



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



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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.

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

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.

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 orderly, 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 to transfer 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.

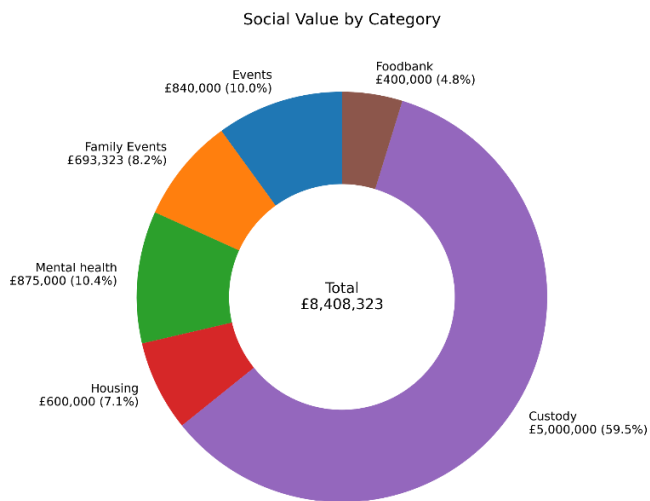
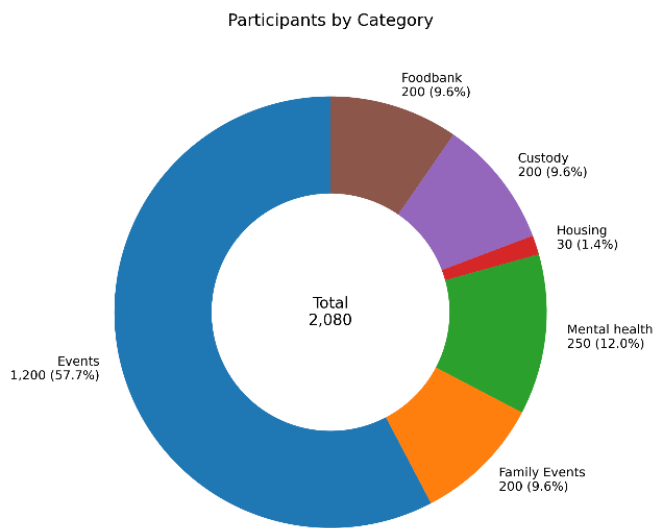


Our NAAFI break at Anfield with veterans from Everton in the community in attendance.

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.



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".

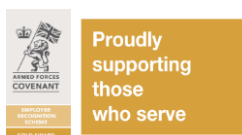
Iraq & Afghan veteran

"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.

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 HQ 1172805

1172805

Receipts and payments accounts

CC16a

For the period
from

Apr-24

To

Mar-25

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))			

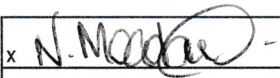
	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	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 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

Date:

4th Dec 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.