

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

FOR HEALTHCARE LEADERS
HSJ VALUE IN
HEALTHCARE
AWARDS
FINALIST



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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



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 2024

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	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

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 2024

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. 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.

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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 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		1,250		1,250	4,487
Veterans Foundation					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	



Report to the trustees/
members of

Liverpool Veterans HQ

On accounts for the year
ended

March 31st 2024

Charity no
(if any)

1172805

Set out on pages

1 & 2

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

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:

J. Doyle

Date:

17/6/24

Name:

KEITH LLOYD

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

CENTRE MANAGER

Address:

BRAUNSWICK YOUTH AND COMMUNITY CENTRE
104, MARSH LANE, BOOTLE
L20 4JQ

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

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To

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Signed:

J. Doyle

Date:

17/6/24

Name:

KEITH LLOYD

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

CENTRE MANAGER

Address:

BRAUNSWICK YOUTH AND COMMUNITY CENTRE
104, MARSH LANE, BOOTLE
L20 4JQ

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