

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

Work undertaken by Liverpool Veterans HQ during 2020 - 2021



## 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*

#### 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 4<sup>th</sup> 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 18<sup>th</sup>). 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.







CHARITY COMMISSION  
FOR ENGLAND AND WALES

## Independent examiner's report on the accounts

### Section A

### Independent Examiner's Report

Report to the trustees/  
members of

Charity Name

LIVERPOOL VETERANS HQ

On accounts for the year  
ended

MARCH 31<sup>ST</sup> 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)  
1172805

## Receipts and payments accounts

CC16a

For the period  
from

Period start date  
1st April 2020

To

Period end date  
31st March 2021

### 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 £
<b>A1 Receipts</b>					
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	-
<b>Sub total (Gross income for AR)</b>	<b>3,132</b>	<b>317,332</b>	<b>-</b>	<b>320,464</b>	<b>116,303</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>3,132</b>	<b>317,332</b>	<b>-</b>	<b>320,464</b>	<b>116,303</b>
<b>A3 Payments</b>					
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	-
<b>Sub total</b>	<b>2,815</b>	<b>83,553</b>	<b>-</b>	<b>86,368</b>	<b>27,448</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>2,815</b>	<b>83,553</b>	<b>-</b>	<b>86,368</b>	<b>27,448</b>
<b>Net of receipts/(payments)</b>	<b>317</b>	<b>233,779</b>	<b>-</b>	<b>234,096</b>	<b>88,855</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Cash funds this year end</b>	<b>317</b>	<b>233,779</b>	<b>-</b>	<b>234,096</b>	<b>88,855</b>



## 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 £
<b>B1 Cash funds</b>	cash in bank	317	234,096	-
		-	-	-
		-	-	-
	<b>Total cash funds</b>	317	234,096	-
	(agree balances with receipts and payments account(s))	OK	Agreement Error	OK
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B2 Other monetary assets</b>		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
<b>B3 Investment assets</b>		Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
<b>B4 Assets retained for the charity's own use</b>		Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
<b>B5 Liabilities</b>		Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval
		Roy Gladden Cllr	26/08/2021