

## Liverpool Veterans HQ

## Annual Report 2021 2022



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

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## 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*

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

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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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## 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 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.”

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.

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

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## 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 The 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 – Became finalist in National Health & Social Justice Awards

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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

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:

*Gerald 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
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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 £
<b>A1 Receipts</b>					
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	-
<b>Sub total (Gross income for AR)</b>	<b>49,514</b>	<b>254,656</b>	<b>-</b>	<b>304,171</b>	<b>128,611</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>49,514</b>	<b>254,656</b>	<b>-</b>	<b>304,171</b>	<b>128,611</b>
<b>A3 Payments</b>					
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
<b>Sub total</b>	<b>16,047</b>	<b>124,403</b>	<b>-</b>	<b>140,450</b>	<b>84,352</b>
<b>A4 Asset and investment purchases, (see table)</b>					
<b>Capital items for office</b>	<b>95</b>	<b>-</b>	<b>-</b>	<b>95</b>	<b>1,117</b>
	-	-	-	-	-
<b>Sub total</b>	<b>95</b>	<b>-</b>	<b>-</b>	<b>95</b>	<b>-</b>
<b>Total payments</b>	<b>16,142</b>	<b>124,403</b>	<b>-</b>	<b>140,545</b>	<b>84,352</b>
<b>Net of receipts/(payments)</b>	<b>33,372</b>	<b>130,253</b>	<b>-</b>	<b>163,626</b>	<b>44,259</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>33,372</b>	<b>130,253</b>	<b>-</b>	<b>163,626</b>	<b>44,259</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	376	165,000	-
		-	-	-
		-	-	-
		-	-	-
	<b>Total cash funds</b>	<b>376</b>	<b>165,000</b>	<b>-</b>

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

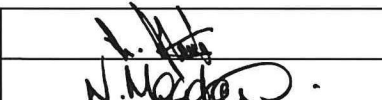
	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B2 Other monetary assets</b>		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

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

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

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
<b>B5 Liabilities</b>			-	
			-	
			-	
			-	
			-	

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

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