

LIVERPOOL VETERANS HQ

England & Wales · Charity number 1172805

Details

Other names LIVERPOOL VETERANS PROJECT HQ, LVP HQ

Status Registered

Legal form CIO

Registered 2017-04-28

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

Contact

Address Veterans HQ
28 St. Domingo Vale
Liverpool
Merseyside
England
L5 6RW

Phone 01512619878

Email ian.tumilty@veteranshqliverpool.com

Website www.veteranshq.org.uk

Activities

Objects: THE OBJECT OF THE CIO IS:-FOR THE PUBLIC BENEFIT, TO RELIEVE BY CHARITABLE MEANS, THE NEEDS OF VETERANS AND RESERVISTS OF HM FORCES AND THEIR FAMILIES IN THE LIVERPOOL AND SURROUNDING AREA WHO ARE SUFFERING ILL-HEALTH, DISABILITY, FINANCIAL HARDSHIP OR ANY OTHER SUCH SOCIAL OR ECONOMIC DISADVANTAGE, WITH THE ULTIMATE AIM OF ENABLING THEIR INDEPENDENCE. IN PARTICULAR, BUT NOT EXCLUSIVELY BY:A) PROVIDING A SINGLE POINT OF CONTACT TO ASSIST IN THE PROVISION OF PHYSICAL, PSYCHOLOGICAL, PRACTICAL SUPPORT, ADVICE AND ENCOURAGEMENT TO RELIEVE DISTRESS, ILLNESS OR HARDSHIP.B) PROVIDING OR ASSISTING IN THE PROVISION OF ACTIVITIES AND FACILITIES IN THE INTERESTS OF SOCIAL WELFARE FOR RECREATION OR OTHER LEISURE TIME ACTIVITIES WITH THE OBJECT OF IMPROVING WELL-BEING, SELF-ESTEEM, SELF-CONFIDENCE AND AIDING TRANSITION BACK INTO LOCAL SOCIETY AND CIVILIAN LIFE.C) PROVIDING OR ARRANGING PROVISION OF EDUCATION, VOCATIONAL SKILLS TRAINING OR OTHER ASSISTANCE AND TO CREATE AND FACILITATE JOB OPPORTUNITIES ALONG WITH ASSISTANCE IN PREPARING FOR AND FINDING EMPLOYMENT.D) PROVIDE SUPPORT AND INFORMATION ON REHABILITATION FROM DRUG & ALCOHOL ADDICTION.E) PROVIDING SUITABLE SHORT AND LONG TERM ACCOMMODATIONF) PROVIDING DOMICILIARY CARE AND SUPPORTED LIVING SERVICESG) DO ALL SUCH LAWFUL THINGS THAT MAY FURTHER THE CHARITY'S OBJECTS

Activities: to provide support to ex forces personnel reservists and their families across the north west of England.Veterans HQ can provide access to emotional and well being support, practical assistance with housing, employment, training, debt and benefit, job search etc.Veterans HQ has a fully dedicated Custody Co-ordinator and a full time families officer and a team of trained and dedicated buddies.

Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Disability, The Prevention Or Relief Of Poverty
- **Who:** Other Defined Groups

Geography

- Cheshire East
- Cheshire West & Chester
- Cumbria
- Knowsley
- Lancashire
- Liverpool City
- Manchester City
- Sefton

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£55,364	£106,550	-	-
2024-03-31	£201,725	£139,821	-	-
2023-03-31	£301,365	£133,672	-	-
2022-03-31	£304,171	£140,450	-	-
2021-03-31	£320,464	£234,096	-	-

Trustees

Name	Role	Appointed
Anthony Brougham		2025-04-24
Colleen Martin		2022-08-17
Ian Fazakerley		2017-09-04
Janice Cox QVRM VR		2019-10-01
NEIL MEADOWS		2017-07-17
Tracy Wilson		2025-04-24

LIVERPOOL VETERANS HQ

England & Wales - Charity number 1172805

Accounts



**Liverpool Veterans HQ
AGM Report.
2024-25.**

**Celebrating the work carried out in
Supporting our Armed Forces
Community.**



Liverpool Veterans HQ Registered Office

28 St Domingo Vale

Everton

Liverpool

L5 6RW

Tel No 0151 261 9878



FOR HEALTHCARE LEADERS | VALUE IN
HSJ HEALTHCARE
AWARDS
FINALIST

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Company Information

Trustees' Report.

CEO report.

Independent Examiners Report.



The Trustees who are also directors of the charity for the purpose of the Companies Act 2006 present their report with the financial statements of the charity for the year ending 31st March 2025

The Trustees have adopted the provisions of the statement of recommended practice (SORP) Accounting and Reporting by Charities issued in March 2005.

Charity name:

Liverpool Veterans HQ

Registered Charity Number

1172805

Registered Office

28 St Domingo Vale
Everton
Liverpool
L5 6RW

Patron

Rt Hon. The Earl of Derby

Current Board Members

Colleen Martin	Chair
Jan Cox	Secretary
Neil Meadows	Treasurer & Founder Board Member
Anthony Brougham	New board Member
Tracy Wilson	New board member
Ann Owen	New board member

Board members retired.

Ian Fazakerly
Steph Harper

Bankers

Barclays Plc
48 – 50 Lord St
Liverpool
L2 1TD

Structure Governance & Management

Governing Document

The Organisation which is a CIO registered Charity was established as a CIO in April 2017, the governing document is the company's memorandum of articles of association

Appointment of Management Committee

The Trustees, who are also directors, present their report with the financial statements of the charity for the year ending 31st March 2025.

Induction and training of new trustees

Trustees are appointed based on their ability to bring to the board a range of skills to assist in the governance and development of the charity, before appointment they are guided by the Chair and Vice Chair through a comprehensive induction procedure designed to give them a complete understanding of the aims and aspirations of the Charity.

We also work with training providers like LCVS and put our Trustees through training and workshops on Charitable Law and Legislation
Charity Commission literature is provided to all trustees on an ongoing basis to assist them to understand their legal responsibilities.

Organisational Structure

Liverpool Veterans HQ has a board who meet a minimum of 4 times per year and is responsible for strategic direction and policy of the charity.

Risk identification and management

The trustees are aware that the main area of risk is the cost of managing and maintaining Veterans HQ and its programmes to provide resources for the veteran's community. Significant risks to funding have led to the development of strategic plans that would allow for the diversification of funding and activities. The board of trustees regularly reviews the organisation's reserves along with the treasurer and is seeking to maintain a level of unrestricted reserves between 3 and 6 months of the resources expended.

Public Benefit

When planning and programming activities for the beneficiaries of Liverpool Veterans HQ the trustees are mindful of the Charity commission guidelines on public benefit.

Cont.

Fundraising

Notwithstanding the decline of funding opportunities, the Charity has continued to be successful in obtaining grants and commissions for the continuation of HQ programmes and projects.

As we experience continuing cuts in the 3rd sector, cost of living crisis, we are seeing a rise and demand for additional and ongoing support, veterans will face even more hardship without our support.

We have a high percentage of veterans who experience debt and poverty which leads to other issues including mental health issues and poor physical health, which is further impacted by the cost-of-living crisis. Due to all these factors, we are experiencing growing numbers of veterans impacted financially with rent arrears, food and fuel poverty, which can lead to homelessness.

Liverpool Veterans HQ continues to manage and engage our funders on a regular basis to ensure that the part of the solution and see positive action taking place first hand as a result of their funding.

Reserves Policy

The Trustees regularly review the organisation's reserves and have established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets (free reserves) held by the charity should be between 3 and 6 months of the resources expended.

At this level HQ would be able to continue the current level of activities of the charity in the event of a significant drop in funding.

Commented [1]: We are no longer seeking to take the lead on supporting other CIOs to be created.

**Liverpool Veterans HQ –
Chairman Report**

Forward by the Chair.

I am pleased to present to you the Annual Report for Liverpool Veterans HQ for the year 2024/25.

It is a challenging time for charities, no matter the groups and people they support. It is a credit to the staff and volunteers of Liverpool Veterans HQ that we have been able to continue to act as a single point of contact for former members of the Armed Forces and their families who may need support.

Our volunteers are a testament to Liverpool Veterans HQ as they demonstrate energy and compassion with no task too great for them.

Ian Tumilty, as our Chief Operating Officer has been resolute in maintaining the charity's reputation in the Veteran related third sector and raised the bar continuing to meet the high standards set by the founding CEO. Ian has continued to develop his knowledge of the needs of veterans and their families. He maintains excellent relationships with both statutory and non-statutory veteran support agencies. He has an extensive understanding of the veteran landscape and has further developed the charity from a strategic viewpoint.

Our 'New Beginning' programme, supporting veterans in the justice system came to an end in March 2025 as unfortunately, we were not successful in the competitive tender to continue to deliver the services. Liverpool Veterans HQ will continue to support those veterans and their families who are engaged in the justice system, upon release from custody who have been referred from other support agencies and partners.

We continue to extend support to veterans and their families across the whole of the Liverpool city region, receiving referrals from our strategic partners. I am confident that Liverpool Veterans HQ will continue to meet the ambitions of local and central government for veterans and their families keeping pace with changes in policy and working to deliver the strategic vision set by the Office of Veteran Affairs.

I would like to recognise and thank my fellow Trustees on the Liverpool Veterans HQ board in supporting the charity's work, with not only their time, but with the expertise and range of skills that they bring to the organisation.

Colleen Martin.

Chief operating officer.

Ian Tumilty

AGM report.

2024-25 proved to be a challenging year supporting our armed forces community. Upon reflection we met all these challenges successfully and continually met our charity's mission and vision, whilst also meeting the three priorities set out by Government regarding veteran support:

- 1. Understanding our veteran community.*
- 2. Transforming services and support for veterans.*
- 3. Celebrating our veterans and their contribution to society.*

June 6th 2024 was the 80th anniversary of the D-Day landing and as you can imagine was a very poignant day in the Armed forces calendar. Veterans HQ were actively involved with the celebrations across Liverpool and took part in the parade through the city centre.



Pictured: Owen Coker one of our oldest veterans who served on Christmas Island.

We were also asked to take part in the D-Day 80th celebrations at HMP Risley. We supported a D-Day themed NAAFI break at HMP Risley, as we felt that it was only fitting to support the veteran-in-custody community to give them a sense of belonging.

The leading Veteran in support officer and his team at HMP Risley, organised the quiz whilst Veterans HQ provided the food. An 80th anniversary wooden bench in the shape of a RAF Spitfire was commissioned and constructed by the veterans during their joinery sessions.



Over 50 Veterans and Veteran staff attended the event, and two inmates enjoyed the event so much that they put pen to paper to thank those involved. We felt that it was only fitting to include their letters below.

I would like to start with a thankyou for funding our Veterans events. As the Veterans order by, the feedback i receive has been really positive. We dont get many opportunities to gather together and interact and have a laugh so the events we do get are special.

Thank you very much for having organised the D-Day commemoration on 6/6/24. It was very enjoyable, and a lot of effort was made in the organisation of the event. The catering was very much appreciated.

The SDS 40 early release scheme, which was rolled out by the new government designed to ease the overcrowding situation in the HMP estates across the UK, proved to be challenging. This was due to those veterans in custody either being moved to a different prison estate or released with no prior notice. This meant that Veterans HQ

had the logistical issue of tracking down those veterans who were released early or moved to a different prison. That said, we still managed to fully engage with those veterans and their families impacted by the early release scheme providing them with the support they required.

Whilst the SDS 40 scheme was happening, the New Beginning tender was due for re-commissioning. We submitted a very strong bid, but unfortunately, we were not successful. Consequently, Veterans HQ transferred the provision to Op Nova, who were successful in being awarded the tender. One member of staff moved over to Op Nova as part of the transfer of services.

Veterans HQ was honoured to host a visit from the new CEO of the Charity Commission, David Holdsworth in August 2024. He was extremely interested and impressed with the work we do in supporting veterans in custody, due to his prior experience working for the Home Office. We invited senior veteran in custody officer, Chris Grace from HMP Risley, to meet David to discuss firsthand the impact of Veterans HQ work in HMP Risley. He commented that he felt having a serving prison officer being involved in our strategic planning shows that we are a forward-thinking charity making a huge difference to those veterans in custody.

David was also very impressed with the veteran specific support work that we do in supporting our armed forces community across the Liverpool city region and the wider northwest.



Looking forward to the next financial period.

Our NAAFI breaks continued to be extremely well attended. Veterans HQ utilises these events to involve those veterans recently released from the justice system as part of their reintegration back into society. It is a common theme with those veterans upon release from custody that they are fearful of not being accepted back into not only the veteran community, but to the wider community. The breaks are fully supported by LFC Foundation as part of their veteran support provision and the Floating Grace boat company, which is a veteran-owned business which operates in the historic Royal Albert Dock area of Liverpool.



Our veterans on board the Floating Grace.



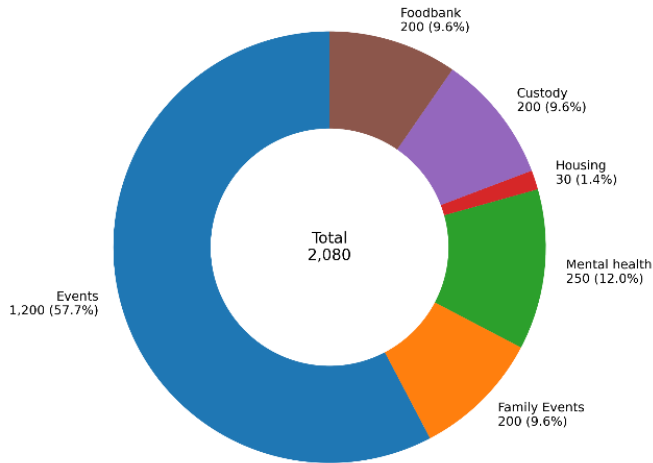
Our NAAFI break at Anfield with veterans from Everton in the community in attendance.

We take every opportunity to support all members of the armed forces community, including those veterans' leaving custody, regarding employment and training. As part of the Armed Forces Covenant Gold Award Holder's Association, we were invited to support the armed forces employment event in the centre of Liverpool. The event was extremely well organised, with many of the top employers in the region in attendance. We are extremely pleased that veterans who have been impacted in the justice system, found gainful employment on the Bramley Moore project the site of Everton FC new stadium.

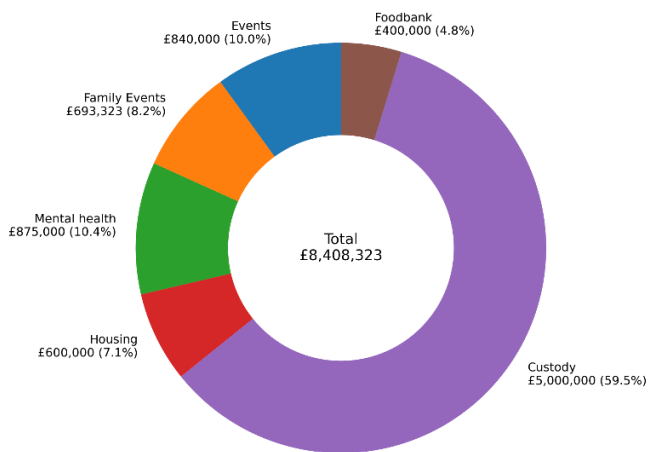


Our Impact 2024-25.

Participants by Category



Social Value by Category



Feedback from our veteran community.

"Without Veterans HQ I wouldn't be here. I mean it, when I say that you saved my life".

Iraq & Afghan veteran.

"It is one big family, the girls love coming here. It helps them understand more about why mummy was in the army".

Iraq & Afghan veteran.

"I don't have to put on an act when I'm here. You guys get me; you get why my head falls off at times and you help me put it back on again".

Iraq veteran.

"Civvies, don't get what happen in Bosnia was horrible, but I know that HQ helps me deal with it and try to make sense of 'normal', whatever normal is".

Bosnia veteran.

"I felt forgotten about because I served in Northern Ireland, well before most of the younger veterans were born. I've still seen nasty stuff which runs through my head, but HQ has helped me deal with it, switch it off, not react to it the way I used to".

Northern Ireland veteran.

"The support you have given my family has been immense. I cannot thank you enough. I felt really bad for what I am was doing to them and myself, but you took a massive load off my shoulders".

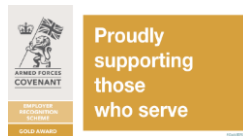
Iraq & Afghan veteran

"The coke habit was bad, I couldn't get to see my GP, but I wouldn't be here if you hadn't of sorted everything for me. I was lost, totally lost. Now I'm going for job interviews, I can't believe that this is the same person".

Liverpool Veterans HQ regularly consult with our user community and strongly value their feedback. Our veteran community are the creative driving force behind Liverpool Veterans HQ as we continue to adapt to their support needs.

Our partners.

Our partners are both statutory and non-statutory agencies that work closely with Liverpool Veterans HQ supporting our armed forces community. We have information sharing and service level agreements in place with all our partners.



Mission

- *“Supporting and Empowering ex armed forces Personnel, Reservists and their families to reach their full potential”*

Our Vision

- *“To provide a unique, holistic support service and engagement programme for ex armed forces personnel, reservists and their families across the Liverpool City Region and surrounding areas.”*
- *We actively engage with ex armed forces personnel, reservists, and their families.*
- *We provide support, advice, information and sign posting to relevant services.*
- *We deliver a strategic and effective service.*
- *We act to ensure ease of access to resources, services and pathways.*
- *We support existing delivery partners and actively seek out new partners to collaborate and innovate.*
- *We reduce waiting times to support services.*
- *We are open, fully inclusive and transparent in everything we do.*
- *We share good practice so that everyone benefits.*

Veterans HQ delivers in three areas of action and has aligned itself with the National Veterans Action Plan 2022 – 2024. Our key priorities since for 2022 have been:

1. Understanding our veteran community – it is vital that we have a detailed understanding of our veteran population and their experiences to provide the right services and support for veterans and their families. Our Strategy will deliver this, including for those whose experiences have not been well understood in the past.
2. Transforming services and support for veterans – we have seen significant progress in recent years on improving the services and support available to veterans and their families. Our Strategy sets out how we will build on that progress and continue to develop the support available to make a tangible difference to our veteran community, from healthcare to employment.
3. Celebrating our veterans and their contribution to society – all veterans should feel that their service is appreciated by the community the local authority and the nation. Veterans HQ will fully recognise veterans’ valuable contributions to our community, society and economy, and challenge damaging misconceptions and stereotypes

With the launch of the Veterans Strategy in 2025, we will be reviewing these priorities to ensure that we continue to meet the needs of veterans and their families while delivering the desired strategic outcomes.

Veterans HQ Key Achievements

- 2024 – 80th anniversary of the D-Day landing.
- 2024 - Visit from the new CEO of the Charity commission David Holdsworth.
- 2024 – Continuation of our veteran cycle project.
- 2024 – SDS40. supported those veterans in custody impacted by the Government early release scheme.
- 2024 – over 130 Armed Forces Family members attended our Christmas party at the Main Stand in Anfield.
- 2024/25 – Two thousand plus Armed Forces Community members and their family's support engagements.
- 2024/25 – 250 mental health counselling hours provided to our Armed Forces Community members and their families.
- 2024/25 – Continuation of the only armed forces food bank in Merseyside, supporting other veteran charities across the Liverpool City region.
- 2025 – Continuing support from the LFC Foundation supporting Liverpool football clubs armed forces community.

Liverpool Veterans HQ
Registered Charity Number 1172805
Trustee Annual Report
For the period 1st April 2024 to 31st March 2025

Statement of Trustees Responsibilities

Company Law requires the Directors to prepare financial statements for each financial year that provides a true and accurate view of the state of affairs of the company and its income and expenditure for that period.

In preparing those financial statements the directors are required to:-

- Select suitable accounting policies and apply them consistently:
- Make judgements and estimates that are reasonable and prudent:
- Prepare the financial statements on the ongoing concern basis unless it is inappropriate to presume that the company will continue as a ongoing concern:
- State whether applicable accounting standards have been followed subject to any material departure disclosed and explained in financial statements.

The directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial accounts comply with the companies act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and any other irregularities.

By order of the board

Colleen Martin
Chair of the Board
Board of Trustees
Liverpool veterans HQ

Date: 10/10/25.



CHARITY COMMISSION
FOR ENGLAND AND WALES

Liverpool Veterans HD 1172805

1172805

Receipts and payments accounts

CC16a

For the period from	Apr-24	To	Mar-25
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Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Carry over		222,026	-	222,026	167,074
Bank interest & bank repayment	7	-	-	7	1,898
Thrive together		4,500	-	4,500	7,375
Community projects	-	10,440	-	10,440	17,502
Donations	4,385	-	-	4,385	163,574
Feeding Liverpool	-	2,980	-	2,980	10,126
National Lottery	-	32,200	-	32,200	1,250
wages	-	510	-	510	-
Sub total (Gross income for AR)	4,392	272,657	-	277,049	368,799
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	4,392	272,657	-	277,049	368,799
A3 Payments					
Salary on costs & pensions	-	67,314	-	67,314	93,074
Utilities	-	2,109	-	2,109	12,763
I.T./database/web services	-	10,147	-	10,147	2,532
programme delivery	-	24,534	-	24,534	1,423
bank charges	-	158	-	158	2,200
insurances	-	2,287	-	2,287	152
	-	-	-	-	11,638
	-	-	-	-	4,547
	-	-	-	-	11,492
Sub total	-	106,550	-	106,550	139,821
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
Capital items for office	-	-	-	-	3,761
Sub total	-	-	-	-	3,761
Total payments	-	106,550	-	106,550	143,582
Net of receipts/(payments)	4,392	166,106	-	170,499	225,217
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	-	-	-	-	-
Cash funds this year end	4,392	166,106	-	170,499	225,217

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Cash in bank	10,000	160,499	-
		-	-	-
		-	-	-
	Total cash funds	10,000	160,499	-
(agree balances with receipts and payments account(s))				


Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
x 	Neil Meadows	24.10.25



Section A Independent Examiner's Report

Report to the trustees/ members of

Liverpool Veterans HQ

On accounts for the year ended

2024-25

Charity no (if any)

1172805

Set out on pages

Pages 1 & 2.

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/3/2025.

Responsibilities and basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

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

* Please delete the words in the brackets if they do not apply.

Signed:

x [Signature]

Date:

4th December 2024

Name:

x PETER DUGGAN.

Relevant professional qualification(s) or body (if any):

TRUSTEE OF A NUMBER OF CHARITIES. M.S.E.

Address:

119 - 133 League of Welldoers
Limekiln lane
L5 8SN.

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

No issues were found during independent examination.

LIVERPOOL VETERANS HQ

England & Wales - Charity number 1172805

Accounts

AGM REPORT & FINANCIAL STATEMENTS 2023- 2024

A Picture of the work of Liverpool Veterans HQ during the Financial Year
of 2023 - 2024

Reg Charity No
1172805



Liverpool Veterans HQ Registered Office
28 St Domingo Vale
Everton
Liverpool
L5 6RW
Tel No 0151 261 9878



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Foreword



Rt Hon. The Earl of Derby

Patron Liverpool Veterans HQ

With as many as 10% of prisoners being veterans, with 4% of serving personnel reporting probable PTSD, 20% reporting other common mental disorders and 13% reporting alcohol misuse, many of our Armed Forces enter civilian life with a higher risk of homelessness, substance misuse, relationship breakdown and mental health issues (especially delayed-onset PTSD) than their civilian contemporaries; combined with the unfamiliarity young single soldiers, sailors and airmen have of the housing landscape and the certainty they will not own a property; combined with the reluctance to approach the usual channels of support and advice because of the stigma and dishonour that such weakness might reveal to themselves and former colleagues, and the worrying perception within business that combat soldiers might be 'damaged goods', there is now a greater need to support our veterans than ever before at a local level.

Liverpool Veterans HQ provides the local, one stop advice and support that our veterans, reservists and their families so desperately need. The team of buddies and case workers operate at street level, talk the veterans' language, quickly identify the issues and cut through the red tape in a unique way and is attracting much interest from other veteran support agencies.

I was delighted to accept the role of Patron in our first year as a charity, and congratulate and thank the team for their hard work and dedication. And I watch with keen interest the developing plans and support for the Kings Barracks – a true one stop shop for the City Region's veterans.

Rt Hon. The Earl of Derby

Patron Liverpool Veterans HQ



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Registered Office

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Patron

Rt Hon. The Earl of Derby

Current Board Members

Colleen Martin	Co/Chair
Jan Cox	Secretary
Neil Meadows	Treasurer & Founder Board Member
Ian Fazakerley	Founder Board Member
Craig Horner	Co/Chair
Jon Muspratt	New board member
Steph harper	New board member

Board members retired.

Mark Haig	2024
Jason Jordan	2023

Bankers

Barclays Plc
48 – 50 Lord St
Liverpool
L2 1TD

Structure Governance & Management

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Each board member has been allocated a strategic lead ie Health & wellbeing, housing, mental health, custody etc.

Risk identification and management

The trustees are aware that the main area of risk is the cost of managing and maintaining Veterans HQ and its programmes to provide resources for the veteran's community. Significant risks to funding have led to the development of strategic plans that would allow for the diversification of funding and activities. The board of trustees regularly reviews the organisations reserves along with the treasurer and is seeking to maintain a level of unrestricted reserves between 3 and 6 months of the resources expended.

Public Benefit

When planning and programming activities for the beneficiaries of Liverpool Veterans HQ Trustees of Liverpool Veterans HQ are mindful of the Charity commission guidelines on public benefit.

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Notwithstanding the decline of funding opportunities, the Charity has continued to be successful in obtaining grants and commissions for the continuation of HQ programmes and projects.

The Charity is seeking to secure additional commissions with other local authorities to roll out similar CIOs in other local areas to support their veterans' communities.

As more and more cuts hit the 3rd sector, we are seeing a rise and demand for additional and ongoing support, veterans will face even more hardship without our support.

We have a high percentage of veterans who experience debt and poverty this leads to other issues like mental health problems and poor physical health with the recent cost of living problems we are now seeing veterans experiencing rent arrears, homelessness and food and fuel poverty.

HQ continues to manage and engage our funders on a regular basis in order that they feel part of the solution and see positive action taking place first hand as a result of their funding.

Reserves Policy

The Trustees regularly review the organisations reserves and have established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets (free reserves) held by the charity should be between 3 and 6 months of the resources expended.

At this level HQ would be able to continue the current level of activities of the charity in the event of a significant drop in funding.

Liverpool Veterans HQ – Chairman Report

I am pleased to present to you the Annual Report for Liverpool Veterans HQ for the year 2023/24.

As always it is challenging times for all charities across the country, no matter which sector they support. Therefore, it is a credit to the staff and volunteers of Veterans HQ that they continue to act as a single point of contact for those members of the armed forces in need of much needed support. Our volunteers are a testament to Veterans HQ as they demonstrate compassion when needed and no task is too great for them.

Our founder and CEO Bob Blanchard retired from Veterans HQ in the Autumn of 2023 handing the reins over to our director of operations Ian Tumilty, who will move into the role as our new CEO moving forward. Ian has an extensive knowledge of the veteran landscape and has already been developing the charity from a strategic point of view.

I want to take the opportunity to thank Bob for his vision, passion and hard work in changing the veteran support landscape across the Liverpool city region and beyond.

Also Mark Haig stepped down as chair and guided the charity through the transition of Bob Blanchard's retirement. Once again, I would like to thank Mark for all his hard work and support throughout this transition.

Our 'new beginning' programme, supporting veterans in the justice system has been recommissioned up to March 2025. This recommission is recognition of the work carried out in supporting veterans and their families who are engaged in the justice system.

We continue to support veterans and their families across the whole of the northwest as part of the veterans, people, places, pathways (VPPP) network which is funded by the armed forces covenant trust. This has been vital in demonstrating to our statutory partners that we operate at a standard set by the Office of Veteran Affairs & the Ministry of Defence.

I would like to thank the other members of Veterans HQ board in supporting the charities work, with not only their time, but with the many skills that they offer Veterans HQ.

Colleen Martin.

Director of Operations

Ian Tumilty

AGM Report

Before I can review the progress and achievements of Liverpool Veterans HQ in 2023-24, I want to acknowledge the achievements of Bob Blanchard the founder of Liverpool veterans HQ, whilst at the helm as CEO. Bob stepped down in the autumn of 2023. He founded in 2010 due to the lack of veteran specific support at the time. He set up an addiction pathway with NHS MerseyCare supporting veterans with addictions which resulted in working with the Bridge Project from which Tom Harrison House came into being.

In 2015 Bob focused his efforts in supporting veterans in custody, due to the number of referrals from Merseyside police. His work resulted in the New Beginnings programme which the focus of our work today.

In the past 12 months we have seen a change in personnel, with Ron Bates retiring and Jimmy Culshaw taking over his role as custody co-ordinator. I would like to thank Ron for all his hard work in supporting those veterans in the Justice system and helping embed HQ in HMP Risley.

The number of veterans that we are supporting the justice system continues to grow, as does the reputation of the work we do. Evidence of this work across all the prison estates in the northwest, has been forwarded onto the Office of Veteran affairs. We continue to deal with complex cases across all prison estates and act as the glue regarding a multi-agency approach in supporting the veteran community within prison.

We are firmly embedded in HMP Risley and HMP Altcourse as they hold the highest numbers of veterans in custody. We have sponsored three themed NAAFI breaks at HMP Risley and carried out several consultations in various prisons regarding accessing veteran specific support. We have also sponsored the armed forces covenant gold award holders breakfast event at HMS Eaglet.

We have continued to support our armed forces community across the Liverpool city region, with our extremely successful veteran family Christmas party at Liverpool football club. We also delivered many Christmas hampers across the city region as well as across the northwest for those veteran families impacted by being a part of the justice system. We continued to provide veteran specific activities throughout the year with our monthly NAAFI breaks on board the Floating Grace, Liverpool FC as well as our big veteran walks.

All in all, we have continued to build on the success of the past and the staff and volunteers are looking forward to the next 12 months supporting our armed forces community.

Ian Tumilty.

Photographs of events that have taken place throughout 2023/24.



Mission

- *“Supporting and Empowering ex armed forces Personnel, Reservists and their families to reach their full potential”*

Our Vision

- *“To provide a unique, holistic support service and engagement programme for ex armed forces personnel, reservists and their families across the Liverpool City Region and surrounding areas.”*
- *We actively engage with ex armed forces personnel, reservists, and their families.*
- *We provide support, advice, information and sign posting to relevant services.*
- *We deliver a strategic and effective service.*
- *We act to ensure ease of access to resources, services and pathways.*
- *We support existing delivery partners and actively seek out new partners to collaborate and innovate.*
- *We reduce waiting times to support services.*
- *We are open, fully inclusive and transparent in everything we do.*
- *We share good practice so that everyone benefits.*

Veterans HQ delivers in three areas of action and aligns itself with the National Veterans Action Plan 2022 – 2024 by establishing our key priorities for 2022 - 2024:

1. Understanding our veteran community – it is vital that we have a detailed understanding of our veteran population and their experiences to provide the right services and support for veterans and their families. Our Strategy will deliver this, including for those whose experiences have not been well understood in the past.

2. Transforming services and support for veterans – we have seen significant progress in recent years on improving the services and support available to veterans and their families. Our Strategy sets out how we will build on that progress and continue to develop the support available to make a tangible difference to our veteran community, from healthcare to employment.

3. Celebrating our veterans and their contribution to society – all veterans should feel that their service is appreciated by the community the local authority and the nation. Veterans HQ will fully recognise veterans’ valuable contributions to our community, society and economy, and challenge damaging misconceptions and stereotypes

Veterans HQ Key Achievements

- 2010 – Liverpool Veterans formed as a project and governed by BNENC
- 2011 – Launch of Veterans Make it Happen Board Co- Chaired by Chairman of Veterans HQ
- 2011 – Signing off of on Liverpool City Council’s Liverpool Veterans Strategy
- 2012 – The launch of the UK’s first one stop shop for Veterans
- 2014 – The development of our Veterans in Custody programme
- 2016 - Secured Armed Forces Covenant Bronze Award
- 2016 – New Beginnings Big Lottery bid award to BNENC - £355k
- 2016 – shadow board - Liverpool Veterans HQ charity
- 2017 – Aged Veterans funding agreed - £90k to BNENC
- 2017 – Charity Commission registration grants CIO status
- 2017 Liverpool Veterans HQ announces 3 significant developments:
 - Rebranded as Veterans HQ
 - Website and social media launched
 - The Earl of Derby, DL – first Patron of Veterans HQ
 - Joint bid with Sovini Group to develop King’s Barracks, Everton Road
- 2017 – Veterans HQ earns Armed Forces Covenant SILVER Award
- 2018 – Kings Barracks Centre of Excellence scheme approved by LCC
- 2020 Secured Armed Forces Covenant GOLD Award
- 2021 –Finalist in National Health & Social Justice Awards
- 2022 – Lead Veterans Organisation in Risley HMP
- 2022 – Veterans in Custody lead for VPPP
- 2022 – Continuation Funding secured from NHS England
- 2022 – LCC Veterans Housing Subgroup Representative
- 2022 – LCC Veterans mental health sub-group.
- 2023 – Invited to attend the annual HMP veteran support awards evening in recognition of the work carried across the HMP estates in the NW.

- Bob Blachard stepped down as CEO, Ian Tumilty took over as Director of Operations.
- Launch of new website.
- New cloud based secure database installed.

Liverpool Veterans HQ
Registered Charity Number 1172805
Trustee Annual Report
For the period 1st April 2023 to 31st March 2024

Statement of Trustees Responsibilities

Company Law requires the Directors to prepare financial statements for each financial year that provides a true and accurate view of the state of affairs of the company and its income and expenditure for that period.

In preparing those financial statements the directors are required to:-

- Select suitable accounting policies and apply them consistently:
- Make judgements and estimates that are reasonable and prudent:
- Prepare the financial statements on the ongoing concern basis unless it is inappropriate to presume that the company will continue as a ongoing concern:
- State whether applicable accounting standards have been followed subject to any material departure disclosed and explained in financial statements.

The directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial accounts comply with the companies act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and any other irregularities.

By order of the board

Colleen Martin
Chair of the Board
Board of Trustees
Liverpool veterans HQ

Date: 10/10/24.



CHARITY COMMISSION
FOR ENGLAND AND WALES

Liverpool Veterans HQ

1172805

Receipts and payments accounts

CC16a

For the period
from

1st April 2023

To

31st March 2024

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Carry over		167,074		167,074	163,625
Bank Interest & Bank Repayment	1,898			1,898	10
AFCTF		7,375		7,375	25,000
VPPP		17,502		17,502	35,000
Grants		163,574		163,574	61,025
Donations	10,126			10,126	2,068
Feeding Liverpool Veterans Foundtion		1,250		1,250	4,487
					10,150
Sub total (Gross income for AR)	12,024	356,775		368,799	301,365
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	12,024	356,775	-	368,799	301,365
A3 Payments					
Salary on costs & Pensions		93,074		93,074	93,800
Bldg / utilities / rates / waste / phone		12,763		12,763	14,296
Insurance / Legal / ISO	2,532			2,532	2,343
Design & Print		1,423		1,423	1,360
Counselling	2,200			2,200	810
Bank Charges	152			152	191
Health Programmes		11,638		11,638	4,356
Minibus Hire		4,547		4,547	5,556
training expenses travel		11,492		11,492	7,971
Sub total	4,884	134,937		139,821	130,683
A4 Asset and investment purchases, (see table)					
Capital items for office		3,761		3,761	2,989
Sub total		3,761		3,761	2,989
Total payments		3,761		143,582	133,672
Net of receipts/(payments)	12,024	356,775		368,799	301,365
A5 Transfers between funds	4,884	138,698		143,582	133,672
A6 Cash funds last year end					167,693
Cash funds this year end	7,140	218,077		225,217	

720 459
104, MADON LANE, BOOTLE
BRAUNSWICK YOUTH AND COMMUNITY CENTRE

Address:

CENTRE MANAGER

Relevant professional qualification(s) or body (if any):

KEITH LLOYD

Name:

<i>[Signature]</i>

Signed:

Date: 17/6/24

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.
 * Please delete the words in the brackets if they do not apply.

Independent examiner's statement

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

Responsibilities and basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2024

Set out on pages

1 & 2

On accounts for the year ended

March 31 st 2024	Charity no (if any)	1172805
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Report to the trustees/ members of

Liverpool Veterans HQ

Section A

Independent Examiner's Report



CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

No issues were found during independent examination



CHARITY COMMISSION
FOR ENGLAND AND WALES

Liverpool Veterans HQ

1172805

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CC16a

For the period
from

1st April 2023

To

31st March 2024

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Section B Statement of assets and liabilities at the end of the period

Endowment funds		Restricted funds		Unrestricted funds		Total cash funds			
to nearest £		to nearest £		to nearest £		(agree balances with receipts and payments account(s))			
-		200,500		21,526		21,526		cash in bank	
-		-		-		-			
-		-		-		-			
-		-		-		-			
-		-		-		-			
-		-		-		-			
-		-		-		-			
-		-		-		-			
-		-		-		-			
-		-		-		-			
-		-		-		-			
-		-		-		-			

B2 Other monetary assets			
Details			
Fund to which asset belongs	Cost (optional)	Current value (optional)	
-	-	-	
-	-	-	
-	-	-	
-	-	-	
-	-	-	
-	-	-	
-	-	-	
-	-	-	

B3 Investment assets			
Details			
Fund to which asset belongs	Cost (optional)	Current value (optional)	
-	-	-	
-	-	-	
-	-	-	
-	-	-	
-	-	-	
-	-	-	
-	-	-	
-	-	-	

B4 Assets retained for the charity's own use			
Details			
Fund to which asset belongs	Cost (optional)	Current value (optional)	
-	-	-	
-	-	-	
-	-	-	
-	-	-	
-	-	-	
-	-	-	
-	-	-	
-	-	-	

B5 Liabilities			
Details			
Fund to which liability relates	Amount due (optional)	When due (optional)	
-	-	-	
-	-	-	
-	-	-	
-	-	-	
-	-	-	
-	-	-	
-	-	-	
-	-	-	

Signed by one or two trustees on behalf of all the trustees

Treasurer

Signature	Print Name	Date of approval
<i>N. Meadows</i>	Neil Meadows	15/6/24

BRUNSWICK YOUTH AND COMMUNITY CENTRE
104, MADSEN LANE, BOOTLE
L20 4JQ

Address:

CENTRE MANAGER

Relevant professional qualification(s) or body (if any):

KEITH LLOYD

Name:

<i>[Signature]</i>

Signed:

Date: 17/6/24

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Set out on pages

1 & 2

On accounts for the year ended

March 31 st 2024	Charity no 1172805	(if any)
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Report to the trustees/ members of

Liverpool Veterans HQ

Section A

Independent Examiner's Report



CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

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Give here brief details of any items that the examiner wishes to disclose.

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LIVERPOOL VETERANS HQ

England & Wales - Charity number 1172805

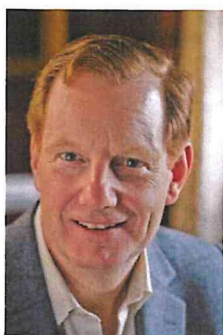
Accounts

AGM REPORT & FINANCIAL STATEMENTS 2022- 2023

A Picture of the work of Liverpool Veterans HQ during the Financial Year
of 2022 - 2023

Reg Charity No
1172805

Foreword



Rt Hon. The Earl of Derby

Patron Liverpool Veterans HQ

With as many as 10% of prisoners being veterans, with 4% of serving personnel reporting probable PTSD, 20% reporting other common mental disorders and 13% reporting alcohol misuse, many of our Armed Forces enter civilian life with a higher risk of homelessness, substance misuse, relationship breakdown and mental health issues (especially delayed-onset PTSD) than their civilian contemporaries; combined with the unfamiliarity young single soldiers, sailors and airmen have of the housing landscape and the certainty they will not own a property; combined with the reluctance to approach the usual channels of support and advice because of the stigma and dishonour that such weakness might reveal to themselves and former colleagues, and the worrying perception within business that combat soldiers might be 'damaged goods', there is now a greater need to support our veterans than ever before at a local level.

Liverpool Veterans HQ provides the local, one stop advice and support that our veterans, reservists and their families so desperately need. The team of buddies and case workers operate at street level, talk the veterans' language, quickly identify the issues and cut through the red tape in a unique way and is attracting much interest from other veteran support agencies.

I was delighted to accept the role of Patron in our first year as a charity, and congratulate and thank the team for their hard work and dedication. And I watch with keen interest the developing plans and support for the Kings Barracks – a true one stop shop for the City Region's veterans.

Rt Hon. The Earl of Derby

Patron Liverpool Veterans HQ



The Trustees who are also directors of the charity for the purpose of the Companies Act 2006 present their report with the financial statements of the charity for the year ending 31st march 2023

The Trustees have adopted the provisions of the statement of recommended practice (SORP) Accounting and Reporting by Charities issued in March 2005.

Charity name:

Liverpool Veterans HQ

Registered Charity Number

1172805

Registered Office

28 St Domingo Vale
Everton
Liverpool
L5 6RW

Patron

Rt Hon. The Earl of Derby

Current Board Members

Mark Haig	Chairman
Jan Cox	Secretary
Neil Meadows	Treasurer & Founder Board Member
Ian Fazakerley	Founder Board Member
Colleen Martin	
Jason Jordan	
Craig Horner	

Board members retired.

Ian Francis 2023
Cllr Roy Gladden 2022

Bankers

Barclays Plc
48 – 50 Lord St
Liverpool
L2 1TD

Structure Governance & Management

Governing Document

The Organisation which is a CIO registered Charity was established as a CIO in April 2017, the governing document is the company's memorandum of articles of association

Appointment of Management Committee

The Trustees, who are also directors, present their report with the financial statements of the charity for the year ending 31st march 2023

Induction and training of new trustees

Trustees are appointed on the basis of their ability to bring to the board a range of skills to assist in the governance and development of the charity, before appointment they are guided by the Chair and Vice Chair through a comprehensive induction procedure designed to give them a complete understanding of the aims and aspirations of the Charity.

We also work with training providers like LCVS and put our Trustees through training and workshops on Charitable Law and Legislation

Charity Commission literature is provided to all trustees on an ongoing basis to assist them to understand their legal responsibilities.

Organisational Structure

Liverpool Veterans HQ has a board who meet a minimum of 4 times per year and is responsible for strategic direction and policy of the charity. There is also a strategy & finance subgroup which also meets 4 times per year.

Each board member has been allocated a strategic lead ie Health & wellbeing, housing, mental health, custody etc.

Risk identification and management

The trustees are aware that the main area of risk is the cost of managing and maintaining Veterans HQ and its programmes to provide resources for the veteran's community. Significant risks to funding have led to the development of strategic plans that would allow for the diversification of funding and activities. The board of trustees regularly reviews the organisations reserves along with the treasurer and is seeking to maintain a level of unrestricted reserves between 3 and 6 months of the resources expended.

Public Benefit

When planning and programming activities for the beneficiaries of Liverpool Veterans HQ Trustees of Liverpool Veterans HQ are mindful of the Charity commission guidelines on public benefit.

Cont.....

Fundraising

Notwithstanding the decline of funding opportunities, the Charity has continued to be successful in obtaining grants and commissions for the continuation of HQ programmes and projects.

The Charity is seeking to secure additional commissions with other local authorities to roll out similar CIO's in other local areas to support their veterans communities.

As more and more cuts hit the 3rd sector we are seeing a rise and demand for additional and on going support, veterans will face even more hardship without our support.

We have a high percentage of veterans who experience debt and poverty this leads to other issues like mental health problems and poor physical health with the recent cost of living problems we are now seeing veterans experiencing rent arrears, homelessness and food and fuel poverty.

HQ continues to manage and engage our funders on a regular basis in order that they feel part of the solution and see positive action taking place first hand as a result of their funding.

Reserves Policy

The Trustees regularly review the organisations reserves and have established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets (free reserves) held by the charity should be between 3 and 6 months of the resources expended.

At this level HQ would be able to continue the current level of activities of the charity in the event of a significant drop in funding.



Liverpool Veterans HQ –
Chairman Report

Mark Haig

I am pleased to present to you the Annual Report for Liverpool Veterans HQ for the year 2022/23.

The covid-19 pandemic continues to negatively impact our veterans and their families and coupled with a challenging economy means that Veterans HQ has seen an increase in demand for our support services. Charities nationally are also facing difficult challenges in obtaining and securing external funding and contributions to maintain services. It is a credit to the staff and buddies of Veterans HQ that we continue to provide a point of contact for those veterans who need support. Many do so on a voluntary basis and never cease to amaze me with their energy and creative solutions to problems faced.

We continue as a charity to benefit from the knowledge and extensive networks of our CEO, Bob Blanchard, and the Board of Trustees extend their thanks for his continued dedication. He regularly helps align organisational strategy, values and culture that has resulted in a financially stable and veteran centred charity.

On behalf of the Board I must give special thanks to Roy Gladden Cllr who stepped down as Chair as he undertook his role as Lord Mayor. Roy has provided great stewardship to the charity as Chair over the last 10 years. His experience has been invaluable and his approachable manner appreciated by all.

There have been some significant developments to note. The move to St Domingo Vale however we have already outgrown these premises and as a result the Charity is seeking a more modern, accessible building. We have submitted an expression of interest in LCC One Stop Building and are pushing to proceed and progress this.

Our work in Prisons is going extremely well and we have received many letters, notes, emails and comments about the work of the team and how it changes peoples lives for the better. As a result of this the programme has been funded again for another 12 months.

We are currently working with a housing developer and have put them in touch with LCC and we are looking at the prospect of veterans building environmentally friendly homes in the city. This will address the housing shortage that we all face when trying housing veterans especially those with often complex support needs.

Looking forward we will continue to provide a range of support services to our veterans and their families with the aim of having a positive impact on their lives. My thanks to members of the Board who contribute their time and skills to ensuring that this charity meets its obligations and has a clear vision and strategy.



CEO Report

Bob Blanchard

Liverpool Veterans HQ goes from Strength to Strength and this year was no exception, 2022 – 2023 has seen HQ becoming the lead Veterans Hub in the Northwest in Supporting Veterans in Custody. Our work within the criminal justice system in supporting veterans has been exceptional, it has been recognised as a quality programme and as a result Liverpool Veterans HQ have become the lead Veterans Organisation in HMP Risley, which is exciting as Risley have become a Veterans HMP accepting veterans from across the Region.

The work in supporting veterans in custody is often complex difficult and requires the support of a multi disciplinary team in ensuring quality support for the individual Liverpool Veterans HQ though could not achieve the goals it has been able to without the support of our dedicated staff and team of buddies who are all dedicated and committed to ensuring our veterans and their families receive the level of support designed to meet the veterans unique support needs and requirements.

During the later part of this financial year Liverpool Veterans HQ was proud to have The Mayor of Liverpool Cllr Roy Gladden present our buddies with a recognition Certificate, this ceremony was held at the Town Hall in Liverpool with the Lord Mayor stating how inspirational the work of the buddies was and how it changed lives. As part of the same event it was felt that we should recognise the hard work carried out by our dearly departed friend Andy Cooke who sadly passed away some 12 months previous, as a mark of respect and in his honour Liverpool Veterans HQ presented the Andy Cooke award a special award presented to an individual supporting veterans in Custody. Andy's son & daughter travelled up from down south to be at the presentation at Liverpool Town Hall that made the day even more special.

The day to day support continues to be especially busy with an average of 80 veterans dropping in to HQ each month, our walk & talk events are proving even more popular and thanks goes to awards for all for supporting our walks, golf and fishing sessions and the Veterans Foundation funding our walk of 100 Veterans that will happen at the start of the next Financial Year.

I cannot end this report with saying a special thank you to the Board all who have played a big part in ensuring that HQ meets and continues to meet it's legal obligations as a charity and our staff and buddies who ensure the day to day support of veterans, the support and development of our partnerships continue – I thank you one and all.



Liverpool Veterans Buddies receiving their Awards at Liverpool Town Hall from Liverpool Lord Mayor Cllr Roy Gladden.

Mission

- *“Supporting and Empowering ex armed forces Personnel, Reservists and their families to reach their full potential”*

Our Vision

- *“To provide a unique, holistic support service and engagement programme for ex armed forces personnel, reservists and their families across the Liverpool City Region and surrounding areas.”*
- *We actively engage with ex armed forces personnel, reservists, and their families.*
- *We provide support, advice, information and sign posting to relevant services.*
- *We deliver a strategic and effective service.*
- *We act to ensure ease of access to resources, services and pathways.*
- *We support existing delivery partners and actively seek out new partners to collaborate and innovate.*
- *We reduce waiting times to support services.*
- *We are open, fully inclusive and transparent in everything we do.*
- *We share good practice so that everyone benefits.*

Veterans HQ delivers in three areas of action and aligns itself with the National Veterans Action Plan 2022 – 2024 by establishing our key priorities for 2022 - 2024:

1. Understanding our veteran community – it is vital that we have a detailed understanding of our veteran population and their experiences to provide the right services and support for veterans and their families. Our Strategy will deliver this, including for those whose experiences have not been well understood in the past.
2. Transforming services and support for veterans – we have seen significant progress in recent years on improving the services and support available to veterans and their families. Our Strategy sets out how we will build on that progress and continue to develop the support available to make a tangible difference to our veteran community, from healthcare to employment.
3. Celebrating our veterans and their contribution to society – all veterans should feel that their service is appreciated by the community the local authority and the nation. Veterans HQ will fully recognise veterans’ valuable contributions to our community, society and economy, and challenge damaging misconceptions and stereotypes

Veterans HQ Key Achievements

- 2010 – Liverpool Veterans formed as a project and governed by BNENC
- 2011 – Launch of Veterans Make it Happen Board Co- Chaired by Chairman of Veterans HQ
- 2011 – Signing off of on Liverpool City Council’s Liverpool Veterans Strategy
- 2012 – The launch of the UK’s first one stop shop for Veterans
- 2014 – The development of our Veterans in Custody programme
- 2016 - Secured Armed Forces Covenant Bronze Award
- 2016 – New Beginnings Big Lottery bid award to BNENC - £355k
- 2016 – shadow board - Liverpool Veterans HQ charity
- 2017 – Aged Veterans funding agreed - £90k to BNENC
- 2017 – Charity Commission registration grants CIO status
- 2017 Liverpool Veterans HQ announces 3 significant developments:
 - Rebranded as Veterans HQ
 - Website and social media launched
 - The Earl of Derby, DL – first Patron of Veterans HQ
 - Joint bid with Sovini Group to develop King’s Barracks, Everton Road
- 2017 – Veterans HQ earns Armed Forces Covenant SILVER Award
- 2018 – Kings Barracks Centre of Excellence scheme approved by LCC
- 2020 Secured Armed Forces Covenant GOLD Award
- 2021 –Finalist in National Health & Social Justice Awards
-
- 2022 – Lead Veterans Organisation in Risley HMP
- 2022 – Veterans in Custody lead for VPPP
- 2022 – Continuation Funding secured from NHS England
- 2022 – LCC Veterans Housing Sub Group Representative

Statement of Trustees Responsibilities

Company Law requires the Directors to prepare financial statements for each financial year that provides a true and accurate view of the state of affairs of the company and its income and expenditure for that period.

In preparing those financial statements the directors are required to:-

- Select suitable accounting policies and apply them consistently:
- Make judgements and estimates that are reasonable and prudent:
- Prepare the financial statements on the ongoing concern basis unless it is inappropriate to presume that the company will continue as a ongoing concern:
- State whether applicable accounting standards have been followed subject to any material departure disclosed and explained in financial statements.

The directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial accounts comply with the companies act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and any other irregularities.

By order of the board

Mr Mark haig
Chair
Board of Trustees
Liverpool veterans HQ

Date 19/04/2023



Section A

Independent Examiner's Report

Report to the trustees/ members of

Charity Name
Liverpool Veterans HQ

On accounts for the year ended

March 31st 2023

Charity no (if any)

1172805

Set out on pages

1,2,3

1.2.3(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended DD / MM / YYYY.

Responsibilities and basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

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

* Please delete the words in the brackets if they do not apply.

Signed:

L.M. Thornton

Date:

15/5/23

Name:

L.M. THORNTON

Relevant professional qualification(s) or body (if any):

Treasurer of Mothers' Union Branch

Address:

4 The Hawthorns

Ecclesham

Chorley PR7 5PW

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

No issues were found during independent examination



Receipts and payments accounts

For the period from	1st April 2022	To	31st March
----------------------------	----------------	-----------	------------

Liverpool Veterans HQ

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Carry over	76,500	87,125		163,625	233,636
Bank Interest	10			10	6
AFCTF Development fund		25,000		25,000	25,000
VPPP		35,000		35,000	8,750
MNF & Grants		61,025		61,025	7,000
Donations	2,068			2,068	6,258
Feeding Liverpool		4,487		4,487	
Veterans Foundation		10,150		10,150	
Sub total (Gross income for AR)	78,578	222,787		301,365	280,650

A2 Asset and investment sales, (see table).

Sub total					

Total receipts

--	--	--	--	--	--

A3 Payments

Salary on costs & Pensions		93,800		93,800	104,653
Bldg / utilities / rates / waste /		14,296		14,296	5,632
Insurance / Legal / ISO	2,343			2,343	8,372
Design & Print	1,360			1,360	1,886
Counselling		810		810	2,250
Bank Charges	191			191	157
Health prog Miibus hire		4,356		4,356	9,465
Training / Programmes /		5,556		5,556	2,978
vols expenses / refreshments		7,971		7,971	5,057
Sub total	3,894	126,789		130,683	140,450

A4 Asset and investment purchases, (see table)

Capital items for office		2,989		2,989	95
Sub total		2,989		2,989	95

Total payments

	3,894	129,778		133,672	
--	--------------	----------------	--	----------------	--

<i>of receipts/(payments)</i>	78,578	222,787		301,365	
A5 Transfers between funds	3,894	129,778		133,672	
A6 Cash funds last year ended	33,372	130,253			163,625
Cash funds this year ended	74,684	93,009		167,693	

Section B Statement of assets and liabilities at the end of the period

Categories

B1 Cash funds

cash in bank			167,693	163,625
			167,693	163,693

B2 Other monetary assets

B3 Investment assets

B4 Assets retained for the charity's own use

B5 Liabilities

Signed by one or two trustees on behalf of all the

Signature



Print Name	Date of approval
Mark Haig	1/5/23
Neil Meadows	1/5/23

LIVERPOOL VETERANS HQ

England & Wales - Charity number 1172805

Accounts

Liverpool Veterans HQ

Annual Report 2021 2022



EMPLOYER RECOGNITION SCHEME	EMPLOYER RECOGNITION SCHEME	EMPLOYER RECOGNITION SCHEME
BRONZE AWARD	SILVER AWARD	GOLD AWARD

Registered Charity No: 1172805
Veterans HQ Patron: Lord Derby, The Earl of Knowsley





Liverpool Veterans HQ Registered Office

28 St Domingo Vale

Everton

Liverpool

L5 6RW

Tel No 0151 261 9878

FOR HEALTHCARE LEADERS | VALUE IN
HSJ HEALTHCARE
AWARDS
FINALIST

Registered Charity No: 1172805
Veterans HQ Patron: Lord Derby, The Earl of Knowsley



Liverpool Veterans HQ Board of Directors



Patron
Earl of Derby DL



Chairman
Cllr Roy Gladden



Mark Haig
PHP Active



Jan Cox
MOD



Neil Meadows
Merseycare



Ian Fazakerley
Sovini Housing



Ian Francis
Director



Jason Jordan
Director



Bob Blanchard
CEO & Founder

Registered Charity No: 1172805
Veterans HQ Patron: Lord Derby, The Earl of Knowsley



Our Mission

- *“Supporting and Empowering ex armed forces Personnel, Reservists and their families to reach their full potential”*

Our Vision

- *“To provide a unique, holistic support service and engagement programme for ex armed forces personnel, reservists and their families across the Liverpool City Region and surrounding areas.”*
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3. Celebrating our veterans and their contribution to society – all veterans should feel that their service is appreciated by the community the local authority and the nation. Veterans HQ will fully recognise veterans’ valuable contributions to our community, society and economy, and challenge damaging misconceptions and stereotypes

Registered Charity No: 1172805
Veterans HQ Patron: Lord Derby, The Earl of Knowsley



Foreword



Rt Hon. The Earl of Derby

Patron Liverpool Veterans HQ

With as many as 10% of prisoners being veterans, with 4% of serving personnel reporting probable PTSD, 20% reporting other common mental disorders and 13% reporting alcohol misuse, many of our Armed Forces enter civilian life with a higher risk of homelessness, substance misuse, relationship breakdown and mental health issues (especially delayed-onset PTSD) than their civilian contemporaries; combined with the unfamiliarity young single soldiers, sailors and airmen have of the housing landscape and the certainty they will not own a property; combined with the reluctance to approach the usual channels of support and advice because of the stigma and dishonour that such weakness might reveal to themselves and former colleagues, and the worrying perception within business that combat soldiers might be 'damaged goods', there is now a greater need to support our veterans than ever before at a local level.

Liverpool Veterans HQ provides the local, one stop advice and support that our veterans, reservists and their families so desperately need. The team of buddies and case workers operate at street level, talk the veterans' language, quickly identify the issues and cut through the red tape in a unique way and is attracting much interest from other veteran support agencies.

I was delighted to accept the role of Patron in our first year as a charity, and congratulate and thank the team for their hard work and dedication. And I watch with keen interest the developing plans and support for the Kings Barracks – a true one stop shop for the City Region's veterans.

Rt Hon. The Earl of Derby

Patron Liverpool Veterans HQ

Registered Charity No: 1172805
Veterans HQ Patron: Lord Derby, The Earl of Knowsley



Liverpool Veterans HQ – Chairman Report

Firstly I would like to take this opportunity to take a few moments to talk about Andy our Custody Co-ordinator who sadly passed away recently.

Andy was an integral part of Veterans HQ Roz and I have fond memories of Andy especially as he looked after us when we went the Somme to lay a Plaque on behalf of Liverpool City Council. Andy went on to assist Bob our CEO in the development of our New Beginnings programme that is now operational in 15 prisons across the Northwest a great achievement for such a small charity.

New Beginnings was a finalist in the National Health & Social Justice Awards in London and I know Andy was proud as punch over this achievement. Andy will sadly be missed by all at HQ and our thoughts go to his family.

It has been an extremely busy year for Veterans HQ especially coming out of the Covid – 19 Pandemic, an Office Move, a dramatic rise in referrals yet HQ staff and buddies keep delivering the support and resources needed to the most vulnerable veterans and their families what has been a traumatic and difficult time.

“I would also thank the members of the board for their continued support, their contributions have enabled H.Q.’s priorities and future planning to be arranged in a constructive manner that will ensure a positive future for the organisation and those we serve.

My thanks also to the staff and buddies who throughout the year have ensured that the resources of H.Q. have been available to the veterans and their families despite the many obstacles thrown up by the COVID outbreak.

These sincere thanks are also extended to our Operations Manager, Bob Blanchard, who despite his own health restraints has continued to well exceed his contractual hours in ensuring not only the smooth running of H.Q. but continuing to realize funding for our organisation. It would also me remis of me at this point not to also thank Mark who has liaised and worked with Bob on many of the funding applications that have already borne fruit.”

HQ secured our GOLD award in the Armed Forces Covenant employer recognition Scheme – this award means a lot to HQ as it shows our commitment to our Armed Forces Family it also places HQ in a small but professional group of similar likeminded organisations. Veterans HQ are already working with 2 other Gold Award winners on a number of initiatives that will come to fruition this year.

HQ are currently supporting Liverpool city Council on their retention of their Gold Award, we are supporting Bay Tree Catering in gaining Gold and helping Hard Hitters to secure becoming a CIO.

Registered Charity No: 1172805
Veterans HQ Patron: Lord Derby, The Earl of Knowsley



Our other development work has seen positive strides with a further 18 months funding being secured from NHS England for our New Beginnings programme that continues to support veterans and their families engaged within the Criminal Justice System. We are also working with Broughton House on the development of a strategic vision for the North West.

Yet again we continue to grow and develop

Thank You

Roy Gladden Cllr – Veterans HQ Chairman
LCC Armed Forces Champion
LCC Lord Mayor

Registered Charity No: 1172805
Veterans HQ Patron: Lord Derby, The Earl of Knowsley



Veterans HQ Key Achievements

- 2010 – Liverpool Veterans formed as a project and governed by BNENC
- 2011 – Launch of Veterans Make it Happen Board Co- Chaired by Chairman of Veterans HQ
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- 2017 Liverpool Veterans HQ announces 3 significant developments:
 - Rebranded as Veterans HQ
 - Website and social media launched
 - The Earl of Derby, DL – first Patron of Veterans HQ
 - Joint bid with Sovini Group to develop King’s Barracks, Everton Road
- 2017 – Veterans HQ earns Armed Forces Covenant SILVER Award
- 2018 – Kings Barracks Centre of Excellence scheme approved by LCC
- 2020 Secured Armed Forces Covenant GOLD Award
 - 2021 – Became finalist in National Health & Social Justice Awards

Registered Charity No: 1172805
Veterans HQ Patron: Lord Derby, The Earl of Knowsley





Section A

Independent Examiner's Report

Report to the trustees/ members of

Charity Name
Liverpool Veterans HQ

On accounts for the year ended

1st April 2021 to 31st March 2022

Charity no (if any)

1172805

Set out on pages

2,3,4,& 5

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 03 / 2022

Responsibilities and basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

[The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of [insert name of applicable listed body]]. Delete [] if not applicable.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination (other than that disclosed below *) which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.

* Please delete the words in the brackets if they do not apply.

Signed:

[Handwritten signature: G Woodhouse]

Date:

6th June 2022

Name:

GERALD Woodhouse

Relevant professional qualification(s) or body

City Councillor

(if any):

--

Address:

20 MAYFAIR CLOSE
LIVERPOOL
L6 5J 5'

Section B

Disclosure

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

I looked at and examined all aspects of the accounts including income and expenditure and found no issues to report on.



CHARITY COMMISSION
FOR ENGLAND AND WALES

Liverpool Veterans HQ

1172805

Receipts and payments accounts

CC16a

For the period from	1st April 2021	To	31st March 2022
------------------------	----------------	----	-----------------

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Carry over	33,000	200,636	-	233,636	88,552
Bank Interest	6	-	-	6	59
AFCTF Development fund	-	25,000	-	25,000	-
AFCTF Families	-	23,520	-	23,520	40,000
Broughton House	8,750	-	-	8,750	-
Amazon & Donations	4,258	2,000	-	6,258	-
Buddy Support	3,500	-	-	3,500	-
BNENC	-	3,500	-	3,500	-
Sub total (Gross income for AR)	49,514	254,656	-	304,171	128,611
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	49,514	254,656	-	304,171	128,611
A3 Payments					
Salary on costs & Pensions	-	104,653	-	104,653	65,606
Bldg / utilities / rates / waste / phone	5,632	-	-	5,632	7,433
Insurance / Legal / ISO	8,372	-	-	8,372	3,758
Design & Print	1,886	-	-	1,886	1,825
Counselling	-	2,250	-	2,250	3,540
Bank Charges	157	-	-	157	90
HQ Payment re last yrs costs	-	9,465	-	9,465	-
Training / Programmes /	-	2,978	-	2,978	-
vols expenses / refreshments /travel	-	5,057	-	5,057	2,100
Sub total	16,047	124,403	-	140,450	84,352
A4 Asset and investment purchases, (see table)					
Capital items for office	95	-	-	95	1,117
	-	-	-	-	-
Sub total	95	-	-	95	-
Total payments	16,142	124,403	-	140,545	84,352
Net of receipts/(payments)	33,372	130,253	-	163,626	44,259
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	-	-	-	-	-
Cash funds this year end	33,372	130,253	-	163,626	44,259

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	cash in bank	376	165,000	-
		-	-	-
		-	-	-
	Total cash funds	376	165,000	-

(agree balances with receipts and payments account(s))

Agreement Error	Agreement Error	OK
Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £

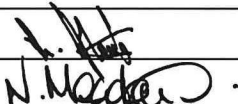
Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	Cllr Roy Gladden Neil Meadows	12.04.22 13.04.22

LIVERPOOL VETERANS HQ

England & Wales - Charity number 1172805

Accounts

Registered Charity No 1172805

Veterans HQ

Support for ex Armed Forces personnel, reservists and their families

LIVERPOOL VETERANS HQ
28 St Domingo Vale Liverpool L5 6RW
AGM Report 2021

Work undertaken by Liverpool Veterans HQ during 2020 - 2021



EMPLOYER
RECOGNITION
SCHEME

GOLD AWARD

EMPLOYER
RECOGNITION
SCHEME

SILVER AWARD

EMPLOYER
RECOGNITION
SCHEME

BRONZE AWARD

Foreword



*Rt Hon. The Earl of Derby
Patron Liverpool Veterans HQ*

With as many as 10% of prisoners being veterans, with 4% of serving personnel reporting probable PTSD, 20% reporting other common mental disorders and 13% reporting alcohol misuse, many of our Armed Forces enter civilian life with a higher risk of homelessness, substance misuse, relationship breakdown and mental health issues (especially delayed-onset PTSD) than their civilian contemporaries; combined with the unfamiliarity young single soldiers, sailors and airmen have of the housing landscape and the certainty they will not own a property; combined with the reluctance to approach the usual channels of support and advice because of the stigma and dishonour that such weakness might reveal to themselves and former colleagues, and the worrying perception within business that combat soldiers might be 'damaged goods', there is now a greater need to support our veterans than ever before at a local level.

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I was delighted to accept the role of Patron in our first year as a charity, and congratulate and thank the team for their hard work and dedication. And I watch with keen interest the developing plans and support for the Kings Barracks – a true one stop shop for the City Region's veterans.

*Rt Hon. The Earl of Derby
Patron Liverpool Veterans HQ*

Liverpool Veterans HQ – Chairman Report

It has been an extremely eventful year for Veterans HQ we have had to cope with The Covid – 19 Pandemic, an Office Move, a dramatic rise in referrals yet keep delivering the support and resources needed to the most vulnerable veterans and their families what has been a traumatic and difficult time. Veterans HQ were only able to achieve this with the support of our dedicated team of staff, buddies and trustees.

“I would also thank the members of the board for their continued support and attendance on the away day on the 4th of August. The contributions and assessment by board members have enabled H.Q.’s priorities and future planning to be arranged in a constructive manner and will ensure a positive future for the organisation and those we serve.

My thanks also to the staff and buddies who throughout this pandemic have ensured that the resources of H.Q. have been available to the veterans and their families despite the many obstacles thrown up by the COVID outbreak.

These sincere thanks are also extended to our Operations Manager, Bob Blanchard, who despite his own health restraints has continued to well exceed his contractual hours in ensuring not only the smooth running of H.Q. but continuing to realize funding for our organisation. It would also be remiss of me at this point not to also thank Mark who has liaised and worked with Bob on many of the funding applications that have already borne fruit.”

The move to St Domingo Vale was much needed as our old HQ on Breck Road no longer met our needs – so a move to a bigger brighter and accessible office took place and I would like to thank Liverpool City Council for making this happen.

The New office now has a room to hold NAFFI Breaks, a reception to meet our new clients, a dedicated counselling room and separate office space for our staff and Board members. As well as the move veterans HQ are updating our server in order to process our files and client enquiries in a speedier fashion this was made possible by funding from LCVS and Awards for All.

As previously mentioned it has been difficult during Covid but with tighter risk assessments and new protocols in place all in line with Government Guidelines, Veterans HQ were able to deliver a Shopmate programme to isolated and lonely Veterans and their families, Buddies and Staff delivered FREE emergency food and Hygiene packs, shopped for those veterans who had to isolate, picked up medication and made daily phone calls to veterans who were isolated and lonely, this was on top of our normal support programme, I am proud to say that Veterans HQ did not close and continued our service to our most vulnerable in a safe and secure manner.

We got Gold 2020 – 2021 saw another remarkable achievement for Veterans HQ we secured our GOLD award in the Armed Forces Covenant employer recognition Scheme – this award means a lot to HQ as it shows our commitment to our Armed Forces Family it also places HQ in a small but professional group of similar likeminded organisations. Veterans HQ are already working with 2 other Gold Award winners on a number of initiatives that will come to fruition this year.

Our other development work has seen positive strides with a further 2 years funding being secured from NHS England for our New Beginnings programme that continues to support veterans and their families engaged within the Criminal Justice System. This year New Beginnings is a finalist in the most coveted accolade in UK healthcare awards, the HSJ awards is the largest annual benchmarking and recognition programme for the health sector. Over the last 40 years the awards have been celebrating healthcare excellence through huge political, technological and financial challenges within the sector. For HQ to be nominated out of 1,000 applicants is a real achievement by all concerned.

Veterans HQ this year were pleased to secure funding to appoint a dedicated housing officer to provide much needed information advice and support to those veterans who were struggling with housing issues, we also see the continuation of our work with families and family support and in helping them in removing barriers to participation. Veterans HQ continues to grow and develop and I am looking forward to another successful year.

Thank You

Roy Gladden Cllr – Veterans HQ Chairman
LCC Armed Forces Champion

LCC Deputy Lord Mayor

CEO & Founder of Veterans HQ
Mr Bob Blanchard
CEO's Introduction

I am delighted to introduce the 2020 2021 AGM report of Liverpool Veterans HQ as well as the work and development of The Charity and to champion the vision and future developments of Veterans HQ.

The formation of Veterans HQ as a Charity was the culmination of 10 years of hard and dedicated work and commitment of our team of Buddies and the support of some influential individuals from Liverpool City Council and our Armed Forces Community Partnership Board.

The last 12 months has seen us grow and develop especially with the addition of three large scale programmes that being our Veterans in Custody New Beginnings Programme that has been funded again by NHS England, Our Housing Programme funded by Housing First with the support of LCR Metro Mayor and our Armed Forces Covenant Trust Families Programme

This year has seen Veteran's HQ securing our Gold Employers Recognition Certificate which is awarded to Organisations and Businesses that meet strict criteria set by the MOD.

The next few years will see us working in developing our new Home at St Domingo Vale in to what we hope will become a Veterans Centre of excellence for veterans their families and members of the community.

This year will also see veterans HQ again leading in bringing together the Veterans Hubs across the Liverpool City region in a more strategic joined up approach to providing veterans reservists and their families with quality support and resources.

Veterans HQ could not have achieved what it has without the dedication commitment of our Board, staff and especially our team of buddies and I thank each of you for your support and time in making Veterans HQ the very success it is.

Bob Blanchard
CEO & Founder

Our Mission

- *“Supporting and Empowering ex armed forces Personnel, Reservists and their families to reach their full potential”*

Our Vision

- *“To provide a unique, holistic support service and engagement programme for ex armed forces personnel, reservists and their families across the Liverpool City Region and surrounding areas.”*
- *We actively engage with ex armed forces personnel, reservists and their families*
- *We provide support, advice, information and sign posting to relevant services*
- *We deliver a strategic and effective service*
- *We act to ensure ease of access to resources, services and pathways*
- *We support existing delivery partners and actively seek out new partners to collaborate and innovate*
- *We reduce waiting times to support services*
- *We are open, fully inclusive and transparent in everything we do*
- *We share good practice so that everyone benefits*

New Beginnings

Veterans HQ new way of working especially with NHS England and supporting veterans within the criminal justice system has really paid off.

Veterans HQ has received a further 2 years funding from NHS England to continue to deliver its New Beginnings Programme in 15 prisons across the North West.

Our work in this area has also seen Veterans HQ being shortlisted as a finalist in the Following the intense and in-depth judging process, Liverpool Veterans HQ was shortlisted, ahead of the official awards ceremony to be held later this year (November 18th). Standing out amongst tough competition from hundreds of other exemplary applicants, Liverpool Veterans HQ was selected based on ambition, visionary spirit and the demonstrable positive impact that their project has had on both patient and staff experiences.

Veterans HQ and NHS England New Beginnings 2 phase programme supporting veterans and their families engaged within the Criminal Justice System.

The first phase commences by engaging veterans 3 months prior to release where a unique support pathway is put together that includes multi agencies, housing, benefit and welfare support, emotional and mental health referrals as well as addressing any addictions that the individual may be experiencing.

The next phase is on release to continue supporting the individual and their family ensuring that they do not re-offend – this phase includes service engagement, employment, training, ongoing support, volunteering etc.

Quote from spokesperson

Bob Blanchard CEO & Founder at Liverpool Veterans HQ comments, "We are so thrilled to have been shortlisted for the Military and Civilian Health Partnership Award. This recognition really does reflect the collaborative efforts and dedication of our colleagues who have worked so hard to successfully deliver The New Beginnings Programme Knowing that there was such stiff competition this year really does make this announcement feel like a wonderful achievement for everyone involved and the nomination has been a tremendous boost to staff at Liverpool Veterans HQ.

Housing:

Liverpool Veterans HQ also employ a full time housing Officer who works and supports Veterans and their families who experience housing issues or homelessness. Veterans HQ were proud to have received funding for this post from Liverpool City Region.

Homelessness has risen to prominence in our country because of its increasing visibility on our streets and the public's unease at seeing people living their lives there. It is the most obvious manifestation of social exclusion, where the general public come face to face with others who are disconnected from the social and economic mainstream. Unemployment, urban decay, discrimination, inequality and even poverty can be viewed from a distance by most of the population.

But homelessness is hard to avoid when, on your way to work, you see people wrapped up in filthy duvets sleeping in shop doorways.

Another little known and **largely forgotten group is that of ex-Servicemen.**

According to statistics, up to 30% of homeless people in Britain, particularly longer-term rough sleepers, have served in our Armed Forces at some stage before becoming homeless.

As for how they ended up in this situation, most joined the Forces voluntarily and leave because their contract has ended. Most of them have no problem while serving. With this in mind, it is difficult to map out the well-trodden pathway they travel down to homelessness.

Veterans HQ's work in this area brings together a number of Registered Social landlords and Private Landlords in providing housing for Veterans in Need, though recently the numbers of veterans requiring this type of support has risen..

Families Programme

Veterans HQ understand the stress that many families face when supporting a veterans within the family unit. Veterans HQ submitted a funding application to The Armed Forces Covenant Trust identifying that need and we were lucky to receive funding for a dedicated families Officer who works with Families in providing much needed support advice and information.

Families accessing this programme can engage in 1 to 1 or group support, social networking, days and trips out, workshops, family events like BBQ's, Christmas Parties, it is also about supporting our older veterans and providing respite to carers so we deliver trips and interaction days for our old and bold.

All of our work is innovative to the extent that we receive many requests to assist and support other Veterans programmes across the North West with our most recent request coming from Broughton Hall where we have been asked to take the strategic lead for Cheshire and Manchester on establishing Criminal Justice Support for Veterans.



Section A Independent Examiner's Report

Report to the trustees/ members of

Charity Name: LIVERPOOL VETERANS HQ

On accounts for the year ended

MARCH 31ST 2021

Charity no (if any): 1172805

Set out on pages

3 & 4 (remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended DD / MM / YYYY.

Responsibilities and basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

[The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of [insert name of applicable listed body]]. Delete [] if not applicable.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination (other than that disclosed below *) which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
• the accounts did not accord with the accounting records; or
• the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.

* Please delete the words in the brackets if they do not apply.

Signed: Ruth Bennett

Date: 22nd September 2021

Name: RUTH BENNETT

Relevant professional qualification(s) or body

CITY COUNCILLOR

(if any):

Address:

11 ARNOLD GROVE, LIVERPOOL L15 8HP

Section B

Disclosure

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.



CHARITY COMMISSION
FOR ENGLAND AND WALES

Charity Name
Liverpool Veterans HQ

No (if any)
1172005

CC16a

Receipts and payments accounts

For the period from	Period start date 1st April 2020	To	Period end date 31st March 2021
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Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Carry Over	-	88,552	-	88,552	7,449
bank interest	59	-	-	59	-
Donations & Grants	3,073	20,000	-	23,073	33,854
Armed Forces Covenant Trust	-	72,030	-	72,030	-
Families officer LCR	-	40,000	-	40,000	-
NHS England	-	84,800	-	84,800	75,000
Awards for All	-	9,950	-	9,950	-
LCVS	-	2,000	-	2,000	-
Sub total (Gross income for AR)	3,132	317,332	-	320,464	116,303
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	3,132	317,332	-	320,464	116,303
A3 Payments					
Salaries	-	65,605	-	65,605	13,893
Office move & associated costs	900	-	-	900	-
Bank Charges	90	-	-	90	84
Internet / phone / web / server / utilities	-	7,433	-	7,433	625
Counselling & Training	-	3,540	-	3,540	10,680
stationary printing	1,825	-	-	1,825	1,280
Insurance / legal	-	3,758	-	3,758	-
Volunteers expenses and travel	-	2,100	-	2,100	886
capital	-	1,117	-	1,117	-
Sub total	2,815	83,553	-	86,368	27,448
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	2,815	83,553	-	86,368	27,448
Net of receipts/(payments)	317	233,779	-	234,096	88,855
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	-	-	-	-	-
Cash funds this year end	317	233,779	-	234,096	88,855

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	cash in bank	317	234,096	-
		-	-	-
		-	-	-
	Total cash funds	317	234,096	-
	(agree balances with receipts and payments account(s))	OK	Agreement Error	OK


Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	Roy Gladden Cllr	26/08/2021