

**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**

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## **VETERANS OUTREACH SUPPORT**

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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.

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<sup>1</sup> 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**

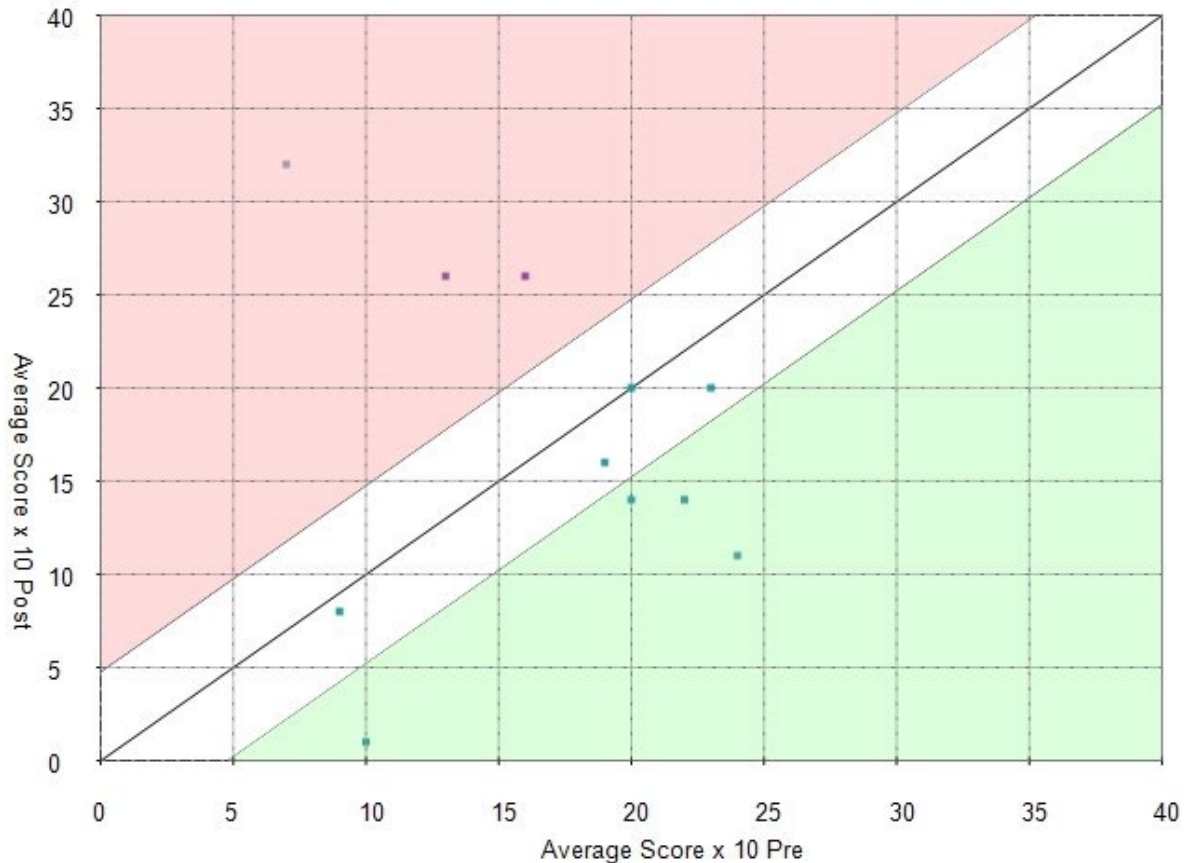
Improved mental health outcomes are measured quantitatively and qualitatively through a combination of clinical measurements (GAD7, PHQ9, IES-R, AUDIT, CORE10) as well as general and clinical user feedback questionnaires.

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.



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**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](http://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).

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**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 £13.70<sup>2</sup>, results in an economic value of over £34,250 in donated hours, or roughly £11,416 a month.

<sup>2</sup> Equivalent cost of volunteering:

[https://www.powertochange.org.uk/wpcontent/uploads/2020/06/Value\\_of\\_Volunteering\\_Working\\_Paper\\_Final.pdf](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 £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	61,510	-	61,510	110,907
<b>Charitable activities</b>	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>
<b>Total</b>		<u>237,370</u>	<u>570,901</u>	<u>808,271</u>	<u>636,652</u>
<b>EXPENDITURE ON</b>					
<b>Charitable activities</b>	5				
Veterans welfare		<u>214,390</u>	<u>572,940</u>	<u>787,330</u>	<u>584,551</u>
<b>NET INCOME/(EXPENDITURE)</b>					
<b>Transfers between funds</b>	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>
<b>Net movement in funds</b>		6,585	14,356	20,941	52,101
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		<u>161,005</u>	<u>130,147</u>	<u>291,152</u>	<u>239,051</u>
<b>TOTAL FUNDS CARRIED FORWARD</b>		<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 £
<b>FIXED ASSETS</b>			
Tangible assets	13	23,816	21,532
<b>CURRENT ASSETS</b>			
Debtors	14	50,193	35,813
Cash at bank and in hand		<u>486,798</u>	<u>381,231</u>
		536,991	417,044
<b>CREDITORS</b>			
Amounts falling due within one year	15	(248,714)	(147,424)
		<u>288,277</u>	<u>269,620</u>
<b>NET CURRENT ASSETS</b>			
		<u>288,277</u>	<u>269,620</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>			
		312,093	291,152
<b>NET ASSETS</b>		<u>312,093</u>	<u>291,152</u>
<b>FUNDS</b>	17		
Unrestricted funds		167,589	161,005
Restricted funds		<u>144,504</u>	<u>130,147</u>
<b>TOTAL FUNDS</b>		<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 £
<b>Cash flows from operating activities</b>			
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>
<b>Cash flows from investing activities</b>			
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>
<b>Change in cash and cash equivalents in the reporting period</b>		105,567	12,591
<b>Cash and cash equivalents at the beginning of the reporting period</b>		<u>381,231</u>	<u>368,640</u>
<b>Cash and cash equivalents at the end of the reporting period</b>		<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 £
<b>Net income for the reporting period (as per the Statement of Financial Activities)</b>	20,941	52,101
<b>Adjustments for:</b>		
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>
<b>Net cash provided by operations</b>	<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 £
<b>Net cash</b>			
Cash at bank and in hand	<u>381,231</u>	<u>105,567</u>	<u>486,798</u>
<b>Total</b>	<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 £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	110,907	-	110,907
<b>Charitable activities</b>			
Veterans welfare	77,000	448,568	525,568
Investment income	<u>177</u>	<u>-</u>	<u>177</u>
<b>Total</b>	<u>188,084</u>	<u>448,568</u>	<u>636,652</u>
<b>EXPENDITURE ON</b>			
<b>Charitable activities</b>			
Veterans welfare	<u>204,005</u>	<u>380,546</u>	<u>584,551</u>
<b>NET INCOME/(EXPENDITURE)</b>	(15,921)	68,022	52,101
<b>Transfers between funds</b>	<u>2,758</u>	<u>(2,758)</u>	<u>-</u>
<b>Net movement in funds</b>	(13,163)	65,264	52,101
<b>RECONCILIATION OF FUNDS</b>			
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>
<b>TOTAL FUNDS CARRIED FORWARD</b>	<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 £
<b>COST</b>				
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>
<b>DEPRECIATION</b>				
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>
<b>NET BOOK VALUE</b>				
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 £
<b>Unrestricted funds</b>				
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>
<b>Restricted funds</b>				
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>
<b>TOTAL FUNDS</b>	<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 £
<b>Unrestricted funds</b>			
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
<b>Restricted funds</b>			
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>
<b>TOTAL FUNDS</b>	<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 £
<b>Unrestricted funds</b>				
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
<b>Restricted funds</b>				
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>
<b>TOTAL FUNDS</b>	<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 £
<b>Unrestricted funds</b>			
General fund	188,084	(204,005)	(15,921)
<b>Restricted funds</b>			
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>
<b>TOTAL FUNDS</b>	<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.