Financial position

This has been a successful period for VOS, and we ended the year in a good financial position. There was an excess of expenditure over income of £95,608, comprising a surplus of £13,983 on restricted funds and a deficit of £109,591 on unrestricted funds. Restricted funds are those where donors have placed specific requirements on their use. Income for the year decreased by £90,267 compared with the previous year.

The total funds brought forward from 31 July 2023 were £312,093 while total funds carried forward to the next financial year are £216,485. Details are in note 17 of the Notes to the Financial Statements.

At the end of the period cash assets (cash at bank) totalled £343,154. This includes grants received in the year that are deferred to 2024-25 - £153,908 is deemed to cover the next and subsequent financial years. Most cash funds are held in higher interest and fixed term deposit accounts, with a smaller amount held in a deposit account and only transferred to the current account as required for immediate expenditure. This deposit account is interest bearing. The Trustees reviewed the bank accounts and decided to open accounts with other providers, in addition to the existing accounts, to improve returns and mitigate the risk of bank failure.

Management accounting reports are provided in advance of management and trustee meetings to all Board members.

The principal risk facing the Charity is that of long-term financial sustainability. Given the uncertainty of future funding streams, additional sources are continually investigated.

FINANCIAL REVIEW

Reserves policy

During the reporting period, a financial reserve of £150,000 was held. It is estimated that this sum would be sufficient to cover a minimum of three months' operating costs, to provide the drop-in facility and essential clinical services - three months is the usual length of a course of clinical treatment delivered to Service Users, so ensuring treatments could be completed. If Net Assets were to approach this level, the reserve would allow the Trustees to take action to address the funding issue and enable an orderly handover of services if necessary.

The reserve level is kept under regular review to ensure that it meets the needs of the charity, whilst not exceeding that required for the purposes above.

The relatively high balance of funds more than our financial reserve being carried forward into the next financial year reflects restricted funds that are held against future delivery of specific projects. For some restricted grants, where activities have occurred at a slower pace than anticipated due to a variety of factors, we have agreed extensions to those grant funding periods with our funding partners - we are most grateful for their cooperation and assistance in enabling our programmes to continue.

STRUCTURE, GOVERNANCE AND MANAGEMENT Governing document

Articles of Association.

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2024

Charity constitution

The Charity is a company limited by guarantee (Company number 08479090) incorporated on 8 April 2013 and a registered Charity (number 1154429) registered 1 November 2013. The Charity's constitution is set out in its Articles of Association (adopted 16 October 2013, amended 24 March 2022 and 29 September 2022).

Trustees Appointments

The Charity is governed by a Board of Trustees with responsibility for the strategic management of the Charity. The board consists of a minimum of four trustees and has no maximum number.

Annually, one third of the Trustees are required to retire by rotation dependent on the length of their service. Trustees may serve for a maximum of nine years unless they have served as Chair in which case that is extended to 12 years; they must then retire and may not be re-appointed (if eligible) without an interval of at least 12 months. The Charity recognises that the creation of a diverse Board is an important factor in recruiting the professional competence required to administer the Charity successfully while increasing the accountability and public confidence in the overall management of the organisation.

Full meetings of the Board took place on 20 September 2023, 14 December 2023, 27 March 2024 and 27 June 2024.

Induction and Training of Trustees

New Trustees are inducted by the Chair, the CEO and the other VOS staff. Trustees make use of the online training packages offered by the National Council of Voluntary Organisations (NCVO), of which VOS is a member.

Retirements

During the period of this report Mike Bowles and Ruth White retired from the Board. The Board of Trustees express their sincere thanks for the work of all retirees over many years.

STRUCTURE, GOVERNANCE AND MANAGEMENT Staff and Volunteers

Cdr Ian Millen RN (Retd) remains in post as CEO, supported by a team of permanent staff managing VOS's three pillars of service delivery: Clinical, Wellbeing and Welfare, with an additional, programme-based pillar for the AFCFT's Veterans Places, Pathways and People (VPPP). The VOS core team is supplemented by external contractors providing clinical and other services. VOS is pleased to be a member of the National Council for Volunteer Organisations (NCVO), which helps underpin our management of and support to VOS Volunteers. VOS has approximately 40 volunteers supporting the charity. A majority of our volunteering team (primarily in peer support) having completed a series of training commitments, including: Mental Health First Aid (MHFA), Professional Boundaries and Safeguarding.

VOS is pleased to be a member of the National Council for Volunteer Organisations (NCVO), which helps underpin our management of and support to VOS Volunteers. VOS has 42 active volunteers supporting the charity. A majority of our volunteering team (primarily in peer support) having completed a series of training commitments, including: Mental Health First Aid (MHFA), Professional Boundaries and Safeguarding. VOS has run several inhouse training sessions for Volunteers which have included First Aid at work, Dementia awareness with RBL Kitbags provide their time in the activity programmes: welcoming participants, recording data, taking photographs, and reporting back; this development has underpinned our ability to deliver an increased & more locationally-diverse portfolio of opportunities, as well as serving to increase the confidence of our volunteers.

Additionally, we have proactively invited volunteers to contribute blogs and other copy, to publish on our website and social media material, thereby increasing the types of engagement with the charity's talented volunteer team. Our volunteers also supported us in attending 17 different community events during this year - from Portsmouth Pride to Armed Forces Day both in Portsmouth and the IOW; from ASDA and Morrisons, to stalls at HMS Collingwood open day, Ventnor Day, Suicide Awareness Event, IOW County Show and The Big Charity Bash.

During the reporting year 2023-2024, Veterans Outreach Support volunteers contributed a total of 25,320 hours across various activities, including Drop-Ins, social groups, and community activities. The equivalent

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2024

monetary value of this contribution is estimated at £346,884. This remarkable dedication underscores the invaluable role our volunteers play in achieving our mission.

Clinical Governance

VOS are currently working towards Quality Network for Veterans Mental Health Services (QNVMS) accreditation through the Royal College of Psychiatrists. QNVMS peer review took place on 25th July 2024. Further evidence will be provided to meet outstanding requirements with presentation to the QNVMS Accreditation Committee anticipated in 2025. VOS sees QNVMS accreditation as a central plank of our quality outputs.

Delivery Partners Code of Conduct

A Code of Conduct has been established to ensure that Delivery Partners share VOS's values and can be regarded as trustworthy for our SUs. All Delivery Partners are invited to sign up to the Code, by which they agree to a range of points from regular attendance, to behaviour, standards, provision of insurances, safeguarding and other matters.

REFERENCE AND ADMINISTRATIVE DETAILS Registered Company number

08479090 (England and Wales)

Registered Charity number

1154429

Registered office

Larch House
Parklands Business Park
Denmead
Hampshire
PO7 6XP

Trustees

Lt Cdr RN (Retd) J Scivier	(Chair from 27 Mar 2023)
Cdr RN (Retd) M E Emerton	(Elected 27 Mar 2023 - Vice Chair)
Cdr RN (Retd) R Williams	(Elected 11 Dec 2018)
Mr M Dawe	(Elected on 18 Mar 2021)
Lt Cdr RN (Retd) A Sard	(Elected on 18 Mar 2021)
Professor C Kinane	(Elected 27 Mar 2024)
Mr J Porter	(Elected 27 Mar 2024)
Mr M Powell	(Elected 27 Mar 2024)

The following trustees resigned during the year:

Col (Retd) J M Bowles	(Retired 27 Mar 2024)
Mrs R C White	(Retired 27 Mar 2024)

President

General Lord David Richards of Herstmonceux GCB CBE DSO DL	(Elected 12 December 2024)
Rear Admiral Sir Jeremy de Halpert KCVO CB	(Retired 12 December 2024)

Honorary Vice Presidents

Surg Capt RN (Retd) M R O'Connell
CPO (Retd) Joe Erskine
Mrs A E M Townsend (deceased 13 May 2024)
WO1 RN (Retd) David Watts
Maj (Retd) M Powell

VETERANS OUTREACH SUPPORT

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2024**

Independent Examiner

Gibson Whitter Chartered
Accountants and Chartered
Tax Advisers Larch House
Parklands Business Park
Denmead
Hampshire
PO7 6XP

Bankers

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

Approved by order of the board of trustees on 24 April 2025 and signed on its behalf by:

Mr M R Powell - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF VETERANS OUTREACH SUPPORT

Independent examiner's report to the trustees of Veterans Outreach Support ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 July 2024.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Gavin Whitter

Gibson Whitter Chartered
Accountants and Chartered
Tax Advisers Larch House
Parklands Business Park
Denmead
Hampshire
PO7 6XP

24 April 2025

STATEMENT OF FINANCIAL ACTIVITIES

31.7.24 31.7.23

VETERANS OUTREACH SUPPORT

		Unrestricted	Restricted	Total	Total
		funds	funds	funds	funds
	Notes	£	£	£	£
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	165,767	1,000	166,767	61,510
Charitable activities	4				
Veterans welfare		124,375	415,891	540,266	742,567
Investment income	3	10,971	-	10,971	4,194
Total					
EXPENDITURE ON					
Charitable activities	5				
Veterans welfare		410,704	402,908	813,612	787,330
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)					
FOR THE YEAR ENDED 31 JULY 2024					
		_____	_____	_____	_____
NET INCOME/(EXPENDITURE)		(109,591)	13,983	(95,608)	20,941
RECONCILIATION OF FUNDS					
Total funds brought forward		167,589	144,504	312,093	291,152
		_____	_____	_____	_____
		<u>301,113</u>	<u>416,891</u>	<u>718,004</u>	<u>808,271</u>

VETERANS OUTREACH SUPPORT

TOTAL FUNDS CARRIED FORWARD	<u>57,998</u>	<u>158,487</u>	<u>216,485</u>	<u>312,093</u>
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The notes form part of these financial statements

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BALANCE SHEET

31 JULY 2024

	Notes	31.7.24 £	31.7.23 £
FIXED ASSETS			
Tangible assets	13	18,803	23,816
CURRENT ASSETS			
Debtors	14	20,397	50,193
Cash at bank and in hand		<u>343,154</u>	<u>486,798</u>
	15	363,551	536,991
CREDITORS			
Amounts falling due within one year		(165,869)	(248,714)
NET CURRENT ASSETS		<u>197,682</u>	<u>288,277</u>

VETERANS OUTREACH SUPPORT

TOTAL ASSETS LESS CURRENT LIABILITIES	17	216,485	312,093
		<u>216,485</u>	<u>312,093</u>
NET ASSETS			
FUNDS		57,998	167,589
Unrestricted funds		158,487	144,504
Restricted funds		<u>216,485</u>	<u>312,093</u>
TOTAL FUNDS			

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 July 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 July 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved and authorised for issue by the Board of Trustees and authorised for issue on 24 April 2025 and were signed on its behalf by:

Mr M R Powell - Trustee

The notes form part of these financial statements

VETERANS OUTREACH SUPPORT

CASH FLOW STATEMENT FOR THE YEAR ENDED 31 JULY 2024

	Notes	31.7.24 £	31.7.23 £
Cash flows from operating activities			
Cash generated from operations	1	(152,753)	<u>134,170</u>
Net cash (used in)/provided by operating activities		<u>(152,753)</u>	<u>134,170</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(1,862)	(32,797)
Interest received		<u>10,971</u>	<u>4,194</u>
		<u>9,10</u>	<u>(28,60)</u>
		9	3
Net cash provided by/(used in) investing activities		<u>9</u>	<u>3</u>
Change in cash and cash equivalents			
in the reporting period		(143,644)	105,567
Cash and cash equivalents at the beginning of the reporting period		<u>486,798</u>	<u>381,231</u>
Cash and cash equivalents at the end of the reporting period		<u><u>343,154</u></u>	<u><u>486,798</u></u>

VETERANS OUTREACH SUPPORT

1.

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT FOR THE YEAR ENDED 31 JULY 2024

RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.7.24 £	31.7.23 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(95,608)	20,941
Adjustments for:		
Depreciation charges	6,875	5,513
Interest received	(10,971)	(4,194)
Decrease/(increase) in debtors	29,796	(14,380)
(Decrease)/increase in creditors	(82,845)	126,290
Net cash (used in)/provided by operations	<u>(152,753)</u>	<u>134,170</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.8.23 £	Cash flow £	At 31.7.24 £
Net cash			
Cash at bank and in hand	<u>486,798</u>	<u>(143,644)</u>	<u>343,154</u>
	<u>486,798</u>	<u>(143,644)</u>	<u>343,154</u>
Total	<u><u>486,798</u></u>	<u><u>(143,644)</u></u>	<u><u>343,154</u></u>

VETERANS OUTREACH SUPPORT

1.

The notes form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 JULY 2024

ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland and the Companies Act 2006.

Income

Donations and legacies and grants that provide core funding or are of a general nature are recognised where there is entitlement, the receipt is probable and the amount can be measured with sufficient reliability. Such income is only deferred when:

- the donor specifies that the grant or donation must only be used in future accounting periods; or
- the donor has imposed conditions which must be met before the charity has unconditional entitlement.

Investment income is recognised on a receivable basis.

Income from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific conditions is recognised as earned (as the related goods and services are provided). Grant income included in this category provides funding to support activities and is recognised where there is entitlement, the receipt is probable and the amount can be measured with sufficient reliability.

Volunteers and donated services

The value of services provided by volunteers is not incorporated into these financial statements.

Where goods or services are provided to the charity as a donation that would normally be purchased from suppliers, this contributions is included in the financial statements at an estimate based on the value of the contribution to the charity.

Expenditure

Expenditure is recognised when a liability is incurred. Contractual arrangements are recognised as goods or services are supplied.

- Costs of raising funds are those costs incurred in attracting voluntary income.
- Charitable activities include expenditure associated with providing services to the charity's beneficiaries and include both the direct costs and support costs relating to those activities.
- Support costs include governance costs and central functions and have been allocated to activities on a basis consistent with the use of resources.

Irrecoverable VAT

All resources expended are classified under activity headings that aggregate all costs related to the category. Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

VETERANS OUTREACH SUPPORT

1.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Improvements to property - 20% on cost

Fixtures and fittings - 25% on cost

Computer equipment - 33% on cost

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

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2024

1.

ACCOUNTING POLICIES - continued

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. DONATIONS AND LEGACIES

	31.7.24	31.7.23
	£	£
Donated goods and services	106,101	40,453
Donations	60,666	21,057
	<u>166,767</u>	<u>61,510</u>

3. INVESTMENT INCOME

	31.7.24	31.7.23
	£	£
Deposit account interest	10,971	4,194
	<u>10,971</u>	<u>4,194</u>

4. INCOME FROM CHARITABLE ACTIVITIES

	Activity	31.7.24	31.7.23
		£	£
Grants	Veterans welfare	<u>540,266</u>	<u>742,567</u>

Grants received, included in the above, are as follows:

	31.7.24	31.7.23
	£	£
Royal Navy and Royal Marines Charity	81,000	90,000
The Seafarers' Charity	13,750	1,250
RAF Benevolent Fund	-	7,500
Greenwich Hospital	50,000	50,000
HIWCF	-	5,000
Queen Mary's Roehampton Trust	12,000	11,000

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2024

The Veterans' Foundation	32,083	32,500
The Royal Naval Benevolent Trust	8,990	8,475
Armed Forces Covenant Fund Trust	300,985	496,926
Groundwork UK	-	1,500
Lloyds Bank Foundation for England & Wales	26,125	17,416

Carried forward	524,933	721,567
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31.7.24	31.7.23
---------	---------

£	£
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Brought forward	524,933	721,567
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BGF Foundation	-	5,000
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HM Prison and Probation Service	-	10,000
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Trinity House Maritime Charity	10,000	3,333
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Hampshire and Isle of Wight ICB (NHS)	5,333	2,667
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5. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 6) £	Support costs (see note 8) £	Totals £
Veterans welfare	459,715	353,897	813,612

4. INCOME FROM CHARITABLE ACTIVITIES - continued

=====	=====	=====
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6. DIRECT COSTS OF CHARITABLE ACTIVITIES

	31.7.24	31.7.23
	£	£
Staff costs	182,792	123,145
Digital marketing support	540,266	742,567
Direct charitable costs	46,575	23,362
Training costs	24,748	33,381
	609	2,867
Subcontracted clinical fees	20,275	21,802
Travel and subsistence	17,362	21,958
DBS checks	800	168
VPPP Partner payments	160,317	317,262
VPPP development expenditure	6,237	2,225
	<u>459,715</u>	<u>546,170</u>

7. GRANTS PAYABLE

31.7.24	31.7.23
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VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2024

	£	£
Veterans welfare	<u>-</u>	<u>12,000</u>

The total grants paid to institutions during the year was as follows:

	31.7.24	31.7.23
	£	£
Soldiers Arts Academy CIC	<u>-</u>	<u>12,000</u>

8. SUPPORT COSTS

	Management	Governance costs	Totals
	£	£	£
Veterans welfare	<u>341,437</u>	<u>12,460</u>	<u>353,897</u>

Support costs, included in the above, are as follows:

Management

	31.7.24	31.7.23
	Veterans welfare	Total activities
	£	£
	150,779	116,756
	9,766	6,639
	3,882	2,754
Wages	8,044	5,612
Social security	4,750	4,801
Pensions	2,029	2,182
Insurance	1,777	1,592
Telephone	3,111	3,518
Postage and stationery	117,451	47,054
Advertising	9,982	10,305
Sundries	1,064	(2,266)
Rent	5,011	4,588
Computer and software costs	10,800	2,067
Repairs and renewals	5,950	14,035
Subscriptions	166	-
Recruitment expenses	6,875	5,513
Bookkeeping and accountancy support	<u>341,437</u>	<u>225,150</u>
Bank charges		
Depreciation of tangible assets		

Governance costs

	31.7.24	31.7.23
	Veterans welfare	Total activities
	£	£
	10,800	-
	1,660	1,610
	-	2,400
Trustee recruitment expenses	<u>12,460</u>	<u>4,010</u>
Accountancy and independent examination fees		
Legal fees		

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2024

9. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.7.24	31.7.23
	£	£
Depreciation - owned assets	<u>6,875</u>	<u>5,513</u>

10. TRUSTEES' REMUNERATION AND BENEFITS

During the year no (2023: no) trustee directors were remunerated by the charitable company.

During the year one (2023: one) trustee made donations to the charitable company totalling £25 (2023: £160).

Trustees' expenses

11. During the year three (2023: two) trustee directors were reimbursed expenses by the charitable company totalling £490 (2023: £205) for travel costs.

STAFF COSTS

	31.7.24	31.7.23
	£	£
STAFF COSTS	318,198	228,193
	23,823	17,211
	5,198	3,890
Wages and salaries	<u>347,219</u>	<u>249,294</u>
Social security costs		
Other pension costs		

The average monthly number of employees during the year was as follows:

	31.7.24	31.7.23
Direct charitable	6	4
Support	4	4
	<u>10</u>	<u>8</u>

12. No employees received emoluments in excess of £60,000.

COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

Restricted funds	Total funds
£	£

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2024

	Unrestricted funds £	-	61,510
INCOME AND ENDOWMENTS FROM			
Donations and legacies	61,510	570,901	742,567
Charitable activities		-	4,194
Veterans welfare	171,666	570,901	808,271
Investment income	4,194		
Total	237,370		

EXPENDITURE ON Charitable activities

Veterans welfare	214,390	572,940	787,330
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12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
NET INCOME/(EXPENDITURE)	22,980	(2,039)	20,941
Transfers between funds	(16,395)	16,395	-

13. Net movement in funds

Improvements to property	6,585	14,356	20,941
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14.

RECONCILIATION OF FUNDS

Total funds brought forward	£	161,005	130,147	291,152
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	23,715			
TOTAL FUNDS CARRIED FORWARD	-	167,590	144,503	312,093

TANGIBLE FIXED ASSETS

		Fixtures and fittings £	Computer equipment £	Totals £
COST	3,653			
At 1 August 2023	4,743			
Additions	8,396	6,399	7,940	38,054
		-	1,862	1,862
	15,319			
At 31 July 2024		6,399	9,802	39,916
DEPRECIATION	20,062			
At 1 August 2023		4,212	6,373	14,238
Charge for year		729	1,403	6,875
At 31 July 2024		4,941	7,776	21,113
NET BOOK VALUE				
At 31 July 2024		1,458	2,026	18,803
At 31 July 2023			1,567	23,816

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2024

			31.7.24	31.7.23
			£	£
		<u>2,18</u>	1,000	-
		<u>7</u>	19,397	50,193
DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR			<u>20,397</u>	<u>50,193</u>
Trade debtors				
Prepayments and accrued income				
15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR				
			31.7.24	31.7.23
			£	£
Other creditors			10,341	11,009
Accrued expenses			1,620	3,812
Deferred income			153,908	233,893
			<u>165,869</u>	<u>248,714</u>
Deferred income				
Deferred income comprises grants received for future financial periods.				
Balance brought forward	Restricted funds		31.7.24	31.7.23
Amount released to incoming resources	£		£	£
Amount deferred in the year	317		233,893	85,956
Balance carried forward	284,703		(233,893)	(85,956)
	(126,533)		153,908	233,893
ANALYSIS OF NET ASSETS BETWEEN FUNDS			<u>153,908</u>	<u>233,893</u>
			158,487	
	Unrestricted funds			
	£		31.7.24	31.7.23
Fixed assets	18,486		Total	Total
Current assets	78,848		funds	funds
Current liabilities	(39,336)		£	£
	<u>57,998</u>		18,803	23,816
			363,551	536,991
			<u>(165,869)</u>	<u>(248,714)</u>
16.			<u>216,485</u>	<u>312,093</u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2024

17.

MOVEMENT IN FUNDS

		Net	
	At 1.8.23	movement	At
	£	£	£
Unrestricted funds			
General fund	38,167	(103,550)	(65,383)
Contingency fund	100,000	-	100,000
Infrastructure fund	(4,389)	-	(4,389)
Trinity House	3,333	10,000	13,333
Greenwich Hospital	16,041	(16,041)	-
RNRMC Clinical Services	14,437	-	14,437
	167,589	(109,591)	57,998
Restricted funds			
RNRMC Helping Hand	12,528	(316)	12,212
RNBT	8,475	8,978	17,453
Veterans Foundation	32,500	19,583	52,083
AFCFT Positive Pathways 3 Outdoor	-	1,750	1,750
AFCFT Afghan SS	4,967	(4,967)	-
AFCFT Strand 1 Clinical	38,438	7,977	46,415
AFCFT VPPP	15,820	(15,820)	-
AFCFT VPPP Development	25,675	(8,570)	17,105
RNRMC Wellbeing	-	4,149	4,149
NHS No Wrong Door	6,101	156	6,257
AFCFT LGBT+ Veteran Support	-	244	244
AFCFT Vectis Veterans IOW	-	819	819
	144,504	13,983	158,487
TOTAL FUNDS	312,093	(95,608)	216,485
Net movement in funds, included in the above are as follows:			
	Incoming	Resources	Movement
	resources	expended	in funds
	£	£	£
Unrestricted funds			
General fund	228,613	(332,163)	(103,550)
Trinity House	10,000	-	10,000
Greenwich Hospital	62,500	(78,541)	(16,041)
	301,113	(410,704)	(109,591)
Restricted funds			
RNRMC Helping Hand	-	(316)	(316)
RNBT	8,990	(12)	8,978
AFCFT Positive Pathways 1 IOW	2,625	(2,625)	-
Veterans Foundation	19,583	-	19,583
AFCFT Positive Pathways 3 Outdoor	1,750	-	1,750
AFCFT Afghan SS	-	(4,967)	(4,967)
AFCFT Strand 1 Clinical	34,286	(26,309)	7,977
AFCFT VPPP	224,796	(240,616)	(15,820)

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2024

17. MOVEMENT IN FUNDS - continued

AFCFT VPPP Development	-	(8,570)	(8,570)
RNRMC Wellbeing	82,000	(77,851)	4,149
NHS No Wrong Door	5,333	(5,177)	156
AFCFT LGBT+ Veteran Support	9,750	(9,506)	244
AFCFT Vectis Veterans IOW	<u>27,778</u>	<u>(26,959)</u>	<u>819</u>
	416,891	(402,908)	13,983

TOTAL FUNDS 718,004 (813,612) (95,608) **Comparatives for movement in funds**

	Net	Transfers	
	movement	between	At
At 1.8.22	in funds	funds	31.7.23
£	£	£	£
Unrestricted funds			
General fund	61,005	(10,832)	33,778
Contingency fund	100,000	-	100,000
Trinity House	-	3,333	3,333
Greenwich Hospital	-	16,041	16,041
RNRMC Clinical Services	<u>-</u>	<u>14,437</u>	<u>14,437</u>
	161,005	22,979	167,589
Restricted funds			
RNRMC Helping Hand	19,089	(6,561)	12,528
RNBT	-	8,475	8,475
AFCFT Veterans Shall not be Forgotten	1,898	(238)	-
AFCFT Positive Pathways 1 IOW	1,587	(3,844)	-
Veterans Foundation	-	32,500	32,500
AFCFT Tackling Loneliness	43,282	(43,282)	-
AFCFT Positive Pathways 2 Hants	12,008	(12,118)	-
AFCFT Positive Pathways 3 Outdoor	1,275	(16,743)	-
AFCFT Afghan SS	18,831	(13,865)	4,966
AFCFT Strand 1 Clinical	11,847	26,591	38,438
AFCFT VPPP	14,616	1,205	15,821
AFCFT VPPP Development	5,714	19,961	25,675
NHS No Wrong Door	-	6,101	6,101
AFCFT LGBT+ Veteran Support	<u>-</u>	<u>(220)</u>	<u>220</u>
	<u>130,147</u>	<u>(2,038)</u>	<u>144,504</u>

TOTAL FUNDS

	<u>291,152</u>	<u>20,941</u>	<u>-</u>	<u>312,093</u>
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Comparative net movement in funds,

included in the above are as follows:

	Incoming	Resources	Movement
	resources	expended	in funds
£	£	£	£
Unrestricted funds			
General fund	139,037	(149,869)	(10,832)
Trinity House	3,333	-	3,333
Greenwich Hospital	50,000	(33,959)	16,041
RNRMC Clinical Services	<u>45,000</u>	<u>(30,563)</u>	<u>14,437</u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2024

17. MOVEMENT IN FUNDS - continued

	237,370	(214,391)	22,979
Restricted funds			
RNRMC Helping Hand	25,000	(31,561)	(6,561)
RNBT	8,475	-	8,475
AFCFT Veterans Shall not be Forgotten	-	(238)	(238)
AFCFT Positive Pathways 1 IOW	19,462	(23,306)	(3,844)
Veterans Foundation	32,500	-	32,500
AFCFT Tackling Loneliness	14,875	(58,157)	(43,282)
AFCFT Positive Pathways 2 Hants	1,750	(13,868)	(12,118)
AFCFT Positive Pathways 3 Outdoor	-	(16,743)	(16,743)
AFCFT Afghan SS	13,708	(27,573)	(13,865)
AFCFT Strand 1 Clinical	30,357	(3,766)	26,591
AFCFT VPPP	393,988	(392,783)	1,205
AFCFT VPPP Development	22,786	(2,825)	19,961
NHS No Wrong Door	8,000	(1,899)	6,101
AFCFT LGBT+ Veteran Support	<u>-</u>	<u>(220)</u>	<u>(220)</u>
	<u>570,901</u>	<u>(572,939)</u>	<u>(2,038)</u>
TOTAL FUNDS	<u><u>808,271</u></u>	<u><u>(787,330)</u></u>	<u><u>20,941</u></u>

Contingency Fund

The contingency fund is calculated to cover a minimum of three months' operating costs to provide the drop-in facility and essential clinical services. In the event of a funding crisis, this will give the trustees time to address the issue and plan the best action to take.

RNRMC- Helping Hands

The Helping Hands grant funds projects that recruit volunteers to provide support, friendship and practical help for Royal Navy beneficiaries, specifically; to combat loneliness and social isolation, to promote health and wellbeing and to prevent escalation of need or deterioration in health.

AFCFT Force for Change

Establishing a dedicated team of volunteers to provide an outreach service to those who are isolated and lonely and / or are unable to visit VOS.

AFCFT Veterans Shall not be Forgotten - Click & Connect project

This shifted VOS's in person operations to the digital domain, with staff and volunteers working remotely during the Coronavirus pandemic, to ensure continuity of service as far as possible. Clinical therapies, peer/social group support and activities were delivered online and by telephone, with hybrid provision now continuing to make VOS's services more accessible.

AFCFT Positive Pathways 1 IOW - Extending activities aimed at combating social isolation and loneliness, through developing new skills and friendships, to the veteran community on the Isle of Wight.

AFCFT Positive Pathways 2 - Hants - Building on the success of VOS's activities programme to extend to more locations in Hants hire.

AFCFT Positive Pathways 3 - Outdoor - A peer supported programme of outdoor activities aimed at promoting confidence, wellbeing and positive mental and physical health, through learning new skills, helping others and contributing to our local communities.

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2024

17. MOVEMENT IN FUNDS - continued

AFCFT Tackling Loneliness

Providing Welfare Officers in Portsmouth and the Isle of Wight to identify and engage with lonely and isolated veterans of all ages.

Forces Connect South East

This grant from Surrey County Council on behalf of Forces Connect South East and the Armed Forces Covenant Fund contributes to the costs of a Veterans' Hub at Wecock Farm providing activity and support groups.

AFCFT Afghan SS

This grant extends the provision of VOS's outdoor activities and wellbeing support to veterans impacted by the UK's involvement in Afghanistan.

AFCFT Strand 1 Clinical

This funding is to meet the increased demand for, and complexity of, mental health support for veterans and families, by enhancing VOS's clinical team with additional psychological and psychiatric resource, providing improved support to those in need.

AFCFT VPPP

VOS is the grant holder for the Veterans' Places, Pathways and People (VPPP) Programme for the South East, working with a portfolio of nine project partners across the region delivering mental health and wellbeing support to veterans.

AFCFT VPPP Development

This grant was awarded to support the development of the VPPP portfolio through improved management and administration, working to ensure sustainability of projects beyond the VPPP grant period, and strengthening the network in the South East region.

NHS No Wrong Door

This grant is a contribution to the costs of delivering welfare services.

AFCFT LGBT+ Veteran Support

This grant is to fund a Welfare Peer Support Worker, increasing capacity to support the LGBTQ+ veteran community, in response to the independent review by Lord Etherton published in May 2023.

RNRMC Wellbeing

This grant is a contribution towards our running costs and the delivery of our Wellbeing programmes and Welfare services.

AFCFT Vectis Veterans IOW

This grant is building on from the Positive Pathways project, this fund supports two part time staff members to deliver a range of activities on the Isle of Wight.

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2024

18. RELATED PARTY DISCLOSURES

The charity rented room space from the Royal Maritime Hotel, a charity with a Trustee in common, at a rate below market rate. This amounted to £106,101 in the year ended 31 July 2024 (31 July 2023: £40,453) and this has been included as services in kind in the accounts.

There were no other related party transactions in the year ended 31 July 2024 or 31 July 2023 other than those disclosed in note 10.

19. ULTIMATE CONTROLLING PARTY

The charitable company is under the control of its trustees. No one trustee has control of the charitable company.

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 JULY 2024

Page 28

Accounts

REGISTERED COMPANY NUMBER: 08479090 (England and Wales)
REGISTERED CHARITY NUMBER: 1154429

REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 JULY 2023
FOR
VETERANS OUTREACH SUPPORT

Gibson Whitter
Chartered Accountants
and Chartered Tax Advisers
Larch House
Parklands Business Park
Denmead
Hampshire
PO7 6XP

VETERANS OUTREACH SUPPORT

CONTENTS OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 JULY 2023

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VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2023

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, hereby present their report with the financial statements of the charity for the year ended 31 July 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Charitable Objects

The Charity's Objects are:

- 1 The preservation and protection of the mental health, wellbeing and the relief of need for Armed Forces Veterans (both Regular and Reservist) or former members of the merchant marine and their families, insofar as they have charitable need, by providing assessment, treatment, support, advice, and advocacy.
- 2 Such other activities that, in the opinion of the trustees, further the Charity's objective of providing support to Armed Forces Veterans (both Regular and Reservist) or former members of the merchant marine and their families.

Vision

The vision of the Trustees is: "A nation in which ex-service personnel are valued, understood and supported according to their needs".

Mission Statement

The mission of Veterans Outreach Support is "To meet the welfare, wellbeing, and mental health needs of veterans".

Main Activities

- Veterans Outreach Support (VOS) provides monthly Drop-Ins in a friendly and sociable environment on the first Wednesday of the month in Portsmouth, and on the third Wednesday in Newport, Isle of Wight (IOW). The Drop-In is available to ex-service personnel from the Royal Navy and Royal Marines, the British Army, the Royal Air Force and the Merchant Navy, both Regular and Reservist, and their close families (spouse/partners/carers). Those who meet the eligibility criteria and make use of VOS services are known as Service Users (SUs). Those attending can find:
 - o General welfare and wellbeing support delivered through up to 40 partner charities and agencies, termed Delivery Partners (DPs).
 - o A social forum with refreshments and peer support delivered by a team of volunteers.
 - o Mental health triage.

¹ The term "veterans" encompasses ex-service personnel, their families and, where the appropriate eligibility criteria are met, their carers and helpers. Personnel who are still serving, especially those in transition out of the Armed Forces, are not excluded from support.

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2023

OBJECTIVES AND ACTIVITIES

In addition to the above, the charity also provides the following support and services:

- Group wellbeing and peer support service delivered through a wide range of indoor, outdoor and online activities and visits throughout the year, supported by Mental Health First Aid (MHFA) trained volunteers, during the daytime, evenings and weekends.
- Regular veterans and families outreach coffee mornings in Stubbington, Southsea, Wroxall, Cowes, Sandown, Brighstone and Freshwater, as well as an online group; all promoting community, camaraderie and connection.
- Welfare services, including advice and assistance with War Pension and Armed Forces Compensation Scheme claims, benefits, debt and other problems that service users face. The amount of assistance provided is tailored to individual service users' need. Welfare services are delivered at monthly Drop-ins in Portsmouth and Isle of Wight, and by pre-arranged individual appointments. Referrals are taken from some Delivery Partners and external agencies. The Welfare team are all veterans and collaborate closely both within VOS and with external agencies.
- Service users who require mental health support are seen at clinical triage which is face to face by a member of the triage team at one of the monthly Drop-Ins either on the Isle of Wight or Portsmouth or at separate, pre-arranged appointments either face to face, virtually or over the telephone. Cases are discussed in confidence among the clinical team to manage risk and safeguard concerns and to put in place appropriate care pathways and support.
- Clinical delivery comprised of triage, assessments for therapy and the provision of evidence-based therapy in line with the Contact Group Guiding Principles for the delivery of Veterans' and Service Families' Mental Health Care and the NICE guidelines for PTSD and other mental health conditions. The clinical team is led by an employed Clinical Manager, and 2 part-time contracted therapists who deliver weekly therapy based on clinical need. The clinical team have veteran specific knowledge and are all trauma informed.
- Veterans Places, Pathways and People (VPPP): a portfolio of 9 delivery partners across the South-East of England, funded by the Armed Forces Covenant Fund Trust and managed by VOS. The purpose of this two-year programme is to ensure:
 - o Veterans can find the support they need and access mental health and wellbeing services and activities that are interesting and relevant to them;
 - o When accessing activities, veterans are safe and can be supported to recover. They can be referred seamlessly to NHS or other services;
 - o Veterans at higher risk of suicide or other risk relating to mental ill health can receive better cross-sector support;
 - o Effective veteran-led projects are embedded in local care pathways supported by good partnerships.

Values

VOS embraces and seeks to promote the following values:

- Accessible. We are there for anyone who needs us.
- Together. We are stronger in partnership.
- Responsive. We listen, we act.
- Reflective. We learn, we develop.
- Recovery-oriented. We can make a difference.
- User-centred. Our service users define us.

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2023

OBJECTIVES AND ACTIVITIES

The key principles that guide the organisation are to ensure:

- A safe, friendly, sociable and accessible Drop-In;
- Professional, evidence-based Mental Health support;
- Trustworthy, one-stop agency services;
- Engagement of service users and family members;
- Intelligent and secure use of information.

Contribution made by Volunteers

The Portsmouth and IOW Drop-Ins are supported by a team of 40+ volunteers who run the front of house, provide social support, and advise on and manage the engagement of SUs with DPs. A sub-set of the team have completed Mental Health First Aid training and act as peer supporters, running the weekly social and activity groups. In addition, our hard-working volunteer team represent VOS at the many information events and public displays that take place during the year.

Delivery Partners

The monthly Drop-Ins are attended by empowered representatives from between 30-40 partner charities and partners to deliver general welfare support to SUs. Both Portsmouth and the IOW have seen the introduction of some new DP's during 2022/2023 that have joined each month along with the following delivery partners:

- Alabaré - *supported accommodation for veterans.*
- Alcoholics Anonymous - *personal recovery.*
- Andy Man's club - *support group for men.*
- Andover Mind - *supporting carers in the UK.*
- Blesma - *assistance for those who have suffered life-changing limb loss or the use of a limb, an eye or loss of sight.*
- Blind Veterans - *Eyesight and hearing support.*
- Citizens Advice - *debt, money and benefits advice.*
- Combat Stress - *residential mental health support.*
- DWP - *Benefits and Pensions.*
- DMWS - *Defence Medical Welfare Service.*
- Enable Ability - *Disabled adults and children in the Portsmouth area.*
- First Light Trust - *community café and welfare advice.*
- Fighting with Pride - *We are a military charity that supports the health and wellbeing of LGBT+Veterans, service personnel and their families.*
- Footprint Trust IOW - *support with energy issues.*
- Hampshire Countryside Rangers - *Outdoor support.*
- Help for Heroes - *lifelong support of Wounded, Injured, Sick (WIS) veterans*
- Hounds for Heroes - *Provides benefit through specially trained assistance dogs.*
- IOW Council, Veterans Champion - *Information sharing.*
- Inclusion Hampshire & IOW - *substance misuse treatment and recover*
- *Knights (Armed Forces team) - Legal Clinics*
- Living Well Early Help IOW - *Housing, welfare support.*
- NHS Hampshire Court Liaison and Diversion Service - *support in the criminal justice system.*
- Portsmouth Carers Centre (Carers UK) - *support for all carers in Portsmouth.*
- Portsmouth City Council Wellbeing team - *wellbeing activities in the local community.*
- Prostate IOW - *provide testing for free and support.*
- RBL Brighthstone IOW - *welfare support.*
- RBL Lifeworks - *Lifeworks is a free employment support programme for veterans.*
- RFEA - renamed to The Forces Employment Charity - *employment support and training.*
- RAF Benevolent Fund - *welfare benevolence for the RAF family.*
- RNA - Royal Naval Association - *Welfare support.*
- RN Benevolent Trust - *welfare benevolence for the RN/RM family.*
- Rowans Hospice Living Well - *support for veterans and families with life-limiting illness.*
- Samaritans - *emotional support.*
- Shore Leave Haslar - *horticultural therapy project in Royal Hospital Haslar Memorial Garden.*
- SSAFA - *welfare support.*
- St Mary's Hospital IOW - *Veterans Awareness.*

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2023

OBJECTIVES AND ACTIVITIES

- The Poppy Factory - *independence through employment with a health impairment.*
- The Warrior Programme - *motivation and resilience training.*
- Tuppenny Barn - *Horticultural Therapy.*
- Op Courage (NHS).
- Veterans Welfare Service - *welfare, pensions and compensation advice.*

Other Partnerships

- Royal Maritime Club & Hotel - *HQ of VOS and primary partner in delivery of support.*
- Hampshire and IOW Military Mental Health Alliance Programme Board - *influencing veteran's mental health care delivery and welfare services for Portsmouth.*
- Solent Armed Forces Covenant Partnership Board - *contributing to the Solent AFCP Regional Needs Assessment and progressing actions as part of the Solent AFC Drop-In partnership.*
- Portsmouth City of Sanctuary initiative - *building a culture of hospitality.*
- Hampshire Veterans Steering Group.
- Military Charities Working Group.
- Hampshire Veterans Court Diversion Scheme - *contributing to the network of support for veterans in the criminal justice system in Hampshire and IOW.*

Public benefit

In setting our objectives and planning our activities our trustees have had due regard to the Charity Commission's general guidance on public benefit.

ACHIEVEMENT AND PERFORMANCE

Drop-In Attendance

During the reporting period of these accounts, we registered a total of 137 new registrations at Portsmouth and 38 new registrations at the IOW Drop-In, totally 175 combined. With a further 84 registered through other contact - by phone, walk-in or outreach visits in Gosport, Fareham, IOW, such as Ventnor, Freshwater and also various social groups. This compares with 117 total new registrations during 2021-22.

Mental Health Support

Our clinical team has provided triage at both Portsmouth and Isle of Wight drop-in, psychological assessments and review, and therapies offered have been EMDR (Eye Movement Desensitisation and Reprocessing), CBT (Cognitive Behavioural Therapy), TF-CBT (Trauma-Focused Cognitive Behavioural Therapy) with a combination of interventions which included coping strategies, mindfulness, grounding techniques, stabilisation skills and exposure therapy. Majority of sessions have been provided in person, with the offering of telephone and virtual methods where service users prefer. A total of 544.25 hours of clinical activity has been delivered in this period with 41 service users seen.

Service users have also been supported via mental health well-being "check in", which consists of telephone calls, face to face meetings (home visits included) or a combination of both, whilst service users wait for therapy. This new approach, has been aimed at supporting individuals, giving them time to discuss and work through coping strategies and developing their own wellness recovery action plans.

The clinical team have taken a much more holistic approach with the Clinical Manager working with the Wellbeing Manager and Welfare Manager and have been meeting service users jointly to ensure the care provided has been joined up. Joint triage appointments have taken place with the Welfare Manager at a GP's surgery and at Queen Alexandra Hospital (due to anxiety about using public transport) or at an individual's home (due to being housebound). Every team member has an important part to play with regards to the service user experience and linking all three provisions (welfare, wellbeing, clinical) of VOS. This joint triage and support for individuals has been a positive experience for those that have been seen.

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2023

ACHIEVEMENT AND PERFORMANCE

Over the past year the clinical team have been networking and building relationships with Op COURAGE NHS Veterans Mental Health and Wellbeing Service, GPs, and Social Prescribers. Clinical Manager has met with the Clinical & Operational Lead (Hampshire & IOW), Op COURAGE NHS and monthly meetings have been set up as part of the partnership working.

Our recent referrals have come from GPs, Social Prescribers, Social Workers, Op Courage, and Hampshire Councillor.

There has been an increase on building greater ties with the existing primary care services across the region and, where needed, service users have been linked into this additional mental health support.

Ongoing work around stakeholder engagement continues, to ensure that all service users to VOS receive the best possible help and support and attendance at stakeholder events within this period.

Welfare Support

The Welfare team began providing an organic service in November 2022. It is now well established and, in addition to seeing service users by appointment and answering ad-hoc enquiries, started a VOS Welfare desk at the Portsmouth Drop-in; this has proved successful, with an average of 10-12 individuals seen each month. We are able to answer some queries on the spot; in other cases, need is assessed and appointments made for bespoke support, and in some cases 'warm' referrals are made to delivery partners. We also attend the Isle of Wight Drop-in, and see 2-3 service users each time on average. Regular referrals are received from Op Courage and social prescribers in NHS general practices.

Assistance with making claims for War Pensions/Armed Forces Compensation Scheme claims, reviews and appeals, together with Personal Independence Payment claims, mandatory reconsiderations and appeals are the most common requests for support that we deal with. Other issues include homelessness, financial problems, benefits and housing. Enquiries by telephone and email sometimes come from outside the VOS area of operation, with one coming from Brisbane, Australia. In these cases, we provide contact details for local sources of help.

Joint assessments have taken place with the Clinical team; we have also undertaken some home visits for Service Users who are unable to come to VOS.

Social Groups

Our weekly social groups in Southsea and Stubbington have grown from strength to strength, attracting a growing community of around 20 attendees at Southsea and up to 40 at Stubbington each week. On the Isle of Wight, we hold weekly social groups in four different locations around the Island - Wroxall, Cowes, Sandown and Brighstone and now Freshwater, where we see collectively 60 a month across these locations - with around 15 attendees at each venue.

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2023

ACHIEVEMENT AND PERFORMANCE

Wellbeing Activities

Our wellbeing programme continues to provide opportunities in the evenings and the weekends in the surrounding areas of Portsmouth and the IOW.

During the reporting period (Aug 2022 - Jul 2023), we have provided nearly 200 activities in the community, also providing 4 social groups a month on the IOW attracting an average of 15 attendees at each, totalling 60 a month. Portsmouth and Stubbington provide 8 social groups a month, averaging 20 attendees per week at Portsmouth and 30 attendees a week at Stubbington, totalling 260 a month, which has led to more than 3840 social interactions by our beneficiaries. The delivery of this programme has been made possible by the partnership and collaboration with more than 30 local businesses, venues, charities, which further embeds and augments our mission within the wider civilian community.

The activities above have included painting, bookbinding, lino printing, crazy golf, walking in Parkhurst forest on the (IOW), arts & crafts, Beekeeping on Pigsty farm (IOW) archaeology (IOW), picnics and BBQ's (IOW) monthly Snacks and ladders (IOW) and monthly 'Skittles' nights at the Royal Maritime Hotel, Portsmouth; visits to HMS Alliance, sailing with the Gwenli Trust, Alpaca walking in the South Downs, Neurographics (IOW) Footprint Trust (IOW) Airfryer cookery, resulting in a free airfryer, Yoga, Singing group, Mary Rose Museum and Air Rifle. Variety is a key component of our programme, ensuring that we have something for most people's tastes, regularly planning around the suggestions of our expanding community.

Evaluation of Benefits

VOS is committed to monitoring and evaluating the benefits of its work to ensure that all its activities are having the desired outcomes and outputs, and its charitable aims are being achieved.

Evaluation works at 2 levels:

- Outcomes. The principal outcomes of VOS operations for service users are better general welfare; improved mental health; and a heightened sense of wellbeing. These outcomes are measured both quantitatively and qualitatively through a combination of the clinical measurements (GAD7, PHQ9, IES-R, AUDIT, WSAS and CORE10) as well as general and clinical user feedback questionnaires.
- Outputs. VOS outputs take the form of the monthly Drop-In and its associated social gathering, mental health therapy sessions and peer support sessions. These outputs are measured quantitatively in terms of the numbers of service users attending Drop-In (new and returning), the number of Agency engagements, the number of service users undergoing therapy, the number of therapy sessions delivered, the number of Did Not Attend (DNAs) and the number of volunteer peer mentors and mentees.

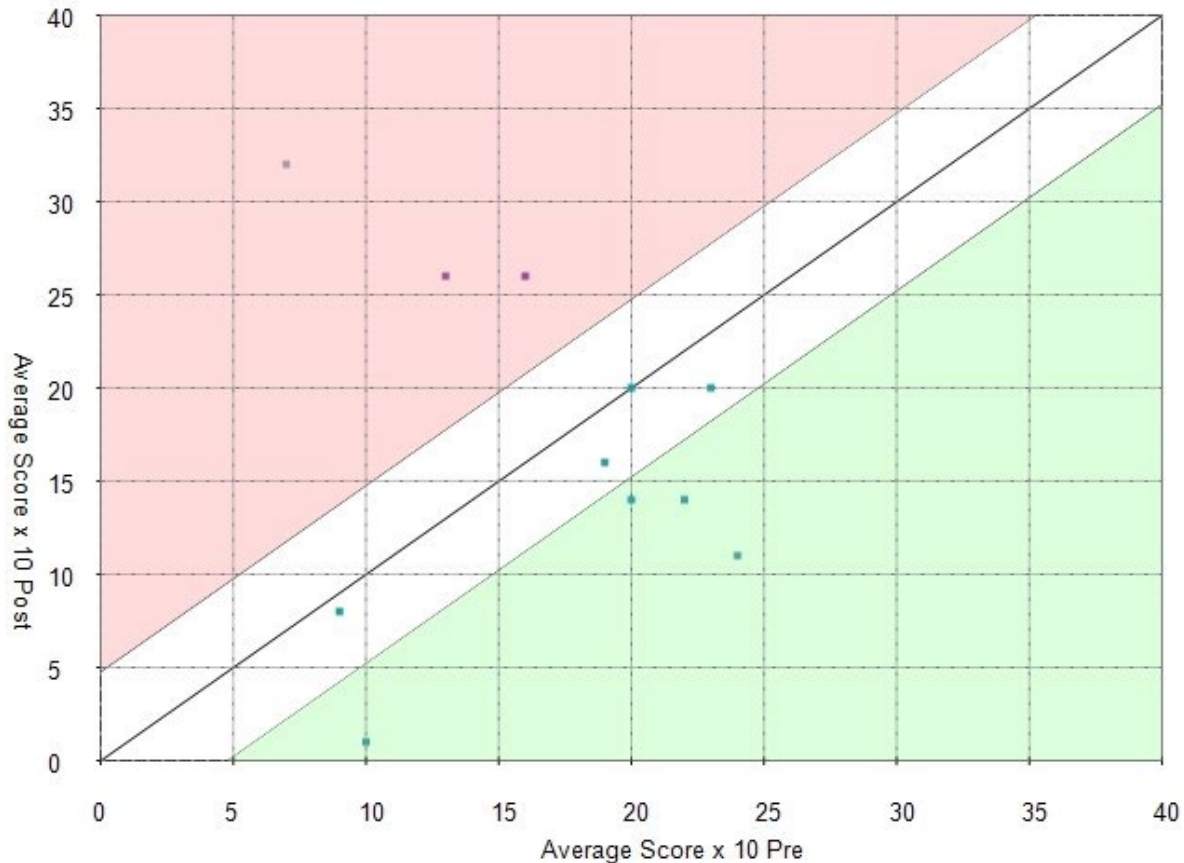
CORE Report

Improved mental health outcomes are measured quantitatively and qualitatively through a combination of clinical measurements (GAD7, PHQ9, IES-R, AUDIT, CORE10) as well as general and clinical user feedback questionnaires.

The diagram below is an indicative scatter plot of CORE scores of service users that have completed psychotherapy with VOS. For an individual to have made clinical improvement, the CORE score should drop by 5 points or more (the green area). Those whose improvement is less than 5 points (the white middle area) or their score increases (the purple area), are monitored by the clinical team. Occasionally, and for a variety of reasons, an individual may withdraw from therapy before their sessions are complete. The below graph details those service users who have completed therapy in the reporting period.

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2023

ACHIEVEMENT AND PERFORMANCE



Service user feedback after therapy (November 2022):

"I could not have been in better hands. I am not saying I am over my PTSD, I don't think I ever will be and it will require a lot more work on my behalf, but therapy has been a huge part in helping me handle my life for the future. I now understand what led to this breakdown, why the night terrors came about and how to react to them. I would not have been able to cope without the care and compassion shown by Veterans Outreach Support. I cannot tell you how helpful you are and how much gratitude I feel towards VOS. Personally, I think you saved my life and prevented me from that terrible spiral downwards. Without your friendly and helpful intervention, I don't know where I would be, but thankfully I am now on the road towards a much better life, thank you".

Wellbeing Impact Measurement

Feedback comments have been collected by our inhouse VOS wellbeing activity feedback form and these have included the below:

- 'Would definitely attend another wellbeing activity, left feeling uplifted by the whole experience'
- 'I want you to know this, I really need to just thank you from the bottom of my heart, for quite literally being there for me'
- 'Keeps me meeting up with Friends as sometimes I feel low and want to hide away'
- 'Thank you to the staff at VOS, been impressed with the warmth and support that is freely offered. Credit to the organisation, all makes for an enjoyable gathering'
- 'My anxiety and low mood has improved, it's good for morale to be able to mix with other veterans'
- 'We like to interact with other ex-service people and VOS allows this to happen, great!'
- 'Wellbeing activities help with mental health as you forget everything else'

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2023

ACHIEVEMENT AND PERFORMANCE

Marketing and Communications

VOS has launched a new website in this year. Enabling us to better communicate what we do, our new website also enables us to champion our industry partners; share exciting news, blogs and updates; and further our mission and vision by reaching more people. Additionally, VOS has invested in ensuring we have a more consistent and collaborative social media engagement plan; and (acknowledging that not all our target audience is on social media) managing a proactive approach to running ads or reaching out into local magazines and newspapers. Equally, VOS has refined its communications with local news outlets, which has been especially valuable during this Falklands 40 commemorative year; we have been interviewed on BBC South, BFBS and more.

VOS is also proud to have been awarded 'Silver' in the Armed Forces Covenant Employer Recognition Scheme during this year. Not only do we support veterans, but we employ veterans, cadet-force workers, reservists and spouses of these communities.

Examples of our activities and outreach can be found on our website www.vosuk.org and across our social media channels on FaceBook, Instagram and LinkedIn.

Veterans' Places, Pathways and People Programme

The Veterans Places, Pathways and People Programme for the South-East (VPPPSE), funded by the Armed Forces Covenant Fund Trust (AFCFT) commenced at the beginning of January 2022. The two-year programme, delivering under the VOS collective title of 'Partnership in Mind', brings together a diverse, thematic and geographical, group of nine partners from across the South-East of England with the aim of providing a safe, more joined-up, and professional approach to the delivery of mental health and wellbeing support for veterans. It is widely acknowledged that the veteran community can seek different kinds of assistance at different times or stages in life. Offering a range of support and activities, from social groups and creative activities, to needs assessments and onward referrals, beneficiaries of the Partnership in Mind programme can access the whole range of services through a single network.

Included in the VOS-led partnership are the following organisations:

- Defence Medical Welfare Service
- Fighting With Pride
- FirstLight Trust
- Kents Arts and Wellbeing
- Poppy Factory
- Veterans Community Network
- Veterans In Action
- Veterans Growth
- Walking With The Wounded

The VPPPSE is regarded by the AFCFT as being among the best performing portfolios across the entire programme. To date, we have seen close to 3,000 veterans supported, with 60+ being assisted into employment. In addition to this, more than 80 non-funded partners (Statutory and Third Sector) have been persuaded to engage in the joint delivery of solutions for beneficiaries. This is a first in the development of an holistic approach across the wider veterans community (based upon the much-lauded model previously developed at VOS).

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2023

ACHIEVEMENT AND PERFORMANCE

Notable Successes

One notable success of the VPPP in the South East has been the development of greater reach and the expansion of better and more numerous safe places for veterans to come together.

Kent Arts and Wellbeing have opened and grown 8 new drop-in centres, using existing and new locations in which veterans have come together to engage in all nature of activities, ranging from animation (the Nepalese veterans community are creating an animated history of the Gurkhas), crafts, arts, music and singing. They have also galvanised Thanet Borough Council into establishing a local Civil / Military Partnership Board, with Kent Arts holding a position on the steering group.

Veterans In Action have reviewed and adjusted their delivery model (with the assistance of the VOS Portfolio Manager), disaggregating their one-size-fits-all approach, and introducing new activities such as Veterans Walk and Talk, and the innovative use of a new 'LEGO-based' building activity, attracting over 300 new veterans to engage per quarter since the beginning of 2023.

Veterans' Growth have led the way in implementing a multi-agency approach to support, encouraging both Statutory and Third-Sector organisations to commit to better-managed and more holistic solutions for veterans with complex issues. They have also significantly increased their outreach to the East Sussex community.

At the time of writing, the AFCFT has indicated it aims to continue funding the VPPP programme, although the exact amount of funding is yet to be confirmed.

Funding 2022-23

VOS received generous funding from a number of grant makers and donors during the reporting period. A breakdown of the grant funding awarded during 2022-23 is as follows:

- Armed Forces Covenant Fund Trust	£496,926
- Royal Navy and Royal Marines Charity	£90,000
- Greenwich Hospital	£50,000
- Veterans' Foundation	£32,500
- Lloyds Bank Foundation for England & Wales	£17,416
- The Seafarers' Charity	£1,250
- Queen Mary's Roehampton Trust	£11,000
- Trinity House Maritime Charity	£3,333
- HM Prison & Probation Service	£10,000
- Royal Naval Benevolent Trust	£8,475
- Hampshire & Isle of Wight Integrated Care Board	£2,667
- Hampshire & Isle of Wight Community Foundation	£5,000
- BGF Foundation	£5,000
- Groundwork UK/Tesco Community Grants	£1,500
- RAF Benevolent Fund	£7,500

Other support and donations, for which the charity is grateful, have been received from Lee-on-the-Solent & Stubbington Royal Naval Association, Household Division Association Solent Branch, HMS Hermes Association, St Ann's Church (HMNB Portsmouth), Asda Foundation and stores in Fareham, Gosport and Newport, Southern Co-op in East Cowes and Portsmouth, BAE Systems, Zurich Community Trust, Cordillera Applications Group, and local groups of the Royal Antediluvian Order of Buffaloes (RAOB) and Freemasons. In addition, we are very grateful to our wonderful staff and volunteers who have represented VOS to raise both awareness and funds through attending local events, organising raffles and collections, and completing the Great South Run.

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2023

FINANCIAL REVIEW

Financial position

This has been a successful period for VOS, and we ended the year in a strong financial position. There was an excess of income over expenditure of £20,941, comprising £14,356 on restricted funds and £6,585 on unrestricted funds. Restricted funds are those where donors have placed specific requirements on their use. Income for the year increased by £171,619 compared with the previous year.

The total funds brought forward from 31 July 2022 were £291,152, while total funds carried forward to the next financial year are £312,093. Details are in note 17 of the Notes to the Financial Statements.

At the end of the period cash assets (cash at bank) totalled £486,798. This includes grants received in the year that are deferred to 2023-24 - £233,893 is deemed to cover the next and subsequent financial years. The majority of cash funds are held in a deposit account and only transferred to the current account as required for immediate expenditure. The deposit account is interest bearing. The Trustees have reviewed the bank accounts and decided to open accounts with other providers, in addition to the existing accounts, in order to improve returns and mitigate the risk of bank failure.

Management accounting reports are provided in advance of management and trustee meetings to all Board members.

The principal risk facing the Charity is that of long-term financial sustainability. Given the uncertainty of future funding streams, additional sources are continually investigated.

Reserves policy

During the reporting period, a financial reserve of £100,000 was held. In light of the growth of the charity, the Trustees reviewed this in September 2022 and decided to increase the reserve level to £150,000 with effect from 1st August 2023. It is estimated that this sum would be sufficient to cover a minimum of three months' operating costs, to provide the drop-in facility and essential clinical services - three months is the usual length of a course of clinical treatment delivered to Service Users, so this would ensure that treatments could be completed. If Net Assets were to approach this level, the reserve would allow the Trustees to take action to address the funding issue and enable an orderly handover of services if necessary.

The reserve level is kept under regular review to ensure that it meets the needs of the charity, whilst not exceeding that required for the purposes above.

The relatively high balance of funds in excess of our financial reserve being carried forward into the next financial year is a reflection of restricted funds that are held against future delivery of specific projects. For some restricted grants, where activities have occurred at a slower pace than anticipated due to a variety of factors, we have agreed extensions to those grant funding periods with our funding partners - we are most grateful for their cooperation and assistance in enabling our programmes to continue.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Articles of Association.

Charity constitution

The Charity is a company limited by guarantee (Company number 08479090) incorporated on 8 April 2013 and a registered Charity (number 1154429) registered 1 November 2013. The Charity's constitution is set out in its Articles of Association (adopted 16 October 2013, amended 24 March 2022 and 29 September 2022).

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Trustees Appointments

The Charity is governed by a Board of Trustees with responsibility for the strategic management of the Charity. The board consists of a minimum of four trustees and has no maximum number.

Annually, one third of the Trustees are required to retire by rotation dependent on the length of their service. Trustees may serve for a maximum of nine years unless they have served as Chair in which case that is extended to 12 years; they must then retire and may not be re-appointed (if eligible) without an interval of at least 12 months. The Charity recognises that the creation of a diverse Board is an important factor in recruiting the professional competence required to administer the Charity successfully while increasing the accountability and public confidence in the overall management of the organisation.

Full meetings of the Board took place on 29 September 2022, 15 December 2022, 30 March 2023 and 11 July 2023. The AGM was held on 30 March 2023, at which John Scivier retired by rotation and was re-elected, and Dr Robin Kent and Anthony Stables retired from the Board. The meeting was held to receive and approve the Annual Company Accounts.

Surg Capt RN (Retd) John Sharpley also retired from the Board on 7 July 2023.

Induction and Training of Trustees

New Trustees are inducted by the Chair, the CEO and the other VOS staff. Trustees make use of the online training packages offered by the National Council of Voluntary Organisations (NCVO), of which VOS is a member. [Note: Following a recruitment campaign, VOS successfully inducted four new trustees in December 2023].

Retirements

During the period of this report John Scivier retired by rotation and was re-elected, and Dr Robin Kent, Anthony Stables and Surg Capt John Sharpley RN retired from the Board. [Note: the current Chair, Mike Bowles, and Ruth White will retire at the March 2024 AGM]. The Board of Trustees express their sincere thanks for the work of all retirees over many years.

Management & Clinical Staff

Ian Millen remains in post as CEO, supported by a small team of permanent staff managing VOS's three pillars of service delivery: Clinical, Wellbeing and Welfare, with an additional, project-based pillar for VPPP. The VOS core team is supplemented by external contractors providing clinical and other services.

Volunteers

VOS is pleased to be a member of the National Council for Volunteer Organisations (NCVO), which helps underpin our management of and support to VOS Volunteers. VOS has approximately 48 volunteers supporting the charity. A majority of our volunteering team (primarily in peer support) having completed a series of training commitments, including: Mental Health First Aid (MHFA), Professional Boundaries and Safeguarding. VOS has run two training days this year, one in October 2022 and the other more recently in June 2023. Volunteers provide their time in the activity programmes: welcoming participants, recording data, taking photographs, and reporting back; this development has underpinned our ability to deliver an increased & more locationally-diverse portfolio of opportunities, as well as serving to increase the confidence of our volunteers.

Additionally, we have proactively invited volunteers to contribute blogs and other copy, to publish on our website and social media material, thereby increasing the types of engagement with the charity's talented volunteer team. Our volunteers also supported us in attending 17 different community events during this year - from Portsmouth Pride to Armed Forces Day both in Portsmouth and the IOW; from ASDA and Morrisons, to stalls at HMS Collingwood open day, Ventnor Day and Fort Brockhurst services day.

By way of demonstrating an economic equivalent of our volunteers' time-donation to VOS, we can use an example from June-August 2023: our team donated a conservative estimate of 2,500 hours. Multiplying these hours by an accepted monetary figure of £13.70², results in an economic value of over £34,250 in donated hours, or roughly £11,416 a month.

² Equivalent cost of volunteering:

https://www.powertochange.org.uk/wpcontent/uploads/2020/06/Value_of_Volunteering_Working_Paper_Final.pdf

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Volunteers continued...

VOS is very grateful to its dedicated cohort of excellent volunteers, without whom we could not deliver such varied and quality support to our VOS community.

Clinical Governance

VOS are currently working towards Quality Network for Veterans Mental Health Services (QNVMHS) accreditation through the Royal College of Psychiatrists. Work has continued towards this, including a QNVMHS forum which took place in July. Our Clinical Manager and Clinical Administrator have completed Peer Reviewer training and are currently working with members of the team in reviewing the standards and action planning. VOS sees QNVMHS accreditation as a central plank of our quality outputs. We were originally aiming for accreditation in 2023, but staffing gaps (including the Clinical Manager) resulted in the pragmatic decision to put this back to 2024. We are very much an active participant in the programme.

Delivery Partners Code of Conduct

A Code of Conduct has been established to ensure that Delivery Partners share VOS's values and can be regarded as trustworthy by SUs. All Delivery Partners are invited to sign up to the Code, by which they agree to:

- Attend or be represented every month, unless there is an emergency, in which case they agree to provide VOS with as much notice as possible.
- Conform to the highest standards of behaviour, language and dress (casual).
- Act with kindness and consideration for all SUs and other participants.
- Work together to deliver the best overall service to SUs in partnership with other agencies, and never to try to compete with each other.
- Be covered by appropriate professional indemnity insurance (evidence required).
- Abide by the guidance framework set by VOS (opening hours, layout, processes, appointment routines etc). This will be briefed during their induction process on first joining VOS and updated in writing (usually by email).
- Work with VOS management staff by: complying with any reasonable requests while on the premises during VOS hours; accepting their decisions, especially in event of incidents or internal differences between members; consulting them in event of anything unexpected concerning the routine or facilities; and notifying VOS of any incidents, accidents or complaints.
- In event of dispute with VOS or another Delivery Partner, enter into Alternative Dispute Resolution (ADR).
- Provide feedback on the services delivered to SUs and outcome information as requested by VOS.
- Attend periodic VOS governance and feedback workshops.

In addition, organisations offering therapeutic interventions agree to:

- Share SU data with VOS clinicians within the data protection regime outlined in the Privacy Notice on the SU registration form and the processes detailed for information governance.
- Demonstrate that they are covered by an appropriate clinical governance regime.

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name

Veterans Outreach Support

Other Name the Charity Uses

VOS

Registered Company number

08479090 (England and Wales)

Registered Charity number

1154429

Registered office

Larch House
Parklands Business Park
Denmead
Hampshire
PO7 6XP

Charity's Principal Address

Royal Maritime Hotel
75-80 Queen Street
Portsmouth
PO1 3HS

Trustees

Col (Retd) J M Bowles	(Re-elected 12 May 2020 and elected Chair 21 Mar 2019)
Mr M Dawe	(Co-opted 17 Sep 2020 and elected on 18 Mar 2021)
Lt Cdr RN (Retd) A Sard	(Co-opted 12 May 2020 and elected on 18 Mar 2021)
Lt Cdr RN (Retd) J Scivier	(Re-elected 30 Mar 2023) - (Vice Chair)
Mrs R C White	(Re-elected 24 Mar 2022)
Cdr RN (Retd) R Williams	(Co-opted 21 Jun 2018 and elected 11 Dec 2018)

The following trustees retired during the year:

Dr R S G Kent	(Resigned 30 Mar 2023)
AVM RAF (Retd) A Stables	(Retired 30 Mar 2023)
Surg Capt RN (Retd) J G Sharpley	(Retired 7 Jul 2023)

President

Rear Admiral Sir Jeremy de Halpert KCVO CB (Appointed 27 February 2014)

Honorary Vice Presidents

Surg Capt RN (Retd) M R O'Connell CPO
(Retd) Joe Erskine
Mrs A E M Townsman
WO1 RN (Retd) David Watts
Maj (Retd) M Powell

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Chief Executive

Cdr RN (Retd) Ian Millen

Clinical Lead

Surg Capt RN (Retd) J G Sharpley

Independent Examiner

Gibson Whitter
Chartered Accountants
and Chartered Tax Advisers
Larch House
Parklands Business Park
Denmead
Hampshire
PO7 6XP

Bankers

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

Approved by order of the board of trustees on 27 March 2024 and signed on its behalf by:

Colonel J M Bowles - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF VETERANS OUTREACH SUPPORT

Independent examiner's report to the trustees of Veterans Outreach Support ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 July 2023.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Gavin Whitter

Gibson Whitter
Chartered Accountants
and Chartered Tax Advisers
Larch House
Parklands Business Park
Denmead
Hampshire
PO7 6XP

Date: 11 April 2024

VETERANS OUTREACH SUPPORT

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 JULY 2023

	Notes	Unrestricted funds £	Restricted funds £	31.7.23 Total funds £	31.7.22 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	61,510	-	61,510	110,907
Charitable activities	4				
Veterans welfare		171,666	570,901	742,567	525,568
Investment income	3	<u>4,194</u>	<u>-</u>	<u>4,194</u>	<u>177</u>
Total		<u>237,370</u>	<u>570,901</u>	<u>808,271</u>	<u>636,652</u>
EXPENDITURE ON					
Charitable activities	5				
Veterans welfare		<u>214,390</u>	<u>572,940</u>	<u>787,330</u>	<u>584,551</u>
NET INCOME/(EXPENDITURE)					
Transfers between funds	17	<u>22,980</u> <u>(16,395)</u>	<u>(2,039)</u> <u>16,395</u>	<u>20,941</u> <u>-</u>	<u>52,101</u> <u>-</u>
Net movement in funds		6,585	14,356	20,941	52,101
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>161,005</u>	<u>130,147</u>	<u>291,152</u>	<u>239,051</u>
TOTAL FUNDS CARRIED FORWARD		<u>167,590</u>	<u>144,503</u>	<u>312,093</u>	<u>291,152</u>

The notes form part of these financial statements

VETERANS OUTREACH SUPPORT

BALANCE SHEET 31 JULY 2023

	Notes	31.7.23 £	31.7.22 £
FIXED ASSETS			
Tangible assets	13	23,816	21,532
CURRENT ASSETS			
Debtors	14	50,193	35,813
Cash at bank and in hand		<u>486,798</u>	<u>381,231</u>
		536,991	417,044
CREDITORS			
Amounts falling due within one year	15	(248,714)	(147,424)
		<u> </u>	<u> </u>
NET CURRENT ASSETS		<u>288,277</u>	<u>269,620</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>312,093</u>	<u>291,152</u>
NET ASSETS		<u>312,093</u>	<u>291,152</u>
FUNDS	17		
Unrestricted funds		167,589	161,005
Restricted funds		<u>144,504</u>	<u>130,147</u>
TOTAL FUNDS		<u>312,093</u>	<u>291,152</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 July 2023.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 July 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved and authorised for issue by the Board of Trustees and authorised for issue on 27 March 2024 and were signed on its behalf by:

Colonel J M Bowles - Trustee

The notes form part of these financial statements

VETERANS OUTREACH SUPPORT

CASH FLOW STATEMENT FOR THE YEAR ENDED 31 JULY 2023

	Notes	31.7.23 £	31.7.22 £
Cash flows from operating activities			
Cash generated from operations	1	<u>134,170</u>	<u>12,414</u>
Net cash provided by operating activities		<u>134,170</u>	<u>12,414</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(32,797)	-
Interest received		<u>4,194</u>	<u>177</u>
Net cash (used in)/provided by investing activities		<u>(28,603)</u>	<u>177</u>
Change in cash and cash equivalents in the reporting period		105,567	12,591
Cash and cash equivalents at the beginning of the reporting period		<u>381,231</u>	<u>368,640</u>
Cash and cash equivalents at the end of the reporting period		<u><u>486,798</u></u>	<u><u>381,231</u></u>

The notes form part of these financial statements

VETERANS OUTREACH SUPPORT

NOTES TO THE CASH FLOW STATEMENT FOR THE YEAR ENDED 31 JULY 2023

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.7.23 £	31.7.22 £
Net income for the reporting period (as per the Statement of Financial Activities)	20,941	52,101
Adjustments for:		
Depreciation charges	5,513	1,365
Interest received	(4,194)	(177)
Donated goods and services	-	(858)
Increase in debtors	(14,380)	(30,960)
Increase/(decrease) in creditors	<u>126,290</u>	<u>(9,057)</u>
Net cash provided by operations	<u><u>134,170</u></u>	<u><u>12,414</u></u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.8.22 £	Cash flow £	At 31.7.23 £
Net cash			
Cash at bank and in hand	<u>381,231</u>	<u>105,567</u>	<u>486,798</u>
Total	<u><u>381,231</u></u>	<u><u>105,567</u></u>	<u><u>486,798</u></u>

The notes form part of these financial statements

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 JULY 2023

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland and the Companies Act 2006.

Income

Donations and legacies and grants that provide core funding or are of a general nature are recognised where there is entitlement, the receipt is probable and the amount can be measured with sufficient reliability. Such income is only deferred when:

- the donor specifies that the grant or donation must only be used in future accounting periods; or
- the donor has imposed conditions which must be met before the charity has unconditional entitlement.

Investment income is recognised on a receivable basis.

Income from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific conditions is recognised as earned (as the related goods and services are provided). Grant income included in this category provides funding to support activities and is recognised where there is entitlement, the receipt is probable and the amount can be measured with sufficient reliability.

Volunteers and donated services

The value of services provided by volunteers is not incorporated into these financial statements.

Where goods or services are provided to the charity as a donation that would normally be purchased from suppliers, this contribution is included in the financial statements at an estimate based on the value of the contribution to the charity.

Expenditure

Expenditure is recognised when a liability is incurred. Contractual arrangements are recognised as goods or services are supplied.

- Costs of raising funds are those costs incurred in attracting voluntary income.
- Charitable activities include expenditure associated with providing services to the charity's beneficiaries and include both the direct costs and support costs relating to those activities.
- Support costs include governance costs and central functions and have been allocated to activities on a basis consistent with the use of resources.

Irrecoverable VAT

All resources expended are classified under activity headings that aggregate all costs related to the category. Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Improvements to property	- 20% on cost
Fixtures and fittings	- 25% on cost
Computer equipment	- 33% on cost

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

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2023

1. ACCOUNTING POLICIES - continued

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. DONATIONS AND LEGACIES

	31.7.23	31.7.22
	£	£
Donated goods and services	40,453	858
Donations	21,057	40,084
Legacies	<u>-</u>	<u>69,965</u>
	<u>61,510</u>	<u>110,907</u>

3. INVESTMENT INCOME

	31.7.23	31.7.22
	£	£
Deposit account interest	<u>4,194</u>	<u>177</u>

4. INCOME FROM CHARITABLE ACTIVITIES

	31.7.23	31.7.22
	£	£
Grants	<u>742,567</u>	<u>525,568</u>

Grants received, included in the above, are as follows:

	31.7.23	31.7.22
	£	£
Royal Navy and Royal Marines Charity	90,000	80,000
The Seafarers' Charity	1,250	10,000
RAF Benevolent Fund	7,500	4,000
Greenwich Hospital	50,000	-
HIWCF	5,000	-
Queen Mary's Roehampton Trust	11,000	8,000
The Veterans' Foundation	32,500	30,000
The Royal Naval Benevolent Trust	8,475	20,073
Armed Forces Covenant Fund Trust	496,926	373,495
Groundwork UK	<u>1,500</u>	<u>-</u>
Carried forward	704,151	525,568

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2023

4. INCOME FROM CHARITABLE ACTIVITIES - continued

	31.7.23	31.7.22
	£	£
Brought forward	704,151	525,568
Lloyds Bank Foundation for England & Wales	17,416	-
BGF Foundation	5,000	-
HM Prison and Probation Service	10,000	-
Trinity House Maritime Charity	3,333	-
Hampshire and Isle of Wight ICB (NHS)	2,667	-
	<u>742,567</u>	<u>525,568</u>

5. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 6)	Grant funding of activities (see note 7)	Support costs (see note 8)	Totals
	£	£	£	£
Veterans welfare	<u>546,170</u>	<u>12,000</u>	<u>229,160</u>	<u>787,330</u>

6. DIRECT COSTS OF CHARITABLE ACTIVITIES

	31.7.23	31.7.22
	£	£
Staff costs	123,145	104,121
Digital marketing support	23,362	-
Direct charitable costs	33,381	21,343
Training costs	2,867	1,035
Subcontracted clinical fees	21,802	61,002
Travel and subsistence	21,958	10,401
DBS checks	168	236
VPPP Partner payments	317,262	185,070
VPPP development expenditure	2,225	-
	<u>546,170</u>	<u>383,208</u>

7. GRANTS PAYABLE

	31.7.23	31.7.22
	£	£
Veterans welfare	<u>12,000</u>	-
The total grants paid to institutions during the year was as follows:		
	31.7.23	31.7.22
	£	£
Soldiers Arts Academy CIC	<u>12,000</u>	-

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2023

8. SUPPORT COSTS

	Management £	Governance costs £	Totals £
Veterans welfare	<u>225,150</u>	<u>4,010</u>	<u>229,160</u>

Support costs, included in the above, are as follows:

Management

	31.7.23 Veterans welfare £	31.7.22 Total activities £
Wages	116,756	126,328
Social security	6,639	7,002
Pensions	2,754	2,544
Insurance	5,612	2,500
Telephone	4,801	3,375
Postage and stationery	2,182	2,407
Advertising	1,592	8,067
Sundries	3,518	3,336
Rent	47,054	4,737
Computer and software costs	10,305	8,685
Legal and professional fees	-	3,726
Repairs and renewals	(2,266)	3,166
Subscriptions	4,588	2,389
Recruitment expenses	2,067	7,871
Bookkeeping and accountancy support	14,035	12,375
Depreciation of tangible assets	<u>5,513</u>	<u>1,365</u>
	<u>225,150</u>	<u>199,873</u>

Governance costs

	31.7.23 Veterans welfare £	31.7.22 Total activities £
Accountancy and independent examination fees	1,610	1,470
Legal fees	<u>2,400</u>	<u>-</u>
	<u>4,010</u>	<u>1,470</u>

9. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.7.23 £	31.7.22 £
Depreciation - owned assets	<u>5,513</u>	<u>1,365</u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2023

10. TRUSTEES' REMUNERATION AND BENEFITS

During the year no (2022: no) trustee directors were remunerated by the charitable company.

During the year one (2022: four) trustee made donations to the charitable company totalling £160 (2022: £17,530).

Trustees' expenses

During the year two (2022: no) trustee directors were reimbursed expenses by the charitable company totalling £205 (2022: £Nil) for travel costs.

11. STAFF COSTS

	31.7.23	31.7.22
	£	£
Wages and salaries	228,193	221,307
Social security costs	17,211	14,625
Other pension costs	<u>3,890</u>	<u>4,063</u>
	<u>249,294</u>	<u>239,995</u>

The average monthly number of employees during the year was as follows:

	31.7.23	31.7.22
Direct charitable	4	4
Support	<u>4</u>	<u>4</u>
	<u>8</u>	<u>8</u>

No employees received emoluments in excess of £60,000.

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	110,907	-	110,907
Charitable activities			
Veterans welfare	77,000	448,568	525,568
Investment income	<u>177</u>	<u>-</u>	<u>177</u>
Total	<u>188,084</u>	<u>448,568</u>	<u>636,652</u>
EXPENDITURE ON			
Charitable activities			
Veterans welfare	<u>204,005</u>	<u>380,546</u>	<u>584,551</u>
NET INCOME/(EXPENDITURE)	(15,921)	68,022	52,101
Transfers between funds	<u>2,758</u>	<u>(2,758)</u>	<u>-</u>
Net movement in funds	(13,163)	65,264	52,101
RECONCILIATION OF FUNDS			
Total funds brought forward	174,168	64,883	239,051

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2023

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS CARRIED FORWARD	<u>161,005</u>	<u>130,147</u>	<u>291,152</u>

13. TANGIBLE FIXED ASSETS

	Improvements to property £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 August 2022	18,266	6,399	5,592	30,257
Additions	<u>5,449</u>	<u>-</u>	<u>2,348</u>	<u>7,797</u>
At 31 July 2023	<u>23,715</u>	<u>6,399</u>	<u>7,940</u>	<u>38,054</u>
DEPRECIATION				
At 1 August 2022	-	3,483	5,242	8,725
Charge for year	<u>3,653</u>	<u>729</u>	<u>1,131</u>	<u>5,513</u>
At 31 July 2023	<u>3,653</u>	<u>4,212</u>	<u>6,373</u>	<u>14,238</u>
NET BOOK VALUE				
At 31 July 2023	<u>20,062</u>	<u>2,187</u>	<u>1,567</u>	<u>23,816</u>
At 31 July 2022	<u>18,266</u>	<u>2,916</u>	<u>350</u>	<u>21,532</u>

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.7.23 £	31.7.22 £
Prepayments and accrued income	<u>50,193</u>	<u>35,813</u>

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.7.23 £	31.7.22 £
Other creditors	11,009	8,559
Accrued expenses	3,812	52,909
Deferred income	<u>233,893</u>	<u>85,956</u>
	<u>248,714</u>	<u>147,424</u>

Deferred income

Deferred income comprises grants received for future financial periods.

	31.7.23 £	31.7.22 £
Balance brought forward	85,956	134,251
Amount released to incoming resources	(85,956)	(134,251)
Amount deferred in the year	<u>233,893</u>	<u>85,956</u>
Balance carried forward	<u>233,893</u>	<u>85,956</u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2023

16. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	31.7.23 Total funds £	31.7.22 Total funds £
Fixed assets	22,251	1,565	23,816	21,532
Current assets	387,241	149,750	536,991	417,044
Current liabilities	(241,903)	(6,811)	(248,714)	(147,424)
	<u>167,589</u>	<u>144,504</u>	<u>312,093</u>	<u>291,152</u>

17. MOVEMENT IN FUNDS

	At 1.8.22 £	Net movement in funds £	Transfers between funds £	At 31.7.23 £
Unrestricted funds				
General fund	61,005	(10,832)	(16,395)	33,778
Contingency fund	100,000	-	-	100,000
Trinity House	-	3,333	-	3,333
Greenwich Hospital	-	16,041	-	16,041
RNRMC Clinical Services	-	14,437	-	14,437
	<u>161,005</u>	<u>22,979</u>	<u>(16,395)</u>	<u>167,589</u>
Restricted funds				
RNRMC Helping Hand	19,089	(6,561)	-	12,528
RNBT	-	8,475	-	8,475
AFCFT Veterans Shall not be Forgotten	1,898	(238)	(1,660)	-
AFCFT Positive Pathways 1 IOW	1,587	(3,844)	2,257	-
Veterans Foundation	-	32,500	-	32,500
AFCFT Tackling Loneliness	43,282	(43,282)	-	-
AFCFT Positive Pathways 2 Hants	12,008	(12,118)	110	-
AFCFT Positive Pathways 3 Outdoor	1,275	(16,743)	15,468	-
AFCFT Afghan SS	18,831	(13,865)	-	4,966
AFCFT Strand 1 Clinical	11,847	26,591	-	38,438
AFCFT VPPP	14,616	1,205	-	15,821
AFCFT VPPP Development	5,714	19,961	-	25,675
NHS No Wrong Door	-	6,101	-	6,101
AFCFT LGBT+ Veteran Support	-	(220)	220	-
	<u>130,147</u>	<u>(2,038)</u>	<u>16,395</u>	<u>144,504</u>
TOTAL FUNDS	<u>291,152</u>	<u>20,941</u>	<u>-</u>	<u>312,093</u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2023

17. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	139,037	(149,869)	(10,832)
Trinity House	3,333	-	3,333
Greenwich Hospital	50,000	(33,959)	16,041
RNRMC Clinical Services	<u>45,000</u>	<u>(30,563)</u>	<u>14,437</u>
	237,370	(214,391)	22,979
Restricted funds			
RNRMC Helping Hand	25,000	(31,561)	(6,561)
RNBT	8,475	-	8,475
AFCFT Veterans Shall not be Forgotten	-	(238)	(238)
AFCFT Positive Pathways 1 IOW	19,462	(23,306)	(3,844)
Veterans Foundation	32,500	-	32,500
AFCFT Tackling Loneliness	14,875	(58,157)	(43,282)
AFCFT Positive Pathways 2 Hants	1,750	(13,868)	(12,118)
AFCFT Positive Pathways 3 Outdoor	-	(16,743)	(16,743)
AFCFT Afghan SS	13,708	(27,573)	(13,865)
AFCFT Strand 1 Clinical	30,357	(3,766)	26,591
AFCFT VPPP	393,988	(392,783)	1,205
AFCFT VPPP Development	22,786	(2,825)	19,961
NHS No Wrong Door	8,000	(1,899)	6,101
AFCFT LGBT+ Veteran Support	<u>-</u>	<u>(220)</u>	<u>(220)</u>
	<u>570,901</u>	<u>(572,939)</u>	<u>(2,038)</u>
TOTAL FUNDS	<u>808,271</u>	<u>(787,330)</u>	<u>20,941</u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2023

17. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.8.21 £	Net movement in funds £	Transfers between funds £	At 31.7.22 £
Unrestricted funds				
General fund	74,168	(15,921)	2,758	61,005
Contingency fund	<u>100,000</u>	<u>-</u>	<u>-</u>	<u>100,000</u>
	174,168	(15,921)	2,758	161,005
Restricted funds				
RNRMC Helping Hand	13,356	5,733	-	19,089
AFCFT Force for Change	4,114	(4,356)	242	-
AFCFT Veterans Shall not be Forgotten	2,519	(621)	-	1,898
AFCFT Positive Pathways 1 IOW	6,400	(4,813)	-	1,587
AFCFT Tackling Loneliness	12,469	30,813	-	43,282
AFCFT Positive Pathways 2 Hants	17,192	(5,184)	-	12,008
AFCFT Positive Pathways 3 Outdoor	5,833	(4,558)	-	1,275
Forces Connect South East	3,000	-	(3,000)	-
AFCFT Afghan SS	-	18,831	-	18,831
AFCFT Strand 1 Clinical	-	11,847	-	11,847
AFCFT VPPP	-	14,616	-	14,616
AFCFT VPPP Development	<u>-</u>	<u>5,714</u>	<u>-</u>	<u>5,714</u>
	<u>64,883</u>	<u>68,022</u>	<u>(2,758)</u>	<u>130,147</u>
TOTAL FUNDS	<u><u>239,051</u></u>	<u><u>52,101</u></u>	<u><u>-</u></u>	<u><u>291,152</u></u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2023

17. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	188,084	(204,005)	(15,921)
Restricted funds			
RNRMC Helping Hand	25,000	(19,267)	5,733
RNBT	20,073	(20,073)	-
AFCFT Force for Change	6,667	(11,023)	(4,356)
AFCFT Veterans Shall not be Forgotten	-	(621)	(621)
AFCFT Positive Pathways 1 IOW	15,538	(20,351)	(4,813)
Veterans Foundation	30,000	(30,000)	-
AFCFT Tackling Loneliness	55,416	(24,603)	30,813
AFCFT Positive Pathways 2 Hants	15,750	(20,934)	(5,184)
AFCFT Positive Pathways 3 Outdoor	11,667	(16,225)	(4,558)
AFCFT Afghan SS	20,417	(1,586)	18,831
AFCFT Strand 1 Clinical	12,500	(653)	11,847
AFCFT VPPP	229,826	(215,210)	14,616
AFCFT VPPP Development	5,714	-	5,714
	<u>448,568</u>	<u>(380,546)</u>	<u>68,022</u>
TOTAL FUNDS	<u>636,652</u>	<u>(584,551)</u>	<u>52,101</u>

Contingency Fund

The contingency fund is calculated to cover a minimum of three months' operating costs to provide the drop-in facility and essential clinical services. In the event of a funding crisis, this will give the trustees time to address the issue and plan the best action to take.

RNRMC- Helping Hands

The Helping Hands grant funds projects that recruit volunteers to provide support, friendship and practical help for Royal Navy beneficiaries, specifically; to combat loneliness and social isolation, to promote health and wellbeing and to prevent escalation of need or deterioration in health.

AFCFT Force for Change

Establishing a dedicated team of volunteers to provide an outreach service to those who are isolated and lonely and / or are unable to visit VOS.

AFCFT Veterans Shall not be Forgotten - Click & Connect project

This shifted VOS's in person operations to the digital domain, with staff and volunteers working remotely during the Coronavirus pandemic, to ensure continuity of service as far as possible. Clinical therapies, peer/social group support and activities were delivered online and by telephone, with hybrid provision now continuing to make VOS's services more accessible.

AFCFT Positive Pathways 1 IOW - Extending activities aimed at combating social isolation and loneliness, through developing new skills and friendships, to the veteran community on the Isle of Wight.

AFCFT Positive Pathways 2 - Hants - Building on the success of VOS's activities programme to extend to more locations in Hampshire.

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2023

17. MOVEMENT IN FUNDS - continued

AFCFT Positive Pathways 3 - Outdoor - A peer supported programme of outdoor activities aimed at promoting confidence, wellbeing and positive mental and physical health, through learning new skills, helping others and contributing to our local communities.

AFCFT Tackling Loneliness

Providing Welfare Officers in Portsmouth and the Isle of Wight to identify and engage with lonely and isolated veterans of all ages.

Forces Connect South East

This grant from Surrey County Council on behalf of Forces Connect South East and the Armed Forces Covenant Fund contributes to the costs of a Veterans' Hub at Wecock Farm providing activity and support groups.

AFCFT Afghan SS

This grant extends the provision of VOS's outdoor activities and wellbeing support to veterans impacted by the UK's involvement in Afghanistan.

AFCFT Strand 1 Clinical

This funding is to meet the increased demand for, and complexity of, mental health support for veterans and families, by enhancing VOS's clinical team with additional psychological and psychiatric resource, providing improved support to those in need.

AFCFT VPPP

VOS is the grant holder for the Veterans' Places, Pathways and People (VPPP) Programme for the South East, working with a portfolio of nine project partners across the region delivering mental health and wellbeing support to veterans.

AFCFT VPPP Development

This grant was awarded to support the development of the VPPP portfolio through improved management and administration, working to ensure sustainability of projects beyond the VPPP grant period, and strengthening the network in the South East region.

NHS No Wrong Door

This grant is a contribution to the costs of delivering welfare services.

AFCFT LGBT+ Veteran Support

This grant is to fund a Welfare Peer Support Worker, increasing capacity to support the LGBTQ+ veteran community, in response to the independent review by Lord Etherton published in May 2023.

18. RELATED PARTY DISCLOSURES

The charity rented room space from the Royal Maritime Hotel, a charity with a Trustee in common, at a rate below market rate. This amounted to £40,453 in the year ended 31 July 2023 (31 July 2022: £Nil) and this has been included as services in kind in the accounts.

There were no other related party transactions in the year ended 31 July 2023 or 31 July 2022 other than those disclosed in note 10.

VETERANS OUTREACH SUPPORT

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 JULY 2023**

19. ULTIMATE CONTROLLING PARTY

The charitable company is under the control of its trustees. No one trustee has control of the charitable company.

Accounts

REGISTERED COMPANY NUMBER: 08479090 (England and Wales)
REGISTERED CHARITY NUMBER: 1154429

REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 JULY 2022
FOR
VETERANS OUTREACH SUPPORT

Gibson Whitter
Chartered Accountants
and Chartered Tax Advisers
Larch House
Parklands Business Park
Denmead
Hampshire
PO7 6XP

VETERANS OUTREACH SUPPORT

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VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2022

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 July 2022. The trustees have adopted the provisions of 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 of Ireland (FRS 102) (effective 1 January 2015).

OBJECTIVES AND ACTIVITIES

Charitable Objects

The Charity's Objects were updated in March 2022 to the following:

- 1 The preservation and protection of the mental health, wellbeing and the relief of need for Armed Forces Veterans (both Regular and Reservist) or former members of the merchant marine and their families, insofar as they have charitable need, by providing assessment, treatment, support, advice, and advocacy.
- 2 Such other activities that, in the opinion of the trustees, further the Charity's objective of providing support to Armed Forces Veterans (both Regular and Reservist) or former members of the merchant marine and their families.

Vision

The vision of the Trustees is: "A nation in which ex-service personnel are valued, understood and supported according to their needs."

Mission Statement

The mission of VOS is "To meet the welfare, wellbeing, and mental health needs of veterans¹".

The term "veterans" encompasses ex-service personnel, their families and, where the appropriate eligibility criteria are met, their carers and helpers. Personnel who are still serving, especially those in transition out of the Armed Forces, are not excluded from support.

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2022

OBJECTIVES AND ACTIVITIES

Main Activities

- VOS provides monthly Drop-Ins in a friendly and sociable environment on the first Wednesday of the month in Portsmouth, and on the third Wednesday in Newport, Isle of Wight (IOW). The Drop-In is available to ex-service personnel from the Royal Navy and Royal Marines, the British Army, the Royal Air Force and the Merchant Navy, both Regular and Reservist, and their families and dependants. Those who meet the eligibility criteria and make use of VOS services are known as Service Users (SUs). Those attending can find:
 - o General welfare and wellbeing support delivered through 40+ partner charities and agencies, termed Delivery Partners (DPs).
 - o A social forum with refreshments and peer support delivered by a team of volunteers.
 - o Mental health triage.
- Group wellbeing and peer support service delivered through a wide range of indoor, outdoor and online activities and visits throughout the year, supported by Mental Health First Aid (MHFA) trained volunteers, during the daytime, evenings and weekends.
- Regular veterans and families outreach coffee mornings in Stubbington, Southsea, Waterlooville, Fratton, Wroxall, Cowes, Sandown, Brighstone and online; all promoting community, camaraderie and connection.
- Service users who require psychological assessment are seen, face to face, by a member of the Triage team at one of the monthly Drop-Ins either on the Isle of Wight or Portsmouth or at separate, pre-arranged appointments. Cases are discussed in confidence among the clinical team to manage risk and safeguarding concerns and to put in place appropriate care pathways.
- Clinical delivery comprises assessments, diagnostic reviews, recommendations on specific psychiatric medications and the provision of evidence-based therapy in line with the Contact Group Guiding Principles for the delivery of Veterans' and Service Families' Mental Health Care and the NICE guidelines for PTSD and other mental health conditions. The team is led by an employed clinical manager, a contracted Consultant Psychiatrist² and a small number of contracted therapists who deliver weekly therapy based on clinical need. An assistant psychologist formed part of the team providing assessments. Working alongside the clinical team was a substance misuse recovery worker who delivered 1-1 recovery work in line with the NICE guidelines for alcohol reduction. The clinical team have veteran specific knowledge and are all trauma informed.
- Veterans Places, Pathways and People (VPPP). A portfolio of 9 delivery partners across the South-East of England, funded by the Armed Forces Covenant Fund Trust and managed by VOS. The purpose of this 2-year programme is to ensure:
 - Veterans can find the support they need and access mental health and wellbeing services activities that are interesting and relevant to them
 - When accessing activities, veterans are safe and can be supported to recover. They can be referred seamlessly to NHS or other services
 - Veterans at higher risk of suicide or other risk relating to mental ill health can receive better cross-sector support
 - Effective veteran-led projects are embedded in local care pathways supported by good partnerships

² Position gapped from June 2022 to end of reporting period.

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2022

OBJECTIVES AND ACTIVITIES

Values

VOS embraces and seeks to promote the following values:

- Accessible. We are there for anyone who needs us.
- Together. We are stronger in partnership.
- Responsive. We listen, we act.
- Reflective. We learn, we develop.
- Recovery-oriented. We can make a difference.
- User-centred. Our service users define us.

Principles

The key principles that guide the organisation are to ensure:

- A safe, friendly, sociable and accessible Drop-In;
- Professional, evidence-based Mental Health support;
- Trustworthy, one-stop agency services;
- Engagement of service users and family members;
- Intelligent and secure use of information.

Contribution made by Volunteers

VOS trustees and clinicians attend the monthly Drop-In on a pro bono basis. In addition, the Drop-Ins are supported by a team of 30+ volunteers who run the front of house, provide social support, and advise on and manage the engagement of SUs with DPs. A sub-set of the team have completed Mental Health First Aid training and act as peer supporters, running the weekly social and activity groups. In addition, our hard-working volunteer team of nearly 60 in total, represent VOS at the many information events and public displays that take place during the year.

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2022

OBJECTIVES AND ACTIVITIES

Delivery Partners

The monthly Drop-Ins are attended by empowered representatives from between 30-40 partner charities and agencies to deliver general welfare support to SUs. After the disruption to this service caused by the Covid-19 pandemic, during which some partners either ceased operating or had their operations curtailed, we were delighted to resume the monthly Drop-Ins during 2021-22, working with the following delivery partners:

- Age UK - befriending and information service for older veterans.
- Alabaré - supported accommodation for veterans.
- Alcoholics Anonymous - personal recovery.
- Andover Mind - supporting carers in the UK
- Blesma - assistance for those who have suffered life-changing limb loss or the use of a limb, an eye or loss of sight
- Citizens Advice - debt, money and benefits advice.
- Combat Stress - residential mental health support.
- DWP - Benefits and Pensions
- DMWS - Defence Medical Welfare Service
- Enable Ability - Disabled adults and children in the Portsmouth area
- First Light Trust - community café and welfare advice.
- Forgotten Veterans - peer support and respite camps.
- Footprint Trust IOW - support with energy issues.
- Help for Heroes - lifelong support of WIS veterans.
- Inclusion Hampshire & IOW - substance misuse treatment and recovery.
- Legal Clinics - provided by Coffin Mew (Armed Forces team) and Biscoes Solicitors.
- Models for Heroes - plastic modelling activity group.
- NHS Hampshire Court Liaison and Diversion Service - support in the criminal justice system.
- Portsmouth Carers Centre (Carers UK) - support for all carers in Portsmouth.
- RFEA - employment support and training.
- RAF Association - IOW branch providing advice and social support for the RAF family.
- RAF Benevolent Fund - welfare benevolence for the RAF family.
- RNA - Royal Naval Association - Welfare support
- RN Benevolent Trust - welfare benevolence for the RN/RM family.
- Rowans Hospice Living Well - support for veterans and families with life-limiting illness.
- Samaritans - emotional support.
- Seafarers' Advice and Information Line (SAIL) - advice service for seafarers.
- Service Dogs UK - therapy/service dogs.
- Shore Leave Haslar -horticultural therapy project in Royal Hospital Haslar Memorial Garden.
- Solent MIND - support with employment and wellbeing.
- SSAFA - welfare support.
- The Poppy Factory - independence through employment with a health impairment.
- The Royal British Legion - lifelong financial/social/emotional support.
- The Warrior Programme -motivation and resilience training.
- Op Courage (HIS/TILS/CTS)
- Veterans Welfare Service - welfare, pensions and compensation advice.

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2022

OBJECTIVES AND ACTIVITIES

Other Partnerships

- Royal Maritime Club & Hotel – *HQ of VOS and primary partner in delivery of support* Hampshire and IOW Military Mental Health Alliance Programme Board, influencing veteran's mental health care delivery and welfare services for Portsmouth.
- Solent Armed Forces Covenant Partnership Board, contributing to the Solent AFCP Regional Needs Assessment and progressing actions as part of the Solent AFC Drop-In partnership.
- Portsmouth City of Sanctuary initiative - building a culture of hospitality.
- Hampshire Veterans Steering Group
- Military Charities Working Group
- Hampshire Veterans Court Diversion Scheme, contributing to the network of support for veterans in the criminal justice system in Hampshire and IOW.

Public benefit

In setting our objectives and planning our activities our trustees have had due regard to the Charity Commission's general guidance on public benefit.

ACHIEVEMENT AND PERFORMANCE

Effects of COVID-19 pandemic

The charity emerged from Covid regulations in a series of staged 'returns', impacted both by the ebb and flow of Government covid restrictions over Oct 2021 -Jan 2022 but also the need to upskill new staff who had arrived during covid restricted delivery but had no corporate knowledge of pre-covid delivery patterns. Furthermore, our statistics and feedback reveal a certain reluctance amongst our service users, volunteers, and delivery partners to return to full face to face delivery and interaction over the first months of 2022. Numbers in all these areas have continued to show a steady increase and we now are hitting our targets across the board whether in wellbeing specific activities or the larger monthly Drop In events. Grant makers have remained flexible in offering extensions where necessary to ensure planned roll out of activities could continue, albeit with extended timelines.

Drop-In Attendance

Having been unable to hold in-person Drop-Ins from April 2020 to June 2021, due to the Covid-19 restrictions and non-availability of our venues, we took some time over the summer of 2021 to update our volunteers' training, and then resumed the Drop-In service in September 2021. During the reporting period of these accounts, we registered a total of 149 new SUs at Drop-Ins, with a further 74 registered through other contact - by phone, walk-in or outreach visits. This compares with 125 total new registrations during 2020-21, when Drop-Ins did not take place.

Mental Health Support

Our clinical team has provided psychiatric assessment and review, diagnostic appointments, medication reviews and recommendations, psychological assessments, psychological therapies, and substance misuse support. Most sessions have been provided in person, but with the offering of telephone and virtual methods where service users prefer. Additionally, regular contact has been made with those service users on the waiting list for therapy to ensure risk is managed and that service user are updated on their progress on the waiting list.

A total of 964 hours of clinical activity has been delivered in this period with 84 clinical administration hours recorded to 94 service users.

Over the past year the clinical team have forged close working relationship with the Op Courage Veterans Mental Health team in the NHS and this has resulted in a number of referrals to them for crisis support via their high intensity team and assessment for complex treatment services.

There has also been a strong focus on building greater ties with the existing primary care Improving Access to Psychological Therapies (IAPT) teams across the region and, where needed, service users have been linked into this additional mental health support.

In addition, pathways are being developed with the local Recovery Hub, to ensure that service users with substance misuse issues receive appropriate care and treatment.

Ongoing work around stakeholder engagement continues, to ensure that all service users to VOS receive the best possible help and support.

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2022

ACHIEVEMENT AND PERFORMANCE

Social Groups

Our weekly social groups in Southsea, Stubbington and online resumed in summer 2021 and have continued throughout this year, attracting a growing community of around 20 discrete attendees at each venue, each week. Additionally, a fortnightly social group is held in Waterlooville, and a new monthly social group has been set up in collaboration with Southern Housing Group, in Fratton. On the Isle of Wight, we hold weekly social groups in four different locations around the Island - Wroxall, Cowes, Sandown and Brighstone - with around 16 attendees at each venue.

Peer Supported Activities

Our wellbeing programme has grown significantly since lockdown was lifted. We have taken on board feedback from our veteran community, via polls and surveys, and begun offering significantly more opportunities in the evenings and the weekends, the result being that not only are we reaching more people but the average age of those we're reaching has dropped as we accommodate working-age veterans.

During the reporting period (Aug 2021 - Jul 2022), we provided over 100 activities in the community and over 200 social groups, which has led to more than 3400 social interactions by our beneficiaries. Additionally, this delivery has been in partnership, collaboration, or engagement with more than 30 local businesses, venues, charities, and other organisations, which further embeds and augments our mission within the wider civilian community, too.

The activities above have included painting, writing, bookbinding, lino printing, picture framing and other arts & crafts; guest speakers from the National Museum of the Royal Navy, and inspirational individuals; monthly 'Skittles & Snorkers' nights at the Royal Maritime Club; visits to museums; plus outdoor adventures including wellness walks, WetWheels, archery, sea fishing, crazy golf, sailing, and all manner of exciting heritage-vessel excursions resulting from a fantastic collaboration with the Portsmouth Naval Base Property Trust. Variety is a key component of our programme, ensuring that we have something for most people's tastes, regularly planning around the suggestions of our expanding community.

Evaluation of Benefits

VOS is committed to monitoring and evaluating the benefits of its work to ensure that all its activities are having the desired outcomes and outputs and its charitable aims are being achieved. Evaluation works at 2 levels:

- Outcomes. The principal outcomes of VOS operations for service users are better general welfare; improved mental health; and a heightened sense of wellbeing. These outcomes are measured both quantitatively and qualitatively through a combination of the clinical measurements (GAD7, PHQ9, IES-R, AUDIT, WSAS, CORE10 and CORE34³) as well as general and clinical user feedback questionnaires.
- Outputs. VOS outputs take the form of the monthly Drop-In and its associated social gathering, mental health therapy sessions and peer support sessions. These outputs are measured quantitatively in terms of the numbers of service users attending Drop-In (new and returning), the number of Agency engagements, the number of service users undergoing therapy, the number of therapy sessions delivered, the number of Did Not Attend (DNAs) and the number of volunteer peer mentors and mentees.

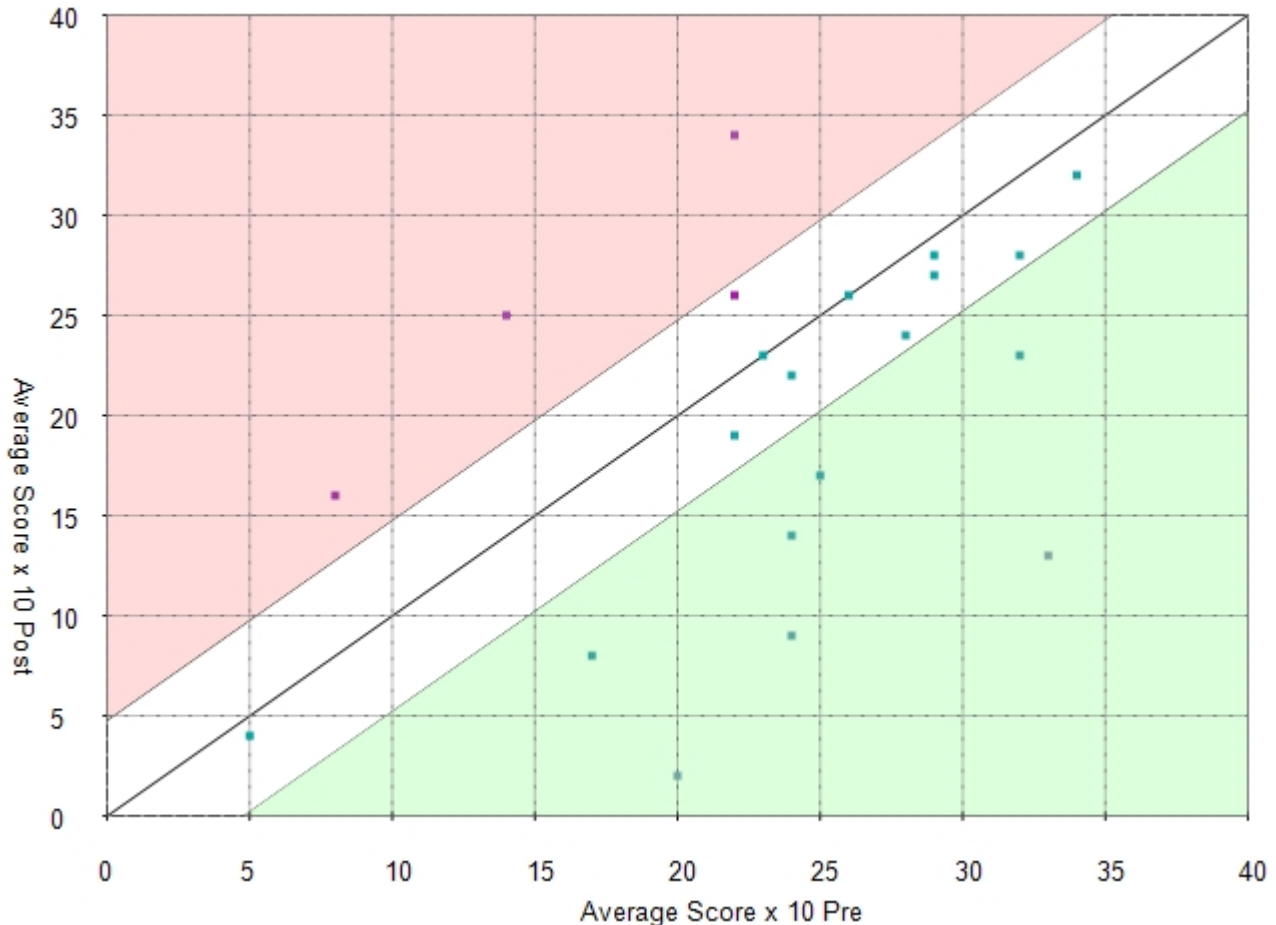
CORE Report

Improved Mental Health is measured quantitatively and qualitatively through a combination of clinical measurements. The diagram below is an indicative scatter plot of CORE scores of service users that have completed psychotherapy with VOS. For an individual to have made clinical improvement, the CORE score should drop by 5 points or more (the green area). Those whose improvement is less than 5 points (the white middle area) or their score increases (the purple area), are monitored by the clinical team. Occasionally, and for a variety of reasons, an individual may withdraw from therapy before their sessions are complete. The below graph details those service users who have completed therapy in the reporting period.

³ Generalised Anxiety Disorder; Patient Health Questionnaire; Impact of Events Scale-Revised; Alcohol Use Disorders Identification Test; Work and Social Adjustment Scale;

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2022

ACHIEVEMENT AND PERFORMANCE
CORE Report



Peer Support Impact Measurement

As the wellbeing social group and activities programme is complementary to the formal mental health support offered by VOS, an in-house measure has been developed which is a subjective assessment of feelings of joy, sadness and levels of anxiety. Analysis of returns show that all those who participate in the activity programme declare increased feelings of joy and reduced feelings of sadness after an activity and their levels of anxiety decreased. Returns of forms indicate 'satisfied/highly satisfied' by 100% of participants. Feedback comments have included:

- Such a good giggle, thank you
- Another fun filled evening – what more could one ask for!
- I would just like to say that since coming along to these social groups, I am feeling much nearer my old self
- My word what an excellent evening's entertainment at the RMC for Skittles and Snorkers
- New faces. New friends. Thanks to everyone at VOS
- I love the camaraderie, banter and fun
- Great fun! I have since started taking a beginner's course in archery as a result!

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2022

ACHIEVEMENT AND PERFORMANCE

Marketing and Communications

VOS has launched a new website in this year. Enabling us to better communicate what we do, our new website also enables us to champion our industry partners; share exciting news, blogs and updates; and further our mission and vision by reaching more people. Additionally, VOS has invested in ensuring we have a more consistent and collaborative social media engagement plan; and (acknowledging that not all our target audience is on social media) managing a proactive approach to running ads or reaching out into local magazines and newspapers. Equally, VOS has refined its communications with local news outlets, which has been especially valuable during this Falklands 40 commemorative year; we have been interviewed on BBC South, BFBS and more.

VOS is also proud to have been awarded 'Silver' in the Armed Forces Covenant Employer Recognition Scheme during this year. Not only do we support veterans, but we employ veterans, cadet-force workers, reservists and spouses of these communities.

Examples of our activities and outreach can be found on our website www.vosuk.org and across our social media channels on FaceBook, Instagram and Linked.

Veterans' Places, Pathways and People Programme

The Veterans Places, Pathways and People Programme for the South-East (VPPPSE), funded by the Armed Forces Covenant Fund Trust (AFCFT) commenced at the beginning of January 2022. The two-year programme, delivering under the collective title of 'Partnership in Mind' brings together a diverse thematic and geographical group of nine partners from across the South-East of England with the aim of providing a safe, more joined-up, and professional approach to the delivery of mental health and wellbeing support for veterans. It is widely acknowledged that the veteran community can seek different kinds of assistance at different times or stages in life. Offering a range of support and activities, from social groups and creative activities, to needs assessments and onward referrals, beneficiaries of the Partnership in Mind programme can access the whole range of services through a single network.

Included in the VOS-led partnership are the following organisations:

- Defence Medical Welfare Service
- Fighting With Pride
- First Light Trust
- Kents Arts and Wellbeing
- Poppy Factory
- Veterans Community Network
- Veterans In Action
- Veterans Growth
- Walking With The Wounded

After a slow start, caused mainly by a difficult recruitment environment post-Covid, the programme has rapidly built into a solid and complimentary network, with partners working together to improve the lives of their beneficiaries, sharing best-practice, and ensuring that appropriate and safe pathways and support are in place at every stage of the journey. Successes have included the transition of veterans diagnosed with PTSD from statutory mental health care into wellbeing programmes and in some cases into employment. At the time of writing, 16 veterans have been assisted into employment, and a further 24 individuals are working towards employment. To the end of October 2022, over 1300 veterans have been supported by the programme.

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2022

ACHIEVEMENT AND PERFORMANCE

Funding 2021-22

VOS received generous funding from a number of grant makers and donors during the reporting period. A breakdown of the grant funding awarded during 2021-22 is as follows:

- Armed Forces Covenant Fund Trust	£365,619
- Royal Navy and Royal Marines Charity	£55,000
- Veterans Foundation	£30,000
- RNRMC Helping Hands	£25,000
- Royal Navy Benevolent Trust	£20,073
- RAF Benevolent Fund	£9,000
- Queen Mary's Roehampton Trust	£8,000
- Legacy	£69,965
- Other Donations & Local fundraising	£40,084
- Gifts in kind	£858

VOS is most grateful for all our grant funding, without which we would not have been able to sustain our services to veterans and their families. We are also incredibly grateful for the generous legacy received.

The Royal Maritime Club (RMC) is both our HQ and primary location from which the majority of VOS support and services are planned and delivered to our service users. The RMC provides VOS with a range of benefits, from reduced rent and room hire costs for VOS operation, events and activities, to the provision of emergency respite accommodation and food for VOS service users in need. Importantly, the RMC is a welcoming venue, familiar to veterans and families alike, with staff who understand and respect armed forces personnel and veterans. VOS could not enjoy the success it has had without the support and cooperation of the RMC, for which we are extremely grateful.

We would also like to thank our trustee and volunteer, Lt Cdr John Scivier RN (retd) for his superb efforts in organizing a ball to commemorate the 40th anniversary of the Falklands conflict, which raised a total of £25,000 for VOS, including generous donations by The Gosling Foundation and Babcock International.

Other support and donations, for which the charity is grateful have been received from Greenwich Hospital, Queen Alexandra's Royal Naval Nursing Association, Recycled Office Solutions, Asda Foundation and stores in Fareham, Gosport and Newport, Southern Co-op in East Cowes and Portsmouth, HMS Hermes Association, HMS Dainty Association, St Ann's Church (HMNB Portsmouth) and the generous participants in John Scivier's 200 Club. In addition, we are very grateful to our wonderful staff and volunteers who have represented VOS to raise both awareness and funds through attending local events, organising raffles and collections, and completing the Great South Run.

FINANCIAL REVIEW

Financial position

This has been a successful period for VOS, and we ended the year in a strong financial position. There was an excess of income over expenditure of £52,101, comprising £65,264 on restricted funds and -£13,163 on unrestricted funds. Restricted funds are those where donors have placed specific requirements on their use. Income for the year increased by £275,227 compared with the previous year.

The total funds brought forward from 31 July 2021 were £239,051, while total funds carried forward to the next financial year are £291,152. Details are in note 17 of the Notes to the Financial Statements.

At the end of the period cash assets (cash at bank) totalled £381,231. This includes grants received in the year from AFCFT that are deferred to 2022-23 - £85,956 is deemed to cover the next and subsequent financial years. The majority of cash funds are held in a deposit account and only transferred to the current account as required for immediate expenditure. The deposit account is interest bearing.

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2022

FINANCIAL REVIEW

Management accounting reports are provided in advance of management and trustee meetings to all Board members.

The principal risk facing the Charity is that of long-term financial sustainability. Given the uncertainty of future funding streams, additional sources are continually investigated.

Reserves policy

A financial reserve of £100,000 is held. It is estimated that this sum would be sufficient to cover a minimum of three months' operating costs, to provide the drop-in facility and essential clinical services - three months is the usual length of a course of clinical treatment delivered to Service Users, so this would ensure that treatments could be completed. If Net Assets were to approach this level, the reserve would allow the Trustees to take action to address the funding issue and enable an orderly handover of services if necessary.

The reserve was increased from £50,000 to £100,000 during the previous financial year 2020-21. The reserve level is kept under regular review to ensure that it meets the needs of the charity, whilst not exceeding that required for the purposes above. In light of the growth of the charity during 2021-22, the Trustees have reviewed this in September 2022 and decided to increase the reserve level to £150,000 with effect from 1st August 2023.

The relatively high balance of funds in excess of our financial reserve being carried forward into the next financial year is a reflection of restricted funds that are held against future delivery of specific projects, and a generous unrestricted legacy received during the year. We found the uncertainty over the situation with Covid in the first half of this financial year, including the re-introduction of work-at-home guidance in December 2021 and January 2022, caused hesitancy on the part of Service Users and consequent slow starts to some project activities in the year. Where necessary, we have agreed extensions to grant funding periods with our funding partners - we are most grateful for their cooperation and assistance in enabling our programmes to continue.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Articles of Association.

Charity constitution

The Charity is a company limited by guarantee (Company number 08479090) incorporated on 8 April 2013 and a registered Charity (number 1154429) registered 1 November 2013. The Charity's constitution is set out in its Articles of Association (adopted 16 October 2013, amended 24 March 2022 and 29 September 2022).

Trustees Appointments

The Charity is governed by a Board of Trustees with responsibility for the strategic management of the Charity. The board consists of a minimum of four trustees and has no maximum number.

Annually, one third of the Trustees are required to retire by rotation dependent on the length of their service. Trustees may serve for a maximum of nine years unless they have served as Chair in which case that is extended to 12 years; they must then retire and may not be re-appointed (if eligible) without an interval of at least 12 months. The Charity recognises that the creation of a diverse Board is an important factor in recruiting the professional competence required to administer the Charity successfully while increasing the accountability and public confidence in the overall management of the organisation.

Full meetings of the Board took place on 16 September 2021, 9 December 2021, 18 January 2022, 24 March 2022 and 23 June 2022. The AGM was held on 24 March 2022, at which Mrs Ruth White, Surg Capt John Sharpley RN, and Dr Robin Kent retired by rotation and were re-elected. The meeting was held to receive and approve the Annual Company Accounts.

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Induction and Training of Trustees

New Trustees are inducted by the Chairman, the CEO and the other VOS staff. Trustees make use of the online training packages offered by the National Council of Voluntary Organisations (NCVO), of which VOS is a member. A training day for Trustees was held in June 2022 where an overview of roles, responsibilities and an update on current rules and regulations was given by an external trustee training provider.

Retirements

During the period of this report Mrs Ruth White, Surg Capt John Sharpley RN, and Dr Robin Kent retired by rotation and were re-elected. At each AGM, one-third of trustees must retire from office; this is by rotation of those who have been in office longest. If trustees were appointed on the same day, those to retire are determined by 'lot' or agreement amongst themselves.

In September 2022, the trustees approved an amendment to the Articles of Association, to add a stipulation that any trustee who has completed nine years' continuous service since 10 September 2015 shall retire at the next AGM and may not be re-appointed (if eligible) without an interval of at least 12 months. If the trustee has served as Chairman at any point during the nine years, then the period of continuous service is extended to 12 years until an interval is required. This change was registered at Companies House on 20 October 2022 and submitted to the Charities Commission.

Management & Clinical Staff

Ian Millen remains in post as CEO, supported by a small team of permanent staff managing VOS's three pillars of service delivery: Clinical, Wellbeing and Welfare. That team is supplemented by external contractors providing clinical and other services.

Volunteers

VOS is pleased to be a member of the National Council for Volunteer Organisations (NCVO), which helps underpin our management of and support to VOS Volunteers. VOS has continued with the recruitment of additional volunteers during the year and now has approximately 60 volunteers supporting the charity. A majority of our volunteering team (primarily in peer support) having completed a series of training commitments, including: Mental Health First Aid (MHFA), Professional Boundaries, Trauma Informed Veteran Aware, Dementia Awareness and Suicide Awareness. VOS has run two training days this year for its volunteer cohort, to enable our diverse individuals to come together as a strengthened team. VOS has also invested in training to support interested volunteers to adopt a 'Lead Volunteer' role in our activity programmes: welcoming participants, recording data, taking photographs, and reporting back; this development has underpinned our ability to deliver an increased & more locationally-diverse portfolio of opportunities, as well as serving to increase the confidence of our volunteers.

Additionally, we have proactively invited volunteers to contribute blogs and other copy, to publish on our website and social media material, thereby increasing the types of engagement with the charity's talented volunteer team. Our volunteers also supported us in attending 17 different community events during this year - from Portsmouth Pride to Armed Forces Day; from ASDA stalls to HMS Collingwood open day; and from IOW Riverfest to Northwood House Fair.

By way of demonstrating an economic equivalent of our volunteers' time-donation to VOS, we can use an example from April-June 2022: our team donated a conservative estimate of 2192 hours. Multiplying these hours by an accepted monetary figure of £13.70⁴, results in an economic value of over £30,000 in donated hours, or roughly £10,000 a month.

VOS is very grateful to its dedicated cohort of excellent volunteers, without whom we could not deliver such varied and quality support to our VOS community.

Equivalent cost of volunteering:

https://www.powertochange.org.uk/wpcontent/uploads/2020/06/Value_of_Volunteering_Working_Paper_Final.pdf

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Clinical Governance

In 2021 VOS entered the first development year for the Quality Network for Veterans Mental Health Services (QNVMS) through the Royal College of Psychiatrists and achieved very positive feedback, with a subsequent invitation to apply for full accreditation in June 2023. The team are currently working towards this accreditation.

VOS remains a signatory to Cobseo's Guiding Principles for the Delivery of Veterans' and Service Families' Mental Healthcare. The aim of the principles is to ensure that organisations that provide mental healthcare (in any form) for serving or ex-serving personnel and their families do so in a manner which is safe, does no harm and facilitates properly informed decisions about the care they might receive. Organisations that follow the principles have demonstrated that they have taken reasonable steps to assure that they provide a safe and reasonable service and do no harm.

Delivery Partners Code of Conduct

A Code of Conduct has been established to ensure that Delivery Partners share VOS's values and can be regarded as trustworthy by SUs. All Delivery Partners are invited to sign up to the Code, by which they agree to:

- Attend or be represented every month, unless there is an emergency, in which case they agree to provide VOS with as much notice as possible.
- Conform to the highest standards of behaviour, language and dress (casual).
- Act with kindness and consideration for all SUs and other participants.
- Work together to deliver the best overall service to SUs in partnership with other agencies, and never to try to compete with each other.
- Be covered by appropriate professional indemnity insurance (evidence required).
- Abide by the guidance framework set by VOS (opening hours, layout, processes, appointment routines etc). This will be briefed during their induction process on first joining VOS and updated in writing (usually by email).
- Work with VOS management staff by: complying with any reasonable requests while on the premises during VOS hours; accepting their decisions, especially in event of incidents or internal differences between members; consulting them in event of anything unexpected concerning the routine or facilities; and notifying VOS of any incidents, accidents or complaints.
- In event of dispute with VOS or another Delivery Partner, enter into Alternative Dispute Resolution (ADR).
- Provide feedback on the services delivered to SUs and outcome information as requested by VOS.
- Attend periodic VOS governance and feedback workshops.

In addition, organisations offering therapeutic interventions agree to:

- Share SU data with VOS clinicians within the data protection regime outlined in the Privacy Notice on the SU registration form and the processes detailed for information governance.
- Demonstrate that they are covered by an appropriate clinical governance regime.

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2022

REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name

Veterans Outreach Support

Other Name the Charity Uses

VOS

Registered Company number

08479090 (England and Wales)

Registered Charity number

1154429

Registered office

Larch House
Parklands Business Park
Denmead
Hampshire
PO7 6XP

Charity's Principal Address

Royal Maritime Club
75-80 Queen Street
Portsmouth
PO1 3HS

Trustees

Col (Retd) J M Bowles	(Re-elected 12 May 2020 and elected Chairman 21 Mar 2019)
Mr M Dawe	(Co-opted 17 Sep 2020 and elected on 18 Mar 2021)
Dr R S G Kent	(Re-elected 24 Mar 2022)
Lt Cdr RN (Retd) A Sard	(Co-opted 12 May 2020 and elected on 18 Mar 2021)
Lt Cdr RN (Retd) J Scivier	(Re-elected 12 May 2020)
Surg Capt J G Sharpley RN	(Re-elected 24 Mar 2022)
AVM (reted) A Stables	(Co-opted 10 Dec 2020 and elected on 18 Mar 2021)
Cdr RN (Retd) R Williams	(Co-opted 21 Jun 2018 and elected 11 Dec 2018)
Mrs R C White	(Re-elected 24 Mar 2022) - (Vice Chairman)

President

Rear Admiral Sir Jeremy de Halpert KCVO CB (Appointed 27 February 2014)

Honorary Vice Presidents

Surg Capt RN (Retd) M R O'Connell
CPO (Retd) Joe Erskine
Mrs A E M Townsend
WO1 RN (Retd) David Watts
Maj (reted) M Powell

Chief Executive

Cdr (Retd) Ian Millen

Clinical Lead

Vacant post

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2022

REFERENCE AND ADMINISTRATIVE DETAILS

Independent Examiner

Gibson Whitter
Chartered Accountants
and Chartered Tax Advisers
Larch House
Parklands Business Park
Denmead
Hampshire
PO7 6XP

Bankers

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

Approved by order of the board of trustees on 15 December 2022 and signed on its behalf by:

Col (Retd) J M Bowles Chairman

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF VETERANS OUTREACH SUPPORT

Independent examiner's report to the trustees of Veterans Outreach Support ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 July 2022.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of ICAEW which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Gavin Whitter
ICAEW
Gibson Whitter
Chartered Accountants
and Chartered Tax Advisers
Larch House
Parklands Business Park
Denmead
Hampshire
PO7 6XP

Date: 20 December 2022

VETERANS OUTREACH SUPPORT

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 JULY 2022

	Notes	Unrestricted funds £	Restricted funds £	31.7.22 Total funds £	31.7.21 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	110,907	-	110,907	35,367
Charitable activities					
Veterans welfare		77,000	448,568	525,568	322,358
Investment income	3	177	-	177	29
Other income		<u>-</u>	<u>-</u>	<u>-</u>	<u>3,671</u>
Total		<u>188,084</u>	<u>448,568</u>	<u>636,652</u>	<u>361,425</u>
EXPENDITURE ON					
Charitable activities	5				
Veterans welfare		<u>204,005</u>	<u>380,546</u>	<u>584,551</u>	<u>291,684</u>
NET INCOME/(EXPENDITURE)					
Transfers between funds	17	(15,921) <u>2,758</u>	68,022 <u>(2,758)</u>	52,101 <u>-</u>	69,741 <u>-</u>
Net movement in funds		(13,163)	65,264	52,101	69,741
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>174,168</u>	<u>64,883</u>	<u>239,051</u>	<u>169,310</u>
TOTAL FUNDS CARRIED FORWARD		<u>161,005</u>	<u>130,147</u>	<u>291,152</u>	<u>239,051</u>

The notes form part of these financial statements

VETERANS OUTREACH SUPPORT

BALANCE SHEET 31 JULY 2022

	Notes	31.7.22 £	31.7.21 £
FIXED ASSETS			
Tangible assets	13	21,532	1,429
CURRENT ASSETS			
Debtors	14	35,813	4,853
Cash at bank and in hand		<u>381,231</u>	<u>368,640</u>
		417,044	373,493
CREDITORS			
Amounts falling due within one year	15	(147,424)	(135,871)
		<u>269,620</u>	<u>237,622</u>
NET CURRENT ASSETS			
		<u>269,620</u>	<u>237,622</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		291,152	239,051
NET ASSETS		<u>291,152</u>	<u>239,051</u>
FUNDS	17		
Unrestricted funds		161,005	174,168
Restricted funds		<u>130,147</u>	<u>64,883</u>
TOTAL FUNDS		<u>291,152</u>	<u>239,051</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 July 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 July 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved and authorised for issue by the Board of Trustees and authorised for issue on 15 December 2022 and were signed on its behalf by:

Col (Retd) J M Bowles - Chairman

The notes form part of these financial statements

VETERANS OUTREACH SUPPORT

CASH FLOW STATEMENT FOR THE YEAR ENDED 31 JULY 2022

	Notes	31.7.22 £	31.7.21 £
Cash flows from operating activities			
Cash generated from operations	1	<u>12,414</u>	<u>58,527</u>
Net cash provided by operating activities		<u>12,414</u>	<u>58,527</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		-	(610)
Interest received		<u>177</u>	<u>29</u>
Net cash provided by/(used in) investing activities		<u>177</u>	<u>(581)</u>
Change in cash and cash equivalents in the reporting period		12,591	57,946
Cash and cash equivalents at the beginning of the reporting period		<u>368,640</u>	<u>310,694</u>
Cash and cash equivalents at the end of the reporting period		<u><u>381,231</u></u>	<u><u>368,640</u></u>

The notes form part of these financial statements

VETERANS OUTREACH SUPPORT

NOTES TO THE CASH FLOW STATEMENT FOR THE YEAR ENDED 31 JULY 2022

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.7.22	31.7.21
	£	£
Net income for the reporting period (as per the Statement of Financial Activities)	52,101	69,741
Adjustments for:		
Depreciation charges	1,365	1,079
Interest received	(177)	(29)
Donated goods and services	(858)	-
Increase in debtors	(30,960)	(4,852)
Decrease in creditors	(9,057)	(7,412)
Net cash provided by operations	<u>12,414</u>	<u>58,527</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.8.21	Cash flow	At 31.7.22
	£	£	£
Net cash			
Cash at bank and in hand	<u>368,640</u>	<u>12,591</u>	<u>381,231</u>
	<u>368,640</u>	<u>12,591</u>	<u>381,231</u>
Total	<u>368,640</u>	<u>12,591</u>	<u>381,231</u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 JULY 2022

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland and the Companies Act 2006.

Income

Donations and legacies and grants that provide core funding or are of a general nature are recognised where there is entitlement, the receipt is probable and the amount can be measured with sufficient reliability. Such income is only deferred when:

- the donor specifies that the grant or donation must only be used in future accounting periods; or
- the donor has imposed conditions which must be met before the charity has unconditional entitlement.

Investment income is recognised on a receivable basis.

Income from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific conditions is recognised as earned (as the related goods and services are provided). Grant income included in this category provides funding to support activities and is recognised where there is entitlement, the receipt is probable and the amount can be measured with sufficient reliability.

Volunteers and donated services

The value of services provided by volunteers is not incorporated into these financial statements.

Where goods or services are provided to the charity as a donation that would normally be purchased from suppliers, this contribution is included in the financial statements at an estimate based on the value of the contribution to the charity.

Expenditure

Expenditure is recognised when a liability is incurred. Contractual arrangements are recognised as goods or services are supplied.

- Costs of raising funds are those costs incurred in attracting voluntary income.
- Charitable activities include expenditure associated with providing services to the charity's beneficiaries and include both the direct costs and support costs relating to those activities.
- Support costs include governance costs and central functions and have been allocated to activities on a basis consistent with the use of resources.

Irrecoverable VAT

All resources expended are classified under activity headings that aggregate all costs related to the category. Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

- | | |
|--------------------------|---------------|
| Improvements to property | - 20% on cost |
| Fixtures and fittings | - 25% on cost |
| Computer equipment | - 33% on cost |

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

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2022

1. ACCOUNTING POLICIES - continued

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. DONATIONS AND LEGACIES

	31.7.22	31.7.21
	£	£
Donated goods and services	858	-
Donations	40,084	35,367
Legacies	<u>69,965</u>	<u>-</u>
	<u>110,907</u>	<u>35,367</u>

3. INVESTMENT INCOME

	31.7.22	31.7.21
	£	£
Deposit account interest	<u>177</u>	<u>29</u>

4. INCOME FROM CHARITABLE ACTIVITIES

	31.7.22	31.7.21
	£	£
Grants	<u>525,568</u>	<u>322,358</u>

Grants received, included in the above, are as follows:

	31.7.22	31.7.21
	£	£
Ministry of Defence - LIBOR Funding	-	33,332
Royal Navy and Royal Marines Charity	80,000	90,000
Seafarers UK	10,000	10,000
RAF Benevolent Fund	4,000	12,708
Greenwich Hospital Grant	-	40,000
HIWCF	-	500
Queen Mary's Roehampton Trust	8,000	6,000
The Veterans' Foundation	30,000	30,000
The Royal Naval Benevolent Trust	20,073	20,964
Portsmouth City Council	<u>-</u>	<u>250</u>
Carried forward	152,073	243,754

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2022

4. INCOME FROM CHARITABLE ACTIVITIES - continued

	31.7.22	31.7.21
	£	£
Brought forward	152,073	243,754
Armed Forces Covenant Fund	<u>373,495</u>	<u>78,604</u>
	<u>525,568</u>	<u>322,358</u>

5. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 6) £	Support costs (see note 8) £	Totals £
Veterans welfare	<u>383,208</u>	<u>201,343</u>	<u>584,551</u>

6. DIRECT COSTS OF CHARITABLE ACTIVITIES

	31.7.22	31.7.21
	£	£
Staff costs	104,121	68,352
Direct charitable costs	21,343	4,998
Training costs	1,035	868
Subcontracted clinical fees	61,002	90,192
Travel and subsistence	10,401	2,278
DBS checks	236	389
VPPP Partner payments	<u>185,070</u>	<u>-</u>
	<u>383,208</u>	<u>167,077</u>

7. GRANTS PAYABLE

	31.7.22	31.7.21
	£	£
Veterans welfare	<u>-</u>	<u>3,804</u>
The total grants paid to institutions during the year was as follows:		
	31.7.22	31.7.21
	£	£
ASDIC	<u>-</u>	<u>3,804</u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2022

8. SUPPORT COSTS

	Management £	Governance costs £	Totals £
Veterans welfare	<u>199,873</u>	<u>1,470</u>	<u>201,343</u>

Support costs, included in the above, are as follows:

Management

	31.7.22 Veterans welfare £	31.7.21 Total activities £
Wages	126,328	80,582
Social security	7,002	3,233
Pensions	2,544	1,551
Insurance	2,500	2,259
Telephone	3,375	2,811
Postage and stationery	2,407	1,062
Advertising	8,067	1,982
Sundries	3,336	1,075
Rent	4,737	2,576
Computer and software costs	8,685	15,634
Legal and professional fees	3,726	1,500
Repairs and renewals	3,166	611
Subscriptions	2,389	801
Recruitment expenses	7,871	-
Donations	-	181
Bookkeeping and accountancy support	12,375	2,390
Depreciation of tangible assets	<u>1,365</u>	<u>1,079</u>
	<u>199,873</u>	<u>119,327</u>

Governance costs

	31.7.22 Veterans welfare £	31.7.21 Total activities £
Accountancy and independent examination fees	<u>1,470</u>	<u>1,476</u>

9. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.7.22 £	31.7.21 £
Depreciation - owned assets	<u>1,365</u>	<u>1,080</u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2022

10. TRUSTEES' REMUNERATION AND BENEFITS

During the year no (2021: one) trustee directors were remunerated by the charitable company totalling £Nil (2021: £3,284) for the following clinical services. As stated in the Report of the Trustees last year, VOS has ceased remuneration of trustee directors and this practice will not recur.

	2022 £	2021 £
Subcontracted		
Dr R S G Kent - Clinical	-	3,284
	-	3,284
	-	3,284

During the year four (2021: no) trustees made donations to the charitable company totalling £17,530 (2021: £Nil). Of this total, £16,800 was funds raised from the 40th anniversary Falklands Ball held on behalf of VOS.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 July 2022 nor for the year ended 31 July 2021.

11. STAFF COSTS

	31.7.22 £	31.7.21 £
Wages and salaries	221,307	143,923
Social security costs	14,625	7,049
Other pension costs	4,063	2,746
	<u>239,995</u>	<u>153,718</u>

The average monthly number of employees during the year was as follows:

	31.7.22	31.7.21
Direct charitable	4	3
Support	4	3
	<u>8</u>	<u>6</u>

No employees received emoluments in excess of £60,000.

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2022

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	35,367	-	35,367
Charitable activities			
Veterans welfare	218,754	103,604	322,358
Investment income	29	-	29
Other income	<u>3,671</u>	<u>-</u>	<u>3,671</u>
Total	<u>257,821</u>	<u>103,604</u>	<u>361,425</u>
EXPENDITURE ON			
Charitable activities			
Veterans welfare	<u>220,468</u>	<u>71,216</u>	<u>291,684</u>
NET INCOME	37,353	32,388	69,741
Transfers between funds	<u>(19,395)</u>	<u>19,395</u>	<u>-</u>
Net movement in funds	17,958	51,783	69,741
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>156,209</u>	<u>13,101</u>	<u>169,310</u>
TOTAL FUNDS CARRIED FORWARD	<u>174,167</u>	<u>64,884</u>	<u>239,051</u>

13. TANGIBLE FIXED ASSETS

	Improvements to property £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 August 2021	-	3,197	5,592	8,789
Additions	<u>18,266</u>	<u>3,202</u>	<u>-</u>	<u>21,468</u>
At 31 July 2022	<u>18,266</u>	<u>6,399</u>	<u>5,592</u>	<u>30,257</u>
DEPRECIATION				
At 1 August 2021	-	3,197	4,163	7,360
Charge for year	<u>-</u>	<u>286</u>	<u>1,079</u>	<u>1,365</u>
At 31 July 2022	<u>-</u>	<u>3,483</u>	<u>5,242</u>	<u>8,725</u>
NET BOOK VALUE				
At 31 July 2022	<u>18,266</u>	<u>2,916</u>	<u>350</u>	<u>21,532</u>
At 31 July 2021	<u>-</u>	<u>-</u>	<u>1,429</u>	<u>1,429</u>

Included in improvements to property and fixtures and fittings is £20,610 for assets under construction at the balance sheet date. Consequently no depreciation has been charged on these in the year ended 31 July 2022.

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2022

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	31.7.22	31.7.21
	£	£
Prepayments and accrued income	<u>35,813</u>	<u>4,853</u>

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	31.7.22	31.7.21
	£	£
Other creditors	8,559	-
Accrued expenses	52,909	1,620
Deferred income	<u>85,956</u>	<u>134,251</u>
	<u>147,424</u>	<u>135,871</u>

Deferred income

Deferred income comprises grants received for future financial periods.

	31.7.22	31.7.21
	£	£
Balance brought forward	134,251	130,396
Amount released to incoming resources	(134,251)	(130,396)
Amount deferred in the year	<u>85,956</u>	<u>134,251</u>
Balance carried forward	<u>85,956</u>	<u>134,251</u>

16. ANALYSIS OF NET ASSETS BETWEEN FUNDS			31.7.22	31.7.21
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
Fixed assets	21,125	407	21,532	1,429
Current assets	182,409	234,635	417,044	373,493
Current liabilities	<u>(42,529)</u>	<u>(104,895)</u>	<u>(147,424)</u>	<u>(135,871)</u>
	<u>161,005</u>	<u>130,147</u>	<u>291,152</u>	<u>239,051</u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2022

17. MOVEMENT IN FUNDS

	At 1.8.21 £	Net movement in funds £	Transfers between funds £	At 31.7.22 £
Unrestricted funds				
General fund	74,168	(15,921)	2,758	61,005
Contingency fund	<u>100,000</u>	<u>-</u>	<u>-</u>	<u>100,000</u>
	174,168	(15,921)	2,758	161,005
Restricted funds				
RNRMC Helping Hand	13,356	5,733	-	19,089
AFCFT Force for Change	4,114	(4,356)	242	-
AFCFT Veterans Shall not be Forgotten	2,519	(621)	-	1,898
AFCFT Positive Pathways 1 IOW	6,400	(4,813)	-	1,587
AFCFT Tackling Loneliness	12,469	30,813	-	43,282
AFCFT Positive Pathways 2 Hants	17,192	(5,184)	-	12,008
AFCFT Positive Pathways 3 Outdoor	5,833	(4,558)	-	1,275
Forces Connect South East	3,000	-	(3,000)	-
AFCFT Afghan SS	-	18,831	-	18,831
AFCFT Strand 1 Clinical	-	11,847	-	11,847
AFCFT VPPP	-	14,616	-	14,616
AFCFT VPPP Development	<u>-</u>	<u>5,714</u>	<u>-</u>	<u>5,714</u>
	<u>64,883</u>	<u>68,022</u>	<u>(2,758)</u>	<u>130,147</u>
TOTAL FUNDS	<u><u>239,051</u></u>	<u><u>52,101</u></u>	<u><u>-</u></u>	<u><u>291,152</u></u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	188,084	(204,005)	(15,921)
Restricted funds			
RNRMC Helping Hand	25,000	(19,267)	5,733
RNBT	20,073	(20,073)	-
AFCFT Force for Change	6,667	(11,023)	(4,356)
AFCFT Veterans Shall not be Forgotten	-	(621)	(621)
AFCFT Positive Pathways 1 IOW	15,538	(20,351)	(4,813)
Veterans Foundation	30,000	(30,000)	-
AFCFT Tackling Loneliness	55,416	(24,603)	30,813
AFCFT Positive Pathways 2 Hants	15,750	(20,934)	(5,184)
AFCFT Positive Pathways 3 Outdoor	11,667	(16,225)	(4,558)
AFCFT Afghan SS	20,417	(1,586)	18,831
AFCFT Strand 1 Clinical	12,500	(653)	11,847
AFCFT VPPP	229,826	(215,210)	14,616
AFCFT VPPP Development	<u>5,714</u>	<u>-</u>	<u>5,714</u>
	<u>448,568</u>	<u>(380,546)</u>	<u>68,022</u>
TOTAL FUNDS	<u><u>636,652</u></u>	<u><u>(584,551)</u></u>	<u><u>52,101</u></u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2022

17. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.8.20 £	Net movement in funds £	Transfers between funds £	At 31.7.21 £
Unrestricted funds				
General fund	156,209	37,354	(119,395)	74,168
Contingency fund	-	-	100,000	100,000
	156,209	37,354	(19,395)	174,168
Restricted funds				
RNRMC Helping Hand	5,426	7,930	-	13,356
ASDIC	7,675	(7,675)	-	-
AFCFT Force for Change	-	4,114	-	4,114
AFCFT Veterans Shall not be Forgotten	-	(3,981)	6,500	2,519
AFCFT Positive Pathways 1 IOW	-	(3,495)	9,895	6,400
AFCFT Tackling Loneliness	-	12,469	-	12,469
AFCFT Positive Pathways 2 Hants	-	17,192	-	17,192
AFCFT Positive Pathways 3 Outdoor	-	5,833	-	5,833
Forces Connect South East	-	-	3,000	3,000
	13,101	32,387	19,395	64,883
TOTAL FUNDS	<u>169,310</u>	<u>69,741</u>	<u>-</u>	<u>239,051</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	257,822	(220,468)	37,354
Restricted funds			
RNRMC Helping Hand	25,000	(17,070)	7,930
ASDIC	-	(7,675)	(7,675)
AFCFT Force for Change	13,333	(9,219)	4,114
AFCFT Veterans Shall not be Forgotten	13,500	(17,481)	(3,981)
AFCFT Positive Pathways 1 IOW	13,854	(17,349)	(3,495)
AFCFT Tackling Loneliness	14,583	(2,114)	12,469
AFCFT Positive Pathways 2 Hants	17,500	(308)	17,192
AFCFT Positive Pathways 3 Outdoor	5,833	-	5,833
	103,603	(71,216)	32,387
TOTAL FUNDS	<u>361,425</u>	<u>(291,684)</u>	<u>69,741</u>

Contingency Fund

The contingency fund is calculated to cover a minimum of three months' operating costs to provide the drop-in facility and essential clinical services. In the event of a funding crisis, this will give the trustees time to address the issue and plan the best action to take.

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2022

17. MOVEMENT IN FUNDS - continued

ASDIC

ASDIC funding was provided to support a programme to join-up service drop-in centres across the UK, with the aim of sharing best practice and providing support and guidance under the structure of a membership association. ASDIC was registered as a charity in its own right in August 2020.

RNRMC- Helping Hands

The Helping Hands grant funds projects that recruit volunteers to provide support, friendship and practical help for Royal Navy beneficiaries, specifically; to combat loneliness and social isolation, to promote health and wellbeing and to prevent escalation of need or deterioration in health.

AFCFT Force for Change

Establishing a dedicated team of volunteers to provide an outreach service to those who are isolated and lonely and / or are unable to visit VOS.

AFCFT Veterans Shall not be Forgotten - Click & Connect project

This shifted VOS's in person operations to the digital domain, with staff and volunteers working remotely during the Coronavirus pandemic, to ensure continuity of service as far as possible. Clinical therapies, peer/social group support and activities were delivered online and by telephone, with hybrid provision now continuing to make VOS's services more accessible.

AFCFT Positive Pathways 1 IOW - Extending activities aimed at combating social isolation and loneliness, through developing new skills and friendships, to the veteran community on the Isle of Wight.

AFCFT Positive Pathways 2 - Hants - Building on the success of VOS's activities programme to extend to more locations in Hampshire.

AFCFT Positive Pathways 3 - Outdoor - A peer supported programme of outdoor activities aimed at promoting confidence, wellbeing and positive mental and physical health, through learning new skills, helping others and contributing to our local communities.

AFCFT Tackling Loneliness

Providing Welfare Officers in Portsmouth and the Isle of Wight to identify and engage with lonely and isolated veterans of all ages.

Forces Connect South East

This grant from Surrey County Council on behalf of Forces Connect South East and the Armed Forces Covenant Fund contributes to the costs of a Veterans' Hub at Wecock Farm providing activity and support groups.

AFCFT Afghan SS

This grant extends the provision of VOS's outdoor activities and wellbeing support to veterans impacted by the UK's involvement in Afghanistan.

AFCFT Strand 1 Clinical

This funding is to meet the increased demand for, and complexity of, mental health support for veterans and families, by enhancing VOS's clinical team with additional psychological and psychiatric resource, providing improved support to those in need.

AFCFT VPPP

VOS is the grant holder for the Veterans' Places, Pathways and People (VPPP) Programme for the South East, working with a portfolio of nine project partners across the region delivering mental health and wellbeing support to veterans.

AFCFT VPPP Development

This grant was awarded to support the development of the VPPP portfolio through improved management and administration, working to ensure sustainability of projects beyond the VPPP grant period, and strengthening the network in the South East region.

VETERANS OUTREACH SUPPORT

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 JULY 2022**

18. RELATED PARTY DISCLOSURES

There were no related party transactions in the year ended 31 July 2022 or 31 July 2021 other than those disclosed in note 9.

19. ULTIMATE CONTROLLING PARTY

The charitable company is under the control of its trustees. No one trustee has control of the charitable company.

Accounts

REGISTERED COMPANY NUMBER: 08479090 (England and Wales)
REGISTERED CHARITY NUMBER: 1154429

**REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 JULY 2021
FOR
VETERANS OUTREACH SUPPORT**

Gibson Whitter
Chartered Accountants
and Chartered Tax Advisers
Larch House
Parklands Business Park
Denmead
Hampshire
PO7 6XP

VETERANS OUTREACH SUPPORT

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VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2021

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 July 2021. The trustees have adopted the provisions of 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 of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Charitable Objects

The Charity's Objects are specifically restricted to the following: "The preservation and protection of the mental health, wellbeing, and the relief of need for Armed Forces Veterans (both Regular and Reservist) or former members of the merchant marines and their family members, insofar as they have charitable need, by the provision of a Drop-In service providing assessment, treatment, support, advice and advocacy".

Vision

The vision of the Trustees is: "A nation in which ex-service personnel are valued, understood and supported according to their needs."

Mission Statement

The mission of VOS is "To meet the welfare, wellbeing, and mental health needs of veterans¹".

Main Activities

- VOS provides monthly Drop-Ins in a friendly and sociable environment on the 1st Wed of the month in Portsmouth and on the 3rd Wed in Newport, Isle of Wight (IOW). The Drop-In is available to ex-service personnel (i.e. veterans) from the Royal Navy and Royal Marines, the Army, the Royal Air Force and the Merchant Navy, both Regular and Reservist, and their families and dependants. Those who meet the eligibility criteria and make use of VOS services are known as Service Users (SUs). Those attending can find:
 - o General welfare and wellbeing support delivered through 40+ partner charities and agencies, termed Delivery Partners (DPs).
 - o A social forum with refreshments and peer support delivered by a team of volunteers.
 - o Mental health triage.
- Group peer support activity delivered through activity and visits programme outside of Drop-In days, supported by Mental Health First Aid (MHFA) trained volunteers.
- Weekly veterans and families outreach coffee mornings in Stubbington and Southsea.
- SUs who require psychological assessment are seen by a member of the triage team at Drop-In. Cases are discussed in confidence among the clinical team and appropriate care pathways are established. Weekly mental health clinics delivered by clinical professionals comprising assessment, medication reviews or evidence-based therapy treatment. VOS contracts a team of professional Mental Health clinicians led by a consultant psychiatrist and including a number of mental health therapists and psychologists. The team is also supported by a substance misuse support worker, who is a VOS employee. These individuals are familiar with the problems encountered by veterans and deliver mental health support in accordance with the Contact Group Guiding Principles for the delivery of Veterans' and Service Families' Mental Health Care.
- Substance misuse support delivered through 1-2-1 support sessions as required by caseload by the VOS Substance Misuse Support Worker.

¹ The term "veterans" encompasses ex-service personnel, their families and, where the appropriate eligibility criteria are met, their carers and helpers. Personnel who are still serving, especially those in transition out of the Armed Forces, are not excluded from support.

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2021

OBJECTIVES AND ACTIVITIES

Values

VOS embraces and seeks to promote the following values:

- Accessible. We are there for anyone who needs us.
- Together. We are stronger in partnership.
- Responsive. We listen, we act.
- Reflective. We learn, we develop.
- Recovery-oriented. We can make a difference.
- User-centred. Our service users define us.

Principles

The key principles that guide the organisation are to ensure:

- A safe, friendly, sociable and accessible Drop-In
- Professional, evidence-based Mental Health support;
- Trustworthy, one-stop agency services;
- Engagement of service users and family members;
- Intelligent and secure use of information.

Contribution made by Volunteers

VOS trustees and clinicians attend the monthly Drop-In on a pro bono basis. In addition, the Drop-Ins are supported by a team of 30+ volunteers who run the front of house, provide social support and advise on and manage the engagement of SUs with DPs. A sub-set of the team have completed Mental Health First Aid training and act as peer supporters, running the weekly social and activity groups. In addition, our hard-working volunteers represent VOS at the many information events and public displays that take place during the year.

Delivery Partners

The monthly Drop-Ins are attended by empowered representatives from 40+ partner charities and agencies to deliver general welfare support to SUs. During this year's reporting period, no Drop-Ins took place, due to national lockdowns and the unavailability of our Drop-In venues, due to the Coronavirus pandemic. However, our delivery partners, listed below, were available for referrals throughout the period that VOS operations took place remotely. Sadly, some delivery partners ceased to operate during the pandemic and have been removed from the list below:

- Age UK - *befriending and information service for older veterans.*
- Alabaré - *supported accommodation for veterans.*
- Alcoholics Anonymous - *personal recovery.*
- Blesma - *assistance for those who have suffered life-changing limb loss or the use of a limb, an eye or loss of sight*
- AFVBC - *breakfast club (IOW).*
- Citizens Advice - *debt, money and benefits advice.*
- Combat Stress - *residential mental health support.*
- Company of Makers - *creative making workshops.*
- Cranio-Sacral Therapy - *alternative relaxation therapy.*
- First Light Trust - *community café and welfare advice.*
- Forgotten Veterans - *peer support and respite camps.*
- Good Mental Health Cooperative - *recovery and volunteering in the community.*
- Help for Heroes - *lifelong support of WIS veterans.*
- Hire a Hero - *employment and transition support.*
- Hounds for Heroes - *assistance dogs.*
- Inclusion Hampshire & IOW - *substance misuse treatment and recovery.*
- Legal Clinics - *provided by Coffin Mew (Armed Forces team) and Biscoes Solicitors.*
- Models for Heroes - *plastic modelling activity group.*
- NHS Court Liaison and Diversion Service - *support in the criminal justice system.*

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2021

OBJECTIVES AND ACTIVITIES

Delivery Partners

- Portsmouth Carers Centre - *support for all carers in Portsmouth.*
- PWRR Association - *Southern branch association welfare service and social opportunities.*
- Ripple Pond - *support network for adult family members.*
- RFEA - *employment support and training.*
- RAF Association - *IOW branch providing advice and social support for the RAF family.*
- RAF Benevolent Fund - *welfare benevolence for the RAF family.*
- RBLI Lifeworks - *employment support.*
- RN Benevolent Trust - *welfare benevolence for the RN/RM family.*
- RN&RM Children's Fund - *supporting children whose parents serve or have served.*
- Rowans Hospice Living Well - *support for veterans and families with life-limiting illness.*
- Samaritans - *emotional support.*
- Seafarers' Advice and Information Line (SAIL) - *advice service for seafarers.*
- Shore Leave Haslar - *horticultural therapy project in Royal Hospital Haslar Memorial Garden.*
- Society of St James - *substance misuse and homelessness support.*
- Solent MIND - *support with employment and wellbeing.*
- SSAFA - *welfare support.*
- The Poppy Factory - *independence through employment with a health impairment.*
- The Royal British Legion - *lifelong financial/social/emotional support.*
- The Warrior Programme - *motivation and resilience training.*
- Op Courage (HIS/TILS/CTS)
- Veterans Welfare Service - *welfare, pensions and compensation advice.*

Other Partnerships

- Hampshire and IOW Military Mental Health Alliance Programme Board, influencing veteran's mental health care delivery and welfare services for Portsmouth.
- Solent Armed Forces Covenant Partnership Board, contributing to the Solent AFCP Regional Needs Assessment and progressing actions as part of the Solent AFC Drop-In partnership.
- Portsmouth City of Sanctuary initiative.
- Hampshire Veterans Court Diversion Scheme, contributing to the network of support for veterans in the criminal justice system in Hampshire and IOW.

Public benefit

In setting our objectives and planning our activities our trustees have had due regard to the Charity Commission's general guidance on public benefit.

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2021

ACHIEVEMENT AND PERFORMANCE

Effects of COVID-19 pandemic

As in the early part of 2020, and as detailed in our last annual report, the COVID-19 pandemic and its related public health restrictions continued to deny the charity its signature delivery method of face-to-face support to veterans and their families. The temporary changes made to our delivery model and approach, shifting to online and telephone methods of support across all areas, whilst maintaining normal office hours with staff in remote locations, continued to support our service users. VOS staff continued to provide direct welfare, wellbeing and clinical support, as well as referrals to our delivery partners where needed. Wellbeing activities, social groups and clinical support and therapy continued to be delivered via online and telephone means, and VOS made good use of volunteer couriers and the Royal Mail to deliver materials for those engaged in our activities and social groups from their homes. The quality of our engagement remained high and continued to be a lifeline to those who were adversely affected by isolation and loneliness during lockdown, albeit that we inevitably lost contact with some who preferred to access VOS services and support in person only. Throughout the reporting period, VOS continued to access financial support, particularly from the Armed Forces Covenant Fund Trust (AFCFT), to support and enhance our new ways of working. Other grant makers were also flexible in allowing us to re-purpose funding that had originally been provided for face-to-face activities, ensuring that we could continue to maintain contact with, and support our beneficiaries.

Drop-In Attendance

No Drop-Ins took place during the period of this report, due to Coronavirus lockdowns and non-availability of our Drop-In venues. However, VOS staff continued to provide remote support to SU and registered a total of 125 new SU during the reporting period. This is significantly lower than the 226 new registrations in the previous reporting period (2019-20) and reflects the fact that the main source of new registrations is attendance at our normal Drop-Ins in Portsmouth and Newport (IOW). The 125 registrations were mainly taken by telephone by VOS staff.

Mental Health Support

Throughout the reporting period, veterans suffering from mental health issues have continued to access weekly treatment, despite the loss of Drop-In days. Our clinical team provides: psychiatric assessment and review, medication reviews, psychological assessment, psychological therapies, and substance misuse support, working throughout the period and delivering support via telephone and virtual methods. Additionally, regular telephone welfare checks with SUs deemed a high risk or who were on our waiting list for therapy continued. Most, but not all SU were happy to be supported in this way, with some more comfortable with waiting until face-to-face support was available.

A total of 1341 hours of clinical activity has been delivered in this period to 187 clients. Of the 187 SU supported, 58% were Army, 36% RN/RM, 4% RAF and 2% Merchant Navy.

In total 65 clients were seen by the consultant psychiatrist for psychiatric diagnosis or medication review, 33 clients received psychological assessment, 110 started a course of therapy and 56 received substance misuse recovery support. Currently we estimate that the majority of our service user population receive some form of clinical intervention each year.

Social Groups

Following the suspension of our face to face peer support programme, due to the national Coronavirus pandemic, in the middle of 2020, we were able to resume one of our social groups, the Tea & Stickies group, based in Southsea, from mid-August to mid-October, but this was again suspended when case rates rose and Portsmouth went into Tier 2.

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2021

ACHIEVEMENT AND PERFORMANCE

Peer Supported Activities

Like our Drop-In activities, our face-to-face peer-supported activities have been significantly disrupted during the reporting period. However, like some other services, we were able to transition these into the virtual space, ensuring that activities and groups could continue either in or out of lockdown. The face-to-face peer support programme detailed in last year's report was suspended in the early part of 2020, until we were able to commence small group activities in May 2020, in line with government guidance.

During the reporting period (Aug 2020 - Jul 2021), we provided a virtual programme of 2 groups per week; an activity group providing workshops and armchair talks from local providers and a coffee group, Brew & Banter for social contact. This became an established virtual delivery offer that was accessed by a large group of service users. When the face-to-face activity group re-commenced in the Royal Maritime Club we retained the ability for SUs to join activities and lectures online and also maintained the separate virtual coffee group.

In total we have had 103 SUs engage at least once in the peer support programme during the reporting period. Our planned numbers for the year were under target but numbers engaging in the programme doubled in the second half of the period when face to face contact was permitted once again.

The activities above have included armchair pilates, painting and other arts & crafts and armchair lectures from Birdworld, the Mary Rose Museum, and National Museum of the Royal Navy as well as lectures on Bomber Command and the Commonwealth War Grave Commission. We were also pleased to secure a small grant from the D-day story in a community partnership over the Easter period to provide an activity for SUs to either do at home with family or participate with a VOS group online. We supplied wooden birdbox and feeder kits for assembly and decoration. Variety is a key component of our peer-supported activities, ensuring that we have something for most people's tastes, regularly planning around the suggestions of our beneficiary population.

Evaluation of Benefits

VOS is committed to monitoring and evaluating the benefits of its work to ensure that all its activities are having the desired outcomes and outputs and its charitable aims are being achieved. Evaluation works at 2 levels:

- Outcomes. The principal outcomes of VOS operations for SUs are better general welfare; improved mental health; and a heightened sense of wellbeing. These outcomes are measured both quantitatively and qualitatively through a combination of the Warwick Edinburgh Mental Wellbeing Scale (WEMWBS), clinical measurements (GAD7, PHQ9, IES-R, AUDIT, WSAS, CORE10 and CORE34²) as well as general and clinical user feedback questionnaires.

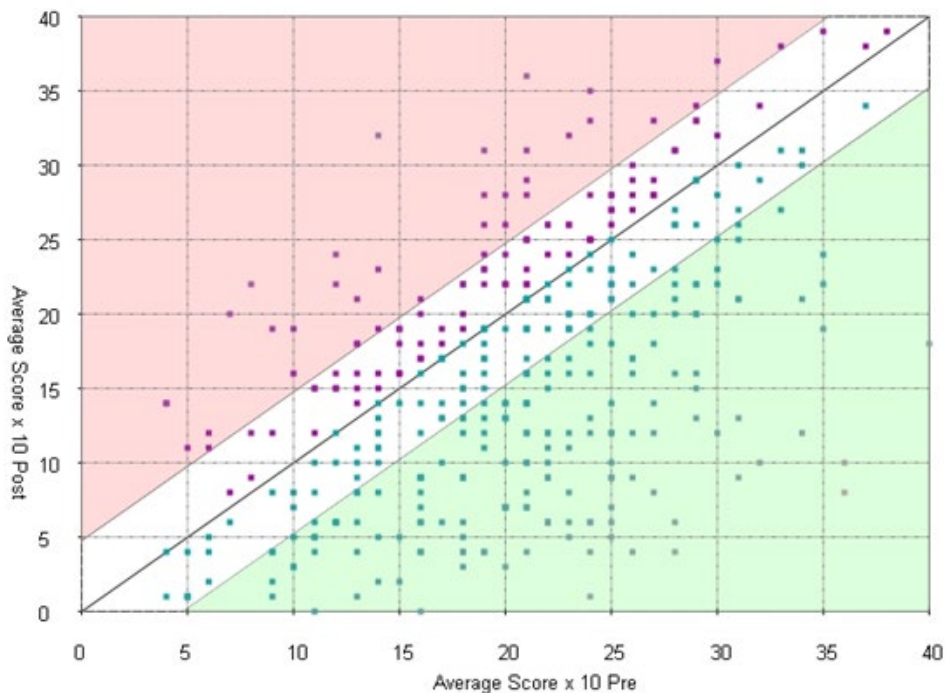
- Outputs. VOS outputs take the form of the monthly Drop-In and its associated social gathering, mental health therapy sessions and peer support sessions. These outputs are measured quantitatively in terms of the numbers of SUs attending Drop-In (new and returning), the number of Agency engagements, the number of SUs undergoing therapy, the number of therapy sessions delivered, the number of Did Not Attend (DNAs) and the number of volunteer peer mentors and mentees.

² Generalised Anxiety Disorder; Patient Health Questionnaire; Impact of Events Scale-Revised; Alcohol Use Disorders Identification TRest; Work and Social Adjustment Scale;

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2021

CORE Report

Improved Mental Health is measured quantitatively and qualitatively through a combination of clinical measurements. The diagram below is an indicative scatter plot of CORE scores of service users that have completed psychotherapy with VOS. For an individual to have made clinical improvement, the CORE score should drop by 5 points or more (the green area). Those whose improvement is less than 5 points (the white middle area) or their score increases (the purple area), are monitored by the clinical team. Occasionally, and for a variety of reasons, an individual may withdraw from therapy before their sessions are complete. VOS continues to maintain clinical improvement performance of around 66%.



WEMWBS Report

WEMWBS was adopted in 2016 as part of VOS's impact measurement methodology. Whilst the survey has not been designed as a clinical tool, it is sensitive to changes in mental wellbeing at the individual level. It is not used to screen for risk, but very low scores may be indicative of the need for clinical support. The WEMWBS form is administered to every SU at every visit and the results are entered into VETRA after every Drop-In. Service users with scores that are consistently low and below clinical cut-off or have visibly fallen over time are investigated on a case-by-case basis for referral to the VOS clinical team or other appropriate services, including our peer support programme.

Due to the suspension of face-to-face activities throughout the reporting period, there is no WEMWBS data to report in this annual report. WEMWBS forms are completed by SUs when attending Drop-Ins. Completion of this useful indicator of wellbeing will recommence when Drop-Ins re-start (post report note - this was in October 2021).

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2021

ACHIEVEMENT AND PERFORMANCE

Peer Support Impact Measurement

As the peer support programme is complementary to the formal mental health support offered by VOS, an in-house measure has been developed which is a subjective assessment of feelings of joy, sadness and levels of anxiety. Analysis of returns show that all those who participate in the activity programme declare increased feelings of joy and reduced feelings of sadness after an activity and their levels of anxiety decreased. They also indicate that the virtual experience is not detracting from the benefit felt. We have a core group of service users participating regularly in the virtual groups because they are shielding for health reasons and the clinical team have referred others to the programme for additional social support.

We also ask if they are 'satisfied/highly satisfied' with the peer mentor programme provided by VOS and returns indicate that 100% of participants were satisfied or highly satisfied. Feedback comments have included:

- Because of recent events it was nice to be able to enjoy the talk in the company of others.
- I really enjoyed the bird talk, and also the banter as I found life difficult this week.
- It was lovely to see our veterans enjoying themselves, it's very well organised thank you
- Just to say a big thank you for a most pleasant morning and activity.
- A great workshop, thank you. The scope of these workshops can be mind-blowing. It's amazing how we manage to have so much information from these experts which would normally be for privileged ears. I'm glad you will continue with things online.
- Thank you very much for this morning's Zoom chat, it was very much needed. Can't wait for next week's chat.

Funding 2020-21

VOS received generous funding from a number of grant makers and donors during the reporting period. A breakdown of the grant funding awarded during 2020-21 is as follows:

- Armed Forces Covenant Fund Trust	£142,500
- Royal Navy and Royal Marines Charity	£65,000
- Treasury LIBOR (Year 3 of 3)	£50,000
- Greenwich Hospital (Year 3 of 3)	£40,000
- Veterans Foundation	£30,000
- Blyth Charitable Trust	£25,000
- RNRMC Helping Hands	£25,000
- Royal Navy Benevolent Trust	£20,964
- RAF Benevolent Fund	£10,000
- Seafarers UK MN Fund	£10,000
- Queen Mary's Roehampton Trust	£6,000
- Hampshire and IOW Community Fund (HIWCF)	£500
- Other Donations & Local fundraising	£10,449

VOS is most grateful for all our grant funding, without which we would not have been able to sustain the services to veterans and their families.

We would also like to acknowledge the support and donations received this year from Arnold Clark, Asda Fareham, Gosport and Newport, Barley Aid, HMS Sheffield Association, Portsmouth City Council, Portsmouth Community Lottery, Southern Co-op, St Ann's Church, Veterans Raffle and Waitrose.

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2021

FINANCIAL REVIEW

Financial position

This has been another challenging period for VOS and the financial position remains stable. There was an excess of income over expenditure of £69,741, comprising £32,388 on restricted funds and £37,353 on unrestricted funds. Restricted funds are those where donors have placed specific requirements on their use. Income for the year decreased by £58,670 compared with the previous year, because of restrictions.

The total funds brought forward from 31 July 2020 were £169,310, while total funds carried forward to the next financial year are £239,051. Details are in note 17 of the Notes to the Financial Statements.

At the end of the period cash assets (cash at bank) totalled £368,640. This large figure is because of the balance of a LIBOR grant for a 3-year period previously paid in a single sum and grants received in year from AFCFT and RNRMC that are deferred to 2021-22. £134,251 is deemed to cover the next and subsequent financial years. The majority of cash funds are held in a deposit account and only transferred to the current account as required for immediate expenditure. The deposit account is interest bearing.

Seven staff were paid on payroll. Following auto-enrolment for pensions, all those eligible have been paid pensions at the minimum amounts since 1 July 2018. All clinicians are paid on production of monthly invoices.

One director received remuneration from the Company for part of the year for their role in clinical activity. This role came to an end in January 2021, and the Directors have agreed that such payments will not be made in future, in accordance with best practice in the charity sector.

Updated management accounting reports are provided in advance of management and trustee meetings to all Board members.

The principal risk facing the Charity is that of long-term financial sustainability. Given the uncertainty of future funding streams, additional sources are continually investigated.

Reserves policy

A financial reserve of £100,000 is held. It is estimated that this sum would be sufficient to wind down the organisation if necessary, whilst allowing Service Users to complete their courses of treatment - approximately 3 months. If Net Assets were to fall this low, the use of the reserve would be considered, and the organisation run down.

The £100,000 figure is an agreed change to the charity's previous reserve of £50,000, following an analysis and review ahead of the financial year (2020-21), as detailed in our last annual report. The reserve figure will be kept under regular review to ensure that it meets the needs of the charity, whilst not exceeding that required for the purposes above.

The relatively high balance of funds in excess of our financial reserves being carried forward into the next financial year is a reflection of funds that are held against future delivery for specific projects. There are also more funds available than would normally be the case, due to monies not spent as a result of the Coronavirus pandemic and the restrictions it placed upon in-person activities. We anticipate that many of these costs will now be incurred in the following two years as society and permitted activities have re-opened. Where necessary, we have agreed extensions to grant funding periods with our funding partners - we are most grateful for their cooperation and assistance in enabling our programmes to continue.

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Memorandum and Articles of Association.

Charity constitution

The Charity is a company limited by guarantee (Company number 08479090) incorporated on 8 April 2013 and a registered Charity (number 1154429) registered 1 November 2013. The Charity's constitution is its Memorandum and Articles of Association (adopted 16 October 2013).

The charity is also known as VOS.

Trustees Appointments

The Charity is governed by a Board of Trustees with responsibility for the strategic management of the Charity. The board consists of a minimum of 4 trustees and has no maximum number.

Annually, one third of the Trustees are required to retire by rotation dependent on the length of their service. The Charity recognises that the creation of a diverse Board is an important factor in recruiting the professional competence required to administer the Charity successfully while increasing the accountability and public confidence in the overall management of the organisation.

Full meetings of the Board took place on 17 Sep 2020, 10 Dec 2020, and 18 March 2021.

The AGM was held on 18 March 2021, at which Air Vice Marshal (retd) Anthony Stables was elected as a trustee (co-opted 10 Dec 2020) and Cdr RN (retd) Robert Williams was re-elected. The meeting was held to receive and approve the Annual Company Accounts. This meeting was held by virtual conference because of the national COVID-19 restrictions, and this was recorded in the minutes of the meeting.

Induction and Training of Trustees

New Trustees are inducted by the Chairman, the CEO and the other VOS staff. Trustees make use of the online training packages offered by the National Council of Voluntary Organisations (NCVO), of which VOS is a member.

Retirements

There were no retirements of trustees in the period of this report.

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Management & Clinical Staff

Ian Millen remains in post as CEO, supported by a team of permanent staff across the disciplines of charitable delivery, from Drop-Ins, peer support and social groups to clinical administration, substance misuse support, office administration and specific projects. Two of the permanent staff are integral parts of the wider clinical team, which is led by a Consultant Psychiatrist and was comprised of five additional members.

Volunteers

VOS has continued with the recruitment of further volunteers during the year and now has approximately 40 volunteers supporting the organisation, with a number of these (primarily in peer support) having completed Mental Health First Aid (MHFA) training. VOS is a member of the National Council for Volunteer Organisations (NCVO).

VOS is very grateful to its dedicated cohort of caring volunteers, without whom we could not deliver care and support to our beneficiaries. We are especially grateful for their support through the challenging period of the pandemic, when many went above and beyond in the service of others.

VOS would like to thank Mr Mike Powell, who stood down from his position as volunteer treasurer during the reporting period, having given many years of diligent service to the management of VOS finances. Mr Powell's kind contribution has been instrumental in the charity's growth and success, and as such he has been appointed as an Honorary Vice President by the VOS Board of Trustees.

Clinical Governance

As an independent provider of clinical services, VOS elected, in 2012, to adopt the Clinical Governance procedures introduced into the NHS in 1999 by Health Service Circular 1999/065: 'Clinical Governance in the new NHS'. These procedures were updated by the Care Quality Commission (CQC) regulations 'Essential Standards of Quality and Safety' (2009) based on the legislation outlined in the Health and Social Care Act, 2008 (Regulated Activities).

VOS is a signatory to Cobseo's Guiding Principles for the Delivery of Veterans' and Service Families' Mental Healthcare. The aim of the principles are to ensure that organisations that provide mental healthcare (in any form) for serving or ex-serving personnel and their families do so in a manner which is safe, does no harm and facilitates properly informed decisions about the care they might receive. Organisations that follow the principles have demonstrated that they have taken reasonable steps to assure that they provide a safe and reasonable service and do no harm.

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Delivery Partners Code of Conduct

A Code of Conduct has been established to ensure that Delivery Partners share VOS's values and can be regarded as trustworthy by SUs. All Delivery Partners are invited to sign up to the Code, by which they agree to:

- Attend or be represented every month, unless there is an emergency, in which case they agree to provide VOS with as much notice as possible.
- Conform to the highest standards of behaviour, language and dress (casual).
- Act with kindness and consideration for all SUs and other participants.
- Work together to deliver the best overall service to SUs in partnership with other agencies, and never to try to compete with each other.
- Be covered by appropriate professional indemnity insurance (evidence required).
- Abide by the guidance framework set by VOS (opening hours, layout, processes, appointment routines etc). This will be briefed during their induction process on first joining VOS and updated in writing (usually by email).
- Work with VOS management staff by: complying with any reasonable requests while on the premises during VOS hours; accepting their decisions, especially in event of incidents or internal differences between members; consulting them in event of anything unexpected concerning the routine or facilities; and notifying VOS of any incidents, accidents or complaints.
- In event of dispute with VOS or another Delivery Partner, enter into Alternative Dispute Resolution (ADR).
- Provide feedback on the services delivered to SUs and outcome information as requested by VOS.
- Attend periodic VOS governance and feedback workshops.

In addition, organisations offering therapeutic interventions agree to:

- Share SU data with VOS clinicians within the data protection regime outlined in the Privacy Notice on the SU registration form and the processes detailed for information governance.
- Demonstrate that they are covered by an appropriate clinical governance regime.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

08479090 (England and Wales)

Registered Charity number

1154429

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2021

Registered office

Larch House
Parklands Business Park
Denmead
Hampshire
PO7 6XP

Principal address

Royal Maritime Club
75-80 Queen Street
Portsmouth
Hampshire
PO1 3HS

Trustees

Col (Retd) J M Bowles (Re-elected 12 May 2020 and elected Chairman 21 Mar 2019)
Dr R S G Kent (Re-elected 21 Mar 2019)
Lt Cdr RN (Retd) A Sard (Co-opted 12 May 2020 and elected on 18 Mar 2021)
Lt Cdr RN (Retd) J Scivier (Re-elected 12 May 2020)
Surg Capt J G Sharpley RN (Re-elected 21 Mar 2019)
Ms R C White (Re-elected 21 Mar 2019) - (Vice Chairman)
Cdr RN (Retd) R Williams (Co-opted 21 Jun 2018 and elected 11 Dec 2018)
AVM (reted) A Stables (Co-opted 10 Dec 2020 and elected on 18 Mar 2021)
Mr M Dawe (Co-opted 17 Sep 2020 and elected on 18 Mar 2021)

President

Rear Admiral Sir Jeremy de Halpert KCVO CB (Appointed 27 February 2014)

Honorary Vice Presidents

Surg Capt RN (Retd) M R O'Connell
CPO (Retd) Joe Erskine
Mrs A E M Townsend
WO1 RN (Retd) David Watts
Mr M Powell

Chief Executive

Cdr (Retd) Ian Millen

Clinical Lead

Dr G Howe

Independent Examiner

Gibson Whitter
Chartered Accountants
and Chartered Tax Advisers
Larch House
Parklands Business Park
Denmead
Hampshire
PO7 6XP

Bankers

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2021

Approved by order of the board of trustees on 24 March 2022 and signed on its behalf by:

Col (Retd) J M Bowles - Chairman

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF VETERANS OUTREACH SUPPORT

Independent examiner's report to the trustees of Veterans Outreach Support ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 July 2021.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of ICAEW which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Gavin Whitter
FCA
Gibson Whitter
Chartered Accountants
and Chartered Tax Advisers
Larch House
Parklands Business Park
Denmead
Hampshire
PO7 6XP

Date: 5 April 2022

VETERANS OUTREACH SUPPORT

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 JULY 2021

	Notes	Unrestricted funds £	Restricted funds £	31.7.21 Total funds £	31.7.20 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	35,367	-	35,367	14,232
Charitable activities	4				
Veterans welfare		218,754	103,604	322,358	405,587
Investment income	3	29	-	29	276
Other income		3,671	-	3,671	-
Total		<u>257,821</u>	<u>103,604</u>	<u>361,425</u>	<u>420,095</u>
EXPENDITURE ON					
Charitable activities	5				
Veterans welfare		220,468	71,216	291,684	334,603
NET INCOME		<u>37,353</u>	<u>32,388</u>	<u>69,741</u>	<u>85,492</u>
Transfers between funds	17	(19,395)	19,395	-	-
Net movement in funds		<u>17,958</u>	<u>51,783</u>	<u>69,741</u>	<u>85,492</u>
RECONCILIATION OF FUNDS					
Total funds brought forward		156,209	13,101	169,310	83,818
TOTAL FUNDS CARRIED FORWARD		<u><u>174,167</u></u>	<u><u>64,884</u></u>	<u><u>239,051</u></u>	<u><u>169,310</u></u>

The notes form part of these financial statements

VETERANS OUTREACH SUPPORT

BALANCE SHEET 31 JULY 2021

	Notes	31.7.21 £	31.7.20 £
FIXED ASSETS			
Tangible assets	13	1,429	1,899
CURRENT ASSETS			
Debtors	14	4,853	-
Cash at bank and in hand		368,640	310,694
		<u>373,493</u>	<u>310,694</u>
CREDITORS			
Amounts falling due within one year	15	(135,871)	(143,283)
NET CURRENT ASSETS		<u>237,622</u>	<u>167,411</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>239,051</u>	<u>169,310</u>
NET ASSETS		<u>239,051</u>	<u>169,310</u>
FUNDS	17		
Unrestricted funds		174,168	156,209
Restricted funds		64,883	13,101
TOTAL FUNDS		<u>239,051</u>	<u>169,310</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 July 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 July 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved and authorised for issue by the Board of Trustees and authorised for issue on 24 March 2022 and were signed on its behalf by:

Col (Retd) J M Bowles - Chairman

The notes form part of these financial statements

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 JULY 2021

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland and the Companies Act 2006.

Income

Donations and legacies and grants that provide core funding or are of a general nature are recognised where there is entitlement, the receipt is probable and the amount can be measured with sufficient reliability. Such income is only deferred when:

- the donor specifies that the grant or donation must only be used in future accounting periods; or
- the donor has imposed conditions which must be met before the charity has unconditional entitlement.

Investment income is recognised on a receivable basis.

Income from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific conditions is recognised as earned (as the related goods and services are provided). Grant income included in this category provides funding to support activities and is recognised where there is entitlement, the receipt is probable and the amount can be measured with sufficient reliability.

Volunteers and donated services

The value of services provided by volunteers is not incorporated into these financial statements.

Where goods or services are provided to the charity as a donation that would normally be purchased from suppliers, this contributions is included in the financial statements at an estimate based on the value of the contribution to the charity.

Expenditure

Expenditure is recognised when a liability is incurred. Contractual arrangements are recognised as goods or services are supplied.

- Costs of raising funds are those costs incurred in attracting voluntary income.
- Charitable activities include expenditure associated with providing services to the charity's beneficiaries and include both the direct costs and support costs relating to those activities.
- Support costs include governance costs and central functions and have been allocated to activities on a basis consistent with the use of resources.

Irrecoverable VAT

All resources expended are classified under activity headings that aggregate all costs related to the category. Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 25% on cost
Computer equipment	- 33% on cost

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

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2021

1. ACCOUNTING POLICIES - continued

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. DONATIONS AND LEGACIES

	31.7.21	31.7.20
	£	£
Donations	35,367	14,232

3. INVESTMENT INCOME

	31.7.21	31.7.20
	£	£
Deposit account interest	29	276

4. INCOME FROM CHARITABLE ACTIVITIES

	Activity	31.7.21	31.7.20
		£	£
Grants	Veterans welfare	322,358	405,587

Grants received, included in the above, are as follows:

	31.7.21	31.7.20
	£	£
Ministry of Defence - LIBOR Funding	33,332	125,397
Royal Navy and Royal Marines Charity	90,000	75,000
Seafarers UK	10,000	10,000
Army Benevolent Fund	-	20,000
RAF Benevolent Fund	12,708	12,500
Greenwich Hospital Grant	40,000	40,000
HIWCF	500	5,000
Queen Mary's Roehampton Trust	6,000	5,000
The Veterans' Foundation	30,000	20,000
The Royal Naval Benevolent Trust	20,964	17,285
Portsmouth City Council	250	12,333
Armed Forces Covenant Fund	78,604	57,072
Surrey County Council	-	3,000
Zurich	-	3,000
	322,358	405,587

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2021

5. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 6) £	Grant funding of activities (see note 7) £	Support costs (see note 8) £	Totals £
Veterans welfare	167,077	3,804	120,803	291,684

6. DIRECT COSTS OF CHARITABLE ACTIVITIES

	31.7.21 £	31.7.20 £
Staff costs	68,352	61,767
Direct charitable costs	4,998	14,128
Training costs	868	2,974
Subcontracted clinical fees	90,192	123,757
Travel and subsistence	2,278	13,399
Conference expenses	-	1,413
DBS checks	389	-
	167,077	217,438

7. GRANTS PAYABLE

	31.7.21 £	31.7.20 £
Veterans welfare	3,804	-
The total grants paid to institutions during the year was as follows:		
	31.7.21 £	31.7.20 £
ASDIC	3,804	-

8. SUPPORT COSTS

	Management £	Governance costs £	Totals £
Veterans welfare	119,327	1,476	120,803

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2021

8. SUPPORT COSTS - continued

Support costs, included in the above, are as follows:

Management

	31.7.21 Veterans welfare £	31.7.20 Veterans welfare £
Wages	80,582	68,210
Social security	3,233	3,142
Pensions	1,551	1,031
Insurance	2,259	5,300
Telephone	2,811	2,846
Postage and stationery	1,062	2,895
Advertising	1,982	6,357
Sundries	1,075	902
Rent	2,576	4,728
Computer and software costs	15,634	9,283
Legal and professional fees	1,500	2,041
Repairs and renewals	611	91
Subscriptions	801	339
Recruitment expenses	-	7,800
Donations	181	-
Bookkeeping and accountancy support	2,390	-
Depreciation of tangible assets	1,079	730
	<u>119,327</u>	<u>115,695</u>

Governance costs

	31.7.21 Veterans welfare £	31.7.20 Veterans welfare £
Accountancy and independent examination fees	<u>1,476</u>	<u>1,470</u>

9. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.7.21 £	31.7.20 £
Depreciation - owned assets	<u>1,080</u>	<u>730</u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2021

10. TRUSTEES' REMUNERATION AND BENEFITS

During the year one (2020: two) trustee directors were remunerated by the charitable company totalling £3,284 (2019: £26,289) for the following management and clinical services. As stated in the Report of the Trustees, there will be no remuneration paid to trustee directors in future, in accordance with best practice in the charity sector.

	2021 £	2020 £
Subcontracted		
Dr R S G Kent - Clinical	3,284	12,546
Commander P J Mosse- Management (ASDIC)	-	13,743
	<u>3,284</u>	<u>26,289</u>
	<u>3,284</u>	<u>26,289</u>

Trustees' expenses

During the year no (2020: two) trustee directors were reimbursed expenses by the charitable company totalling £nil (2020: £2,628) for telephone and travel costs.

11. STAFF COSTS

	31.7.21 £	31.7.20 £
Wages and salaries	143,923	129,977
Social security costs	7,049	3,142
Other pension costs	2,746	1,031
	<u>153,718</u>	<u>134,150</u>

The average monthly number of employees during the year was as follows:

	31.7.21	31.7.20
Direct charitable	3	2
Support	3	3
	<u>6</u>	<u>5</u>

No employees received emoluments in excess of £60,000.

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	14,232	-	14,232
Charitable activities			
Veterans welfare	299,982	105,605	405,587
Investment income	275	1	276
Total	<u>314,489</u>	<u>105,606</u>	<u>420,095</u>

EXPENDITURE ON

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2021

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
Charitable activities			
Veterans welfare	228,412	106,191	334,603
NET INCOME/(EXPENDITURE)	<u>86,077</u>	<u>(585)</u>	<u>85,492</u>

RECONCILIATION OF FUNDS

Total funds brought forward	70,132	13,686	83,818
TOTAL FUNDS CARRIED FORWARD	<u>156,209</u>	<u>13,101</u>	<u>169,310</u>

13. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 August 2020	3,197	4,982	8,179
Additions	-	610	610
At 31 July 2021	<u>3,197</u>	<u>5,592</u>	<u>8,789</u>
DEPRECIATION			
At 1 August 2020	3,197	3,083	6,280
Charge for year	-	1,080	1,080
At 31 July 2021	<u>3,197</u>	<u>4,163</u>	<u>7,360</u>
NET BOOK VALUE			
At 31 July 2021	<u>-</u>	<u>1,429</u>	<u>1,429</u>
At 31 July 2020	<u>-</u>	<u>1,899</u>	<u>1,899</u>

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.7.21 £	31.7.20 £
Prepayments and accrued income	<u>4,853</u>	<u>-</u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2021

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.7.21 £	31.7.20 £
Accrued expenses	1,620	12,887
Deferred income	134,251	130,396
	<u>135,871</u>	<u>143,283</u>

Deferred income

Deferred income comprises grants received for future financial periods.

	31.7.21 £	31.7.20 £
Balance brought forward	130,396	195,272
Amount released to incoming resources	(130,396)	(195,272)
Amount deferred in the year	134,251	130,396
	<u>134,251</u>	<u>130,396</u>

16. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	31.7.21 Total funds £	31.7.20 Total funds £
Fixed assets	1,022	407	1,429	1,899
Current assets	257,266	116,227	373,493	310,694
Current liabilities	(84,120)	(51,751)	(135,871)	(143,283)
	<u>174,168</u>	<u>64,883</u>	<u>239,051</u>	<u>169,310</u>

17. MOVEMENT IN FUNDS

	At 1.8.20 £	Net movement in funds £	Transfers between funds £	At 31.7.21 £
Unrestricted funds				
General fund	156,209	37,354	(119,395)	74,168
Contingency fund	-	-	100,000	100,000
	<u>156,209</u>	<u>37,354</u>	<u>(19,395)</u>	<u>174,168</u>
Restricted funds				
RNRMC Helping Hand	5,426	7,930	-	13,356
ASDIC	7,675	(7,675)	-	-
AFCFT Force for Change	-	4,114	-	4,114
AFCFT Veterans Shall not be Forgotten	-	(3,981)	6,500	2,519
AFCFT Positive Pathways 1 IOW	-	(3,495)	9,895	6,400
AFCFT Tackling Loneliness	-	12,469	-	12,469
AFCFT Positive Pathways 2 Hants	-	17,192	-	17,192
AFCFT Positive Pathways 3 Outdoor	-	5,833	-	5,833
Forces Connect South East	-	-	3,000	3,000
	<u>13,101</u>	<u>32,387</u>	<u>19,395</u>	<u>64,883</u>
TOTAL FUNDS	<u>169,310</u>	<u>69,741</u>	<u>-</u>	<u>239,051</u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2021

17. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	257,822	(220,468)	37,354
Restricted funds			
RNRMC Helping Hand	25,000	(17,070)	7,930
ASDIC	-	(7,675)	(7,675)
AFCFT Force for Change	13,333	(9,219)	4,114
AFCFT Veterans Shall not be Forgotten	13,500	(17,481)	(3,981)
AFCFT Positive Pathways 1 IOW	13,854	(17,349)	(3,495)
AFCFT Tackling Loneliness	14,583	(2,114)	12,469
AFCFT Positive Pathways 2 Hants	17,500	(308)	17,192
AFCFT Positive Pathways 3 Outdoor	5,833	-	5,833
	<u>103,603</u>	<u>(71,216)</u>	<u>32,387</u>
TOTAL FUNDS	<u>361,425</u>	<u>(291,684)</u>	<u>69,741</u>

Comparatives for movement in funds

	At 1.8.19 £	Net movement in funds £	At 31.7.20 £
Unrestricted funds			
General fund	70,132	86,077	156,209
Restricted funds			
ASDIC	12,444	(4,769)	7,675
RNRMC- Helping hands	1,242	4,184	5,426
	<u>13,686</u>	<u>(585)</u>	<u>13,101</u>
TOTAL FUNDS	<u>83,818</u>	<u>85,492</u>	<u>169,310</u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2021

17. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	314,489	(228,412)	86,077
Restricted funds			
ASDIC	80,606	(85,375)	(4,769)
RNRMC- Helping hands	25,000	(20,816)	4,184
	<u>105,606</u>	<u>(106,191)</u>	<u>(585)</u>
TOTAL FUNDS	<u>420,095</u>	<u>(334,603)</u>	<u>85,492</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.8.19 £	Net movement in funds £	Transfers between funds £	At 31.7.21 £
Unrestricted funds				
General fund	70,132	123,431	(119,395)	74,168
Contingency fund	-	-	100,000	100,000
	<u>70,132</u>	<u>123,431</u>	<u>(19,395)</u>	<u>174,168</u>
Restricted funds				
RNRMC Helping Hand	-	7,930	-	7,930
ASDIC	12,444	(12,444)	-	-
RNRMC- Helping hands	1,242	4,184	-	5,426
AFCFT Force for Change	-	4,114	-	4,114
AFCFT Veterans Shall not be Forgotten	-	(3,981)	6,500	2,519
AFCFT Positive Pathways 1 IOW	-	(3,495)	9,895	6,400
AFCFT Tackling Loneliness	-	12,469	-	12,469
AFCFT Positive Pathways 2 Hants	-	17,192	-	17,192
AFCFT Positive Pathways 3 Outdoor	-	5,833	-	5,833
Forces Connect South East	-	-	3,000	3,000
	<u>13,686</u>	<u>31,802</u>	<u>19,395</u>	<u>64,883</u>
TOTAL FUNDS	<u>83,818</u>	<u>155,233</u>	<u>-</u>	<u>239,051</u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2021

17. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	572,311	(448,880)	123,431
Restricted funds			
RNRMC Helping Hand	25,000	(17,070)	7,930
ASDIC	80,606	(93,050)	(12,444)
RNRMC- Helping hands	25,000	(20,816)	4,184
AFCFT Force for Change	13,333	(9,219)	4,114
AFCFT Veterans Shall not be Forgotten	13,500	(17,481)	(3,981)
AFCFT Positive Pathways 1 IOW	13,854	(17,349)	(3,495)
AFCFT Tackling Loneliness	14,583	(2,114)	12,469
AFCFT Positive Pathways 2 Hants	17,500	(308)	17,192
AFCFT Positive Pathways 3 Outdoor	5,833	-	5,833
	<u>209,209</u>	<u>(177,407)</u>	<u>31,802</u>
TOTAL FUNDS	<u>781,520</u>	<u>(626,287)</u>	<u>155,233</u>

Contingency Fund

The contingency fund is calculated on the basic cost of the administration of VOS and provision of the Drop-In-Facility. If future funding is not forthcoming, this reserve is to ensure sufficient funds are in place to run down the business and liquidate the charitable company.

ASDIC

ASDIC funding was provided to support a programme to join-up service drop-in centres across the UK, with the aim of sharing best practice and providing support and guidance under the structure of a membership association. Activities include, but are not limited to, an annual conference, website and newsletter.

RNRMC- Helping Hands

The helping hands is to fund projects that recruit volunteers to provide support, friendship and practical help for Royal Navy beneficiaries, specifically; to combat loneliness and social isolation, to promote health and well-being and to prevent escalation of need or deterioration in health.

AFCFT Force for Change

Establishing a dedicated team of volunteers to provide an outreach service to those who are isolated and lonely and / or are unable to visit VOS.

AFCFT Veterans Shall not be Forgotten - Click & Connect project

This shifted VOS's in person operations to the digital domain, with staff and volunteers working remotely during the Coronavirus pandemic, to ensure continuity of service as far as possible. Clinical therapies, peer/social group support and activities were delivered online and by telephone, with hybrid provision now continuing to make VOS's services more accessible.

AFCFT Positive Pathways 1 IOW - Extending activities aimed at combating social isolation and loneliness, through developing new skills and friendships, to the veteran community on the Isle of Wight.

AFCFT Positive Pathways 2 - Hants - Building on the success of VOS's activities programme to extend to more locations in Hants hire

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2021

17. MOVEMENT IN FUNDS - continued

AFCFT Positive Pathways 3 - Outdoor - A peer supported programme of outdoor activities aimed at promoting confidence, wellbeing and positive mental and physical health, through learning new skills, helping others and contributing to our local communities.

AFCFT Tackling Loneliness

Providing Welfare Officers in Portsmouth and the Isle of Wight to identify and engage with lonely and isolated veterans of all ages.

Forces Connect South East

This grant from Surrey County Council on behalf of Forces Connect South East and the Armed Forces Covenant Fund contributes to the costs of a Veterans' Hub at Wecock Farm providing activity and support groups.

18. RELATED PARTY DISCLOSURES

There were no related party transactions in the year ended 31 July 2021 or 31 July 2020 other than those disclosed in note 9.

19. ULTIMATE CONTROLLING PARTY

The charitable company is under the control of its trustees. No one trustee has control of the charitable company.

Accounts

REGISTERED COMPANY NUMBER: 08479090 (England and Wales)
REGISTERED CHARITY NUMBER: 1154429

REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 JULY 2020
FOR
VETERANS OUTREACH SUPPORT

Gibson Whitter
Chartered Accountants
and Chartered Tax Advisers
Larch House
Parklands Business Park
Denmead
Hampshire
PO7 6XP

VETERANS OUTREACH SUPPORT

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VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2020

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 July 2020. The trustees have adopted the provisions of 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 of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Charitable Objects

The Charity's Objects are specifically restricted to the following: "The preservation and protection of the mental health, wellbeing and the relief of need for Armed Forces Veterans (both Regular and Reservist) or former members of the merchant marines and their family members, insofar as they have charitable need, by the provision of a Drop-In service providing assessment, treatment, support, advice and advocacy".

Vision

The vision of the Trustees is: "A nation in which ex-service personnel are valued, understood and supported according to their needs."

Mission Statement

The mission of VOS is "To meet the welfare, wellbeing, and mental health needs of veterans¹".

Main Activities

- VOS provides monthly Drop-Ins in a friendly and sociable environment on the 1st Wed of the month in Portsmouth and on the 3rd Wed in Newport, Isle of Wight (IOW). The Drop-In is available to ex-service personnel (i.e. veterans) from the Royal Navy and Royal Marines, the Army, the Royal Air Force and the Merchant Navy, both Regular and Reservist, and their families and dependants. Those who meet the eligibility criteria and make use of VOS services are known as Service Users (SUs). Those attending can find:
 - General welfare and wellbeing support delivered through 40+ partner charities and agencies, termed Delivery Partners (DPs).
 - A social forum with refreshments and peer support delivered by a team of volunteers.
 - Mental health triage.
- Group peer support activity delivered through activity and visits programme outside of Drop-In days, supported by Mental Health First Aid (MHFA) trained volunteers.
- Weekly veterans and families outreach coffee mornings in Stubbington and Southsea.

¹ The term "veterans" encompasses ex-service personnel, their families and, where the appropriate eligibility criteria are met, their carers and helpers. Personnel who are still serving, especially those in transition out of the Armed Forces, are not excluded from support.

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2020

OBJECTIVES AND ACTIVITIES

Main Activities (continued)

- SUs who require psychological assessment are seen by a member of the triage team at Drop-In. Cases are discussed in confidence among the clinical team and appropriate care pathways are established. Weekly mental health clinics delivered by clinical professionals comprising assessment, medication reviews or evidence-based therapy treatment. VOS contracts a team of professional Mental Health clinicians led by a consultant psychiatrist and including a number of mental health therapists and psychologists. The team is also supported by a substance misuse support worker, who is a VOS employee. These individuals are familiar with the problems encountered by veterans and deliver mental health support in accordance with the Contact Group Guiding Principles for the delivery of Veterans' and Service Families' Mental Health Care.
- Substance misuse support delivered through 1-2-1 support sessions as required by caseload by the VOS Substance Misuse Support Worker.

Values

VOS embraces and seeks to promote the following values:

- Accessible. We are there for anyone who needs us.
- Together. We are stronger in partnership.
- Responsive. We listen, we act.
- Reflective. We learn, we develop.
- Recovery-oriented. We can make a difference.
- User-centred. Our service users define us.

Principles

The key principles that guide the organisation are to ensure:

- A safe, friendly, sociable and accessible Drop-In;
- Professional, evidence-based Mental Health support;
- Trustworthy, one-stop agency services;
- Engagement of service users and family members;
- Intelligent and secure use of information.

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2020

OBJECTIVES AND ACTIVITIES

Contribution made by Volunteers

VOS trustees and clinicians attend the monthly Drop-In on a pro bono basis. In addition, the Drop-Ins are supported by a team of 40+ volunteers who run the front of house, provide social support and advise on and manage the engagement of SUs with DPs. A sub-set of the team have completed Mental Health First Aid training and act as peer supporters, running the weekly social and activity groups. In addition, our hard-working volunteers represent VOS at the many information events and public displays that take place during the year.

Delivery Partners

The monthly Drop-Ins are attended by empowered representatives from 40+ partner charities and agencies to deliver general welfare support to SUs. During the reporting period the following attended as Delivery Partners:

- Action on Hearing Loss - *support for veterans with hearing loss.*
- Age UK - *befriending and information service for older veterans.*
- Alabaré - *supported accommodation for veterans.*
- Alcoholics Anonymous - *personal recovery.*
- Blesma - *assistance for those who have suffered life-changing limb loss or the use of a limb, an eye or loss of sight.*
- AFVBC - *breakfast club (IOW).*
- Citizens Advice - *debt, money and benefits advice.*
- Combat Stress - *residential mental health support.*
- Company of Makers - *creative making workshops.*
- Cranio-Sacral Therapy - *alternative relaxation therapy.*
- First Light Trust - *community café and welfare advice.*
- Forgotten Veterans - *peer support and respite camps.*
- Good Mental Health Cooperative - *recovery and volunteering in the community.*
- Help for Heroes - *lifelong support of WIS veterans.*
- Hire a Hero - *employment and transition support.*
- Hounds for Heroes - *assistance dogs.*
- Inclusion Hampshire & IOW - *substance misuse treatment and recovery.*
- Legal Clinics - *provided by Coffin Mew (Armed Forces team) and Biscoes Solicitors.*
- Models for Heroes - *plastic modelling activity group.*
- NHS Court Liaison and Diversion Service - *support in the criminal justice system.*
- National Careers Service - *learning, training and employment advice and support.*
- POA Learning - *free learning and development opportunities.*
- Portsmouth Carers Centre - *support for all carers in Portsmouth.*
- PWRR Association - *Southern branch association welfare service and social opportunities.*
- Ripple Pond - *support network for adult family members.*
- RFEA - *employment support and training.*
- RAF Association - *IOW branch providing advice and social support for the RAF family.*
- RAF Benevolent Fund - *welfare benevolence for the RAF family.*
- RBLI Lifeworks - *employment support.*
- RN Benevolent Trust - *welfare benevolence for the RN/RM family.*
- RN&RM Children's Fund - *supporting children whose parents serve or have served.*
- Rowans Hospice Living Well - *support for veterans and families with life-limiting illness.*
- Samaritans - *emotional support.*
- Seafarers' Advice and Information Line (SAIL) - *advice service for seafarers.*
- Shore Leave Haslar - *horticultural therapy project in Royal Hospital Haslar Memorial Garden.*
- Society of St James - *substance misuse and homelessness support.*
- Solent MIND - *support with employment and wellbeing.*
- SSAFA - *welfare support.*
- The Poppy Factory - *independence through employment with a health impairment.*
- The Royal British Legion - *lifelong financial/social/emotional support.*
- The Warrior Programme - *motivation and resilience training.*
- Time to Change - *advice on support for mental health.*
- Transition Intervention & Liaison Service (TILS) - *NHS specialist mental health service for veterans.*
- Veterans Welfare Service - *welfare, pensions and compensation advice.*

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2020

OBJECTIVES AND ACTIVITIES

Other Partnerships

- Portsmouth Military Mental Health Alliance Programme Board, influencing veteran's mental health care delivery and welfare services for Portsmouth.
- Solent Armed Forces Covenant Partnership Board, contributing to the Solent AFCP Regional Needs Assessment and progressing actions as part of the Solent AFC Drop-In partnership.
- Portsmouth City of Sanctuary initiative.
- Hampshire Veterans Court Diversion Scheme, contributing to the network of support for veterans in the criminal justice system in Hampshire and IOW.

Public benefit

In setting our objectives and planning our activities our trustees have had due regard to the Charity Commission's general guidance on public benefit.

Effects of COVID-19 pandemic

The COVID-19 pandemic served as a strategic shock for VOS, with the lockdown denying the charity its signature delivery method of face-to-face support to veterans and their families. Despite this, VOS reacted quickly and adapted well to the loss of its physical footprint and direct access to service users by changing our delivery model to continue support by migrating services and support into the online environment. With no change to office hours, the charity was able to provide a point of contact for calls and enquiries, engaging with delivery partners where needed. Activities, social groups and clinical therapy were all delivered via video teleconferences (Zoom) and telephone. Online activities were also conducted online and were supported, where needed, by materials delivered or posted to participants. The quality of our engagement remained high and was a lifeline to those who were adversely affected by isolation and loneliness during lockdown, albeit that we inevitably lost contact with some who preferred to access VOS services and support in person only. Throughout the lockdown period, and beyond, VOS was able to access a variety of emergency funding, particularly from the Armed Forces Covenant Fund Trust (AFCFT), to support and enhance our new ways of working and replace revenue lost as a result of the pandemic.

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2020

ACHIEVEMENT AND PERFORMANCE

Drop-In Attendance

We continued to run our monthly Drop-Ins at the Royal Maritime Club in Portsmouth and the Riverside Centre, Newport, IOW until March 2020, when all activity was halted by the national coronavirus lockdown. The numbers of SUs attending the VOS Drop-Ins until this point are provided below. Comparative figures for 2018-19 are shown in brackets, noting that the previous year was a 12-month period.

Portsmouth. The total number of new registrations and returners to the Portsmouth service over the 8-month period was 544 (711) with 134 (166) new registrations. The average number of attendees per month was 68 (59).

Newport (IOW). The total number of registrations and returners to the Newport service over the 7-month period was 122 (169) with 36 (57) new registrations. The average number of attendees per month was 17 (14).

VOS Office. A further 56 (50) registrations were made by VOS staff outside of the monthly Drop-In, with 27 of these being taken by phone after the national lockdown.

In total there were 226 (273) new registrations during this period

	REPORTING YEAR 2019 - 20													
PORTSMOUTH	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Total	
Returners	40	46	44	60	48	50	62	60	0	0	0	0	410	
New Registrations	18	19	21	27	5	15	19	10	0	0	0	0	134	
Total	58	65	65	87	53	65	81	70	0	0	0	0	544	
New Registrations Outside Drop-In	8	1	12	3	4	1	0	0	0	0	14	13	56	
IOW														
Returners	14	16	11	9	15	6	15	0	0	0	0	0	86	
New Registrations	5	6	8	5	1	5	6	0	0	0	0	0	36	
Total	19	22	19	14	16	11	21	0	0	0	0	0	122	
Monthly Drop-Ins Total	77	87	84	101	69	76	102	70	0	0	0	0	666	
New Registration Total	31	26	41	35	10	21	25	10	0	0	14	13	226	

Mental Health Support

Until Mar 2020, VOS continued to provide immediate access to MH support on the day of the Drop-In. For the period Aug 2019 to Mar 2020 there were 202 (278) clinical interventions carried out in the Drop-In setting. Whilst at first sight this figure is down on the previous year; it should be noted that this is for an 8-month period only and when measured in pro rata terms is a 9% increase in activity. Where the demand on the clinical team at Drop-In increased at the beginning of 2020, we introduced a prioritisation system based on risk to ensure that those with the most critical needs were seen on the day, with the remainder followed up by a phone the next day.

Throughout the reporting period, veterans suffering from mental health issues have continued to access weekly treatment outside Drop-In days. Our clinical team provides: psychiatric assessment and review, medication reviews, psychological assessment, psychological therapies, and substance misuse support. The clinical team has worked throughout the lockdown, transferring their activity to telephone and virtual methods. Additionally, they carried out regular telephone welfare checks to those SUs deemed a high risk or who were on our waiting list for therapy. All but 2 service users were content to be supported remotely.

A total of 1480 (1543) hours of clinical activity has been delivered in this period to 236 (248) clients. In total 73 clients were seen by the consultant psychiatrist for psychiatric diagnosis or medication review, 70 clients received psychological assessment, 136 started a course of therapy and 43 received substance misuse recovery support. Currently we estimate that 75% of our service user population receive some form of clinical intervention each year.

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2020

Therapy

Peer Support

Having reinvigorated our programme of peer support in 2018-19, the service went from strength to strength in 2019-20 with a weekly programme of activity groups and visits based out of the Royal Maritime Club, Portsmouth and two weekly coffee groups, Brew, Butty & Banter in Stubbington and Tea & Stickies in Southsea. We saw 127 (87) veterans engage with at least one peer support activity. Additionally, Models for Heroes established themselves as weekly group in the Royal Maritime Club under the VOS peer support initiative, led by a VOS Mental Health First Aid trained volunteer and with an average weekly group size of 6 veterans.

From March 2020 all face-to-face contact was suspended because of the national COVID-19 restrictions. In response, VOS initiated a virtual coffee group and a virtual activity group using Zoom, in the same weekly timeslots as the previous physical programme, to sustain the familiar routine with our service users. Several of our activity providers were able to provide their offering as a virtual workshop. Additionally, we sent out a total of 30 activity packs and took this as an opportunity to remind our service users that VOS remained open for business.

A wide variety of activities/visits were held over the year which included:

- Pre-lockdown:
 - Book Binding - facilitated by Bound by Veterans.
 - Expressive Writing - 3 workshops sponsored by the Royal Literary Fund.
 - Guided Painting - facilitated by the Paint Chill Co.
 - Day Sail on the Solent - provided by the Gwennili Trust in their disabled access catamaran.
 - Visits to HMS Victory, Portsmouth Museum, The Mary Rose, The D-Day Story, Pompey Pals and the Airframe Assemblies Spitfire factory on the IOW.
 - Armchair Pilates, Mindfulness and Meditation provided by Simply Mind, Heart and Soul.
 - Various arts and crafts activities.
- Virtual Delivery:
 - Expressive Writing, Paint Chill and Mindfulness and Meditation as above.
 - Macrame workshop by Alice Hume Textiles.
 - Armchair talk on Shipwreck Archeology by the National Museum of the Royal Navy.

A private Facebook group for VOS service users and peer supporters was established early on during lockdown as a place where SUs could receive support. This turned into a social forum, with participants posting about their daily activities, asking for support, joining in with virtual groups and sharing useful information. It grew to 60 members between Mar and Jul 2020 and was moderated by the VOS Asst Psychologist (Training), who was able to provide a direct link into the clinical team if a mental health concern was identified. In this way we have continued to deliver effect and support to our service users.

The facilitated peer support group approach has continued to deliver better results than originally anticipated, and has become a central pillar of VOS delivery, including being a complementary component to VOS clinical support, both pre- and post-treatment. This success prompted VOS to seek and acquire funding to extend the programme to the Isle of Wight in 2020 and plans to further extend the programme on the mainland in 2021.

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2020

ACHIEVEMENT AND PERFORMANCE

Evaluation of Benefits

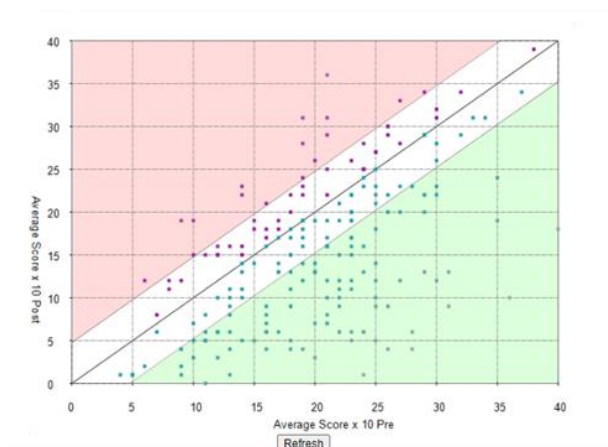
VOS is committed to monitoring and evaluating the benefits of its work to ensure that all its activities are having the desired outcomes and outputs and its charitable aims are being achieved. Evaluation works at 2 levels:

- Outcomes. The principal outcomes of VOS operations for SUs are better general welfare; improved mental health; and a heightened sense of wellbeing. These outcomes are measured both quantitatively and qualitatively through a combination of the Warwick Edinburgh Mental Wellbeing Scale (WEMWBS), clinical measurements (GAD7, PHQ9, IES-R, AUDIT, WSAS, CORE10 and CORE34²) as well as general and clinical user feedback questionnaires.

- Outputs. VOS outputs take the form of the monthly Drop-In and its associated social gathering, mental health therapy sessions and peer support sessions. These outputs are measured quantitatively in terms of the numbers of SUs attending Drop-In (new and returning), the number of Agency engagements, the number of SUs undergoing therapy, the number of therapy sessions delivered, the number of Did Not Attends (DNAs) and the number of volunteer peer mentors and mentees.

CORE Report

Improved Mental Health is measured quantitatively and qualitatively through a combination of clinical measurements. The scatter plot below shows a sample of service users who have completed therapy. Each dot represents a single service user, green dots represent an improvement in mental health, purple dots represent deterioration. In this plot 122 (68%) show some to significant improvement in their mental health after their engagement with VOS clinical services. The SUs that show any significant deterioration are kept on follow up by the clinical team.



² Generalised Anxiety Disorder; Patient Health Questionnaire; Impact of Events Scale-Revised; Alcohol Use Disorders Identification Test; Work and Social Adjustment Scale;

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2020

ACHIEVEMENT AND PERFORMANCE

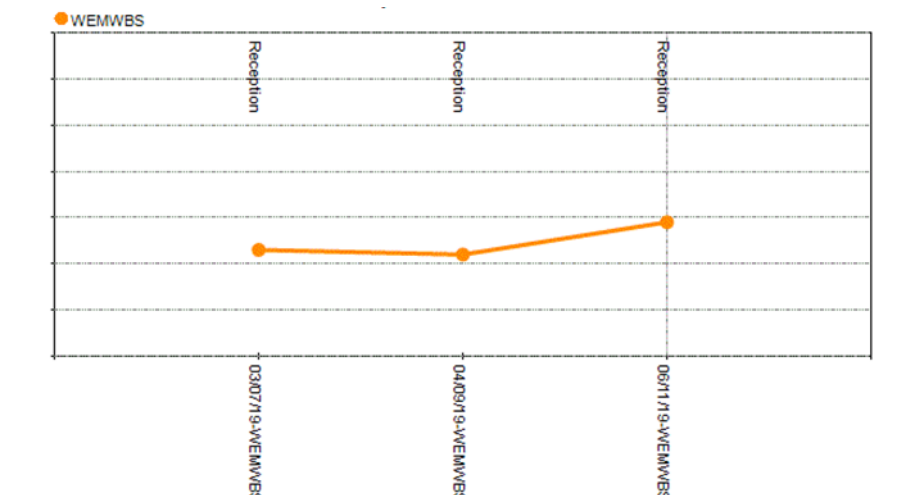
WEMWBS Report

WEMWBS was adopted in 2016 as part of VOS's impact measurement methodology. Whilst the survey has not been designed as a clinical tool, it is sensitive to changes in mental wellbeing at the individual level. It is not used to screen for risk, but very low scores may be indicative of the need for clinical support. The WEMWBS form is administered to every SU at every visit and the results are entered into VETRA after every Drop-In.

The VOS Drop-In was suspended in Mar 2020 because of the national COVID-19 lockdown and so WEMWBS data is available for the period 1 Aug 2019 to 4 Mar 2020. This indicates that a total of 76 service users attended a Drop-In twice or more during the period and provided a response. Of these, 64% of service users have shown an improvement of 5 points or more (statistical significance) in their scores through their involvement in VOS, demonstrating increased wellbeing.

Those with scores that were consistently low and below clinical cut-off or had fallen in the reporting period were investigated on a case-by-case basis for referral to the VOS clinical team or other appropriate services, including our peer support programme.

For illustration, an anonymised set of results spanning the period July to Nov 2019 is shown below, where higher scores represent better subjective emotional wellbeing and the cut-off for clinical intervention (Triage) is set at 32 (depicted by red line):



Recognising that these results must be analysed with caution, nevertheless a broad interpretation can be drawn. This Service User first attended VOS in July 2019 and because of their low WEMWBS score of 23 was referred for triage and subsequent psychological assessment. They engaged in a course of psychological therapy and were also referred for peer support, joining the activity group in Jan 2020. By Nov 2019, their WEMWBS score showed improvement of 6 points, which is considered a statistically significant improvement in wellbeing.

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2020

ACHIEVEMENT AND PERFORMANCE

Peer Support Impact Measurement

As the peer support programme is complementary to the formal mental health support offered by VOS, an in-house measure has been developed which is a subjective assessment of feelings of joy, sadness and levels of anxiety. Analysis of returns show that all those who participate in the activity programme declare increased feelings of joy and reduced feelings of sadness after an activity and their levels of anxiety decreased. They also indicate that the virtual experience is not detracting from the benefit felt. We have a core group of service users participating regularly in the virtual groups because they are shielding for health reasons and the clinical team have referred others to the programme for additional social support.

We also ask if they are 'satisfied/highly satisfied' with the peer mentor programme provided by VOS and returns indicate that 100% of participants were satisfied or highly satisfied. Feedback comments have included:

- What a lovely surprise received in the post this morning! (Activity packs)
- Another excellent session (Expressive Writing)
- Very therapeutic, visible effect on lowering stress (Paint Chill)
- A pleasure to attend and join in with fellow veterans (Paint Chill)
- I enjoy the interaction

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2020

ACHIEVEMENT AND PERFORMANCE

Visitors

During the period Aug 2019 to March 2020 VOS was visited by representatives from:

- 16 Reg RA Welfare Officer
- ASDIC
- Autism Hampshire
- BAe Systems
- Cobseo
- Defence Medical Welfare Service
- DWP
- Help for Heroes
- HMS Antrim Association
- Portsmouth Hospitals University Trust - Veterans Lead
- Pompey Paras
- Portsdown Practice
- RM Association/RM Charity
- Shaping Portsmouth
- Solent Mind Recovery College
- Team Endeavour
- The Minstead Trust
- The Poppy Appeal
- Unite Union
- Zurich Community Trust

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
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ACHIEVEMENT AND PERFORMANCE

Funding 2019-20

A breakdown of the grant funding awarded in 2019-20 is as follows:

AF Covenant Fund Trust (Y2 of 2)	£20,000
Army Benevolent Fund (The Soldiers' Charity)	£20,000
Greenwich Hospital	£40,000
Hampshire and IOW Community Fund (HIWCF)	£5,000
Queen Mary's Roehampton Trust	£5,000
RAF Benevolent Fund	£12,500
Royal Navy and Royal Marines Charity	£50,000
RNRMC Helping Hands	£25,000
Royal Navy Benevolent Trust	£20,330
Seafarers UK MN Fund	£10,000
Tesco Bags of Help	£4,000
Treasury LIBOR (Y2 of 3)	£50,000
Veterans Foundation	£20,000
Zurich Community Trust	£3,000
Other Donations & Local fundraising	£13,269

VOS is most grateful for all our grant funding, without which it would not have been able to sustain its service to veterans and their families.

We would also like to acknowledge the support and donations received this year from Asda Fareham, Gosport and Newport, Barley Aid, the Southern Co-operative, the Association of Wrens Portsmouth Branch and Fareham Informal Group, Royal Naval Association Lee on Solent Branch, Fareham Rotary Club, Wildkeeper Gloves, Portsmouth Healthy Walkers and the Langstone Harbour Fishing Association.

Our special thanks go to veteran David Bridges who took off on an around mainland Britain sailing challenge, Op Aries, in February 2020, overcoming the challenges of both the weather and the national lockdown, to raise in excess of £500 for VOS.

VETERANS OUTREACH SUPPORT
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ASDIC

The Association of ex-Service Drop-In Centres (ASDIC) came to the end of its 2-year pilot project under the governance, administrative and financial support of VOS in April of 2020. At the direction of the VOS Board of Trustees and, having proven its value and contribution to the veterans' welfare sector, the Association pursued its own status and independence as a registered charity and limited company. Whilst this transition was planned to be completed by during the reporting period ending 31 July 2020, complications and delays resulting from the Coronavirus pandemic slowed the expected progress of this ambition. VOS therefore continued to support the organisation beyond this date and into the 2020-21 period with limited administrative support and the retention of ASDIC's restricted funds. In the meantime, ASDIC agreed funding from the Armed Forces Covenant Fund, established a Board of Trustees and arranged its inaugural meeting, and confirmed registration with Companies House (8th July 2020). By the end of the VOS 2019-20 reporting period, the Charities Commission application had not yet been confirmed, so plans to transfer residual funds across to ASDIC's new bank account were held until this registration was completed.

Post Balance Sheet Event

Having obtained independent charitable status and funding, ASDIC separated from VOS, and the funds held on behalf of this operation were transferred to the new body on 11 November 2020. ASDIC continues to thrive and can be followed as a registered charity no.1190952.

FINANCIAL REVIEW

Financial position

This has been another successful financial period for VOS and the financial position remains stable. There was an excess of income over expenditure of £85,492, a deficit of £585 on restricted funds but an excess of £86,077 on unrestricted funds. Restricted funds are those where donors have placed specific requirements on their use. Overall, income for the period increased by £54,259, however expenditure decreased by £17,342.

The total funds brought forward from 1 Aug 2019 were £83,818, while total funds carried forward to the next financial year are £169,310. Details are in note 15 of the Notes to the Financial Statements.

At the end of the period cash assets (cash at bank) totalled £310,694. This large figure is because of the balance of a LIBOR grant for a 3-year period previously paid in a single sum and grants received in year from AFCFT and RNRMC that are deferred to 2020-21. £130,396 is deemed to cover the next and subsequent financial years. The majority of cash funds are held in a deposit account and only transferred to the current account as required for immediate expenditure. The deposit account is interest bearing.

Five staff were paid on payroll. Following auto-enrolment for pensions, all have been paid pensions at the minimum amounts since 1 July 2018. Two directors received remuneration from the Company for part of the year for their roles in ASDIC management and clinical activity. Payroll software used is that provided at no cost by HMRC. All clinicians are paid on production of monthly invoices. The accounting software used is Xero, rented through our accountants.

Updated management accounts spreadsheets are provided in advance of management and trustee meetings to all attendees.

The principal risk facing the Charity is that of long-term financial sustainability. Given the uncertainty of future funding streams, additional sources are continually investigated. There is a small but steady increase in donations from supporters.

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2020

FINANCIAL REVIEW

Reserves policy

A financial reserve of £50,000 is held. It is estimated that this sum would be sufficient to wind down the organisation if necessary, whilst allowing Service Users to complete their courses of treatment - approximately 3 months. If Net Assets were to fall this low, the use of the reserve would be triggered, and the organisation run down. A review of this policy and any changes to it will likely be considered in FY 2020-21 to take account of increased VOS staff and outputs.

The relatively high balance of funds in excess of our financial reserves being carried forward into the next financial year is a reflection of funds that are held against future delivery for specific projects and multi-year awards for core deliverables and running costs. There are also more funds available than would normally be the case, due to monies not spent as a result of the Coronavirus pandemic, including the furlough of staff, venue hire and other costs. We anticipate that many of these costs will now be incurred in the following two years as society and permitted activities reopen.

The VOS Board of Trustees plan to review the current level of reserve, in light of the growth of the charity, in the next financial year (2020-21).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Memorandum and Articles of Association.

Charity constitution

The Charity is a company limited by guarantee (Company number 08479090) incorporated on 8 April 2013 and a registered Charity (number 1154429) registered 1 November 2013. The Charity's constitution is its Memorandum and Articles of Association (adopted 16 October 2013).

The charity is also known as VOS.

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2020

STRUCTURE, GOVERNANCE AND MANAGEMENT

Trustees Appointments

The Charity is governed by a Board of Trustees with responsibility for the strategic management of the Charity. The board consists of a minimum of 4 trustees and has no maximum number.

Annually, one third of the Trustees are required to retire by rotation dependent on the length of their service. The Charity recognises that the creation of a diverse Board is an important factor in recruiting the professional competence required to administer the Charity successfully while increasing the accountability and public confidence in the overall management of the organization.

Full meetings of the Board took place on 19 Sep 2019, 12 Dec 2019, and 12 May 2020.

The AGM was held on 12 May 2020, at which Col (Retd) J M Bowles and Lt Cdr (Retd) J Scivier were re-elected, and to receive and approve the Annual Company Accounts. This meeting was held by virtual conference because of the national COVID-19 restrictions, and this was recorded in the minutes of the meeting.

Induction and Training of Trustees

New Trustees are inducted by the Chairman, the CEO and the Portsmouth Delivery Manager. Trustees make use of the online training packages offered by the National Council of Voluntary Organisations (NCVO), of which VOS is a member.

Retirements

Cdr (Retd) Peter Mosse and Mr Charles Swain resigned from the Board on 12 May 2020.

Management Staff

Ian Millen remains in post as CEO, supported by a team of six permanent staff across the disciplines of charitable delivery, from Drop-Ins, peer support and social groups to clinical administration, substance misuse support, office administration and specific projects. Two of the permanent staff are integral parts of the wider clinical team, which is led by a Consultant Psychiatrist and was comprised of five additional members, including a Counselling Psychologist and, an Assistant Psychologist and two therapists during the reporting period.

Volunteers

VOS has continued with the recruitment of further volunteers during the year and now has 40+ volunteers supporting the organisation. A Mental Health First Aid (MHFA) training course was held in Mar 2020. VOS is a member of the National Council for Volunteer Organisations (NCVO).

Clinical Governance

As an independent provider of clinical services, VOS elected, in 2012, to adopt the Clinical Governance procedures introduced into the NHS in 1999 by Health Service Circular 1999/065: 'Clinical Governance in the new NHS'. These procedures were updated by the Care Quality Commission (CQC) regulations 'Essential Standards of Quality and Safety' (2009) based on the legislation outlined in the Health and Social Care Act, 2008 (Regulated Activities).

VOS is a signatory to Cobseo's Guiding Principles for the Delivery of Veterans' and Service Families' Mental Healthcare. The aim of the Principles are to ensure that organisations that provide mental healthcare (in any form) for serving or ex-serving personnel and their families do so in a manner which is safe, does no harm and facilitates properly informed decisions about the care they might receive. Organisations that follow the principles have demonstrated that they have taken reasonable steps to assure that they provide a safe and reasonable service and do no harm.

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2020

STRUCTURE, GOVERNANCE AND MANAGEMENT

Delivery Partners Code of Conduct

A Code of Conduct has been established to ensure that Delivery Partners share VOS's values and can be regarded as trustworthy by SUs. All Delivery Partners are invited to sign up to the Code, by which they agree to:

- Attend or be represented every month, unless there is an emergency, in which case they agree to provide VOS with as much notice as possible.
- Conform to the highest standards of behaviour, language and dress (casual).
- Act with kindness and consideration for all SUs and other participants.
- Work together to deliver the best overall service to SUs in partnership with other agencies, and never to try to compete with each other.
- Be covered by appropriate professional indemnity insurance (evidence required).
- Abide by the guidance framework set by VOS (opening hours, layout, processes, appointment routines etc). This will be briefed during their induction process on first joining VOS and updated in writing (usually by email).
- Work with VOS management staff by: complying with any reasonable requests while on the premises during VOS hours; accepting their decisions, especially in event of incidents or internal differences between members; consulting them in event of anything unexpected concerning the routine or facilities; and notifying VOS of any incidents, accidents or complaints.
- In event of dispute with VOS or another Delivery Partner, enter into Alternative Dispute Resolution (ADR).
- Provide feedback on the services delivered to SUs and outcome information as requested by VOS.
- Attend periodic VOS governance and feedback workshops.

In addition, organisations offering therapeutic interventions agree to:

- Share SU data with VOS clinicians within the data protection regime outlined in the Privacy Notice on the SU registration form and the processes detailed for information governance.
- Demonstrate that they are covered by an appropriate clinical governance regime.

Policies

VOS policy documents cover the following areas:

- Absence and Sickness
- Clinical Governance
- Clinical Operating Procedures
- Complaints
- Confidentiality
- Conflicts of Interest
- Data Protection
- Disciplinary Procedure
- Donor Communications
- Eligibility
- Email and Internet Backup
- Emergency Procedures
- Equality and Diversity
- Grievance Procedure
- Health & Safety
- Impact Measurement
- Lone Working
- Media Handling
- Pay & Expenses
- Reserves Policy
- Risk Management
- Safeguarding
- Volunteer Recruitment & Selection
- Whistleblowing
- Working from Home

VETERANS OUTREACH SUPPORT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 JULY 2020

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

08479090 (England and Wales)

Registered Charity number

1154429

Registered office

Larch House
Parklands Business Park
Denmead
Hampshire
PO7 6XP

Trustees

Col (Retd) J M Bowles	(Re-elected 12 May 2020 and elected Chairman 21 Mar 2019)
Dr R S G Kent	(Re-elected 21 Mar 2019)
Cdr RN (Retd) P J M Mosse	(Resigned 12 May 2020)
Lt Cdr RN (Retd) A Sard	(Co-opted 12 May 2020)
Ltd Cdr RN (Retd) J Scivier	(Re-elected 12 May 2020)
Surg Capt J G Sharpley RN	(Re-elected 21 Mar 2019)
Mr C Swain	(Resigned 12 May 2020)
Ms R C White	(Re-elected 21 Mar 2019)
Cdr RN (Retd) R Williams	(Co-opted 21 Jun 2018 and elected 11 Dec 2018)

Co-opted Member

Mr M Dawe, Trustee of Royal Maritime Club (joined the board 11 Dec 2018)
VOS has a reciprocal position on the Board of Trustees of the Royal Maritime Club

President

Rear Admiral Sir Jeremy de Halpert KCVO CB (Appointed 27 February 2014)

Honorary Vice Presidents

Surg Capt (Retd) M R O'Connell
CPO (Retd) J Erskine
Mrs A E M Townsend
WO1 (Retd) D Watts

Chief Executive

Cdr (Retd) Ian Millen

Clinical Lead

Dr R Jackson

Independent Examiner

Gibson Whitter
Chartered Accountants
and Chartered Tax Advisers
Larch House
Parklands Business Park
Denmead
Hampshire
PO7 6XP

VETERANS OUTREACH SUPPORT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 JULY 2020

REFERENCE AND ADMINISTRATIVE DETAILS

Treasurer

Mr Michael Powell
Flat 2 St Helen's Court
St Helen's Parade
Southsea
Hampshire
PO4 0RR

Bankers

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

Approved by order of the board of trustees on 18 March 2021 and signed on its behalf by:

A handwritten signature in dark ink that reads "Mike Bowles". The signature is written in a cursive, slightly slanted style.

Col (Retd) J M Bowles - Chairman

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF VETERANS OUTREACH SUPPORT

Independent examiner's report to the trustees of Veterans Outreach Support ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 July 2020.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of ICAEW which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Gavin Whitter
ICAEW
Gibson Whitter
Chartered Accountants
and Chartered Tax Advisers
Larch House
Parklands Business Park
Denmead
Hampshire
PO7 6XP

Date: 12 April 2021

VETERANS OUTREACH SUPPORT

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 JULY 2020

	Notes	Unrestricted funds £	Restricted funds £	31.7.20 Total funds £	31.7.19 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	14,233	1	14,234	40,146
Charitable activities	4				
Veterans welfare		299,982	105,605	405,587	325,287
Investment income	3	<u>274</u>	<u>-</u>	<u>274</u>	<u>403</u>
Total		314,489	105,606	420,095	365,836
EXPENDITURE ON					
Charitable activities	5				
Veterans welfare		<u>228,412</u>	<u>106,191</u>	<u>334,603</u>	<u>351,945</u>
NET INCOME/(EXPENDITURE)		86,077	(585)	85,492	13,891
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>70,132</u>	<u>13,686</u>	<u>83,818</u>	<u>69,927</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>156,209</u></u>	<u><u>13,101</u></u>	<u><u>169,310</u></u>	<u><u>83,818</u></u>

The notes form part of these financial statements

VETERANS OUTREACH SUPPORT

BALANCE SHEET 31 JULY 2020

	Notes	31.7.20 £	31.7.19 £
FIXED ASSETS			
Tangible assets	12	1,899	-
CURRENT ASSETS			
Cash at bank and in hand		310,694	299,522
CREDITORS			
Amounts falling due within one year	13	(143,283)	(215,704)
NET CURRENT ASSETS		<u>167,411</u>	<u>83,818</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>169,310</u>	<u>83,818</u>
NET ASSETS		<u>169,310</u>	<u>83,818</u>
FUNDS	15		
Unrestricted funds		156,209	70,132
Restricted funds		<u>13,101</u>	<u>13,686</u>
TOTAL FUNDS		<u>169,310</u>	<u>83,818</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 July 2020.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 July 2020 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved and authorised for issue by the Board of Trustees and authorised for issue on 18 March 2021 and were signed on its behalf by:

Mike Bowles

Col (Retd) J M Bowles – Trustee

The notes form part of these financial statements

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 JULY 2020

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland and the Companies Act 2006.

Income

Donations and legacies and grants that provide core funding or are of a general nature are recognised where there is entitlement, the receipt is probable and the amount can be measured with sufficient reliability. Such income is only deferred when:

- the donor specifies that the grant or donation must only be used in future accounting periods; or
- the donor has imposed conditions which must be met before the charity has unconditional entitlement.

Investment income is recognised on a receivable basis.

Income from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific conditions is recognised as earned (as the related goods and services are provided). Grant income included in this category provides funding to support activities and is recognised where there is entitlement, the receipt is probable and the amount can be measured with sufficient reliability.

Volunteers and donated services

The value of services provided by volunteers is not incorporated into these financial statements.

Where goods or services are provided to the charity as a donation that would normally be purchased from suppliers, this contribution is included in the financial statements at an estimate based on the value of the contribution to the charity.

Expenditure

Expenditure is recognised when a liability is incurred. Contractual arrangements are recognised as goods or services are supplied.

- Costs of raising funds are those costs incurred in attracting voluntary income.
- Charitable activities include expenditure associated with providing services to the charity's beneficiaries and include both the direct costs and support costs relating to those activities.
- Support costs include governance costs and central functions and have been allocated to activities on a basis consistent with the use of resources.

Irrecoverable VAT

All resources expended are classified under activity headings that aggregate all costs related to the category. Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 25% on cost
Computer equipment	- 33% on cost

Individual fixed assets costing £250 or more are capitalised at cost.

Taxation

The charity is exempt from corporation tax on its charitable activities.

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2020

1. ACCOUNTING POLICIES - continued

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. DONATIONS AND LEGACIES

	31.7.20	31.7.19
	£	£
Donations	<u>14,234</u>	<u>40,146</u>

3. INVESTMENT INCOME

	31.7.20	31.7.19
	£	£
Deposit account interest	<u>274</u>	<u>403</u>

4. INCOME FROM CHARITABLE ACTIVITIES

	Activity	31.7.20	31.7.19
		£	£
Grants	Veterans welfare	<u>405,587</u>	<u>325,287</u>

Grants received, included in the above, are as follows:

	31.7.20	31.7.19
	£	£
Ministry of Defence - LIBOR Funding	125,397	98,365
Royal Navy and Royal Marines Charity	75,000	70,000
Seafarers UK	10,000	10,000
Army Benevolent Fund	20,000	16,667
RAF Benevolent Fund	12,500	8,000
Greenwich Hospital Grant	40,000	40,000
HIWCF	5,000	6,750
Queen Mary's Roehampton Trust	5,000	5,000
Masonic Charitable Foundation	-	1,000
The Veterans' Foundation	20,000	20,000
The Royal Naval Benevolent Trust	17,285	27,005
Portsmouth City Council	12,333	22,000
Victoria Rifles	-	500
Armed Forces Covenant Fund	57,072	-
Surrey County Council	3,000	-
Zurich	<u>3,000</u>	<u>-</u>
	<u>405,587</u>	<u>325,287</u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2020

5. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 6) £	Support costs (see note 7) £	Totals £
Veterans welfare	<u>217,438</u>	<u>117,165</u>	<u>334,603</u>

6. DIRECT COSTS OF CHARITABLE ACTIVITIES

	31.7.20 £	31.7.19 £
Staff costs	61,767	45,027
Direct charitable costs	14,128	600
Training costs	2,974	-
Subcontracted clinical fees	123,757	146,552
Travel and subsistence	13,399	4,979
Conference expenses	<u>1,413</u>	<u>3,320</u>
	<u>217,438</u>	<u>200,478</u>

7. SUPPORT COSTS

	Management £	Governance costs £	Totals £
Veterans welfare	<u>115,695</u>	<u>1,470</u>	<u>117,165</u>

Support costs, included in the above, are as follows:

Management

	31.7.20 Veterans welfare £	31.7.19 Total activities £
Wages	68,210	81,481
Social security	3,142	3,945
Pensions	1,031	1,189
Insurance	5,300	4,305
Light and heat	-	28
Telephone	2,846	1,556
Postage and stationery	2,895	2,487
Advertising	6,357	3,668
Sundries	902	838
Rent	4,728	11,631
Computer and software costs	9,283	4,460
Legal and professional fees	2,041	334
Repairs and renewals	91	-
Staff training	-	3,315
Subscriptions	339	374
Travel and subsistence	-	16,853
Conferences	-	99
Recruitment expenses	7,800	13,440
Depreciation of tangible assets	<u>730</u>	<u>-</u>
	<u>115,695</u>	<u>150,003</u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2020

7. SUPPORT COSTS - continued Governance costs

	31.7.20 Veterans welfare £	31.7.19 Total activities £
Accountancy fees	<u>1,470</u>	<u>1,464</u>

8. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.7.20 £	31.7.19 £
Depreciation - owned assets	<u>730</u>	<u>-</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

During the year two (2019: two) trustee directors were remunerated by the charitable company totalling £26,289 (2019: £37,754) for the following management and clinical services.

	2020 £	2019 £
Subcontracted		
Dr R S G Kent - Clinical	12,546	15,584
Commander P J Mosse- Management (ASDIC)	<u>13,743</u>	<u>22,170</u>
	<u>26,289</u>	<u>37,754</u>
	<u>26,289</u>	<u>37,754</u>

Trustees' expenses

During the year two (2019: three) trustee directors were reimbursed expenses by the charitable company totalling £2,628 (2019: £5,251) for telephone and travel costs.

10. STAFF COSTS

	31.7.20 £	31.7.19 £
Wages and salaries	129,977	121,814
Social security costs	3,142	7,850
Other pension costs	<u>1,031</u>	<u>1,978</u>
	<u>134,150</u>	<u>131,642</u>

The average monthly number of employees during the year was as follows:

	31.7.20	31.7.19
Direct charitable	2	2
Support	<u>3</u>	<u>3</u>
	<u>5</u>	<u>5</u>

No employees received emoluments in excess of £60,000.

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2020

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	40,146	-	40,146
Charitable activities			
Veterans welfare	251,922	73,365	325,287
Investment income	<u>403</u>	<u>-</u>	<u>403</u>
Total	292,471	73,365	365,836
EXPENDITURE ON			
Charitable activities			
Veterans welfare	274,028	77,917	351,945
NET INCOME/(EXPENDITURE)	18,443	(4,552)	13,891
RECONCILIATION OF FUNDS			
Total funds brought forward	51,689	18,238	69,927
TOTAL FUNDS CARRIED FORWARD	<u>70,132</u>	<u>13,686</u>	<u>83,818</u>

12. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 August 2019	3,197	2,353	5,550
Additions	<u>-</u>	<u>2,629</u>	<u>2,629</u>
At 31 July 2020	<u>3,197</u>	<u>4,982</u>	<u>8,179</u>
DEPRECIATION			
At 1 August 2019	3,197	2,353	5,550
Charge for year	<u>-</u>	<u>730</u>	<u>730</u>
At 31 July 2020	<u>3,197</u>	<u>3,083</u>	<u>6,280</u>
NET BOOK VALUE			
At 31 July 2020	<u>-</u>	<u>1,899</u>	<u>1,899</u>
At 31 July 2019	<u>-</u>	<u>-</u>	<u>-</u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2020

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.7.20	31.7.19
	£	£
Accrued expenses	12,887	20,432
Deferred income	<u>130,396</u>	<u>195,272</u>
	<u>143,283</u>	<u>215,704</u>

Deferred income

Deferred income comprises grants received for future financial periods.

	31.7.20	31.7.19
	£	£
Balance brought forward	195,272	327,051
Amount released to incoming resources	(195,272)	(327,051)
Amount deferred in the year	<u>130,396</u>	<u>195,272</u>
Balance carried forward	<u>130,396</u>	<u>195,272</u>

14. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	31.7.20 Total funds £	31.7.19 Total funds £
Fixed assets	1,899	-	1,899	-
Current assets	292,423	18,271	310,694	299,522
Current liabilities	<u>(138,113)</u>	<u>(5,170)</u>	<u>(143,283)</u>	<u>(215,704)</u>
	<u>156,209</u>	<u>13,101</u>	<u>169,310</u>	<u>83,818</u>

15. MOVEMENT IN FUNDS

	At 1.8.19 £	Net movement in funds £	At 31.7.20 £
Unrestricted funds			
General fund	70,132	86,077	156,209
Restricted funds			
ASDIC	12,444	(4,769)	7,675
RNRMC- Helping hands	<u>1,242</u>	<u>4,184</u>	<u>5,426</u>
	<u>13,686</u>	<u>(585)</u>	<u>13,101</u>
TOTAL FUNDS	<u>83,818</u>	<u>85,492</u>	<u>169,310</u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2020

15. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	314,489	(228,412)	86,077
Restricted funds			
ASDIC	80,606	(85,375)	(4,769)
RNRMC- Helping hands	<u>25,000</u>	<u>(20,816)</u>	<u>4,184</u>
	<u>105,606</u>	<u>(106,191)</u>	<u>(585)</u>
TOTAL FUNDS	<u>420,095</u>	<u>(334,603)</u>	<u>85,492</u>

Comparatives for movement in funds

	At 1.8.18 £	Net movement in funds £	At 31.7.19 £
Unrestricted funds			
General fund	1,689	18,443	20,132
Contingency fund	<u>50,000</u>	<u>-</u>	<u>50,000</u>
	51,689	18,443	70,132
Restricted funds			
ASDIC	18,238	(5,795)	12,443
RNRMC- Helping hands	<u>-</u>	<u>1,243</u>	<u>1,243</u>
	<u>18,238</u>	<u>(4,552)</u>	<u>13,686</u>
TOTAL FUNDS	<u>69,927</u>	<u>13,891</u>	<u>83,818</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	292,471	(274,028)	18,443
Restricted funds			
ASDIC	48,365	(54,160)	(5,795)
RNRMC- Helping hands	<u>25,000</u>	<u>(23,757)</u>	<u>1,243</u>
	<u>73,365</u>	<u>(77,917)</u>	<u>(4,552)</u>
TOTAL FUNDS	<u>365,836</u>	<u>(351,945)</u>	<u>13,891</u>

VETERANS OUTREACH SUPPORT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 JULY 2020

15. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.8.18 £	Net movement in funds £	At 31.7.20 £
Unrestricted funds			
General fund	1,689	104,520	106,209
Contingency fund	<u>50,000</u>	<u>-</u>	<u>50,000</u>
	51,689	104,520	156,209
Restricted funds			
ASDIC	18,238	(10,564)	7,674
RNRMC- Helping hands	<u>-</u>	<u>5,427</u>	<u>5,427</u>
	<u>18,238</u>	<u>(5,137)</u>	<u>13,101</u>
TOTAL FUNDS	<u>69,927</u>	<u>99,383</u>	<u>169,310</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	606,960	(502,440)	104,520
Restricted funds			
ASDIC	128,971	(139,535)	(10,564)
RNRMC- Helping hands	<u>50,000</u>	<u>(44,573)</u>	<u>5,427</u>
	<u>178,971</u>	<u>(184,108)</u>	<u>(5,137)</u>
TOTAL FUNDS	<u>785,931</u>	<u>(686,548)</u>	<u>99,383</u>

Contingency Fund

The contingency fund is calculated on the basic cost of the administration of VOS and provision of the Drop-In-Facility. If future funding is not forthcoming, this reserve is to ensure sufficient funds are in place to run down the business and liquidate the charitable company.

ASDIC

ASDIC funding was provided to support a programme to join-up service drop-in centres across the UK, with the aim of sharing best practice and providing support and guidance under the structure of a membership association. Activities include, but are not limited to, an annual conference, website and newsletter.

RNRMC- Helping Hands

The helping hands is to fund projects that recruit volunteers to provide support, friendship and practical help for Royal Navy beneficiaries, specifically; to combat loneliness and social isolation, to promote health and well-being and to prevent escalation of need or deterioration in health.

VETERANS OUTREACH SUPPORT

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 JULY 2020**

16. RELATED PARTY DISCLOSURES

There were no related party transactions in the year ended 31 July 2020 or 31 July 2019 other than those disclosed in note 9.

17. ULTIMATE CONTROLLING PARTY

The charitable company is under the control of its trustees. No one trustee has control of the charitable company.